

MANGALORE UNIVERSITY
SYLLABUS FOR B. Sc. (HOSPITALITY SCIENCE) UNDER
CHOICE BASED CREDIT SYSTEM (CBCS) SEMESTER SCHEME

Instruction Hours per Week and Scheme of Examination:
I/II/III/IV SEMESTER

	Particulars	Courses	Instruction hrs/week	Duration of exam (hrs)	Marks			Credits
					IA	Exam	Total	
Group I	6 hospitality science courses (3 T +3P)	3T	3 x 4	3 x 3	3 x 20	3 x 80	3 x 100	6
		3P	3 x 3	3 x 3	3 x 10	3 x 40	3 x 50	3
Group II	One course to Be chosen from 4 electives	1T	1 x 2	1 x 2	1 x 10	1 x 40	1 x 50	1
Group III	a) Foundation Languages	2L	2 x 4	2 x 3	2 x 20	2 x 80	2 x 100	4
	b) Elective Foundation	1T	1 x 2	1 x 2	1 x 10	1 x 40	1 x 50	1
Group IV	CC & EC	1T	1 x 2	1 x 2	50	-	50	1

V SEMESTER

	Particulars	Courses	Instruction hrs/week	Duration of exam (hrs)	Marks			Credits
					IA	Exam	Total	
Group I	9 hospitality Science Courses	6T	6 x 4	6 x 3	6 x 20	6 x 80	6 x 100	12
		3P	3 x 3	3 x 4	3 x 20	3 x 80	3 x 100	6

VI SEMESTER

	Particulars	Courses	Instruction hrs/week	Duration of exam (hrs)	Marks			Credits
					IA	Exam	Total	
Group I	Project Work/ Industrial Practicum	Project Report/ Dissertation	36	-	180	600 project Report) 120 (presentation & viva)	900	18

FIRST SEMESTER

GROUP	SUBJECT CODE	SUBJECT
I	BHSHSC 131	Food Production – I
	BHSHSC 132	Food & Beverage Service – I
	BHSHSC 133	Front Office Management – I
	BHSHSP 134	Food Production Practical – I
	BHSHSP 135	Food & Beverage Service Practical – I
	BHSHSP 136	Front Office Management Practical – I
II	BHSHSCE 137	Food Hygiene & Sanitation
III	BHSENL 131	English - I
	BHSFRL 131	French – I
	BHSCIF 131	Constitution of India
IV		EC & CC

Subject	: FOOD PRODUCTION – I
Sub code	: BSHSC 131
Workload	: 4 hours per week
Examination	: 3 hours per week
Objectives	: To provide an overview of the culinary & emphasize on the aims & objective of cooking, commodities used in the food production and an in-depth study of kitchen organization & equipments.
Pedagogy	: lectures, assignments, discussions, case studies.

UNIT I: CULINARY HISTORY (12 hours)

- Introduction to cooking
- Cuisine simple
- Cuisine bourgeoisie
- Cuisine haute
- Continental cuisine
- Provincial cuisine
- Nouvelle cuisine
 - Food habits (Religion, regional, economical, environmental)
 - Festive cooking
 - Ethics in food preparation
 - Indian & western culinary terms
- Aims & objectives of cooking food
- Taste sensations
- Seasoning, flavouring, condiments, colouring, marinades
- Spices, herbs, Indian – wet and dry masala
- Storage & handling
- Presentation

UNIT II: COMMODITIES & PREPARATION OF INGREDIENTS (12 hours)

- Basic ingredients (perishable, non perishable)
- Categorizing fresh and dry provisions
- Nutritional aspects
- Basic food preservation (freezing, drying, canning etc)
- Weights and volumes
- Mise-en-place
- Mixing methods

UNIT III: KITCHEN EQUIPMENT (12 hours)

- Different metals (Aluminum, Copper, Steel etc)
- Classification of kitchen equipment (Heavy, Mechanical, Small)
- Selection factors
- Quantity cooking equipments (Ovens, Deep fryers, Steam Cooker etc)
- Modern kitchen equipments (Microwave Oven, Air fryer, induction hobs etc)
- Usage maintenance and upkeep

UNIT IV: KITCHEN ORGANIZATION

(12 hours)

- Introduction
- Classical kitchen brigade
- Organization structure in various category hotels
- Duties and responsibilities of chefs

REFERENCE BOOKS:

1. Theory Of Catering, Ronald Kinton, Victor Cesarsni, Elst, 9th/1999
2. Modern Cookery, Thangam Philip, Orient Longman, 5th Ed.
3. Life And Food In Bengal, Chitra Banerjee, Penguin Books, 1st Rev.Ed/2005
4. Udupi Cuisine, U.B Rajalakshmi, Prism Books, 2000

Subject : FOOD & BEVERAGE SERVICE - I

Sub. Code : BSHSC 132

Work load : 4 hours per week

Examination : 3 hours

Objectives : To provide the student basic knowledge about the F & B service department, & its operation, menu planning different types services.

Pedagogy : lectures, assignments, discussions, case studies.

UNIT I: STRUCTURE OF THE F & B SERVICE DEPARTMENT & OPERATIONAL EQUIPMENT

- Organization chart **(12 hours)**
- Principal staff for various types of f & b operations
- French terms related to f & b staff
- Job descriptions of key staff
- Attributes of f & b service staff
- Inter-departmental relationships
- Classification of equipments (glassware, flatware, cutlery, cookery, hollow ware)
- Special equipment and trolleys
- French terms for the equipment
- Maintenance and upkeep of equipment

UNIT II: MEALS AND MENU PLANNING **(12 hours)**

- Types of meals-early morning tea, breakfast (Continental, American, English, Indian) brunch, lunch, afternoon tea, high tea, dinner, supper timings, dishes served and covers
Origin of menu and types of menu
- French classical menu – Courses, Two examples for each course
- Objectives and principles of menu planning
- Factors affecting menu planning process
- Knowledge of accompaniments (from food & beverage service by DENNIS R. LILLICRAP and JOHN A. COUSINS)

UNIT III: TYPES OF SERVICE & ANCILLARY DEPARTMENTS **(12 hours)**

- Waiter service – counter or bar, table (American, French, Russian, English), banquet, room service, drive- in
- Self service – traditional cafeteria, free flow, cafeteria, carousel, vending, Carvery, buffet and take-away
- Special service arrangements – tray service (essential features of room service, hospital trolley/tray service, airline service)
- Mise-en-scene and mise-en-place
- Laying of cover, restaurant service cycle.
- Pantry
- Still room
- Linen room
- Hot plate
- Kitchen stewarding – role and functions and hierarch

UNIT IV: BEVERAGES

(12 hours)

- Classification of beverages
- Non-alcoholic beverages
- Refreshing – spring water mineral water aerated water, squashes and syrups, service standards.
- Nourishing beverages – fruit juices & milk drinks, service standards
- Stimulating beverages – tea (introduction, manufacturing, storage, types, brands, service standards) coffee (introduction, manufacturing, storage, types, brands, service standards)

REFERENCE BOOKS:

1. Modern Restaurant Service - A Manual For Students & Practitioners, John Fuller, Hutchinson, 1983
2. Food & Beverage Management, Bernard Davis & Sally Stone, Heinemann Professional Publishing
3. Food & Beverage Service, Dennis R. Lillicrap & John A Cousins – Elbs, Elst, 2002
4. Food & Beverage Service, Ronald F Cichy & Paul E Wise – Eiah & La, Educational Institute, 1999

Subject : FRONT OFFICE MANAGEMENT – I

Sub. Code : BSHSC 133

Work load : 4 hours

Examination : 3 hours

Objectives : to make students understand, organize and perform front office functions that are critical to the success of the hotel.

Pedagogy : lectures assignments, discussions, case studies.

UNIT I: INTRODUCTION

(12 hours)

- Classifications of hotels (star categorization types etc.)
- Operating arrangements (Chains, independent hotels, franchise, management contract)
- Types of rooms (Single, Double, Twin, Parlour, cabana, Suites etc)

UNIT II: RATES AND MEAL PLANS

(12 hours)

- Different types of plans (EP, CP, AP, MAP etc)
- Tariff structure of hotels (Rack Rate, CVGR, Crib rate, etc)
- Types of hotel guests (FIT, FFIT, DFIT, Group etc)

UNIT III: FRONT OFFICE DEPARTMENT & DUTIES AND RESPONSIBILITIES OF ITS STAFF

(12 hours)

- Functions of front office
- Guest cycle (Pre arrival, Arrival, during stay, departure)
- Organization of front office department
- Job description and job specifications of front office management, duty manager, front office assistant, bell captain, bell boy and other staff

UNIT IV: RESERVATION & PRE-REGISTRATION PROCESS

(12 hours)

- Function of reservation department
- Equipment used (Telephone, Fax, Computer etc)
- Types of reservation (Tentative, Confirmed, Waitlisted)
- Sources of reservation (Direct, CRS, GDS, Intersell Agencies, Corporate, etc)
- Modes of reservation (Written, Verbal)
- Reservation process
- Over booking and full house management (Plus Position, minus position)
- Forms, formats and reports (Reservation, GRC, C – form etc)
- Pre-registration process

REFERENCE BOOKS:

1. Front Office Management, S.K Bhatnagar, Frank Bros And Co.
2. Managing Front Office Operations, Michael. L. Kasavana & Richard. M., Brooks Publisher: Ahma, 1998
3. Hotel Front Office Training Manuel, Sudheer Andrews, Tata Mcgraw Hill, 2009
4. Principles Of Front Office Operations, Sue Baker Et-Al, Cassell, 1994
5. Front Office Operations, Colin Dix, Pearson Education, 2006
6. Hotel Front Office Management, James. A. Bardi, John Wiley & Sons, 1996

Subject : FOOD PRODUCTION PRACTICAL – I

Subject code : BSHSP 134

Workload : 3 hours per week

Examination : 3 hours

Objectives : To make the students learn the following:

Preparation of basic Indian spice mixture – dry & paste

Preparation of vegetables, fish, meat

Different method of cooking – rice, vegetable, meat, fish, egg dishes

Basic Indian bread preparation & variation

Basic Indian snacks

Menu 1 Thandai Machchi Amrithsari Navaratna Khorma/ Chappathi Jebebi Egg Omlette (Plain & Masala)	Menu 2 Kori Pori Chader Avial/ Boiled Rice Meen Moilee Ada Pradhman Fried Egg
Menu 3 Dahi Bara Ras Meen Bisibele Huliyananna Mysore Pak Boiled Egg Masala	Menu 4 Kori Ajudina Masala Dosa / Chutney Sambar Obbattu Poached Egg
Menu 5 Aloo Tikki / Sounth Chicken Korma Peas Pulav Double Ka Metta Onion Bhajjiyas	Menu 6 Reshmi Kebab Chole / Batura Cuchumber Phirini Chilli Pakoda
Menu 7 Madras Soup Chicken Chettinad Curd Rice Sheera / Puri Potato Bonda	Menu 8 Shami Kebab Shahi Paneer Aloogobi / Parantha Carrot Halwa Vegetable Samosa
Menu 9 Vegetable Pakoda Murgh Makhani Baigan Burtha / Naan Badam Kheer Aloo Chaat	Menu 10 Caldo Verde Galinha Cafreal Prawn Balchow / Sannas Espumas Fish Cutlet

SCHEME OF VALUATION

Internal assessment: 10 marks

University exams: 40 marks

Personal grooming	05 marks
Journal/ record book	10 marks
Preparation of nay one Indian spice mix asked by the examiner (garam masala, paanch poran, chaat masala, sambar masala, tandoori Masala, rasam powder)	05 marks
Presentation of any one rice (plain boiled rice, pulao, curd rice)	05 marks
Preparation of any one Indian bread (chapattis, batura, parantha, puri)	05 marks
Viva voice (Any 5 questions from the first semester food production theory or practical syllabus)	10 marks
Total	40 marks

No. Students per session: 15

No. of session per day : 2

Time: 3 hours

Subject : FOOD & BEVERAGE SERVICE – PRACTICAL - I

Subject code : BSHSP 135

Workload : 3 hours per week

Examination : 3 hours

Objectives : To give the student practical exposure to basic service skills in a restaurant.

1. Industry Grooming Standards
2. Identifying operating equipment – care and maintenance including cleaning / polishing,
3. Setting up the side board
4. Laying and relaying the table cloth.
5. Napkin folding (at least 10 different ways)
6. Setting the table (cover) for breakfast, lunch and dinner
7. Handling restaurant reservation, receiving and seating the guest & Taking the order
8. Procedure of service and clearance at the table & Presenting and en-cashing the bill
9. Basic etiquette and standard phrases
10. Clearance of astray

SCHEME OF VALUATION:

Internal assessment: 10 marks

University examination: 40 marks

Grooming	5 marks
Journal	5marks
Identification of equipment, cutlery, crockery, glassware	5 marks
Laying and relaying table cloth	5 marks
Planning a 3 course menu (Courses to be specified by the external examiner)	5 marks
Service skills	5 marks
Napkin folding	5 marks
Viva voce (Any five questions topic from ii and iii semester f & b service theory and pract syllabus)	5 marks
Total	40 marks

Time: 3 hours

No. of session per day: two

No. of students per session: 15

Subject : FRONT OFFICE MANAGEMENT – PRACTICAL – I
Sub code : BSHSP 136
Workload : 3 hours per week
Examination : 3 hours

Practical

1. Introduction to Front office department
2. Grooming Standards
3. Guest service and hospitality procedures
4. Front desk courtesy/ receiving a guest
5. Telephone manners & telephone handling
6. Reservation procedures demonstration
7. Pre-registration process
8. Identification of various equipment racks etc
9. Situation handling – Telephone handling
10. Situation Handling - Reservation & Pre Registration

SCHEME OF VALUATION

Internal assessment: 10 marks

University examination: 40 marks

Grooming	5 marks
Journal	5 marks
Taking down reservation and completing reservation forms	10 marks
Situation handling pertaining to Telephone handling/Reservation and pre registration process.	10 marks
Viva voce	10 marks
Total	40 marks

Time: 3 hours

No. of session per day: 2

No. of students per session: 15

Subject : FOOD HYGIENE & SANITATION

Sub. Code : BSHSCE 137

Workload : 2 hours per week

Examination : 2 hours

Objectives : To provide the students with information on the various aspects of hygiene and sanitation with regard to food, premises and equipments used in the hotel industry.

Pedagogy : lectures, assignments, discussions, case studies and problem solving.

UNIT I: PERSONAL HYGIENE

(8 hours)

- Standards of personal health & hygiene (hand, skin, hair, nose, mouth and ears, cuts, boils etc. Jewelry and perfume, smoker)
- General health and reporting of illness
- Protective clothing (clothes, aprons, head coverings, gloves, footwear).
- Equipment for personal hygiene (taps, showers, soap dispensers, nail brushes, hand driers).

UNIT II: HYGIENE IN THE KITCHEN

(8 hours)

- Keeping plant and equipment clean (clean-as-you go systems & deep cleaning operation)
- Cleaning methods (manual cleaning, automatic cleaning double sink washing).
- Cleaning of hoods, ranges, food mixers, chopping blocks, slicers, juicers

UNIT III: GARBAGE DISPOSAL

(8 hours)

- Classification of garbage
- Generation points
- Storage of garbage
- Disposal of garbage
- Waste disposal units fitted to sinks

REFERENCE BOOKS:

1. Managing Food Hygiene, Nicholas Johns, Macmillan
2. The Food Hygiene Handbook, Richard A S Prenger, High Field Publication
3. Park's Text Book Of Preventive & Social Medicine, J.E. Park, M/S Banarsidas Bhonot, 2009
4. Catering Management An Integrated Approach, Mohini Sethi, Sunjeet Malhan, Wiley Eastern Ltd., 2nd Ed./1993
5. Social & Preventive Medicine, Yash Pal Bedi, Atma Ram & Sons, 15th Ed/1988

SECOND SEMESTER

GROUP	SUBJECT CODE	SUBJECT
I	BHSHSC 181	Food Production – II
	BHSHSC 182	Food & Beverage Service – II
	BHSHSC 183	Accommodation Operation I
	BHSHSP 184	Food Production Practical –II
	BHSHSP 185	Food & Beverage Service Practical – II
	BHSHSP 186	Accommodation Operation Practical – I
II	BHSHSCE 187	Nutrition & Food Science
III	BHSENL 181	English – II
	BHSFRL 181	French – II
	BHSHRF 181	Human Rights
IV		EC & CC

Subject : FOOD PRODUCTION – II

Sub. Code : BSHSC 181

Workload : 4 hours per week

Examination : 3 hours

Objectives : to provide an in- depth knowledge about cereals, fish, eggs, soups, sauces and the various methods of cooking

Pedagogy : lectures, assignments, discussions, case studies

UNIT I: CEREALS & EGGS (12 hours)

- Cereals
 - Types – processing – by products – uses
 - Storage
 - Action of heat on cereal products
- Egg
 - Types – selection – availability
 - Uses – storage – emulsions
 - Egg cookery

UNIT II: FISH & SEA FOOD (12 hours)

- Classification –selection – cuts – storage
- Cooking techniques (poaching, frying, grilling etc)

UNIT III: STOCKS, SOUPS & SAUCES (12 hours)

- Classification of soups (Thin, Thick, Miscellaneous, international etc)
- Types of Stock (White, Brown, Fish)
- Flavouring agents – preparation
- Clarification – aspics
- Garnishes and accompaniments
- Storage
- Sauces
- Classification (Mother Sauces)
- Derivatives
- Liaison agents, rectifications and uses

UNIT IV: METHODS OF COOKING (12 hours)

- Heat transfer (Conduction, Convection, Radiation etc)
- Action of heat on food
- Chemical changes – temperature – flavour development
- Quantity cooking – systems catering

REFERENCE BOOKS:

1. Food Commodities, Bernard Davis, Butterworth- Hienemann ltd. , 1991
2. Introductory Foods, Marion Benneon
3. Quantity Cooking, John B Knight , Lendal H Kotshevar
4. Meithei, Pranula Paima
5. Indian Sweets, Satarupa Banarjee
6. Theory Of Cooking, Krishna Arora, Frank Bros And Co., 4th Rev.Ed/2001

7. Practical Professional Cookery, H.L Cracknell, R.J Kaufmann, Macmillan, 1999

Subject : **FOOD & BEVERAGE SERVICE – II**

Sub code : BSHSC 182

Work load : 4 hours per week

Examination : 3 hours

Objectives : to give the students and in-depth exposure to wine

Pedagogy : lectures, assignments, discussions, case studies.

UNIT I: WINE (12 hours)

- Definition, history and classification
- Grape varieties
- Viticulture
- Effects of soil, climate and location on wine making
- Production of wine (vinification – mololactic fermentation, maceration carbonique)
- Factors affecting quality of wine
- Characteristics of wine – appearance, colour, bouquet, taste, aging, body, sweetness etc

UNIT II: WINES OF THE WORLD WITH ITS LAWS (12 hours)

- France – general climatic conditions, regions (Alsace, Bordeaux, Burgundy, Loire, Rhone, Jura and Midi) & its Law and label reading.
- Italy – general climatic conditions and regions (Piedmont, Tuscany, Veneto, Umbria, Lazio, Sicily, Sardinia, Emilia – Romagna) & its Law and label reading
- Germany – general climatic conditions and regions (Ahr, Mitelrhein, Mosel-Saar-Ruwer, Rheingau, The Nahe, The Pfalz, Heinhessan, Franken, Hessische Bergstrasse, Wurttemberg and Baden) & its Law and label reading
- Spain – general climatic conditions and regions (Rioja, Catalonia, Andalusia, La Mancha, Navara, Alicante) & its Law and label reading
- Portugal – general climatic conditions and regions (Vinho verde, Douro, Dao, Alto) & its Law and label reading
- Wines of other countries – America, South Africa, Australia, India, New Zealand)

UNIT III: SPARKLING WINES, FORTIFIED WINES AND AROMATIZED WINES (12 hours)

- Method of making sparkling wines – Method Champenoise, Charmat process, Transfer method, Method Gazafie.
- Champagne – Introduction, grapes used production, bottle names and sizes, types and styles of champagne, label reading.
- Sparkling wines from other regions of France, Germany, Italy, Spain, Portugal, California, India etc.
- Other sparkling wine terms.
- Sherry – introduction, production, styles and shippers
- Port – introduction, production, styles and shippers
- Maderia– introduction, production, styles and shippers
- Malaga and Marsala
- Vermouth– introduction, production, styles and brand names
- Other aromatized wines.

UNIT IV: STORAGE AND SERVICE OF WINES

(12 hours)

- Storage of wine
- Service of still and sparkling wine – presenting, opening and pouring technique.
- Service of fortified and aromatized wines
- Wine decanting and service temperature
- Wine tasting – common terms used to describe color, taste and smell.
- Food and wine harmony, wine lists.
- Faults in wine and dealing with them.

REFERENCE BOOKS:

1. Modern Restaurant Service – A Manual For Students And Practitioners, John Fuller – Stanley Thomas, Hutchinson, 1983
2. Food And Beverage Service , Dennis R Lillicrap And John A Cousins, Elst, 2002
3. Essential Table Service For Restaurant, John Fuller, Hutchison
4. Food And Beverage Service, Ronald F. Cichy And Paul E. Wise, Educational Institute, 1999
5. The Student's Guide To Food & Drink, John Cousins And Andrew Durkan, Hodder And Stoughton, 1992
6. Beverage Sales And Service – A Professional Guide For Students, Brian K.Julyan, Butterworth Heinemann, 1998

Subject : ACCOMMODATION OPERATION – I
Sub code : BSHSC 183
Workload : 4 hours per week
Examination : 3 hours
Objectives : to give the students and in-depth exposure to operating aspects of housekeeping operations.
Pedagogy : lectures, assignments, discussions, case studies.

UNIT I: INTRODUCTION & FUNCTIONS OF THE HOUSEKEEPING DEPARTMENT (12 hours)

- Importance & Objectives
- Organization structure (small, medium, large)
- Duties and responsibilities of Housekeeping Personnel
- Qualities and attributes required for housekeeping personnel
- Desk control- Records & Registers maintained.
- Keys- Types, Control of keys
- Daily routines and systems of housekeeping department
- Dealing with guests-sickness, death, fire, lost and found, theft, missing & damaged (procedures)
- Interdepartmental coordination

UNIT II: CLEANING AND MAINTENANCE OF GUESTROOMS AND PUBLIC AREAS (12 hours)

- Cleaning agents and cleaning equipment – classification, selection, use, care & maintenance
- Frequency schedules – daily/routine cleaning, special cleaning, periodic/spring cleaning
- Types of guestrooms
- Standard contents of a guestroom
- Cleaning of occupied, departure and vacant room
- Floor pantry, rooms under repair
- Entrance- Public restroom
- Lobbies-swimming pool areas
- Front desk- Dining & Banquet areas
- Corridors –administrative officer
- Employee rooms – exercise rooms

UNIT III: FIBERS AND FABRICS (12 hours)

- Definition of a fiber
- Classification (based on origin & length)
- Characteristics and uses
- Methods of fabric construction (Weaving, Knitting, & Bonding)
- Fabrics commonly used for bed linen, bath linen, napery items and soft furnishing

UNIT IV: MANAGEMENT OF LINEN AND UNIFORM**(12 hours)**

- Classification of linen and sizes
- Selection criteria for linen & uniform
- Quantity of linen & uniform (Establishing PAR level)
- Location, equipment and layout of linen and uniform rooms
- Activities of linen and uniform room – marking, issuing, storage & inspection
- Stock taking
- Condemned linen

REFERENCE BOOKS:

1. Complete Guide To Flower Arranging, Judith Blacklock, Flower Press, 2012 The
2. na – A Practical & Philosophical Guide To Japanese Flower Arrangement, Stella Coe, Gallery Books, 1989 Ikeba
3. sional Management Of Housekeeping Operation, Robert J. Martin, John Wiley & Sons, 2007 Profes
4. keeping Supervisor, Jane Fellows House

- Subject** : **FOOD PRODUCTION PRACTICAL – II**
- Subject code** : BSHSP 184
- Workload** : 3 hours per week
- Examination** : 3 hours
- Objectives** : to expose students to the practical aspects of the following:
- 1) Asian cookery – preparation
 - 2) Cuts of vegetable – fish – meats
 - 3) Use of sauces- condiments- marinades
 - 4) Preparation of Asian style stocks and sauces
 - 5) Asian garnishes and presentations
 - 6) Asian breads- rice- noodle preparation- soups- snacks

Menu – 1 Tandoori Chicken/ Roti Kheema Biryani Brinjal Raitha Carrot Gajrela	Menu – 2 Bori Samosas Dhansak / Ghee Rice Patrani Machi Falooda
Menu – 3 Sea Food & Tofu Soup Vegetable Spring Rolls Mixed Hakka Noodles Toffee Apples	Menu – 4 Egg Flower Soup Mandairn Fish Patrani Machi Falooda
Menu – 5 Fish Patties Mulligatawny Soup Ceylon Chicken Curry Kaludodol	Menu – 6 Hot & Sour Soup Garlic Chicken /Garlic Gobi Chinese Choupsey Date Pancakes
Menu – 7 Lassi Achar Murgh Paneer Kadhai Roti Jalebi	Menu – 8 Tomato Suimono Tempura Suki Yaki White Rice Green Tea
Menu – 9 Tom Yam Soup Momos Lemon Chicken Rice Chinese Fruit Salad	Menu – 10 Gazpacho Sage Chicken With Rice Vegetable With Dip Mocha Swirl Mousse

SCHEME OF VALUATION

Internal assessment: 10 marks

University exams: 40 marks

Personal grooming	5 marks
Journal/record work	5 marks
Indent & plan of work	5 marks
Three course menu : any one menu from the I & II semester practical syllabus Appetizer/soup: Main course: Dessert:	5 marks (1marks each for flavor, color, texture, doness, presentation of each dish) (total 15 marks)
Viva voce	10 marks
Total	40 marks

1. External examiner to prescribe any menu of three items from the I/ II semester food production practical menus and inform the college about the menu/s one week in advance to produce required stores.
2. Students to be informed about the prescribed menu for examination 1 day in advance.

Time: 3 hours

No. of students per session: 15

No. of sessions per day: 1

Subject : FOOD & BEVERAGE SERVICE PRACTICAL – II

Subject code : BSHSP 185

Workload : 3 hours per week

Examination : 3 hours

Practical

1. Room service trolley or tray setting (b/f, lunch, evening tea dinner)
2. Preparing wine lists and beverage lists.
3. Services of cigar.
4. Service of juices and soft drinks.
5. Preparation of skills and fortified wines.
6. Preparation of sparkling wines.
7. Planning of 4 to 5 course TDH menus in English with wines
8. Table layout for the English menu
9. Planning of 4 to 5 course TDH menus in French with wines.
10. Table Layout for the French menu

SCHEME OF VALUATION

Internal assessment: 10 marks

University exams: 40 marks

Journals	5 marks
Grooming	5 Marks
Menu planning for 5 course meal in French with wines	5 marks
Cover layout for 1 cover for 5 course meal	5 marks
Planning a wine list or beverage list & service of wines (external examiner to give the number and types of wine and beverage for the list)	10 marks
Tray setup for breakfast/lunch/evening tea/ Dinner	5 Marks
Viva voce (any five questions from the f & b service III Theory or practical syllabus)	5 marks
Total	40 marks

Time: 3 hours

No. of students per session: 15

No. of sessions per day: 2

Subject : ACCOMMODATION OPERATION PRACTICAL – I

Subject code : BSHSP 186

Workload : 3 hours per week

Examination : 3 hours

1. Identification & usage of cleaning equipment and cleaning agents
2. Cleaning various surface
3. Metal – Brass, copper, silver, stainless steel, painted surfaces
4. Wood - Hard & soft wood, cane, wicker & bamboo
5. Plastic – Furniture, Telephone, T.V. Set
6. Glass: Mirror's, Window glass
7. Ceiling
8. Walls- Painted, Stone based (ceramic, granite, marble, etc)
9. Floors – Sweeping, Mopping-dry & wet, scrubbing & polishing
10. Sanitary fittings – WCs, Urinals, Baths, Basins, Faucets, Shower curtain

SCHEME OF VALUATION

Internal assessment: 10 marks

University exams: 40 marks

Journal	10 marks
Identification of equipments	10 marks
Practical work (any one from the practical syllabus)	10 marks
Viva voce (Any five questions from the accommodation operation i or practical syllabus)	10 marks
Total	40 marks

Time: 3 hours

No. of students per session: 15

No. of sessions per day: 2

Subject : NUTRITION AND FOOD SCIENCE

Subject code : BSHSCE 187

Workload : 2 hours per week

Examination : 2 hours

Objectives : to give the students an understanding of the fundamentals of nutrition to establish the role of nutrition in relation to health.

Pedagogy : lecturers, assignments, discussions, case studies

UNIT I: FUNDAMENTALS OF NUTRITION

(8 hours)

- Introduction to nutrition
- Nutrition and nutrients
- Calories – importance of food
- Digestion absorption
- Recommended dietary allowances

UNIT II: NUTRIENTS

(8 hours)

- Carbohydrates protein, lipids (Composition, functions, sources, digestions, deficiency)
- Vitamins - A, D, E, K, Thiamine, Riboflavin, Niacin, Vitamin C, Folic Acid
- Minerals -Sodium, Iron, Calcium, Phosphorus & Iodine (Composition, classification, functions, sources, deficiency)

UNIT III: FOOD PRESERVATIONS

(8 hours)

- Importance of food preservation
- Preservation by high temperature
 - Asepsis, pasteurization, sterilization
- Preservation by use of low temperatures
 - Temperatures employed in low temperature storage chilling or cold storage
 - Freezing – changes during preparation for freezing
 - Changes during freezing
 - Changes during storage
 - Changes during thawing
 - Refrigeration
- Preservation by drying
 - Sun drying
 - Mechanical drying
 - Freeze- drying
 - Smoking drying
 - Factors in the control of drying
 - Treatments of food before drying
 - Procedures after drying
- Preservation by food additives
 - Chemical
 - Salt and sugar alcohol
 - Wood smoke spices and other condiments
- Beneficial effects of microorganisms in food preparation
 - (a) Mold (b) yeast (c) bacteria

REFERENCE BOOKS:

1. Food And Nutrition Volume 1 And Volume 2, Dr. M. Swaminathan, Bappco, 1991
2. A Textbook Of Foods Nutrition And Dietetics, M. Raheena Begum, Sterling Publishers, 2nd Rev.Ed/1991
3. Normal And Therapeutic Diets By Cosine, H. Robinson, Marilyn R. Lawer, Macmillian, 18 Edition

THIRD SEMESTER

GROUP	SUBJECT CODE	SUBJECT
I	BHSHSC 231	Food Production – III
	BHSHSC 232	Food & Beverage Service – III
	BHSHSC 233	Front Office Management – II
	BHSHSP 234	Food Production Practical – III
	BHSHSP 235	Food & Beverage Service Practical – III
	BHSHSP 236	Front Office Management Practical – II
II	BHSHSCE 237	Hotel Accounting
III	BHSENL 231	English – III
	BHSFRL 231	French – III
	BHSGEF 231	Gender and Equity
IV		EC & CC

Subject : FOOD PRODUCTION – III

Sub. Code : BSHSC 231

Workload : 4 hours per week

Examination : 3 hours

Objectives : to provide an insight into milk and milk products, vegetables and fruits, sugars, Indian sweets, fats and oils and cooking fuels and special methods of cooking.

Pedagogy : lectures, assignments, discussions, case studies.

UNIT I: MILK & ITS PRODUCTS, VEGETABLES & FRUITS (12 hours)

- Milk & its products
 - Types, processing, uses, storage
 - Cheese, ice-creams
- Vegetables & Fruits
 - Classification
 - Classical cuts – Julienne, Brunoise, Paysanne etc
 - Availability, selection, preparation, pigments, enzymatic reactions & storage

UNIT II: SUGAR ITS SOURCES & INDIAN SWEETS (12 hours)

- Sugar & Its Sources
 - Processing-effects of heat on sugar
 - Different types of sweeteners
 - Sugar substitutes
- Indian sweets
 - Classification-variations-regional specialties
 - Methods of preparation-presentation

UNIT III: FATS & OILS (12 hours)

- Sources (plant and animal)
- Processing, types-uses
- Action of Heat

UNIT IV: COOKING FUELS AND SPECIAL METHODS OF COOKING (12 hours)

- Rechauffe cooking
- Solar cooking
- Microwave cooking
- Systems catering
- Convenience cooking

REFERENCE BOOKS:

1. Theory Of Cookery, Krishna Arora, Frank Bros And Co., 2001
2. Larousse Gastronomy, Hamlyn, Clarkson Potter, 2001
3. Catering Management, Mohini Sethi, Wiley Eastern Ltd, 1993
4. Soup Bible, David Paul Larousse, John Wiley and Sons. Inc, 1997
5. Understanding Food, Amy brown, Cengage learning, 2014
6. Food productions operations, Parvinder S. Bali, Oxford University Press, 2015

Subject : FOOD & BEVERAGE SERVICE – III

Sub code : BSHSC 232

Work load : 4 hours per week

Examination : 3 hours

Objectives : to give the students and in –depth exposure to beer, sprits, liqueurs, cocktails and the bar operations.

Pedagogy : lectures, assignments, discussions, case studies.

UNIT I: BEER AND OTHER FERMENTED BEVERAGES (12 hours)

- Beer – introduction, production, types, strength, brand names, storage, service standards and faults in beer.
- Cider and Perry.

UNIT II: SPIRITS, BITTERS AND LIQUEURS (12 hours)

- Distillation process, proof. (O.I.M.L, Sikes, American system)
- Whisky- history, production, styles (malt, grain, and blended), Scotch whisky, American whisky, Canadian whisky, Irish whisky, Indian whisky, brand names, service of whisky.
- Brandy (cognac) - history, production, label language, brand names, service standards, other brandies. (Armagnac, calvados, Indian brandies)
- Rum- history, production , types , brand names , service standards
- Gin- history production , types, brand names, service standards
- Vodka - history, production, types. Brand names, service standards.
- Other spirits – tequila. Mescal eau-de-vie, aquavit, pastis, fenny, arrack sake – brief description and service
- Bitters - Campari, Angostura, Byrrh, Pernod, - service standards.
- Liqueurs- method of production, popular liqueurs with base spirits and flavoring agents.

UNIT III: COCKTAILS AND MIXED DRINKS (12 hours)

- Cocktails – origin, different method of preparation, service standards.
- Recipes of the following cocktails.
 - Gin based – Gimlet, Pink lady, White lady, Singapore sling, Martini.
 - Rum based – Planter s punch , Daiquiri , Mai tai, Pina colada , Cuba libre
 - Vodka based –Bloody Mary, Screwdriver, Black Russian, Harvey s wall banger, Salty dog.
 - Brandy based – Side car, Between- the-sheets, Brandy Alaxander, Pusse café
 - Whisky based –Rusty nail, Rob roy, Manhattam, Whisky sour.
 - Champagne based –Bucks fizz, Kir Royale , Champagne cocktail.
 - Tequila based- Tequila sunrise, Margarita, Bulls blood.
 - Beer based –Shandy, Black velvet.
 - Liqueur based –Grasshopper, Merry widow, Fallen angel.
 - Mixed drinks – Cobblers, Collins, Coolers, Egg Noggs, Fizzes, Frappers, Juleps, Pussy café, Swizzlers, Toddies.

UNIT IV: BAR OPERATIONS & TOBACCO

(12 hours)

- Types of bar, areas and layout
- Tools and equipment used in bar
- Service procedures & bar stock control
- Staffing a bar
- Opening and closing procedures.
- Bar licenses and permitted hours
- Principal tobacco producing countries of the world
- Curing, processing and types of tobacco
- Cigars – shapes, colours, sizes
- Storage of cigars and cigarettes

REFERENCE BOOKS:

1. Modern Restaurant Service – A Manual For Student & Practitioners, John Fuller, Hutchinson, 1983
2. Food & Beverage Service, Dennis R. Lillicrap And John A. Cousins, Elbs, 2002
3. Food & Beverage Service, Ronald F. Cichy & Paul E. Wise, Ebla, 1999
4. The Student's Guide To Food & Drink, John Cousins & Andrew Durkan, Hodder & Stoughton, 1990
5. Beverage Sales & Service – A Professional Guide For Students, Brian K. Julyan, Butterworth Heinemann, 1991
6. Managing Bar & Beverage Operations, Lendal H. Kotchevar & Mary L. Tanke, Eiah & La

Subject : FRONT OFFICE MANAGEMENT – II
Sub code : BSHSC 233
Workload : 4 hours per week
Examination : 3 hours
Objectives : to give the students and in –depth exposure to front office operations
Pedagogy : lectures, assignments, discussions, case studies.

UNIT I: REGISTRATION/CHECK – IN & ROOMING PROCEDURES (12 hours)

- Receiving and greeting the guest
- Check in procedures for group, FIT and Crew
- Flow or Registration process
- Registration Operating models
- Room Allocation and key issue
- Handling Room change
- Handling Overbooking and Turning away am guest
- VIP drill

UNIT II: INFORMATION & BELL DESK/CONCIERGE (12 hours)

- Importance of log book
- Handling guest mails and messages
- Duties and responsibilities of Bell Desk Staff
- Luggage handling procedures
- Special request

UNIT III: FRONT OFFICE ACCOUNTING (12 hours)

- Guest accounting system –objective
- Types of guest accounting
- Terms and glossary in Accounting
- Credit and credit control measures

UNIT IV: CHECK OUT & SETTLEMENT PROCESS (12 hours)

- Check out procedure and formalities
- Handling Credit cards
- Safe Deposit Lockers
- Modes of settlement
- Handling cheques and currencies
- Foreign exchange regulation

REFERENCE BOOKS:

1. Front Office Management, S K Bhatnagar, Frank Brother & Co, 2002
2. Managing Front Office Operation, Michael.L.Kasavana & Richard M Brooks, Ahma
3. Hotel Front Office- Training Manuel, Sudheer Andrews, Tata Mcgrawhill, 2005
4. Principles Of Front Office Operations, Sue Baker Et Al, Thomson, 1994
5. Front Office Operations, Colin Dix, Pearson Education, 2006
6. Hotel Front Office Management, James.A. Bardi, Johan Wielely & Sons, 2nd Ed./1996

Subject : FOOD PRODUCTION PRACTICAL – III

Sub code : BSHSP 234

Work load : 3 hours per week

Examination : 3 hours

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

- 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)
 - Continental rolls & breads
 - Basics sponge cake

Menu 1 Puree of Lentil Soup Chicken Fricassee Pommes Duchess Buttered Carrots Souffle Froid Milanase Bread Sticks	Menu 2 Cream of Carrot Soup Poulet Sauté Hongroise Pommme Lyonnaise Haricot Vert Au Beurre Choufleur Millinaise Fruit Trifle Basic Sponge Cake/Sheet
Menu 3 Fruit Soup Champignous Farcis Poulet Roti Pommes Chateau Charlotte Royale Sponge Fingers	Menu 4 Consomme Julleine Poulet a La King Pommme Pailles Choufleur Au Gratin Queen of Puddings Bread
Menu 5 Crudities With Herb Mayonnaise Blanquet De Volialle Pomme De Terre Anna Buttered Spinach Crepes Normande Cheese Straws	Menu 6 Cream of Spinach Soup Poulet Saute Chasseur Pommes Dell Monica Salad Beatreave Leman Jelly Dinner Rolls
Menu 7 Chicken Veloute Salad Mimosa Cottlettes D' Agneau Panes Pommas Arlie Compote De Poires Croissant	Menu 8 Potage Aux Champignon Poule De Stroganoff Pommes Fondant Carrots Vichy/Peit Pois Bavaroise Au Café Salad Rolls
Menu 9 Mixed Vegetables Soup Fish Mornay Pommes Noisette Salad De Tomate Apple Fool	Menu 10 Cream of Tomato Soup Fish Meuniere Pommes Provencal Salad Cocombre Steamed Sponge Pudding

French Loaf	Victoria Sponge
-------------	-----------------

SCHEME OF VALUATION

Internal assessment 10 marks

University exam 40 marks

Journal/record book	5 marks
Indent and plan of work	5 marks
3 course menu :any one menu from III semester practical syllabus Soup and bread roll: Main course: Dessert:	5 marks each (1 marks each for flavour, colour, texture, doness, presentation of each dish) (total 15 marks)
Presentation & table set up	5 marks
Viva voce (5 questions from any topic in the theory or practical syllabus of food production)	10 marks
Total	40 marks

1. External examiner to prescribe any menu from the third semester food production practical menus and inform the college about the menus one week in advance to procure required stores.
2. Students to be informed about the prescribed menu for examination one day in advance.

Time: 3 hours

No. of students per session: 15

No. of sessions per day: 1

Subject : FOOD & BEVERAGE SERVICE PRACTICAL – III

Sub. Code : BSHSP 235

Workload : 3 hours per week

Examination : 3 hours

1. Service of spirits
2. Identify different types of glasses
3. Identification of liqueurs
4. Cocktails – Parts and different methods of preparation
5. Equipment used in cocktail preparation
6. Preparation & presentation of Bloody Mary & Screwdriver
7. Preparation & presentation of Pina Colada & Planters Punch
8. Preparation & presentation of Tom Collin & Gimlet
9. Preparation & presentation of Pink lady & Whiskey Sour
10. Preparation & presentation of Virgin Mary

SCHEME OF VALUATION

Internal assessment: 10 marks

University exam: 40 marks

Journal	5 marks
Grooming	5marks
Preparation of any one mock tail or cocktail (Bloody Mary, Virgin Mary, Pina Colada, Planters Punch, Screwdriver, Pink lady, Gimlet, Tom Collins, Whisky Sour)	10 marks
Identify bar equipments and different glasses used	5+5=10 marks
Viva voce (any five questions from the semester's f & b service theory and practical syllabus)	10 marks
Total	40 marks

Time: 3 hours

No. of students per session: 15

No. of sessions per day: 2

Subject : FRONT OFFICE MANAGEMENT PRACTICAL-II

Sub code : BSHSP 236

Workload : 3 hours per week

Examination : 3 hours

Practical

1. Arrival drills for FTTS Groups
2. Arrival drills for Crew and VIPS
3. Practice bill compilation, presentation and settlement procedures
4. Compilation of forms and reports at front office
5. Handling mails and messages and special requests
6. Revision of practical done in ii semester
7. Practical work on computerized room management
8. Practice on professional bell service\ concierge
9. Case studies
10. Situation Handling

SCHEME OF VALUATION

Internal assessment: 10 marks

University examination: 40 marks

Grooming	5 marks
Journal	5 marks
Assignment pertaining to check-in\check-out\bellling and settlement(any one)	10 marks
Situation handling – Pertaining to the semesters theory/practical syllabus	10 marks
Viva voce	10 marks
Total	40 marks

Time: 3 hours

No. of students per session: 15

No. of sessions per day: 2

Subject : HOTEL ACCOUNTING

Sub code : BSHSCE 237

Workload : 2 hours per week

Examination : 2 hour

Objective : to expose the students to understand basic concepts of accounting and train them to apply the principles in accounting for hotels.

Pedagogy : lectures, assignments, discussion, case studies

UNIT I: INTRODUCTION TO ACCOUNTING

(8 hours)

- Meaning and definition of accounting
- Various terms used in accounting
- Double entry system of book keeping : meaning, importance, advantages & disadvantages
- Classes of accounts – rules of debit and credit
- Journal – meaning & preparation of journal
- Ledger – meaning – posting from journal to the ledger
- Subsidiary books – purchase book, sales book, purchases and sales returns book
- Cash Books – Meaning & different types of cash book
- Simple Problems on Journal and posting to ledger & preparation of three column cash book

UNIT II: HOTEL ACCOUNTING THEORY

(8 hours)

- Uniform system of accounting – meaning and features
- Revenue and non-revenue departments of hotels
- Various types of ledgers maintained in hotels
- Visitors tabular ledger – meaning, features, format, advantages and disadvantages
- Night audit – meaning of night audit and night auditor, duties and responsibilities of a night auditor.

UNIT III: MANAGEMENT INFORMATION SYSTEM

(8 hours)

- Meaning and importance
- Revenue statements
 - Daily
 - Weekly
 - Monthly
- Business report
 - Food sales report
 - Revenue report
 - Food cost report
 - Beverage sales report
 - Profit & loss report
 - Payroll report
- Operating ratios
 - ADR
 - Rev PAR
 - Average food service check
 - Beverage cost percentage
 - Food cost percentage
 - Labour cost percentage

REFERENCE BOOKS:

1. Accountancy – (Volume I), B S Raman, United, 1999
2. General Accounting For Hotel Management, B S Raman, United, 1994
3. Elements Of Hotel Accounting, R S Rawat, Rawat, 1984
4. Cost Accounting, Jain & Narang, Kalyani, 2008
5. Management Accounting, Bhagawathi & Pillai, S.Chand And Co. Ltd, 2005

FOURTH SEMESTER

GROUP	SUBJECT CODE	SUBJECT
I	BHSHSC 281	Food Production – IV
	BHSHSC 282	Food & Beverage Service – IV
	BHSHSC 283	Accommodation Operations - II
	BHSHSP 284	Food Production Practical – IV
	BHSHSP 285	Food & Beverage Service Practical – IV
	BHSHSP 286	Accommodation Operation Practical – II
II	BHSHSOE 287	Facility Management
III	BHSENL 281	English – IV
	BHSFRL 281	French – IV
	BHSESF 281	Environmental Studies
IV		EC & CC

Subject : FOOD PRODUCTION-IV

Sub code : BSHSC 281

Workload : 4 hours per week

Examination : 3 hour

Objectives : to provide an overview of international cuisines of the world and an in-depth knowledge of meat, game, pasta and basic bakery.

Pedagogy : lectures, assignments, discussions, case studies.

UNIT I: INTERNATIONAL CUISINE – FRANCE, ITALY, ORIENTAL AND MIDDLE – EAST. (12 hours)

- History
- Basic ingredients- breakfast preparation
- Festive preparation

UNIT II: MEATS, GAME & PASTA (12 hours)

- Meat & Game
 - Selection
 - Slaughtering- aging- cuts
 - Preparation
 - Storage
- Pasta
 - Classifications (Dry and fresh)
 - Varieties (Spaghetti, Macroni, Ravioli, Lasagne etc)
 - Preparation

UNIT III: BAKERY PRODUCTS (12 hours)

- Ingredients used in bakery and their role
- Leavening agents (Baking powder, Baking soda, Cream of Tartar etc)
- Food additive (Anticaking, Antioxidants, Food coloring, emulsifiers etc)
- Bread Making
 - Ingredients and their role
 - Type of dough (Straight dough, Sponge dough etc)
 - Steps in bread making process
 - Bread faults and rectification
 - Indian, western breads & middle eastern breads

UNIT IV: KITCHEN & BAKERY LAYOUTS (12 hours)

- Types of layout
- Principles of layout planning
- Structural considerations
- Layout of a large/medium kitchen and bakery

REFERENCE BOOKS:

1. Bread Baking, S.C. Dubey, The society of Indian Bakers, 2002/ 4th ed.
2. American Regional Cuisine, Art Institute
3. Understanding Baking, Joseph Amendola & Donald Lundberg, John Wiley & Sons, 2nd Ed. 1992
4. The Baker Manual, Joseph Amendola, Wiley & Sons, 5th Ed. 2002
5. European Cuisine, Jane Grigson
6. The Complete Book Of Italian Cookery, Veronica, Christine Fadden
7. Food Preparation And Cookery level 1 & 2, Roy Hayter, Hotel & Catering Training Company, 1995
8. Poultry And Game, Ian Mc Andrew, The Hamlyn Publication Group, 1990
9. Pasta Bible, Jeni Wright, Bookmart, 2009

Subject : FOOD & BEVERAGE SERVICE – IV

Sub code : BSHSC 282

Workload : 4 hours per week

Examination : 3 hours

Objectives : To make an in depth study of function catering, planning, organizing, staffing, managing, marketing and merchandising of a f & b outlet

Pedagogy : lectures, assignments, discussions, case studies.

UNIT I: FUNCTION CATERING – BANQUETS & BUFFETS (12 hours)

- Types of banquets – Formal, informal
- Organization of the dept, sales, booking procedures
- Banquet menus,
- Banquet protocol – space area requirements, table plans, seating arrangements, mise-en place, service, toasting
- Types of buffets, planning of menus, equipment required
- Planning & organization of buffets, area requirements, checklists to be made

UNIT II: GUERIDON SERVICE & PLANNING VARIOUS F & B OUTLETS (12 hours)

- Definition, general considerations
- Types of trolleys and their designs
- Gueridon equipment, care and maintenance, safety
- Dishes served using gueridon (from food & beverage service by DENNIS. R. LILLICRAP and JOHN A. COUSINS)
- Physical layout if functional and ancillary areas
- Factors to be considered while planning
- Layout and seating arrangements,
- Ergonomics and furniture requirements
- Planning interiors.

UNIT III: MARKETING OF FOOD & BEVERAGE OPERATIONS (12 hours)

- Marketing research – how customers choose which restaurant to eat in, using guest feedback
- Advertising – external selling – overview of identifying media – layout and design of advertisement
- Merchandizing: internal selling
- Promotions – food festivals, theme parties, promoting room service
- Telephone selling, waiters as salespeople – suggestive selling.
- Menu card as a sales tool – basic menu criteria – presentation, menu content, size and form, menu card layout, designing menu cards.

UNIT IV: SERVICE MANAGEMENT, LEADERSHIP, STAFFING & TRAINING (12 hours)

- Guests and moments of truth – the value of guests, the costs of guest dissatisfaction
- Identifying guests needs, maintaining guest history and records,
- Effective public relations and social skills

- Dealing with guests complaints (role plays, case studies)
- Managers in F & B as leaders
- Providing superior services – Briefings (pre-shift meeting), services guarantees, team approach to service, serving guests who have disabilities.
- Staff members as key to success – value of staff members, cost of staff dissatisfaction, staff members' perceptions of the value of their work.
- Staffing levels and productivity - determining productivity, forecasting demand, developing a staffing guide
- Scheduling staff in work areas for quality – preparing staff rosters and schedules for restaurant, coffee shops, banquets, ODC, room service etc.
- Staff turnover in F&B and analyzing labour costs.
- Types of training conducted for staff, importance of training, benefits of training

REFERENCE BOOKS:

1. Food & Beverage Management, Bernard Davis And Sally Stone, Heinemann Professional
2. Food Service Operations – A Comprehensive Survey Of The Catering Industry Now In Its, Peter Jones, Cassell, 2nd Ed./1988
3. Food & Beverage Service, Ronald F. Cichy & Paul E. Wise, Eiah & La, 2nd Ed./1999

Subject : ACCOMMODATION OPERATIONS -II
Sub code : BSHSC 283
Work load : 4 hours per week
Examination : 3 hours
Objectives : To make an in depth study of Flower arrangement, Laundry, Safety and Interior design
Pedagogy : lectures, assignments, discussions, case studies.

UNIT I: FLOWER ARRANGEMENT (12 hours)

- Principles
- Conditioning of plant materials
- Equipment & material required
- Styles of flower arrangement (Traditional, Japanese & Modern)
- Purpose and Placement

UNIT II: LAUNDRY, DRY CLEANING & STRAIN REMOVAL (12 hours)

- Importance & principles
- Duties & responsibilities of laundry staff – laundry manager, head washer, laundry attendant, valet runner, spotter cum presser.
- Flow process on premises laundry
- Laundry agents & equipment
- Ph scale & its relevance in laundry
- Dry cleaning –agents and procedure
- Guest laundry service
- Strain Removal
- Definition
- General rules
- Classification of stains
- Stain removal agent
- Stain removal methods

UNIT III: PEST CONTROL & SAFETY & SECURITY (12 hours)

- Types and areas of infestation
- Prevention and control
- Role of housekeeping in pest control
- Safety & Security
- Meaning potentially hazardous conditions
- Emergencies and dealing with them –bomb threats illness accidents & deaths theft fire prevention and fire fighting fire detection systems
- Safety awareness & accident prevention –OSHA regulars
- MSDS (Material safety data sheet)

UNIT IV: INTERIOR DESIGN AND DECORATION (12 hours)

- Basic types-structural & decorative
- Elements of design
- Principles of design

- Designing guestrooms –layout designing public areas
- Colour – qualities, Colour wheel, Colour combination, Role colour in Interior decoration
- Lighting : Categories of light, lighting fixtures, lighting for different areas, Role of Lighting in Interior decoration
- Designing guestrooms – layout , designing public areas
- Floor/Wall finishing's
- Furniture & Accessories

REFERENCE BOOKS:

1. Hotel, Hotel & Hospital Housekeeping, John C Branson & Margatet Lennox, Arnold Heinmann, 3rd Ed./1976
2. House Keeping Supervision, Jane Fellow
3. Professional House Keeper, John Wiley And Sons Inc, 1999

Subject : FOOD PRODUCTION PRACTICAL-IV

Sub code : BSHSP 284

Workload : 3 hour per week

Examination : 3 hours

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

- 1) Preparation of different types of bakery items
 - Flaky pastry – choux pastry hot water crust pastry
 - Sponges
 - Savarins/brioches
 - Pasta
- 2) Continental cookery

Menu 1 Herb Stuffed Eggs Goulash Wiener Schnitzel Macedonia De Legumes/ Saukraut Baba Au Rhum	Menu 2 Vichyssoise Oeufs Poche Florentine Pork Chop Charcutiere Mixed Coleslaw Apricot Fool
Menu 3 Welsh Rarebit Cock a Leekie Soup Roast Beef/ Glazed Vegetables Popovers Blanc Mange	Menu 4 Hush Pupies Seafood Gumbo Chicken Maryland Corn On The Cob/Creamed Potatoes Peach Melba
Menu 5 Cheese Tappas Seafood Paella Tomato Salsa Almond Panacotte	Menu 6 French Onion Soup- Baguette Vegetable Au Gratin Chicken Veronique Rice A Imperatrice
Menu 7 Ratatouille/ Polenta Minestrone Chicken Lasagne Italian Salad Snow Eggs	Menu 8 Fish Croustades (Brioche) Borscht Coulibiac Russian Salad Lemon Cheese Cake
Menu 9 Various Sponges – Genoise Sponge, Chocolate Sponge – Black Forest, Pineapple Gateaux	Menu 10 Flaky Pastry – Puffs, Pie And Tarts

SCHEME OF VALUATION

Internal assessment: 10 marks

University exam: 10 marks

Journal record book	5 marks
Indent& plan of work	5 marks
Four course menu any one menu from the iv semester practical syllabus Appetizer Soup Main course: Dessert:	5 marks each per course (1 marks each for flavour, colour, texture, doness, presentation of each dish) (total 15 marks)
Viva voce (any five questions from any topic in the theory or practical syllabus of food production IV)	10 marks
Total	40 marks

1. External examiner to prescribe any menu from the IV semester food production practical menus and inform the college about the menus one week in advance to procure required stores.
2. Students to be informed about the prescribed menu for examination 1 day in advance.

No. of students per session: 15

No. of sessions per day: one

Time: 3 hours

Subject : FOOD & BEVERAGE SERVICE – PRACTICAL-IV

Sub code : BSHSP 285

Workload : 3 hours per week

Examination : 3 hours

1. Banquet menu for state banquet for National, International dignitaries in English with Wines
2. Banquet menu for state banquet for National, International dignitaries in French with Wines
3. Preparing menus of 6 courses in French with wines, laying of covers and service (at least 5 menus)
4. Preparing menus for theme dinners food festivals and plan of action for conducting Theme dinners and food festivals
5. Introduction to Gueridon service – Gueridon Equipment, trolley handling etc.
6. Preparation and Presentation of - Crepe Suzette, Pepper steak
7. Preparation and Presentation of – Banana Flambe, Rum omelette
8. Preparation and Presentation of - Irish coffee, Serpent coffee
9. Preparation and Presentation of - Steak Diane
10. Carving of chicken and poached fish

SCHEME OF VALUATION

Internal assessment: 10 marks

University exams: 40 marks

Journal	5 marks
Grooming	5 marks
Planning a / buffet menu for a given price with choices of at least 5 dishes each for 6 courses specified by the external examiner (choice of courses are appetizer, soup, seafood, pasta/rice/breads, main course comprising of various meats, vegetables, salads, accompaniments, desserts, cheese)	10 marks
Gueridon service of any one asked by the external examiner (crepe suzette, banana flambé, Irish coffee, serpent coffee, rum omelette)	10 marks
Viva voce (any 5 questions from the theory and practical syllabus of f & b service practical – IV)	10 marks
Total	40 marks

Time: 3 hours

No. of students per session: 15

No. of session per day: 2

Subject : ACCOMMODATION OPERATIONS PRACTICAL - II

Sub code : BSHSP 286

Workload : 3 hours per week

Examination: 3 hours

Practical:

1. Standard procedure & sequence for guest room cleaning
2. Stocking room attendants cart
3. Entering the guest room
4. Stripping the bed
5. Making the bed
6. Dusting the guest room
7. Cleaning the bathroom
8. Vacuuming the carpets & upholstered furniture's
9. Guest Room inspection – Bedroom & Bathroom
10. Turn down service/Evening service

SCHEME OF VALUATION

Internal assessment: 10 marks

University exams: 40 marks

Journal	10 marks
Job card (one task) – writing the procedure	10 marks
Practical work (bed making / evening service)	10 marks
Viva voce (Any five questions from the accommodation operation II & III or practical syllabus)	10 marks
Total	40 marks

Time: 3 hours

No. of student per session: 15

No. of sessions per day: 2

Subject : FACILITIES MANAGEMENT

Sub. Code : BSHSOE 287

Workload : 2 Hours per week

Examination : 2 Hours

Objectives : To enable the student to understand and appreciate the facilities that exists in a hotel building and its functions.

Pedagogy : Lecturers, Assignments, discussions, case studies.

UNIT I: BUILDING CONSTRUCTIONS

(8 hours)

- Types of construction – frame type, load bearing type – merits and demerits
- Anti – terminate treatments – types, identification of the presence of terminate, pre-construction treatments, post-construction treatments.
- Damp/Water Proof Course - Reasons for dampness/leakage, effects of dampness/leakage, Remedies

UNIT II: WATER & WASTE WATER /WASTE MANAGEMENT

(8 hours)

- Water usage in the hotel industry
- Water quality standards
- Water treatment for hotel use
- Hot, Cold, drinking water – requirements and standards
- Waste water Disposal – systems and traps
- Plumbing fixtures
- Swimming Pool Water systems
- Water Management options – source reduction, re-use, waste information, recycling
- Water conservation
- Environmental concerns

UNIT III: HOTEL DESIGN & RENOVATION

(8 hours)

- Planning – functional entities and its flow, feasibility study, space allocation programme
- Design
- Blue prints, definition, plan, elevation, section & perspective – basic understanding use of blue
- print and flow of blue prints
- Bye – laws
- Guest rooms & suites (including toilets) – type, size, layout, safety requirement & lighting
- Lobby – type, size, operational requirements
- F&B outlets – type, size, layout, location, lighting, safety requirements
- Function area – type, size, location, operational needs & safety
- Recreational facilities – operational & safety requirements of health club-(gym, steam and sauna, jacuzi, massage room chilled water shower) – swimming pool and spa
- Food production areas – layouts, size, types, safety and operational requirements.
- Hotel Renovation – hotel life cycle, reasons to renovate, types of renovation

REFERENCE BOOKS:

1. Facilities Management, David M. Stipanuk & Harold Roffmann, Educational Institute, 1992

FIFTH SEMESTER

GROUP	SUBJECT CODE	SUBJECT
I	BHSHSC 331	Food Production – V
	BHSHSC 332	Food & Beverage Service Management
	BHSHSC 333	Front Office Management
	BHSHSC 334	Room Division Management
	BHSHSC 335	Hospitality Information Systems
	BHSHSC336	Tourism Management
	BHSHSP337	Food Production Practical –V
	BHSHSP338	Food & Beverage Service Practical – V
	BHSHSP339	Hospitality Information System Practical

Subject : FOOD PRODUCTION - V

Sub code : BSHSC 331

Work load : 4 hours per week

Examination : 3 hours

Objectives : To help student understand Garde Manger and Bakery preparations

Pedagogy : lecture, assignments, discussions

UNIT I: GARDE MANGER

(12 hours)

- Layout equipments, larder control
- Chef Garde Manger – Role & Responsibility Preparations
 - Horsd'ouvres, Pickles, marinades and aspic, Chaud froid,
 - Sandwiches and canapés
 - Scandinavian cold buffet
 - Buffet display – Socle, Ice carving, Veg carving, Butter Sculpture.
- Salads
 - Composition of salad
 - Types of salad
 - Various types of lettuce and greens
 - Salad dressings and its types
 - Salient features of salad making

UNIT II: COOKIES, PIES AND PASTE

(12 hours)

- Ingredients and their role
- Types
- Method of preparations
- Faults and their reasons

UNIT III: CHARCUTERIE PRODUCTS

(12 hours)

- Sausages – casings – force meat
- Meat loaf – galantine – ballotines
- Mousse
- Terrines –pates
- Curing agents

UNIT IV: CONFECTIONERY, CAKES & ICINGS

(12 hours)

- Variety (Flour confectionery & Sugar based confectionery)
- Sugar preparations
- Fondants
- Marzipan
- Chocolate – Processing & Types of chocolate
- Cakes & Icings
 - Types
 - Preparation methods & storage
 - Decorating techniques

REFERENCE BOOKS:

1. Theory Of Catering, Ronald Kinton Victor Cesarani, Elst, 1999
2. The Larder Chef- food preparation & presentation, W. K. H. Bode, Mario Jack Leto, Heinemann professional Publishing, 1989 3rd ed.
3. Practical Cookery, Victor Ceserani, David Foskett, John Campbell, Hodder Education group 2008 11th ed.

Subject	: FOOD & BEVERAGE SERVICE MANAGEMENT
Sub code	: BSHSC 332
Examination	: 3 hours
Workload	: 4 hours per week
Objectives	: To help student understand the fundamentals and complexities of food and beverage products. Activities and costs
Pedagogy	: lecture, assignments, discussions, case studies and problem solving

UNIT I: FOOD & BEVERAGE STANDARDS & MENU - THE BASIS FOR CONTROL (12 hours)

- Standard Purchase Specifications
- Standard Recipes
- Standard Yields- determining standard yields, costs per servable kilogram, the cost factor, adjusting standard recipe yields
- Standard Portion Sizes
- Standard Portion Costs
- Standard Food and Beverage costs
- Menu - The Basis For Control
- The menu's influence on the operation
- Calculating menu selling prices – subjective pricing methods, objective pricing methods, simple mark-up by multiplier, pricing methods, contribution margin pricing methods, prime costs method, important pricing considerations.
- Evaluating the menu- defining profitability, popularity evaluating menu items, improving the menu
- Menu engineering and other computer based menu management

UNIT II: CONTROL PROCEDURE –PURCHASING, RECEIVING, STORING & ISSUING (12 hours)

- Purchasing objectives, cycle and responsibilities, legal requirement for beverage purchase
- Selecting suppliers
- Determining quality and quantities to be purchased
- Purchase order system – computerized system
- Security concerns in purchasing and cost controlling
- Receiving controls – receiving personnel, tools, procedures, credit memos, blind receiving, tagging or marking procedures, reports generated, and security concerns.
- General storing procedures – inventory control policy, separating directs from stores, defining storage areas – legal requirements for alcoholic beverage storage areas.
- Security concerns in storage areas and maintaining quality during storage.
- Inventory control procedures – inventory turnover, record keeping system, physical inventory, perpetual inventory, special considerations for beverage inventory, computerized inventory management
- Food issuing control procedures- food requisition/ issue process
- Beverage requisition/issue process- establishing bar par inventory levels, beverage issuing steps, bottle marking additional concerns for beverage control

UNIT III: PRODUCTION SERVING & REVENUE CONTROL**(12 hours)**

- Production planning and control
- Serving controls KOT & BOT control
- Computerized pre check systems
- Automated beverage control systems
- Standard revenue and guest check control systems
- Collecting revenue and assessing standard beverage revenue
- Preventing their of revenue by staff and guests

UNIT IV: CALCULATION& EVALUATION ACTUAL FOOD & BEVERAGE**COSTS****(12 hours)**

- Monthly calculations of actual food and beverage costs
- Actual daily food cost calculation
- Actual daily beverage cost calculation
- Procedures for comparison and analysis
- Identifying problems and taking corrective action
- Use for computer pre/post costing software.

REFERENCE BOOKS:

1. Planning And Control For Food And Beverage Operations, Jack D Ninemeier, Eiah&La, 3rd Ed./1991
2. Basic Food And Beverage Cost Control, Jack E Miller, David K. Hayes, Wiley, 1994
3. Cost Control For The Hospitality Industry, Michel M Coltman, Van Nostrend Reinhold
4. Principle Of Food And Beverage And Labour Cost Control For Hostels And Restaurants, Paul Dittermer And Tom Powers, Van Nostrend Reinhold, 1994

Subject : FRONT OFFICE MANAGEMENT
Sub. Code : BSHSC 333
Workload : 4 hour per week
Examination : 3 hours

UNIT I: MIS (MANAGEMENT INFORMATION SYSTEMS) (12 hours)

- Location layout and playing front office department
- Telephone, Fax, Email and other equipment in front office.
- Software`s used for front office – FIMS, FIDELIO etc.
- POS system (Point of safe system)

UNIT II: GUEST RELATION AND FUNCTIONS (12 hours)

- Role and duties manager, lobby manager and guest relation executives
- Situation handling in front office
- Telephone manners

UNIT III: SECURITY FUNCTIONS AND CONTROL PROCEDURES (12 hours)

- Key and key control
- Handling master keys
- Safe deposit lockers procedures

UNIT IV: NIGHT AUDIT & CONTROL PROCEDURES (12 hours)

- Role of night auditor
- Various formats used and procedures
- Front office statistics calculated
- Night auditors adjustments
- MIS reports made
- Emergency procedures
- Dealing with lost and found
- Role in fire and bomb scare or threat

REFERENCE BOOKS:

1. Front Office Management, S.K Bhatnagar, Frank Brothers & Co., 2002
2. Hotel Front Office – Training Manual, Sudheer Andrews, Tata Mcgrawhill, 2009

Subject	: ROOM DIVISION MANAGEMENT
Sub code	: BHSHSC 334
Workload	: 4 hour per week
Examinations	: 3 hours
Objective	: to enable the student to understand and manage the managerial aspects of the Room division department
Pedagogy	: lecturer assignments discussions case studies.

UNIT I: MANAGING HUMAN RESOURCES, TRAINING AND SCHEDULING F/O & H/K STAFF (12 hours)

- Preparing job lists and job descriptions for front office and housekeeping staff
- Source of internal and external recruiting
- Role of executive housekeeper and front office manager in selecting staff
- Orientation 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 training method (prepare, present, Practice, Follow up)
- Developing staffing guides for room attendants, supervisors , general workers
- Alternative scheduling techniques- (part-time employees, flexible work hour compressed schedules, job sharing)
- Cross training and incentive programs for staff

UNIT II: PLANNING OF FRONT OFFICE OPERATIONS (12 hours)

- Identify and describe the functions of management with relation to front office and housekeeping department
- Establishing room rates through market condition approach rule of thumb approach and the Hubbart formula
- 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 III: HOUSE KEEPING CONTROLS (12 hours)

- 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
- Controlling expenses
- Purchasing systems

UNIT IV: MEASURING PERFORMANCE IN THE ROOMS DIVISION & REVENUE MANAGEMENT (12 hours)

- 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 of stay
- Rev PAR
- Daily operations report its importance
- Sales Mix or Clientele Mix, its calculation
- Revenue Management
- The concept of revenue management
- Hotel industry applications – capacity management, discount allocation, duration control
- Measuring yield – 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

REFERENCE BOOKS:

1. Front Office Operations And Management, Ahmed Ismail, Thomson Delmar, 2002
2. Housekeeping Management, Margaret M Kappa, Eiah & La, 2nd Ed./1997
3. Hotel Hostel & Hospital Housekeeping, Joan C Branson, Margaret Lennox, Hodder & Stoughton, 5th Ed./2003

Subject : HOSPITALITY INFORMATION SYSTEMS
Sub code : BSHSC 335
Work load : 4 hours per week
Examination : 3 hours
Objectives : To introduce the students to the world of computers and computer technology, networking along with internet technology and automation of hospitality Industry
Pedagogy : lectures, assignments, demonstrations and case studies

UNIT I: EXPLORING & INTERACTING WITH YOUR COMPUTERS (12 hours)

- The Computer defined and classified
- Applications in various fields
- Characteristics, advantages and disadvantages
- History and Generation of computers
- Looking inside the computer (Hardware/Software)
- Input /Output Devices
- The Central Processing Unit & its components
- Primary Memory & Secondary Storage Devices

UNIT II: SOFTWARES, DATA PROCESSING, NETWORKING AND INTERNET (12 hours)

Software & its types (System and Application Software)

- Programming Languages & Language translators
- Data Representation and Concept of Data Processing
- EDP and Data processing cycle
- Types of communication (Duplex, Half Duplex, Simplex) and transmission (Serial, Parallel)
- Network Topology and Uses of Network
- Internet, www, Web Browsers, E-mail, Twitter and Blogs
- Computer Virus, Systems and Security Maintenance- (Environmental Threats and Precautions, Electronic threats and Precautions, Operational Threats and precautions, general principles of system Security and Maintenance)

UNIT III: AUTOMATION IN THE HOSPITALITY INDUSTRY (12 hours)

- Property Management System & its Functions
- Computer- Based Reservation Module
- Rooms Management Module & Guest Accounting Module
- Property Management System Interfaces- POS, CAS, ELS, EMS, Auxiliary Guest Services and Guest operated devices (self check in/out system, In Room Entertainment systems, In Room Vending Systems, Guest Information Services.

UNIT IV: PMS & ITS MODULES**(12 hours)**

- Food and Beverage Applications – Services (POS – Order Unit- Keyboards and Monitors, touch screen terminals, OCR Terminal, Wireless Terminals, POS Printers, Account Settlement, Automated Beverages control systems)
- Accounting Applications - (Payroll, Personnel, Financial Accounting Report, Inventory)
- Sales and Catering Application (Group Guest room Sales, function & Banquet room sales , Catering Services- off premises catering / Home delivery)
- E-commerce (E-distribution, Enterprise system, Website development)

REFERENCE BOOKS:

1. Introduction To Computers, Peter Norton, Tata Mcgrow Hill, 2006

Subject : TOURISM MANAGEMENT
Sub code : BSHSC 336
Workload : 4 hours per week
Examination : 3 hours
Objectives : to familiarized students with various aspects tourism and its key concepts.
Pedagogy : lectures, assignments, discussions, case studies

UNIT I: OTURISM INDUSTRY ITS SERVICES AND OPERATIONS (12 hours)

- Understanding tourism
- Historical revolution and development
- Tourism system
- Constituents of tourism industry and tourism organization
- Tourism regulations
- Statistics and measurements
- Tourism Services And Operations
- Modes of transport
- Tourist accommodation
- Informal services in tourism
- Subsidiary services, categories and roles
- Shops, emporiums and meals
- Travel agency
- Tour operations
- Guide and escorts
- Tourism information

UNIT II: GEOGRAPHY AND TOURISM IMPACT, TOURISM & HOTEL INDUSTRY (12 hours)

- India bio diversity, landscape, environment and ecology
- Seasonality and destination
- Economic impact
- Social environment and political impact
- Threats and obstacles to tourism project
- Travel & hotels
- Effect of tourism on hotels
- Integration of airlines and tour operations

UNIT III: TOURISM PLANNING AND POLICY (12 hours)

- Tourism policy and planning
- Infrastructure development
- Local bodies, officials and tourism
- Development, dependency and manila declaration

IV. MARKETING CONCEPTS FOR TOURISM (12 hours)

- The marketing concepts
- The tourism product

- Tourists market
- special feature of marketing tourism
- Infrastructure and facilities
- Transports, hotels and resorts etc
- Impact of tourism
- Academic effect of tourism
- Social and environment effects of tourism

REFERENCE BOOKS:

1. Tourism Development, Bhatia, A K, Sterling Publishers, 1996
2. Tourism Development In India, Satish Babu, A, A P H Publishing Cooperation, 2008

Subject : FOOD PRODUCTION PRACTICAL –V

Subject code : BSHSP 337

Workload : 3 hours per week

Examination : 4 hours

Objective:

1. Hors d'oeuvre varieties (cold/hot).
2. Preparation of salads and salad dressings.
3. Cold desserts (mousse and soufflé)
4. Breads
5. Pastries.
6. Cakes.

Menus consisting of these factors:

1. Hors d'oeuvre.
2. Dips.
3. Salads.
4. Dressing.
5. Dessert/ bakery dishes (like breads, cakes, muffins, pastry, puff pastry, pizzas)

Menu 1 Chicken and Chesse Tappas Creamy Aubergines Dip Russian Salads Russian Dressing Caramel Custard	Menu 2 Prawn Cocktail Cocktail Dip Chicken Hawain Salad Thousand Island Dressing Chocolate Mousse
Menu 3 Welish Rarebit Chessy Dip Waldrof Salad Roasted Garlic Dressing Mango Souffle	Menu 4 Buttered Fried Prawns Tahini Dip Mixed Coleslaw Mayonnaise Dressing Bread and Butter Puddings
Menu 5 Devilleed Egg Mayonnaise Greek Dip Tomato Basil Salad Vinaigrette Dressings Mango Mousse	Menu 6 Cottage Cheese Shaslik Gucamole Dip Salade Betterave Lemon Dressing Crème Brule
Menu 7 Cheese Garlic Toast Mint Yogurt Dip Chicken Lagoon Salad Cinnamon Dressing Pizza/Focacia/Stuffed Breads	Menu 8 Grilled Chciken Parsely Dip Sausage And Potato Salad Cheese Dressings Sponge Cakes/ Genoise Cake
Menu 9 Watermelon And Feta Cheese Bite	Menu 10 Varities Of Canapés (Chicken, Veg,

Hummus Dip Greek Salad Italian Dressings Pastries	Seafood) Hot Garlic Dip Corn Salad Honey Mustard Dressing Pineapple Gateaux
--	---

SCHEME OF VALUATION

Internal marks : 20

University examination : 80

Journal	10 marks
Preparation of five different variations of hot/cold hors d'oeuvre with two dips. (ingredients to be provided are bread, butter, cheese, oil, eggs, five different types of vegetables, herbs, fruits, seafood)	25 marks
Preparation and presentation of salad and dressings (from a given basket of four types of vegetables and fruits)	20 marks
Preparations of one bakery dishes (like soft rolls, cake or pastries) or Preparation of any one cold dessert(mousse or soufflé)	15 marks
Viva voce	10 marks
Total	80 marks

Time: 4 hours

No of students in a batch : 15

No of sessions in a day : 01

Subject : FOOD & BEVERAGE SERVICE – PRACTICAL-V

Sub code : BSHSP 338

Workload : 3 hours per week

Examination : 4 hours

1. Planning 7 course menu for theme dinner and food festival – at least 3 menus
2. Table layout for 7 course menu
3. Planning restaurant layout for theme dinner
4. Theme Dinner – Staffing and Service cycle
5. Menu engineering and improvising menu
6. Menu card – Types of layout, basic consideration
7. Designing effective menu card with proper layout
8. Restaurant staffing
9. Planning the use of alternate Scheduling to reduce cost
10. Preparing duty roaster for a restaurant

SCHEME OF VALUATION

Internal assessment: 20 marks

University exams: 80 marks

Journal	10 marks
Grooming	10 marks
Planning menu for theme dinner/food festival with at least 7 courses including choice of veg./non veg.	10 marks
Table layout for 7 course menu	10 marks
Designing menu card for a themed or multi cuisine restaurant – keeping in mind all the aspects of menu designing	20 marks
Draw a duty roaster for a 60 cover restaurant staff for 15 days	10 marks
Viva voce	10 marks
Total	80 marks

Time: 4 hours

No. of students per session: 15

No. of session per day: 2

Subject : HOSPITALITY INFORMATION SYSTEM PRACTICAL

Sub code : BSHSP 339

Workload : 3 hours per week

Examination : 4 hours

Objective : To Enable Students to work confidently on computers and learn to use the software that can identify and control the basic problems, needs of the industry efficiently.

1. Operating System- Windows
 - Introduction , System requirements
 - Desktop, icons, display, My Computer-Properties
 - Creating folder/ file, Start Menu, install/uninstall programs
2. MS-WORD
 - Exercise 1- Design a Menu Card (Home, Graphics -Clipart, Word Art, Shapes, Borders, Headers & footers, Bullets)
 - Exercise 2- Facilities provided in a hotel (Insert, Page Layout, Tables, Columns - Page size, Orientation, Insert/delete rows, columns, split/merge cells, use of formulas, sort)
3. MS-WORD
 - Exercise 3- Guest Registration Card
 - Exercise 4- Room Bill (Mailings, Review, Smart Art - Mail merge Wizard, Spelling & grammar, Thesaurus, word count)
4. MS-WORD
 - Exercise 5- Mail merge
 - Exercise 6- Organization chart
5. MS-EXCEL
 - Introduction, cell, copying cell contents, Format, use of formula
 - Cells-copy, paste-values, transpose, values
 - Change cell height, column width, Number format
 - Exercise 1: Inventory status
6. MS-EXCEL
 - Exercise 2: Cost Analysis
 - Exercise 3: Sales Analysis (IF Statement, Insert chart, modify chart display)
7. MS-EXCEL
 - Exercise 4: Employee Salary Report
 - Exercise 5: Costing of a Menu (Data Query using Filter (Auto, Advanced),sorting)
 - Exercise 6: Room Status Report
8. MS-POWER POINT
 - Introduction , Insert slides,, Design layouts, Background
 - Exercise 1: About College/institution (Animation, Transition, view show)

9. MS-POWER POINT

- Exercise 2: Employee Report (Insert Sound, Movie, Auto play slideshow, Hand master, Note master)

10. MS-POWER POINT

- Exercise 3: Recipe of a Menu Item along with method of preparation in video clipping

SCHEME OF VALUATION

Internal Assessment : 20 Marks

University Exams : 80 Marks

Record/Journal Book	10 Marks
THREE assignments to be given (one each from MS-Word, MS-Excel, MS-PowerPoint)	20+20+20= 60 marks
Viva Voce (Any 5 Questions from the syllabus)	10 marks
Total	80 marks

Time: 4 hours

No. of Students per session : 15

No. of sessions per day : 2

SIXTH SEMESTER

GROUP	SUBJECT CODE	SUBJECT
I	BHSHSC 381	Project Work / Industrial Practicum

Subject : **PROJECT WORK**
Sub code : BSHSC 381
Workload : 36 hours per week

1. The duration of the project work training will be **16 continuous weeks**. The minimum attendance requirement for project is **90** working days out of maximum of 96 working days (16 x 6 = 90 days). A student can avail leave to a maximum of 6 days only with prior written permission of the hotel authorities (a copy of the same authorized by the hotel should be sent to be the college).
2. Students can complete this training in a hotel/restaurant/bakery/flight kitchen/club/any sector of the hospitality industry.
3. Focus of the project work training will on the understanding of industry operations, supervision and management function. The suggested trust areas are food and beverage service, food production, front office, housekeeping, marketing, human resources or finance for hotels, reports, welfare establishments, and any sector of the hotel and food service industry.
4. The placement of the training will have to be approved by the college in advance.
5. The student will have to prepare a dissertation on the project training he /she has undergone. The report will have to be made from the data collected /log book maintained by the student during the training period. The dissertation should be of 18,000 to 20,000 words or the equivalent if plans, designs, computer software etc is included (excluding appendices).
6. Students will be awarded 160 marks internal on the basis of the appraisal from filled up by the immediate supervisor in the department (s) that the student to get the project training in the hotel. It is the responsibility of the student to get the `project training performance appraisal from (p-t-paf)` filled up from the hotel and submit the same to the college at the end of training.
7. The student has to submit a certificate to the college from the hotel or organization where he/she has undergone his /her training stating the duration of the training and the department (s) he/has undertaken the training .

STRUCTURE OF THE PROJECT

1.1 TITLE PAGE:

This should give the following information:

- i. The full title and sub title if any
- ii. The name of the author
- iii. Submitted in fulfillment of the requirement for the B.sc (hospitality sciences) of the Mangalore University.
- iv. Name of the college

v. The month and year of submission

1.2 DECLARATION:

This indicates that the standard has adhered to the university, college and course regulations regarding cheating and plagiarism

“I declare that this project to the result of my own efforts and that it confirms to university, college and course reputations regarding cheating and plagiarism. No material contained within this project has been used in any other submission, by the authors for an academic award”

Student’s name:

date:

1.3 ACKNOWLEDGEMENTS:

These should be in the form of:

I would like to thank colleagues from the Mangalore University, name of the college and elsewhere for their help and assistance in the compilation of this work.

Only genuine assistance must be acknowledged.

1.4 LIST OF CONTENTS:

This should list in sequence, with page numbers, all sections of the project including acknowledgements, summary, headings, appendices, bibliography and list of abbreviation.

1.5 LIST OF TABLE, GRAPHS, FIGURES:

This indicates various tables, graphs and figures in the project. If these are high in number they may be separated into three different tables. However, if the number of such illustrations is less, these should be included in just one table.

1.6 LIST OF APPENDIXES:

This will provide for a quick reference to the various appendixes in the project

1.7 LIST OF ABBREVIATIONS USED:

This must mention a list of abbreviations that have been used extensively in the project.

1.8 SYNOPSIS:

A summary of the project should be given at the beginning, covering the study. Its function is to provide a quick guide to her project.

1.9 AIMS & OBJECTIVES:

This should set out clearly and precisely what the student is seeking to achieve. The objectives should be stated in such a way that the student is able to measure to what extent the objectives have been achieved.

1.10 CHAPTER 1 - INTRODUCTION:

This chapter introduced the topic of the project and the justification for the study

1.11 CHAPTER 2 - INTRODUCTION TO THE CITY AND THE PROPERTY WHERE THE PROJECT IS UNDERTAKEN

1.12 CHAPTER 3 – OBJECTIVES, METHODOLOGY AND LIMITATIONS

1.13 CHAPTER 4– OPERATIONAL ASPECTS

- Introduction to the department trained
 - Profile of the department
 - Layout of the department
 - Equipment used in the department
 - Operational Aspects (Standard Operating Procedures)
 - F & B Production (Standard Recipes with Method of preparation, Store Pick up procedure, Food delivery procedure etc.)
 - F & B Service (Restaurant Service Cycle – In detail , Store pick up procedure, KOT procedure, BOT procedure etc)
 - Front Office (SOP for – Check Inn/ Check out/ Room Change/SDL/ Luggage handling etc)
 - Housekeeping (SOP for Room cleaning procedure/ Public area cleaning procedure/ laundry procedure/ Guest loan item etc)

1.14 CHAPTER 5 - SWOT ANALYSIS

- This chapter deals with the strength, weakness, opportunities and threats for various departments and the hotel in whole.

1.15 CHAPTER 6 - CONCLUSION:

This chapter details a summary and recommendation stating briefly what has been done

1.16 BIBLIOGRAPHIES:

This selection lists all references in an alphabetical order of author's surnames. The Harvard system which incorporates the following elements should be used:

Book references:

Authors Surnames, Initials, (year of publication), **title in bold**, place of publication, publisher's name, pages.

Journal references:

Authors Surname, Initials, (year of publication), **Name of the article, Journal title in bold**, volume number, page number

Sourcing within the text

Sekarn (1992)

1.17 APPENDIX:

Separate appendices are to be used for sets of detailed information that are not appropriate to the main text e.g. Questionnaires, sample population, list of organizations or gross data.

PRESENTATION & FORMAT

All students are required to submit two hard copies of their project by the date stipulated.

1. Paper: A4 sized paper must be used and should be white and of good quality.
2. Type: project must be printed neatly using an acceptable word processing format.
3. Layout: the margins at the left hand edge should be no less than 40 mm and other margins no less than 20 mm. Type should be at least 1 ½ spaced except for intended quotations or footnotes, which should be single line spaced. Typing should be on one side of the paper only.
4. Binding: the book should be bound in black Rexene only. There should be no illustrations on the cover page.
5. Cover title: the outside front cover must bear the title of the work in block capitals (28 point) with the name of the student and name of the college
6. Spine title: those must bear the surname and the initials of the author and the year of submission in the same lettering as the front cover. The lettering must read from left to right when reading the spine vertically.

Maximum no. of students per guide: 20

SCHEME OF EVALUATION

Total Marks: 900

Internals: 180 marks

i) Project Training evaluation:

1. Form IA filled by the immediate supervisor/manager in the department or organization in **180 marks** to be marked by the supervisor or manager of the department or organization the student trained in. (as per project training performance appraisal form enclosed).
2. For students who train in more than one department, the average score of all departments will be taken for internal assessment marks.
3. The PT PAF of each student has to be filled by the college and produced when requested by the university.

University: 600 marks

- i. **Project report evaluation – 600 marks**
- ii. **Power point presentation on project/dissertation – 60 marks** (each student will present a **10-minute** power point presentation of the project/dissertation. The presentation a brief of the property, the department/s worked in and operation aspects of the department worked in)
- iii. **Viva voce – 60 marks** (10 questions to be asked from the project/dissertation presented)

Time: 20 minutes per student

No. of students per day: 20

PROJECT TRAINING PERFORMANCE APPRAISAL FORM (P-T PAF)

Name of student	
Registration number	
Name of the college	
Name of the hotel	
Name of the department	
From:	to:

GROOMING	
Immaculate appearance, clean uniform, well groomed hair, clean nails & hands	18
Smart appearance, crisp uniform, acceptable hair, clean nails and hand	15
Well presented, clean uniform, acceptable hair, clean nails and hand	12
Untidy hair, creased ill kept uniform, hands not clean at all times	8
Dirty/disheveled, long unkempt hair, dirty hands and long hair	4
ATTENDANCE / PUNCTUALITY (____ days present out of ____ days)	
On time, well prepared, ready to commence task, attendance 100%	18
On time lacks some preparation but copes well, attendance between 99-90%	15
On time, some disorganized aspects – just copes attendance between 89-80%	12
Occasionally late, disorganized approach, attendance between 79-69%	8
Frequently late, not prepared, frequently absent without excuse	4
COMMUNICATION SKILLS	
Very confident, demonstrates outstanding confidence & ability both spoken /written	18
Confident, delivers information	15
Communicates adequately, but lacks depth and confidence	12
Hesitant, lacks confidence in spoken/written communication	8
Very inanimate, unable to express in spoken or written word.	4
ATTITUDE TO GUESTS/COLLEAGUES	
Outstanding rapport with guests and colleagues	18
Polite, consideration and firm, well linked	15
Gets on well with most colleagues, handles guests well	12
Slow to mix, weak manners, is distant, is insensitive to guest needs	8
Does not mix and relate well with guests and colleagues	4
ATTITUDE TO SUPERVISION	
Very co-operative, acts on constructive criticism	18
Readily accept criticism and is noticeably willing to assist others	15
Accepts criticism, but does not necessarily act on it	12
Takes criticism very personally, broods on it	8
Persistently disregards criticism and dose own way	4
INITIATIVE & MOTIVATION	
Very effective in analyzing situations and resourceful in solving problems. Demonstrates ambition to achieve progressively	18
Shows ready appreciation and willingness to tackle problems. Positively seeks to improve knowledge and performance	15
Usually grasps points correctly. Shows interest in all work undertaken	12

Slow on the uptake. Is interested only in areas of work preferred	8
Rarely grasps points correctly. Lacks drive and commitment	4
RELIABILITY & COMPREHENSION	
Is totally trust worthy in any working situation Understands in detail, why and how the job is done	18
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done	15
Gets on with the job in hand. Comprehends but doesn't fully understand work in comprehends only after constant explanation	12
Cannot be relied upon to work without supervision Comprehends only after constant explanation	8
Requires constant supervision Lacks any comprehension	4
RESPONSIBILITY	
Activity seeks responsibility at all times	18
Very willing to accept responsibility	15
Accepts responsibility as it comes	12
Inclined to refer matters upwards rather than make own decision	8
Avoids taking responsibility	4
QUALITY OF WORK	
Exceptionally good, accurate in work, very through-usually unaided	18
Maintains a high standard of quality	15
Generally good quality with some assistance	12
Performance is uneven	8
Inaccurate and slow at work	4
QUANTITY OF WORK	
Outstanding in output of work	18
Gets through a great deal	15
Output satisfactory	12
Does rather less than expected	8
Output regularly insufficient	4
Total	180

Stipend paid : RS _____ per month Name of the appraiser _____ Signature _____ Designation of appraiser _____ Date: _____ Signature of student: _____ Date: _____

Note: in case a students work in more than one department/ the average scores of all the departments worked in shall be considered for internal assessment marks

DISSERTATION EVALUATION SHEET

Name of student:			
Sl no	Particulars	Internal examiner marks	External examiner marks
1	Presentation please consider if the students has followed the format prescribed and presented the report well there should be no grammatical errors and misrepresentation of facts	/50	/50
2	Profile of the establishment/department (s): please consider if the student has given the entire profile of both the establishment and department(s) trained in.	/50	/50
3	Layout and equipment used : please consider if the layout is to approximate scale and the equipment is described in sufficient detail with photographs or pictures attached	/100	/100
4	Operations: please consider if the student has done an in depth study of the operational aspects of the department. Consider if the student has understood the functions of the forms and formats used, statistics calculated and described them in detail	/200	/200
5	SWOT analysis: please consider if the student has been able to make a detailed study of the strengths, weaknesses, opportunities and threats of the department/establishment trained in.	/100	/100
6	Conclusion : please consider if the student has provided suggestions for improvement which are practical and enforceable	/100	/100
Total		/600	/600
Average		/600	

Date:

Signature of internal examiner:

Signature of external examiner: