

MANGALORE UNIVERSITY
 SYLLABUS FOR B.Sc.(Hospitality Science) UNDER CREDIT BASED SEMESTER
 SCHEME

Hours of Instruction per week and Scheme of Examination

a) I/II Semester

| Group | Subjects | Paper | Instruction hrs./week | Duration of Exam (hrs.) | Marks | | | Credits |
|---------|-------------------------------------|----------|-----------------------|-------------------------|--------------|--------------|---------------|------------|
| | | | | | IA | Exam | Total | |
| Group 1 | 2 Languages | 2x1T | 2x4 | 2x3 | 2x20 | 2x80 | 2x100 | 2x2 |
| Group 2 | 7 Hotel Management subjects (4T+3P) | 4T 3P | 4x4 3x3 | 4x3 3x3 | 4x20 3x10 | 4x80 3x40 | 4x100 3x50 | 4x2 3x1 |
| Group 3 | General studies paper CC & EC | 1T - | 4 - | 3 - | - 50 | 100 - | 100 50 | 2 1 |

III/IV Semester

| Group | Subjects | Paper | Instruction hrs./week | Duration of Exam (hrs.) | Marks | | | Credits |
|---------|--|---------------|-----------------------|-------------------------|--------------------|-------------------|---------------------|-----------------|
| | | | | | IA | Exam | Total | |
| Group 2 | 9 Hotel Management subjects CC & EC | 6T 3P - | 6x4 3x3 - | 6x3 3x3 - | 6x20 3x10 50 | 6x80 3x40 - | 6x100 3x50 50 | 6x2 3x1 1 |

c) V Semester

| Group | Subjects | Paper | Instruction hrs./week | Duration of Exam (hrs.) | Marks | | | Credits |
|---------|-----------------------------|----------|-----------------------|-------------------------|--------------|--------------|----------------|------------|
| | | | | | IA | Exam | Total | |
| Group 2 | 8 Hotel Management subjects | 6T 2P | 6x4 2x4 | 6x3 2x4 | 6x20 2x20 | 6x80 2x80 | 6x100 2x100 | 6x2 2x2 |

| Group | Subjects | Paper | Instruction hrs./week | Duration of Exam (hrs.) | Marks | | | Credits |
|---------|--------------|------------------------------|-----------------------|-------------------------|-------|---|-------|---------|
| | | | | | IA | Exam | Total | |
| Group 2 | Project Work | Project Report/ Dissertation | 36 | - | 160 | 400 (Project Report) 80 (Presentation) 160 (Viva) | 800 | 16 |

B.SC. HOSPITALITY SCIENCE

I Semester

| Group | Subject Code | Subject | Instruction hour/week | | Duration of examination | IA | Exam | Max. marks | Credit |
|-------|--------------|-------------------------------------|-----------------------|-----|-------------------------|----|------|------------|--------|
| | | | Th. | Pr. | | | | | |
| I | AA 101 | English I | 04 | | 3 hrs. | 20 | 80 | 100 | 2 |
| | BB 101 | French I | 04 | | 3 hrs. | 20 | 80 | 100 | 2 |
| II | HS 101 | Food Production I | 04 | | 3 hrs. | 20 | 80 | 100 | 2 |
| | HS 102 | F&B Service I | 04 | | 3 hrs. | 20 | 80 | 100 | 2 |
| | HS 103 | Front Office Management I | 04 | | 3 hrs. | 20 | 80 | 100 | 2 |
| | HS 104 | Hygiene & Sanitation | 04 | | 3 hrs. | 20 | 80 | 100 | 2 |
| | HS105 | Food Production Practical I | | 03 | 3 hrs. | 10 | 40 | 50 | 1 |
| | HS 106 | F&B Service Practical I | | 03 | 3 hrs. | 10 | 40 | 50 | 1 |
| | HS 107 | Front Office Management Practical I | | 03 | 3 hrs. | 10 | 40 | 50 | 1 |
| III | CI 101 | Constitution of India EC & CC | 04 | | 3 hrs. | - | - | 100 | 2 |
| | | | | | | - | - | 50 | 1 |

II Semester

| Group | Subject Code | Subject | Instruction hour/week | | Duration of examination | IA | Exam | Max. marks | Credit |
|-------|--------------|---------------------------------------|-----------------------|-----|-------------------------|----|------|------------|--------|
| | | | Th. | Pr. | | | | | |
| I | AA 151 | English II | 04 | | 3 hrs. | 20 | 80 | 100 | 2 |
| | BB 151 | French II | 04 | | 3 hrs. | 20 | 80 | 100 | 2 |
| II | HS 151 | Food Production II | 04 | | 3 hrs. | 20 | 80 | 100 | 2 |
| | HS 152 | F&B Service II | 04 | | 3 hrs. | 20 | 80 | 100 | 2 |
| | HS 153 | Accommodation Operations I | 04 | | 3 hrs. | 20 | 80 | 100 | 2 |
| | HS 154 | Nutrition & Food Science | 04 | | 3 hrs. | 20 | 80 | 100 | 2 |
| | HS 155 | Food Production Practical II | | 03 | 3 hrs. | 10 | 40 | 50 | 1 |
| | HS 156 | F&B Service Practical II | | 03 | 3 hrs. | 10 | 40 | 50 | 1 |
| | HS 156 | Accommodation Operations Practical I | | 03 | 3 hrs. | 10 | 40 | 50 | 1 |
| III | HR 151 | Human Rights & Environment EC & CC | 04 | | 3 hrs. | - | - | 100 | 2 |
| | | | | | | - | - | 50 | 1 |

Homo sapiens

Handwritten notes and calculations at the bottom of the syllabus page, including circled numbers and arrows.

| III Semester | | | | | | | | | | |
|--------------|--------------|--------------------------------------|-----------------------|-----|-------------------------|----|------|------------|--------|--|
| Group | Subject Code | Subject | Instruction Hour/week | | Duration of examination | IA | Exam | Max. Marks | Credit | |
| | | | Th. | Pr. | | | | | | |
| II | HS 201 | Food Production III | 04 | | 3 hrs. | 20 | 80 | 100 | 2 | |
| | HS 202 | F&B Service III | 04 | | 3 hrs. | 20 | 80 | 100 | 2 | |
| | HS 203 | Front Office Management II | 04 | | 3 hrs. | 20 | 80 | 100 | 2 | |
| | HS 204 | Accommodation Operations II | 03 | 01 | 3hrs | 20 | 80 | 100 | 2 | |
| | HS 205 | Accounts | 04 | | 3 hrs. | 20 | 80 | 100 | 2 | |
| | HS 206 | Human Resource Management | 04 | | 3 hrs. | 20 | 80 | 100 | 2 | |
| | HS 207 | Food Production Practical III | | 03 | 3 hrs | 10 | 40 | 50 | 1 | |
| | HS 208 | F&B Service Practical III | | 03 | 3 hrs. | 10 | 40 | 50 | 1 | |
| | HS 209 | Front Office Management Practical II | | 03 | 3 hrs | 10 | 40 | 50 | 1 | |
| | | EC & CC | | | | | | 50 | 1 | |

| IV Semester | | | | | | | | | | |
|-------------|--------------|---------------------------------------|-----------------------|-----|-------------------------|----|------|------------|--------|--|
| Group | Subject Code | Subject | Instruction Hour/week | | Duration of Examination | IA | Exam | Max. Marks | Credit | |
| | | | Th. | Pr. | | | | | | |
| II | HS 251 | Food Production IV | 04 | | 3 hrs | 20 | 80 | 100 | 2 | |
| | HS 252 | F&B Service IV | 04 | | 3hrs | 20 | 80 | 100 | 2 | |
| | HS 253 | Accommodation Operation III | 04 | | 3 hrs | 20 | 80 | 100 | 2 | |
| | HS 254 | Front Office Management III | 04 | | 3 hrs | 20 | 80 | 100 | 2 | |
| | HS 255 | Facilities Management | 04 | | 3 hrs | 20 | 80 | 100 | 2 | |
| | HS 256 | Hotel Law | 04 | | 3 hrs | 20 | 80 | 100 | 2 | |
| | HS 257 | Food Production Practical IV | | 03 | 3 hrs | 10 | 40 | 50 | 1 | |
| | HS 258 | F&B Service Practical IV | | 03 | 3 hrs. | 10 | 40 | 50 | 1 | |
| | HS 259 | Accommodation Operations Practical II | | 03 | 3 hrs. | 10 | 40 | 50 | 1 | |
| | | EC& CC | | | | | | 50 | 1 | |

| V Semester | | | | | | | | | | | | | |
|------------|--------------|--|-----------------------|-----|-------------------------|----|------|------------|--------|--|--|--|--|
| Group | Subject Code | Subject | Instruction Hour/week | | Duration of Examination | IA | Exam | Max. Marks | Credit | | | | |
| | | | Th. | Pr. | | | | | | | | | |
| II | HS 301 | Food Production V | 04 | | 3 hrs. | 20 | 80 | 100 | 2 | | | | |
| | HS 302 | F&B Management | 04 | | 3 hrs. | 20 | 80 | 100 | 2 | | | | |
| | HS 303 | Tourism Management | 04 | | 3 hrs. | 20 | 80 | 100 | 2 | | | | |
| | HS 304 | Marketing Management | 04 | | 3 hrs. | 20 | 80 | 100 | 2 | | | | |
| | HS 305 | Hospitality Information System | 04 | | 3 hrs. | 20 | 80 | 100 | 2 | | | | |
| | HS 306 | Accommodation Administration | 04 | | 3 hrs. | 20 | 80 | 100 | 2 | | | | |
| | HS 307 | Food Production Practical V | | 04 | 4 hrs. | 20 | 80 | 100 | 2 | | | | |
| | HS 308 | Hospitality Information System Practical | | 04 | 4 hrs. | 20 | 80 | 100 | 2 | | | | |

| VI Semester | | | | | | | | | | |
|-------------|--------------|--------------|------------------------------|-----------------------|-------------------------|-------|---|-------|---------|--|
| Group | Subject Code | Subjects | Paper | Instruction hrs./week | Duration of Exam (hrs.) | Marks | | | Credits | |
| | | | | | | IA | Exam | Total | | |
| Group 2 | HS 351 | Project Work | Project Report/ Dissertation | 36 | 03 hrs | 160 | 400 (Project Report) 80 (Presentation) 160 (Viva) | 800 | 16 | |

FIRST SEMESTER

| Group | Subject Code | Subject |
|-------|--------------|-------------------------------------|
| I | AA 101 | English I |
| | BB 101 | French I |
| II | HS 101 | Food Production I |
| | HS 102 | F&B Service I |
| | HS 103 | Front Office Management I |
| | HS 104 | Hygiene & Sanitation |
| | HS105 | Food Production Practical I |
| | HS 106 | F&B Service Practical I |
| | HS 107 | Front Office Management Practical I |
| III | Ci 101 | Constitution of India |
| | | EC & CC |

Subject: FOOD PRODUCTION-I

Sub. Code: HS 101

Workload: 4 hours per week

Examination: 3 hours

Objectives: To provide an overview of the culinary history and emphasize on the aims & objectives of cooking, commodities used in food production. And an in-depth study of Kitchen organization and equipments.

Pedagogy: Lectures, Assignments, discussions, case studies.

I. CULINARY HISTORY

- Introduction to Cooking
- Cuisine Simple
- Cuisine Bourgeoise
- Cuisine Haute
- Continental Cuisine
- Provincial Cuisine
- Nouvelle Cuisine
 - Food habits
 - Festive cooking
 - Indian & Western culinary terms

II. AIMS & OBJECTIVES OF COOKING FOOD

- Taste sensations
- Seasoning, flavouring, condiments, colouring, marinades.
- Spices, herbs, Indian- wet and dry masala
- Storage & handling
- Presentation

III. COMMODITIES

- Basic ingredients
- Categorizing fresh and dry provisions
- Nutritional aspects
- Basic food preservation

IV. PREPARATION OF INGREDIENTS

- Weights and volumes
- Mise-en-place
- Mixing methods

V. KITCHEN EQUIPMENT

- Different metals
- Personal and small tools- large equipment
- Quantity cooking equipment

VI. KITCHEN ORGANIZATION

- Hierarchy
- Duties of chefs
- Kitchen layouts- workflow

REFERENCE BOOKS:

| Name of the book | Author |
|--------------------------------------|--------------------------------|
| Theory of Catering | Ronald Kinton, Victor Cesarani |
| Modern Cookery | Thangam Philip |
| Life and Food in Bengal | Chitra Banerjee |
| Udupi Cuisine | U.B. Rajalakshmi |
| Food Commodities | Bernard Davis |
| Indian Food-A historical companion | K.T Acharya |
| Cheese | Juliet Harbet |
| Ingredient Book | Sophie Grigson |
| Cooking with Indian Masters- Prashad | Inder Singh Kalra |
| 1000 Classic Recipes for every cook | Paragon Publishers, U.K |

SCHEME OF VALUATION:

- One Compulsory question of 20 marks encompassing the entire syllabus. 12 short questions or terms to be given for 2 marks each. Students to answer any 10.
- Six questions, one from each chapter. The questions should have sub-sections to test the technical knowledge of the student. Each subsection should have marks earmarked. Students to answer any four questions. Total marks for each question is 15.

Subject: **FOOD AND BEVERAGE SERVICE – I**Sub. Code: **HS 102**Work Load: **4 Hours per Week**Examination: **3 Hours**

Objectives: To provide the student basic knowledge about the F&B Service Department, its operations, menu planning and different types services.

Pedagogy: Lectures, Assignments, discussions, case studies.

I. STRUCTURE OF THE F&B SERVICE DEPARTMENT.

- Organization Chart
- 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

II. FOOD & BEVERAGE SERVICE OPERATIONS EQUIPMENT

- Classifications of Equipments (Glassware, Flatware, Cutlery, Crockery, Hollow ware)
- Special Equipments and Trolleys
- French Terms for the equipments
- Maintenance and upkeep of equipments
- Knowledge of materials, suppliers and prices

III. MEALS AND MENU PLANNING

- 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
- Courses of French Classical menu – French terminology – sequence – examples, accompaniments, covers and service of each course
- Objectives and Principles of menu planning
- Factors affecting menu planning process
- Knowledge of Accompaniments (From Food & Beverage Service by Dennis R. Lillierap and John A. Cousins)

IV. TYPES OF SERVICE

- 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.

V. ANCILLARY DEPARTMENTS & SERVICES

- Pantry
- Still room
- Linen Room
- Hot plate
- Kitchen Stewarding – Role and Functions and hierarchy

VI. BEVERAGES

- a. Classifications of Beverages
- b. Non – Alcoholic Beverages
 - i. Refreshing – Spring water, Mineral water, Aerated water, Squashes and Syrups, Service standards
 - ii. Nourishing Beverages – Fruit juices and Milk drinks, service standards
 - iii. Stimulating Beverages – Tea (Introduction, Manufacturing, Storage, Types, Brands, Service Standards), Coffee (Introduction, Manufacturing, Storage, Types, Brands, Service Standards)

REFERENCES:

1. Modern Restaurant Service – A Manual for students & Practitioners by John Fuller-Stanley Thomas (Publishers) Ltd
2. Food & Beverage Management by Bernard Davis and Sally Stone – Heinemann Professional Publishing
3. Food & Beverage Service by Dennis R. Lillicrap and John A. Cousins – ELBS
4. Essential Table Service for Restaurants by John Fuller – Hutchinson
5. Food & Beverage Service by Ronald F. Cichy & Paul E. Wise – EIAH&LA

SCHEME OF VALUATION:

1. One Compulsory question of 20 marks encompassing the entire syllabus. 12 short questions or terms to be given for 2 marks each. Students to answer any 10.
2. Six questions, one from each chapter. The questions should have sub-sections to test the technical knowledge of the student. Each subsection should have marks earmarked. Students to answer any four questions. Total marks for each question is 15.

Subject: FRONT OFFICE MANAGEMENT - I

Sub. Code: HS 103

Workload: 4 hours per week

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.

I. INTRODUCTION:

- Classification of hotels (star Categorization types etc) (Commercial, Airport Hotels, Resorts etc.)
- Operating arrangements (Chains, Independent hotels, Franchise, Management Contract)
- Types of rooms

II RATES AND MEAL PLANS:

- Different types of plans
- Tariff structure of hotels
- Types of hotel guests

III THE FRONT OFFICE DEPARTMENT:

- Function of front office
- Guest cycle
- Organization of front office department

IV DUTIES AND RESPONSIBILITIES OF FRONT OFFICE STAFF:

- Job Description and Job Specifications of front Office Management, Duty Manager, Front Office Assistant, bell Captain, Bell Boy and other staff

V RESERVATION:

- Functions of Reservation Department
- Equipment used
- Types and Sources of Reservation
- Reservation Process

VI PRE-REGISTRATION PROCESS:

- Over booking and full House Management
- Forms, Formats and Reports
- Pre-Registration Process

REFERENCE BOOKS:

1. Front Office Management by S.K Bhatnagar, Publisher: Frank Brothers & Co.
2. Managing Front Office Operations by Michael.L.Kasavana & Richard.M.Brooks Publisher: AHMA
3. Hotel Front Office-Training Manual by Sudheer Andrews Publisher: Tata McGrawHill
4. Principles of Front Office Operations by Sue Baker et al Publisher: Thomson
5. Front Office Operations by Colin Dix, Publisher: Longman
6. Hotel Front Office Management by James.A. Bardi, Publisher: John Wiley & Sons

SCHEME OF VALUATION:

1. One compulsory question of 20 marks encompassing the entire syllabus. 12 short questions or terms to be given for 2 marks each. Students to answer any 10.
2. Six questions, one from each chapter. The questions should have sub-sections to test the technical knowledge of the student. Each subsection should have marks earmarked.

Subject: HYGIENE & SANITATION

Sub. Code: HS 104

Workload: 4 hours per week

Examination: 3 hours

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

Pedagogy: Lectures, Assignments, discussions, case studies and problem solving

I. PERSONAL HYGIENE

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

II. WATER

1. Importance of water.
2. Sources of water supply.
3. Purification of water through filtration (SSF & RSF)
4. Hygiene of ice making
5. Potable water.

III. HYGIENE IN THE KITCHEN

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

IV. GARBAGE DISPOSAL

1. Classification of garbage.
2. Generation points
3. Storage of garbage
4. Disposal of garbage
5. Waste disposal units fitted to sinks.

V. HYGIENE IN STORAGE OF RAW AND COOKED FOODS

1. Food storage conditions for dry foods, canned foods and perishables.
2. Correct use of refrigerators, walk in coolers, reach in refrigerators.
3. Thawing of frozen food, rules for handling frozen poultry.
4. Equipment and the temperatures used for holding of cooked foods.

VI. FOOD CONTAMINATION, POISONING AND FOOD BORNE DISEASES

1. Food Contamination
 - Bacterial contamination
 - Physical contamination
 - Chemical contamination (sources, routes & vehicles of contamination)
2. Food Poisoning
 - Definition
 - Common types (salmonella, clostridium perfringens, Botulism, Staphylococcus aureus —sources, on-set period, mode of spread to high risk food, control)
3. Prevention of food poisoning
(Protecting food from contamination, preventing any bacteria within food from multiplying, destroying those bacteria present within the food)
4. Food Borne Diseases (The sources, causes & symptoms)
 - Amoebiasis
 - Acute diarrhoea / dysentery
 - Typhoid
5. Role of Microbiological laboratories in hotels

RECOMMENDED BOOKS:

1. Managing Food Hygiene by Nicholas Johns, Publishers: Macmillan.
2. The Food Hygiene Handbook by Richard A S Prenger, Publishers: High Field Publication.
3. Park's Text book of preventive & Social Medicine 13th edition by J. E. Park, Publishers: M/s Banarsidas Bhanot.
4. Catering Management An Integrated Approach 2M edition by Mohini Sethi, Sunjeet Malhan, Publishers: Wiley Eastern Ltd.
5. Social & Preventive medicine by Yash Pal Bedi, Publishers: Atma Ram & Sons.
6. The HACCP – Food safety Manual by Joan K Loken, CFE

SCHEME OF VALUATION:

1. 12 short answer questions (2 marks each). Two questions per unit. Students should answer any ten. (10 * 2 = 20)
2. Six question (15 marks). One question compulsory from each chapter. Questions could be essay type or with sub sections. Students to answer any four. (15 * 4 = 60)

Subject: FOOD PRODUCTION PRACTICAL-I

Sub. Code: HS 105

Workload: 3 hours per week

Examination: 3 hours

Objectives: To make the students learn the following:

1. Preparations of basic Indian spice mixture- dry and paste
2. Pre-preparation of vegetable, fish, meat
3. Different methods of cooking- rice, vegetable, meat, fish, egg dishes
4. Basic Indian, bread preparation and variations
5. Basic Indian snacks

| | |
|---|--|
| Menu 1 Thandai Machchi amritsari Navaratna khorma/ chappati ✓ Jelebi Egg omllette (plain and masala) ✓ | Menu 2 Kc ri pori chader Avial / boiled rice Meen moilee Ada pradhan Fried egg |
| Menu 3 Dahi bara Ras meen Bisibele hullyana Mysore pak Boiled egg masala | Menu 4 Kori ajadina ✓ Ma.sala dosa / chutney Sambar Ob.ttu Poached egg |
| Menu 5 Aloo tikki / sounth Chicken korma Peas pulav Double ka metta ✓ Onion Bhajjiyas | Menu 6 Reshmi kebab Chole / batura ✓ Cucumber ✓ Phirini Chilli pakoda ✓ |
| Menu 7 Madras Soup Chicken Chetinaad Curd rice Sheera puri Potato bonda | Menu 8 Shami kebab Suahi paneer Aloo gobi / parantha Carrot halwa ✓ Vegetable samosa |
| Menu 9 Veg pañoda Murgh makhani Baigan burtha / naan Badam kheer Aloo chaat | Menu 10 Caldo verde Galinha cafreal Prawn balchow / sarinas Espumas Fish cutlets |

SCHEME OF EVALUATION – FOOD PRODUCTION PRACTICAL I

Internal Assessment: 10 marks
University Examination: 40 marks

| | |
|--|-----------------|
| Personal Grooming | 05 marks |
| Journal/Record Book | 10 marks |
| Preparation of any one Indian spice mix asked by the examiner (garami masala, paanch poran, chaat masala, sambar masala, tandoori masala, rasam powder) | 05 marks |
| Preparation of any one rice (plain boiled rice, pulao, curd rice) | 05 marks |
| Preparation of any one Indian bread (cheppaties, batura, parantha, puri) | 05 marks |
| Viva Voce (any 5 questions from the first semester Food Production theory or practical syllabus) | 10 marks |
| TOTAL | 40 marks |

No. of students per session: 15
No. of sessions per day: 2
Time: 3 hours

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Subject: FOOD AND BEVERAGE SERVICE-PRACTICAL-I

Sub. Code: HS 106
Workload: 3 Hours per week
Examination: 3 Hours

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

1. Identifying Operating Equipment –Care and maintenance including cleaning / polishing
2. Setting up the side board
3. Laying and Relaying the Table Cloth
4. Napkin folding (at least 10 different ways)
5. Setting the table (cover) for breakfast, lunch and dinner
6. Handling restaurant reservation, receiving and seating the guest
7. Taking the order
8. Procedure of service and clearance at the table
9. Presenting and en-cashing the bill
10. Basic etiquette and standard phrases.
11. Clearance of Ashtray.
12. Room service trolley or tray setting (B/F, Lunch, Evening tea or Dinner)

SCHEME OF EVALUATION:

Internal Assessment: 10 Marks
University Examination: 40 Marks

| | |
|---|-----------------|
| Grooming | 5 marks |
| Journal | 5 marks |
| 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 practical syllabus) | 5 marks |
| Total | 40 marks |

Time: 3 hours
No. of Sessions per day : Two
No. of students per session : 15

Subject: Front Office Management-Practical-I
Sub. Code: HS107
Workload: 3 hours per week
Examination: 3 hours

PRACTICALS

- Guest Service and Hospitality Procedures
- Front Desk Courtesy/Receiving a guest
- Telephone manners & Telephone handling
- Reservation Procedures Demonstration
- Pre-Registration Process
- Identification of various equipment, Racks Etc.

SCHEME OF VALUATION-FRONT OFFICE MANAGEMENT PRACTICAL-I

Internal Assessment: 10 marks
 University Examination: 40 marks

| | |
|--|-----------------|
| Grooming | 5marks |
| Journal | 5 marks |
| Taking down reservation and completing reservation forms | 10 marks |
| Situation Handling | 10 marks |
| Viva Voce | 10 marks |
| Total | 40 marks |

SECOND SEMESTER:

| Group | Subject Code | Subject |
|-------|--------------|--------------------------------------|
| I | AA 151 | English II |
| | BB 151 | French II |
| II | HS 151 | Food Production II |
| | HS 152 | F&B Service II |
| | HS 153 | Accommodation Operations I |
| | HS 154 | Nutrition & Food Science |
| | HS 155 | Food Production Practical II |
| | HS 156 | F&B Service Practical II |
| III | HS 156 | Accommodation Operations Practical I |
| | HR 151 | Human Rights & Environment |
| | | EC & CC |

SECOND SEMESTER

Subject: FOOD PRODUCTION II

Sub. Code: HS151

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.

I. CEREALS

- ✓ - Types-processing- by products- uses
- Storage
- Action of heat on cereal products

II. FISH & SEA FOOD

- Classification- selection- cuts- storage
- Cooking techniques

III. EGGS

- Types- selection- availability
- Uses- storage- emulsions
- ✓ - egg cookery

IV. STOCKS & SOUPS

- Classification- types
- Flavouring agents- preparation
- Clarification- aspics
- Garnishes and accompaniments
- Storage

V. SAUCES

- Classification
- Derivatives
- Liaison Agents, Rectifications and Uses

VI. METHODS OF COOKING

- Heat transfer
- Action of heat on food
- Chemical changes-temperature- flavour development
- Quantity cooking- systems catering

REFERENCE BOOKS:

| Name of the book | Author |
|--------------------------------|-----------------------------------|
| Food Commodities | Bernard Davis |
| Introductory Foods | Marion Benneon |
| Quantity Cooking | John B Knight, Lendal H Kotshevar |
| Mithai | Pranula Paima |
| Indian Sweets | Satarupa Banarjee |
| Theory of cooking | Krishna Arora |
| Asian Cook Book | Charmain Solomon |
| Practical Professional Cookery | H.L Cracknell, R.J Kaufmann |

SCHEME OF VALUATION:

1. One Compulsory question of 20 marks encompassing the entire syllabus. 12 short questions or terms to be given for 2 marks each. Students to answer any 10. Six questions, one from each chapter. The questions should have sub-sections to test the technical knowledge of the student. Each subsection should have marks earmarked. Students to answer any four questions. Total marks for each question is 15.

Sub. Code: HS 152

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.

I. WINE

- a. Definition, history and classification
- b. Grape varieties
- c. Viticulture
- d. Effects of Soil, climate and location on wine making
- e. Production of wine (vinification – mololactic fermentation, maceration, cartonique)
- f. Factors affecting quality of wine
- g. Characteristics of wine – appearance, color, bouquet, taste, aging, body, sweetness etc.

II. WINE STYLES & LAWS

- a. Wine Laws – France, Italy, Germany, Spain and Portugal
- b. Language and Reading of Wine Labels – France, Italy, Germany, Spain, Portugal

III. WINES OF THE WORLD

- a. France – General climatic conditions and Regions (Alsace, Bordeaux, Burgundy, Loire, Rhone, Jura and Midi)
- b. Italy – General climatic conditions and Regions (Piedmont, Tuscany, Veneto, Umbria, Lazio, Sicily, Sardinia, Emilia-Romagna)
- c. Germany – General climatic conditions and Regions (Ahr, Mittelrhein, Mosel-Saar-Ruwer, Rheingau, The Nahe, The Pfalz, heinhessen, Franken, Hessische Bergstrasse, Wurttemberg and Baden)
- d. Spain – General climatic conditions and Regions (Rioja, Catalonia, Andalucia, La Mancha, Navara, Alicante)
- e. Portugal – General climatic conditions and Regions (Vinho Verde, Douro, Dao, Alho)
- f. Wines of other countries – America, South Africa, Australia, India, New Zealand.

IV. SPARKLING WINES

- a. Method of making sparkling wines – method champenoise, charmat process, transfer method, method gazele.
- b. Champagne – Introduction, Grapes used, Production, bottle names and sizes, Types and styles of champagne, label reading.
- c. Sparkling wines from other regions of France, Germany, Italy, Spain, Portugal, California, India etc
- d. Other sparkling wine terms

V. FORTIFIED WINES AND AROMATIZED WINES

- a. Sherry – Introduction, production, styles, and shippers
- b. Port – Introduction, production, styles and shippers
- c. Madeira – Introduction, production, styles and shippers
- d. Maaga and Marsala
- e. Vermouth – Introduction, production, styles and brand names
- f. Other Aromatized wines

VI. STORAGE AND SERVICE OF WINES

- a. Storage of wine
- b. Service of Still and Sparkling wine – Presenting, Opening and pouring technique
- c. Service of Fortified and Aromatized wines
- d. Wine decanting and service temperature
- e. Wine Tasting – common terms used to describe color, taste and smell
- f. Food and Wine harmony, Wine lists
- g. Faults in Wine and Dealing with them.

REFERENCES:

1. Modern Restaurant Service – A Manual for students & Practitioners by John Fuller, Stanley Thomas (Publishers) Ltd
2. Food & Beverage Service by Dennis R. Lillcrap and John A. Cousins – ELBS
3. Essential Table Service for Restaurants by John Fuller – Hutchinson
4. Food & Beverage Service by Ronald F. Cichy & Paul E. Wise – EIAH&LA
5. The Student's guide to Food 7 Drink by John Cousins & Andrew Durkan – Hodder & Stoughton
6. Beverage Sales & Service – A Professional Guide for Students by Brian K. Julian – Butterworth Heinemann
7. The World Wine Atlas by Hugh Johnson – Maison Fondee
8. The Oxford Companion to Wine by Jancis Robinson – Oxford University Press

SCHEME OF VALUATION

1. One Compulsory question of 20 marks encompassing the entire syllabus. 12 short questions or terms to be given for 2 marks each. Students to answer any 10.
2. Six questions, one from each chapter. The questions should have sub-sections to test the technical knowledge of the student. Each sub section should have marks earmarked. Students to answer any four questions. Total marks for each question is 15.

Subject: ACCOMMODATION OPERATIONS-I

Sub. Code: HS 153

Workload: 4 hours per week

Examination: 3 hours

1. INTRODUCTION TO HOUSE KEEPING DEPARTMENT:

- Importance & objectives
- Organization structure (small, medium large)
- Duties and Responsibilities of Housekeeping personnel
- Qualities and attributes required for Housekeeping personnel

2. FUNCTIONS OF THE HOUSE KEEPING DEPARTMENT:

- 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

3. CLEANING AND MAINTENANCE OF GUESTROOMS AND PUBLIC AREAS:

- 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 rooms
- Floor pantry, Rooms under repair

4. CLEANING PUBLIC AREAS:

- Entrances-Public restrooms
- Lobbies- Swimming Pool areas
- Front desk- Dining & Banquet areas
- Corridors-Administrative Offices
- Employee Rooms- Exercise Rooms

5. FIBRES AND FABRICS:

- Definition of a fibre
- 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 furnishings.

6. MANAGEMENT OF LINEN AND UNIFORM:

- Classification of Linen and sizes
- Selection criteria for Linen & Uniform
- Quantity of Linen & Uniform (establishing Par level)
- Location, Equipment and Layout of Linen & Uniform rooms
- Activities of Linen and Uniform room- Marketing, issuing, storage & Inspection
- Stock taking
- Condemned Linen

RECOMMENDED BOOKS:

1. The complete guide to Flower Arranging - Diana Brinton
1. Ikebana - A practical & philosophical guide to Japanese flower Arrangement - Stella Coe
2. Professional Management of Housekeeping Operation - Robert J. Martin
3. Housekeeping Supervision - Jane Fellows

RECOMMENDED BOOKS:

1. Hotel, Hostel & Hospital Housekeeping
- By John C Branson & Margaret Lennox.
2. Housekeeping Supervision
- By Jane Fellow.
3. Professional Housekeeper
4. Managing housekeeping Operations
- By Kappa Nitschke/ Schappert.

SCHEME OF VALUATION:

1. One Compulsory question of 20 marks encompassing the entire syllabus. 12 short questions or terms to be given for 2 marks each. Students to answer any 10.
2. Six questions. The questions should have sub-sections to test the technical knowledge of the student. Each subsection should have marks earmarked. Students to answer any four questions. Total marks for each question is 15.

Subject: NUTRITION & FOOD SCIENCE

Sub. Code: HS154

Workload: 4 hours per week

Examination: 3 hours

Objectives: To give the students an understanding of the fundamentals of nutrition to establish the role of nutrition in relation to health. To provide knowledge of food science so that they will be able to apply this knowledge in producing quality food products.

Pedagogy: Lectures, Assignments, discussions, case studies

I. FUNDAMENTALS OF NUTRITION

Introduction to Nutrition

- Nutrition and nutrients
- Calories – Importance of food
- Digestion absorption
- Recommended dietary allowances

II. NUTRIENTS

Carbohydrates Protein, Lipids

- Composition, Functions, Sources, Digestion, Deficiency.
- Vitamins (A, D, E, K, Thiamine, Riboflavin, Niacin, Vitamin C, Folic Acid), Minerals (Sodium, Iron, Calcium, Phosphorus & Iodine)
- Composition, Classifications, Functions, Sources, Deficiency

III. CLASSIFICATION OF RAW MATERIALS & ENERGY

- Classifying Functionally & Nutritionally
- Definition – BMR, SDA
- Factors affecting BMR
- Measurement of Caloric value of Foods
- Measurement of Energy Balance of the body.

IV. FOOD PRESERVATIONS:

- 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
 - Smoke 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 micro organisms in food preparation
(A) Mold (B) Yeast (C) Bacteria

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V. ADULTERATION:

Definition

Common food adulterants in different food groups

Detection of adulterants

Food Standards & Food Laws

VI. FOOD ADDITIVES & LEAVENING AGENTS

Antioxidants, Sequestrants, Surface Active Agents, Stabilizers and Thickeners, Bleaching & Maturing Agents, Food Colors, Flavoring agents, Non-Nutritive and Special Dietary Sweeteners, Buffers, Acids and Alkalis.

REFERENCE BOOKS:

- Food and Nutrition Volume 1 and Volume 2 by Dr. M. Swaminathan.
- Food microbiology by W.C. Frazier / D.C. West hoff
- A textbook of foods nutrition and dietetics by M. Raheena Begum
- Food facts and principles by Sadaksharaswamy and Shankuntal Manay.
- Normal and therapeutic diets by cosine. H. Robinson, Marilyn R. Lawler: Macmillan pub. car. inc 18 edition Foundation of Food preparation by G.C. Peckham.

SCHEME OF VALUATION

- 12 short answer questions (2 marks each). Two questions per unit. Students should answer any ten. (10 * 2 = 20)
2. Six question (15 marks). One question compulsory from each chapter. Questions could be essay type or with sub sections. Students to answer any four. (15 * 4 = 60)

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Subject: FOOD PRODUCTION PRACTICAL II
Sub. Code: HS155

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 presentation
6. Asian breads- rice- noodle preparation- soups- snacks

| | |
|---|---|
| Menu-1 Tandoori Chicken/ Roti Kheema Biryani Brijjal Raitha Carrot Gajrela | Menu-2 Bori samosas Dhansak/ ghce rice Patrani macni Falooda |
| Menu-3 Sea Food & Tofu Soup Vegetable spring rolls Mixed hakka noodles Toffee apples | Menu-4 Egg flower soup Mandaim fish Aubergine sc..wuan Vegetable fried rice Sweet wontons |
| 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 Kadihai Roti Jalebi | Menu-8 Tamago Suimono Tempura Suki Yaki White Rice Green Tea |
| Menu-9 Tofu Yam Soup Memos Lemon Chicken Rice Chinese Fruit Salad | Menu-10 Gazpacho Sage Chicken with Rice Vegetable with Tahini Dip Mocha Swirl Mousse |

SCHEME OF VALUATION – FOOD PRODUCTION PRACTICAL II

Internal Assessment: 10 marks

University Exams: 40 marks

| | |
|--|--|
| Personal Grooming | 5 marks |
| Journal/Record book | 5 marks |
| Indent & Plan of work | 5 marks |
| Three course menu : any one menu from: the I & II Semester Practical syllabus | 05 marks each |
| Appitizer/Soup: Main Course: Dessert: | (1marks each for flavour colour, texture, doness, presentation of each dish) (Total 15 marks) |
| Viva Voce (5 questions from any topic in the theory or practical syllabus of Food Production II semester) | 10 marks |
| Total | 40 marks |

External examiner to prescribe any menu OF THREE ITEMS from the II semester Food Production Practical Menus. And inform the college about the menu/s ONE WEEK in advance to procure required stores.
 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 PRACTICALS - II

Sub. Code: HS156

Workload: 3 hours per week

Examination: 3 hours

PRACTICALS

1. Preparing Wine Lists and Beverage Lists.
2. Service of Cigar.
3. Service of Juices and soft drinks.
4. Preparation of still and fortified wines
5. Preparation of sparkling wines
6. Planning of 4 to 5 course TDH menus in English & French with wines

SCHEME OF VALUATION -F & B SERVICE PRACTICAL II

Internal Assessment : 10 marks

University Exams: 40 marks

| | |
|--|-----------------|
| Journals | 5 marks |
| Menu planning for 5 course meal in French with wines | 10marks |
| Cover layout for 1 cover for 5 course meal | 5 marks |
| Planning a Wine List or Beverage List & Service of Wine (External examiner to give the number and types of wine and beverages for the list) | 10 marks |
| Personnel Grooming | 5 marks |
| Viva voce (any five questions from the F& B Service III 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

Sub. Code: HS 157

Workload: 3 hours per week

Examination: 3 hours

1. Identification & usage of cleaning equipment and cleaning agents
2. Cleaning various surfaces
 - a) Metal- Brass, copper, silver, stainless steel, painted surfaces
 - b) Wood- Hard & soft wood, cane, wicker & Bamboo
 - c) Plastic- Furniture, Telephones, T.V. Set
 - d) Glass- Mirrors, window glass
 - e) Leather/hide
 - f) Ceilings
 - g) Walls- painted, Stone based (ceramic, granite, marble etc.)
 - h) Floors- Sweeping, Mopping- dry & wet, scrubbing & polishing
 - i) Carpets- Vacuuming & spot cleaning
 - j) Sanitary fittings- WCs, Urinals, Baths, Basins, Faucets, Shower curtain

Mode of Testing:

- | | | |
|-----------------------------|---|------------------------------------|
| 1) Identification | - | 10 marks |
| 2) Practical work (any one) | - | 10 marks |
| 3) Viva voce | - | 10 marks (From practical syllabus) |
| 4) Journal | - | 10 marks |
| 5) Internal Assessment | - | 10 marks |
| | | <u>50 marks</u> |

SCHEME OF VALUATION -ACCOMMODATION OPERATION-PRACTICAL-I

Internal Assessment : 10 marks

University Exams: 40 marks

| | |
|--|-----------------|
| Journal | 10 marks |
| Identification of equipments | 10marks |
| 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

RECOMMENDED BOOKS:

1. Housekeeping Supervision - Jane Fellows
2. Hotel, Hostel & Hospital Housekeeping- John C Branson & Margaret Lennox

THIRD SEMESTER

| Group | Subject Code | Subject |
|-------|--------------|--------------------------------------|
| II | HS 201 | Food Production III |
| | HS 202 | F&B Service III |
| | HS 203 | Front Office Management II |
| | HS 204 | Accommodation Operations II |
| | HS 205 | Accounts |
| | HS 206 | Human Resource Management |
| | HS 207 | Food Production Practical III |
| | HS 208 | F&B Service Practical III |
| | HS 209 | Front Office Management Practical II |
| | | EC & CC |

THIRD SEMESTER

Subject: FOOD PRODUCTION-III

Sub. Code: HS201

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.

I. MILK & MILK PRODUCTS

- Types- processing- uses- storage
- Cheese, ice-creams

II. VEGETABLES & FRUITS

- Classification- availability- selection- preparation- pigments- enzymatic reactions- storage
- Classical cut of vegetable

III. SUGAR & ITS SOURCES

- Processing- effects of heat on sugar
- Different types of sweeteners
- Sugar substitutes

IV. INDIAN SWEETS

- Classification- variations- regional specialties
- methods of preparation- presentation

V. FATS & OILS

- sources
- Processing, types- uses
- Action of heat

VI. COOKING FUELS AND SPECIAL METHODS OF COOKING

- Rechauffe Cooking
- Solar Cooking
- Microwave cooking
- Systems Catering
- Convenience Cooking

REFERENCE BOOKS:

| Name of the book | Author |
|---------------------------------------|----------------------------|
| Food Preparation for the Professional | Mizer, Portea, Sonnier |
| Theory of Cookery | Krishna Arora |
| Larousse Gastronomy | Hamlyn |
| A guide to Kitchen Management | John Fuller, John B Knight |
| Catering Management | Mohini Sethi |
| Sauces | James, Peterson |
| Soup Bible | David Paul Larousse |

SCHEME OF VALUATION

- One Compulsory question of 20 marks encompassing the entire syllabus. 12 short questions or terms to be given for 2 marks each. Students to answer any 10.
- Six questions, one from each chapter. The questions should have sub-sections to test the technical knowledge of the student. Each subsection should have marks earmarked. Students to answer any four questions. Total marks for each question is 15.

Subject: FOOD AND BEVERAGE SERVICE – III**Sub. Code: HS 202****Work Load: 4 Hours per Week****Examination: 3 Hours****Objectives:** To give the students and in-depth exposure to beer, spirits, liqueurs, cocktails and the bar operations.**Pedagogy:** Lectures, Assignments, discussions, case studies.**I. BEER AND OTHER FERMENTED BEVERAGES**

- Beer – Introduction, Production, Types, Strength, Brand Names, Storage, Service standards and Faults in beer
- Cider and Perry

II. SPIRITS

- Distillation Process, Proof (OIML, Sikes, American system)
- Whisky – History, Production, Styles (Malt, Grain, and Blended), Scotch Whisky, American whiskey, Canadian Whisky, Irish Whiskey, 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

III. BITTERS AND LIQUEURS

- Bitters – Campari, Angostura, Byrrh, Pernod, - Service standards
- Liqueurs – method of production, popular liqueurs with base spirits and flavouring agents.

IV. COCKTAILS AND MIXED DRINKS

- 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, Screw Driver, Black Russian, Harvey's Wall banger, Salty Dog
 - Brandy based – Side Car, Between-the-sheets, Brandy Alexander, Pusse Cafe
 - Whisky based – Rusty Nail, Rob Roy, Manhattan, 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, Frappes, Juleps, Pussy Cafe, Swizzlers, Toddies,

V. BAR OPERATIONS

- a. Types of Bar, Areas and Layout
- b. Tools and Equipments used in Bar
- c. Service procedures and Bar stock controls
- d. Staffing a bar
- e. Opening and closing procedures.
- f. Bar licenses and permitted hours

VI. TOBACCO

- a. Principal Tobacco producing countries of the world
- b. Curing, processing and types of tobacco
- c. Cigars – Shapes, colours, sizes
- d. Storage of Cigars and Cigarettes
- e. Service of Cigars and Cigarettes

REFERENCES:

1. Modern Restaurant Service – A Manual for students & Practitioners by John Fuller- Stanley Thomas (Publishers) Ltd
2. Food & Beverage Service by Dennis R. Lillicrap and John A. Cousins –ELBS
3. Essential Table Service for Restaurants by John Fuller – Hutchinson
4. Food & Beverage Service by Ronald F. Cichy & Paul E. Wise – EIAH&LA
5. The Student's guide to Food & Drink by John Cousins & Andrew Durkan – Hodder & Stoughton
6. Beverage Sales & Service –A Professional Guide for Students by Brian K. Julian – Butterworth Heinemann
7. Managing Bar & Beverage Operations by Lendal H. Kotschevar & Mary L. Tanke – EIAH&LA

SCHEME OF VALUATION:

1. One Compulsory question of 20 marks encompassing the entire syllabus. 12 short questions or terms to be given for 2 marks each. Students to answer any 10.
2. Six questions, one from each chapter. The questions should have sub-sections to test the technical knowledge of the student. Each subsection should have marks earmarked. Students to answer any four questions. Total marks for each question is 15.

Subject: FRONT OFFICE OPERATIONS- II

Sub. Code: HS203

Workload: 4 hours per week

Examination: 3 hours

I REGISTRATION/CHECK-IN:

- Receiving and Greeting the guest
- Check In Procedures for Group, FIT and Crew
- Flow or Registration Process
- Registration operating models

II ROOMING PROCEDURES:

- Room Allocation and key issue
- Handling Room Change
- Handling overbooking and Turning away an Guest
- VIP Drill

III INFORMATION & BELL DESK/CONCIERGE:

- Importance of Log Book
- Handling Guest Mails and Messages
- Duties and Responsibilities of Bell Desk Staff
- Luggage Handling Procedures
- Special Request

IV FRONT OFFICE ACCOUNTING:

- Guest Accounting System-Objective
- Types of Guest Accounting
- Terms and glossary In Accounting
- Credit and credit Control Measures

V CHECK OUT:

- Check Out Procedure and Formalities
- Handling Credit Cards
- Safe deposit lockers

VI SETTLEMENT PROCESS:

- Modes of Settlement
- Handling Cheques and Currencies
- Foreign Exchange Regulation

REFERENCE BOOKS:

1. Front Office Management by S.K Bhatnagar, Publisher: Frank Brothers & Co.
2. Managing Front Office Operations by Michael.L.Kasavana & Richard.M.Brooks Publisher:
3. AHMA
4. Hotel Front Office-Training Manual by Sudheer Andrews Publisher: Tata McGrawHill
5. Principles of Front Office Operations by Sue Baker et al. Publisher: Thomson
6. Front Office Operations by Colin Dix, Publisher: Longman
7. Hotel Front Office Management by James.A. Bardi, Publisher: John Wiley & Sons

SCHEME OF VALUATION:

1. One compulsory question of 20 marks encompassing the entire syllabus. 12 short questions or terms to be given for 2 marks each. Students to answer any 10.
2. Six questions, one from each chapter. The questions should have sub-sections to test the technical knowledge of the student. Each subsection should have marks earmarked.

Subject: ACCOMMODATION OPERATIONS-II

Sub Code: HS 204

Workload: 4 hours per week

Examination: 3 hours

1. FLOWER ARRANGEMENT:

- Principles
- Conditioning of Plant Materials
- Equipment & Materials required
- Styles of Flower Arrangement (Traditional, Japanese and Modern)
- Basic outlines
- Placement

2. LAUNDRY & DRY CLEANING:

- Importance & Principles
- Duties & Responsibilities of Laundry Staff- Laundry Manager, Head Washer, Laundry attendant, Valet runner, Spotter cum presser.
- Flow process of on premises laundry
- Laundry agents & Equipment
- pH Scale & its relevance in Laundry
- Dry cleaning- Agents and procedure
- Guest Laundry Service

3. STAIN REMOVAL:

- Definition
- General rules
- Classification of Stains
- Stain removal agents
- Stain removal methods

4. PEST CONTROL:

- Types and Areas of infestation
- Prevention and control
- Role of House Keeping in pest control

5. 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 regulations
- MSDS (Material Safety data sheet)

6. DESIGN:

- Basic types-Structural & Decorative
- Elements of design
- Principles of design
- Functional aspects of design
- Standardization of design
- Designing guestrooms-Layout, Designing public areas
- Designing for the disabled

PRACTICALS:

1. Flower Arrangement
 - a) Basic outlines
 - i) Mass Arrangement
 - ii) Line Arrangement- Vertical & Horizontal
 - iii) Combination of Mass & Line Arrangements
 - (a) Triangular (b) All round (c) Crescent (half-moon)
 - (d) Diagonal/Slanting (e) Fan shape (f) Hogori/'S' Shape
 - b) Japanese Arrangement - Ikebana
2. Preparing Reports (Formats)
 - a) House Keeper's Report
 - b) GRA's report
 - c) Supervisors report
 - d) Room status report
 - e) Maintenance report
 - f) Guestroom inspection checklist
 - g) Planning duty rotas

RECOMMENDED BOOKS:

1. Hotel, Hostel & Hospital Housekeeping - By John C Branson & Margatet Lennox.
2. Housekeeping Supervision - By Jane Fellow.
3. Professional Housekeeper
4. Managing housekeeping Operations - By Kappa Nitschke/ Schappert.

SCHEME OF VALUATION:

1. One Compulsory question of 20 marks encompassing the entire syllabus. 12 short questions or terms to be given for 2 marks each. Students to answer any 10.
2. Six questions. The questions should have sub-sections to test the technical knowledge of the student. Each subsection should have marks earmarked.

Subject: HOSPITALITY ACCOUNTING

Sub. Code: HS205

Workload: 4 hours per week

Examination: 3 hours

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, discussions, case studies

1. INTRODUCTION TO ACCOUNTING:

- Meaning and definition of Accounting
- Various terms used in Accounting
- **Double entry system of Book Keeping:** Meaning, Importance, advantages and 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
- Trial balance- meaning, advantages (simple problems on Journal, ledger, subsidiary books and Trial balance) 14 hrs.

2. CASH BOOKS:

- Meaning, Importance, Types of cash books - Single, double and three column cash book
- Petty cash book- meaning and features (Problems on only three column cash book and Petty cash book)
- Bank Reconciliation Statement (Concepts only) 08 hrs.

3. FINAL ACCOUNTS OF SOLE-PROPRIETARY CONCERNS:

- Preparation of Trading and profit & loss account and Balance sheet with the following adjustments only- closing stock, depreciation, o/s expenses and incomes, advance expenses and incomes, Reserve for bad debts and Interest on drawings and capital 14 hrs.

4. HOTEL ACCOUNTING THEORY:

- 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. 08 hrs.

5. MANAGEMENT INFORMATION SYSTEMS:

- Meaning and importance
- Revenue Statements - Daily
 - Weekly
 - Monthly
- Business Reports - Food Sales Report
 - Revenue Report
 - Food Cost Report
 - Beverage Sales Report
 - Profit & Loss Report
 - Payroll report
- Operating Ratios - ADR
 - RevPAR
 - Average Food Service Check
 - Beverage Cost Percentage
 - Food Cost Percentage
 - Labour Cost Percentage

(Simple problems on operating ratios)

08 hrs.

6. MARGINAL COSTING AND BREAK EVEN ANALYSIS:

- Meaning of Marginal Cost, fixed cost and total cost
 - Importance, advantages and disadvantages of marginal costing
 - Contribution, P/V Ratio, Margin of Safety, expected sales and expected profit
 - Break Even Chart (Theory only)
- (Simple problems on calculation of P/V Ratio, BEP, Margin of safety, expected sales and expected profit)

08 hrs.

Total 60 hrs.

REFERENCE BOOKS:

- 1) Accountancy- (Volume I)- B.S. Raman
- 2) General Accounting for Hotel Management- B.S. Raman
- 3) Introduction to Accounting- T.S. Grewal
- 4) Elements of Hotel Accounting- R. S. Rawat
- 5) Financial cost control in the hotel and catering industry- Jagmohan Negi
- 6) Cost Accounting- Jain & Narang
- 7) Management Accounting- Bhagawathi & Pillai

SCHEME OF VALUATION:

Part I- Compulsory one question on Preparation of Final Accounts (Zone IV) 20 Marks

Part II- Answer any Four out of six questions

15x4=60 Marks

Total 80 Marks

1. Problems on preparation of Journal and Preparation of Ledger account (10 Marks)
2. Problem on preparation of Subsidiary books or Trial balance (05 Marks)
3. Problem on preparation of three column Cash Book or Petty Cash book
4. Essay question/s on theory of hotel accounting
5. Problem on marginal costing
6. Short notes or Problem on Operating ratios

Subject: HUMAN RESOURCE MANAGEMENT

Sub. Code: HS206

Workload: 4 hours per week

Examination: 3 hours

Objectives: To provide the student with a comprehensive overview of managing personnel and the functions of the human resource department

Pedagogy: Lectures, Assignments, discussions, case studies and problem solving

I. INTRODUCTION

- Introduction to personnel mgmt.
- Definition/ role of personnel manager/ management
- Basics of organizational design

II. PROCUREMENT

- Basics of job design
- Human resource planning
- Recruitment and selection- processes and techniques
- Induction

III. EMPLOYEE DEVELOPMENT

- Training (definition, methods)
- Management development (definition, methods)
- Organisation development

IV. PERFORMANCE AND POTENTIAL APPRAISAL

- Appraisal – features , objective , procedure, problems
- Potential appraisal
- MBO

V. COMPENSATION AND MAINTENANCE

- Factors affecting compensation policy
- Job evaluation: (definition, objective , methods, limitations)
- Fringe benefits
- Communication
- Counseling
- Safety and health

VI. INDUSTRIAL RELATIONS

- Conflict management
- Discipline (types, procedure)
- Quality of work life
- Collective bargaining

REFERENCE BOOKS:

1. Managing Hospitality Human Resources – AH & LA
2. Human Resource Management – V S P Rao
3. Personnel Management – C B Memoria
4. Essentials of Human Resource Management – Text and Cases- Subba Row

SCHEME OF VALUATION:

Part A: 12 Short Answer Question From all the 6 Chapters to be given equal weightage, Students to answer any 10 - 20 Marks

Part B: 6 questions of essay Type or short notes– one from each chapter, Students to answer any 4. 15 * 4 = 60 Marks

Subject: FOOD PRODUCTION PRACTICAL -III

Sub. Code: HS207

Workload: 3 hours per week

Examination: 3 hours

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

- 1) Preparation of stocks- clarification
 - Glazes- reductions
 - Sauce(hot and cold)
- 2) Classical cuts of vegetables and potatoes
 - 10 potato preparation
 - 5 vegetable preparation
- 3) Basic baking
 - short crust pastry (sweet & savory)
 - Continental rolls and breads
 - Basic sponge cake

| | |
|--|--|
| Menu 1 Puree of lentil soup Chicken fricasse Pommes duchess Buttered carrots Souffle froid milanese Bread sticks | Menu 2 Cream of carrot soup Poulet saute hongroise Pommes lyonnaise Haricot vert au beurre Choufleur millinaise Fruit trifle Basic Sponge cake/sheet |
| Menu 3 Fruit soup Champignons farcis Poulet roti Pommes chateau Charlotte royale Sponge fingers | Menu 4 Consomme julleine Supreme de voaille a la kiev Pomme pailles Choufleur au gratin Queen of puddings Bread |
| Menu 5 Crudities with herb mayonnaise Blanquet de veau Pomme de terre anna Buttered spinach Crepes normande Cheese straws | Menu 6 Crème of spinach soup Cote de veau de papillote Pommes del monica Salad bestrave Lemon jelly Dinner Rolls |
| Menu 7 Chicken veloute Salad mimosa Cotelettes d' agneau panees Pommes arlie Compote de poires Croissant | Menu 8 Potage aux champignon Entrecote au poivre Pommes fondant Carrots vichy/ petit pois Bavaroise au café Salad rolls |
| Menu 9 Mixed vegetable soup- Fish mornay Pommes noisette Salad de tomate Apple fool French loaf | Menu 10 Cream of tomato soup Fish meuniere Pommes provencal Salad cocombre Steamed sponge pudding Victoria sponge |

SCHEME OF EVALUATION OF FOOD PRODUCTION PRACTICAL III:

Internal Assessment : 10 marks
University Exams: 40 marks

| | |
|---|---|
| Journal/Record book | 5 marks |
| Indent & Plan of work | 5 marks |
| Three course menu : any one menu from the III Semester | 5 marks each |
| Practical syllabus | (1 marks each for flavour, colour, texture, doness, presentation of each dish) |
| Soup & Bread roll: | (Total 15 marks) |
| Main Course: | 5 marks |
| Dessert: | 5 marks |
| Presentation & Table set up | 10 marks |
| Viva Voce (5 QUESTIONS from any topic in the theory or practical syllabus of Food Production III) | 10 marks |
| Total | 40 marks |

External examiner to prescribe any menu from the III semester Food Production Practical Menus. And inform the college about the menus ONE WEEK in advance to procure required stores. Students to be informed about the prescribed menu for examination 1 day in advance.

Subject: FOOD & BEVERAGE SERVICE PRACTICAL- III

Sub. Code: HS208
Workload: 4 hours per week
Examination: 3 hours

1. Service of Spirits
2. Identify different bar equipments.
3. Identify different types of glasses.
4. Service of Liqueurs

SCHEME OF VALUATION -F&B SERVICE III

Internal Assessment: 10 marks
University exam: 50 marks
Time: 3 Hours
No. Of students per session: 15
No. Of sessions per day: 2

| | |
|---|-----------------|
| Journal | 5 marks |
| Grooming | 5 marks / |
| Preparation of any one Mock tail or Cocktail (Bloody Mary, Virgin Mary, Pina Colada, Planters Punch, Screw_Driver, Pink lady, Ginjet, 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 |

SUB: FRONT OFFICE MANAGEMENT PRACTICAL-II

Sub Code: HS209

Workload: 3 hours per week

Examination: 3 hours

PRACTICALS

- Arrival Drills for FITS, Groups, Crew and VIPS
- Practice Bill Compilation, Presentation and Settlement Procedures
- Compilation of Forms, Formats and reports at Front Office
- Handling Mails and Messages and Special requests
- Revision of practical done in II Semester
- Practical work on Computerized Room Management
- Practice on Professional Bell Service/Concierge
- Case studies and situation handling

SCHEME OF VALUATION-FRONT OFFICE MANAGEMENT PRACTICAL-II

Internal Assessment : 10 marks

University Examination: 40 marks

| | |
|--|----------|
| Grooming | 5 marks |
| Journal | 5 marks |
| Assignment pertaining to check-in/check-out/billing and settlement (any one) | 10 marks |
| Situation Handling | 10 marks |
| Viva Voce | 10 marks |
| Total | 40 marks |

FOURTH SEMESTER

| Group | Subject Code | Subject |
|-------|--------------|---------------------------------------|
| II | HS 251 | Food Production IV |
| | HS 252 | F&B Service IV |
| | HS 253 | Accommodation Operation III |
| | HS 254 | Front Office Management III |
| | HS 255 | Facilities Management |
| | HS 256 | Hotel Law |
| | HS 257 | Food Production Practical IV |
| | HS 258 | F&B Service Practical IV |
| | HS 259 | Accommodation Operations Practical II |
| | | EC & CC |

FOURTH SEMESTER

Subject: FOOD PRODUCTION-IV

Sub. Code: HS251

Workload: 4 hours per week

Examination: 3 hours

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.

I. INTERNATIONAL CUISINE - FRANCE, ITALY, ORIENTAL AND MIDDLE-EAST.

- History
- Basic ingredients- breakfast preparation
- Festive preparation

II. MEATS & GAME

- Selection
- Slaughtering- aging- cuts
- Preparation
- Storage

III. PASTA

- Classifications
- Varieties
- Preparation

IV. BAKERY PRODUCTS

- Paste- uses- varieties- storage
- Leavening agents
- Food additive

V. BREAD MAKING

- procedure
- Types- variation- storage

VI. BAKERY LAYOUTS

- Equipment- purpose- uses- cleaning- maintenance

REFERENCE BOOKS

| Name of the Book | Author |
|--|----------------------------|
| Basic Baking | S.C Dubey |
| American Regional Cuisine | Art Institute |
| The Baker Manual | Joseph Anundola |
| European Cuisine | Jane Grigson |
| The complete book of Italian cookery | Veronica, Christine Fadden |
| Food Preparation and cookery | Roy Hayer |
| Poultry and Game | Ian Mc Andrew |
| Pasta Bible | Jeni wright |
| Bakery Techniques (bakery science 1 & 2) | M. K Kamaliya |

SCHEME OF VALUATION:

1. One Compulsory question of 20 marks encompassing the entire syllabus. 12 short questions or terms to be given for 2 marks each. Students to answer any 10.
2. Six questions, one from each chapter. The questions should have sub-sections to test the technical knowledge of the student. Each subsection should have marks earmarked. Students to answer any four questions. Total marks for each question is 15.

Subject: FOOD & BEVERAGE SERVICE – IV

Sub. Code: HS252

Workload: 4 hours per week

Examination: 3 hours

Objectives: To make an in dept. study of function catering, planning, organizing, staffing, managing, marketing and merchandising in F&B outlet

Pedagogy: Lectures, Assignments, discussions, case studies.

I. FUNCTION CATERING – BANQUETS & BUFFETS

- i. Types of Banquets – Formal, informal
- ii. Organisation of the dept. Sales, Booking Procedures
- iii. Banquet menus,
- iv. Banquet protocol- space area requirements, table plans, seating arrangements, mise-en-place, service, toasting
- v. Types of buffets, planning of menus, equipment required
- vi. Planning & organization of Buffets, area requirements, checklists to be made

II. GUERIDON & TROLLEY SERVICE

- i. Definition, general considerations of operations
- ii. Types of trolleys and their designs
- iii. Gueridon equipment, care and maintenance, safety
- iv. Dishes served using gueridon (From Food & Beverage Service by Dennis. R. Little and John A. Cousins)

III. PLANNING VARIOUS F & B OUTLETS

- i. Physical layout of functional and ancillary areas
- ii. Factors to be considered while planning
- iii. Layout and seating arrangements,
- iv. Ergonomics and furniture requirements
- v. Selecting and planning equipment – qualities and quantities required, suppliers and approx. costs
- vi. Planning interiors

IV. MARKETING OF FOOD & BEVERAGE OPERATIONS

- i. Marketing research – how customers choose which restaurant to eat in, using guest feedback
- ii. Advertising – external selling -Overview of identifying media-Layout and design of advertisement
- iii. Merchandising : internal selling
- iv. Promotions – Food Festivals, Theme parties, promoting Room Service
- v. Telephone selling, waiters as salespeople- suggestive selling
- vi. Menu Card as a sales tool- Basic menu criteria – presentation, menu content, size and form, Menu card layout, designing menu cards.

V. SERVICE MANAGEMENT & LEADERSHIP

- i. Guests and Moments of Truth – the value of guests, the costs of guest dissatisfaction.
- ii. Identifying guest needs, maintaining guest history and records,
- iii. Effective public relations and social skills
- iv. Dealing with Guest complaints (role plays, case studies)
- v. Managers in F&B as leaders
- vi. Providing Superior Service – Briefings (pre-shift meetings), service guarantees, team approach to service, serving guests who have disabilities.

VI. STAFFING & TRAINING

- i. Staff members as Key to Success- value of staff members, cost of staff dissatisfaction, staff members' perceptions of the value of their work
- ii. Staffing levels and productivity – determining productivity, forecasting demand, developing a staffing guide
- iii. Scheduling staff in work areas for quality – preparing staff rosters and schedules for restaurants, coffee shops, banquets, ODC, room service etc.
- iv. Staff Turnover in F& B and analyzing labour costs
- v. Types of training conducted for staff, importance of training, benefits of training.

REFERENCES

1. Food & Beverage Management by Bernard Davis and Sally Stone – Heinemann Professional Publishing
2. Food Service Operations – A Comprehensive Survey of the Catering Industry now in its second edition by Peter Jones - Cassell
3. Essential Table Service for Restaurants by John Fuller – Hutchinson
4. Food & Beverage Service by Ronald F. Cichy & Paul E. Wise – ELAH&LA
5. Food Service Facilities Planning by Kazarian – Van Nostrand Reinhold

SCHEME OF VALUATION:

1. One Compulsory question of 20 marks encompassing the entire syllabus. 12 short questions or terms to be given for 2 marks each. Students to answer any 10.
2. Six questions, one from each chapter. The questions should have sub-sections to test the technical knowledge of the student. Each subsection should have marks earmarked. Students to answer any four questions. Total marks for each question is 15.

Subject: ACCOMMODATION OPERATIONS-III

Sub. Code: HS 253

Workload: 4 hours per week

Examination: 3 hours

Objective: To introduce the students to basic concepts of interior decoration and management of

housekeeping department

Pedagogy: Lectures, Assignments, discussions, case studies

1. INTERIOR DECORATION:

- Definition
- Factors affecting interior decoration
 - a. Colour-Qualities, colour wheel, colour combination, Role of colour in Interior decoration
 - b. Lighting: Categories of light, lighting fixtures, lighting for different areas, Role of Lighting in Interior decoration
 - c. Floor finishes/coverings- a) Stone based, wood based and Resilient Finishes
b) Soft floor coverings-carpets, mats-components, types and selection
 - d. Wall finishes/coverings
 - e. Accessories and their role in Interior Decoration
 - f. Ventilation
 - g. Furniture arrangement

2. PLANNING OF HOUSE KEEPING DEPARTMENT:

- Identifying House Keeping responsibilities
- Area Inventory list
- Frequency schedules
- Performance standards
- Productivity standards
- Equipment & Supply Inventory levels

3. ORGANISING OF HOUSE KEEPING DEPARTMENT:

- Job list, Job description
- Recruiting- Sources/types
- Employee selection process
- Hiring period
- Orientation process

4. TRAINING & SCHEDULING HOUSE KEEPING STAFF:

- Developing Job breakdowns
- The 4 step training method
- Scheduling-Staffing guide
- Developing Staffing guide for variable staff positions
- Alternative scheduling techniques

5. HOUSE KEEPING CONTROLS:

- Establishing par level & Inventory Control of
 - a. Linen & Uniforms
 - b. Guest loan items
 - c. Machines & Equipment
 - d. Cleaning supplies
 - e. Guest supplies
- The role of Executive House Keeper in planning, operating and capital budget
- Budgeting House Keeping expenses
- Controlling expenses
- Purchasing system, storing, issuing

6. CASE STUDIES AND SITUATIONS:

- Presentations of papers/seminars
- Case specific studies by given situations.

RECOMMENDED BOOKS:

1. Hotel, Hostel & Hospital Housekeeping - By John C Branson & Margaret Lennox.
2. Housekeeping Supervision - By Jane Fellow.
3. Professional Housekeeper
4. Managing housekeeping Operations - By Kappa Nitschke/ Schappert.

UNIVERSITY EXAMINATION

TOTAL MARKS 80

PART A - 12 Short Answer Questions to be asked from the entire syllabus. Students to answer any 10. It can involve 2 one-mark questions with subdivisions.

Definitions or Substitute one word etc. (10x2=20)

PART B- 6 questions to be asked from each chapter. Students to answer any 4. Questions with essay type. Short Notes or with subsections. (15x4=60)

Subject: FRONT OFFICE MANAGEMENT- III

Sub.Code: HS254

Workload: 4 hours per week

Examination: 3 Hours

I. MIS (MANAGEMENT INFORMATION SYSTEMS):

- Location Layout and Playing Front Office Department
- Telephone, Fax, Email and other Equipment in Front Office.
- Software's Used for Front Office – HIMS, FIDELIO Etc.
- POS System (Point of sale system)

II GUEST RELATIONS AND FUNCTIONS:

- Role and duties of Duty Manager, Lobby Manager and Guest Relation Executives
- Situation Handling in Front Office
- Telephone Manners

III SECURITY FUNCTIONS AND CONTROL PROCEDURES

- Key and Key control
- Handling Master keys
- Safe deposit Locker Procedures

IV NIGHT AUDIT:

- Role of Night Auditor
- Various Formats used and procedures
- Front office statistics calculated
- Night auditors adjustments
- MIS reports made

V CONTROL PROCEDURES:

- Emergency Procedures
- Dealing with lost and found
- Role in fire and bomb scare or threat

VI CASE STUDIES AND SITUATIONS:

- Presentations of Papers/Seminars on skills
- Case specific studies by Given situations

REFERENCE BOOKS:

1. Front Office Management by S.K Bhatnagar, Publisher: Frank Brothers & Co.
2. Managing Front Office Operations by Michael.L.Kasavana & Richard.M.Brooks Publisher: AHMA
3. Hotel Front-Office-Training Manuel by Sudheer Andrews Publisher: Tata McGrawHill
4. Principles of Front Office Operations by Sue Baker et al. Publisher: Thomson
5. Front Office Operations by Colin Dix, Publisher: Longman
6. Hotel Front Office Management by James.A. Bardi, Publisher: John Wiley & Sons

UNIVERSITY EXAMINATION

TOTAL MARKS 80

PART A - 12 Short Answer Questions to be asked from the entire syllabus. Students to answer any 10. It can involve 2 one-mark questions with subdivisions. Definitions or Substitute one word etc. (10x2=20)

PART B- 6 questions to be asked from each chapter. Students to answer any 4. Questions with essay type. Short Notes or with subsections. (15x4=60)

Subject: FACILITIES MANAGEMENT

Sub. Code: HS255

Workload: 4 hours per week

Examination: 3 hours

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

building and its functions.

Pedagogy: Lectures, Assignments, discussions, case studies.

I. BUILDING CONSTRUCTION

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

II. WATER & WASTE WATER/ WASTE MANAGEMENT

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
Waste Management options – source reduction, re-use, waste transformation, recycling
Water conservation
Environmental concerns

III. HEAT, VENTILATION & AIR-CONDITIONING

Definition, condition for human comfort
Building design to control heat load
Air-conditioning systems- working of central, split, package and window type(basics)
Ventilation – need and types
Refrigeration – need, refrigerators, walk-in coolers and freezers – CFCs, HCFCs and the environment
Difference between refrigeration and air conditioning

IV. ELECTRICAL SYSTEM, VERTICAL TRANSPORT SYSTEM & ENERGY MANAGEMENT

Electrical terms – Volts, amps, ohms, watt, kilowatt/hour, DC system, AC system, Single phase, Three phase, Voltage Drop
Fuse & circuit breakers
Reading Electricity meters
Energy pricing, checking the electricity bill for errors
Elevators – types, basic working, ear decoration and safety requirements
Escalators – safety requirements, use and basic working
Energy Conservation opportunities
Energy Cost control, energy management considerations

V. MAINTENANCE MANAGEMENT

Administration-
Budget control, inventories & loss control, R&M projects, property damage control, work under contract, monthly reports
Programmes
-Routine Maintenance (of building, systems & equipment) .
- Preventive Maintenance (of building, systems & equipment)
Scheduled Maintenance (of building, systems & equipment)
Emergency & Break-down Maintenance (of building, systems & equipment)
- Guest Room Maintenance
- Repair Log
- Building documents – licenses, NOC required from various agencies to run hotel engineering department:

VI. HOTEL DESIGN & RENOVATION

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 requirements & lighting
Lobby – type, size, operational requirements
F&B Outlets – type, size, layout, location, lighting, safety requirements
Function area – type, size, location, operational needs and safety
Recreational facilities – operational and 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. Hotel Planning & Design – Rutes & Penner
2. Facilities Management – David M. Stipanuk & Harold Roffmann
3. Principles of Hotel Engineering – Borsenic
4. Principles of Hotel Maintenance – Gladwell

SCHEME OF VALUATION:

- Part A : 12 Short Answer Question From all the 6 Chapters to be given equal weightage, Students to answer any 10 - 20 Marks
Part B: 6 questions with subdivisions, one from each chapter, Students to answer any 4. at least 1 question to have a problem to work out or solve. 15 * 4 = 60 Marks

Subject: HOTEL LAW

Sub. Code: HS256

Workload: 4 hours per week

Examination: 3 hours

Objectives: To help students understand the legal responsibilities of business in respect of various legislation and laws – industrial and mercantile affecting the hotel industry in respect of guests, their property, safety, employees and third parties.

Teaching hours: 60 hours

Pedagogy: Lectures, Assignments, discussions, case studies

I. CONTRACT AND NEGOTIABLE INSTRUMENTS ACT:

- Definition – characteristics of contract, Negotiable Instrument – Bill of Exchange, cheques- Promissory notes, travelers cheques , credit card etc.

II. LAWS RELATING TO HOTEL GUEST RELATIONSHIP. HOTEL AND LODGING RATES CONTROL:

- Definition- Fair rate , Hotel and Lodging House, Manager of a hotel, Owner of a Lodging House, Paying Guest, Premises, Tenant and Tenement
- Appointment of Controller, Fixation of fair rates
- Refusal of Accommodation
- Eviction of a Guest from Hotel Room
- Duties, Rights and responsibilities of a Inn Keeper towards guests
- Inn Keepers Lien.

III. FOOD LEGISLATION THE PREVENTION OF FOOD ADULTERATION ACT – 1954

- Definition – Adulterant , Adulterated Food, Public analyst , Central food laboratory
- The Central Committee for Food Standards
- Food Inspectors and their powers and duties
- Procedures to be followed by food inspectors
- Report of Public Analyst
- Notification of food poisoning

IV. LABOUR LAWS- OVERVIEW

WORKMEN'S COMPENSATION ACT- 1948

- Nature and scope of the Act
- Partial disablement
- Total disablement
- Employers liability for disablement arising out of and in the course of the employment

INDUSTRIAL DISPUTE ACT- 1947

- Definitions – Appropriate Government , Industry , Industrial Dispute , Layoff, Lockout , National Tribunal , Retrenchment , Settlement ,
- Authorities under the Act.
- Procedure powers and duties of Authorities

TRADE UNION ACT- 1926

- Scope
- Eligibility
- Fund
- Register
- Rights on the part of employer and employee

59

V. ESSENTIAL COMMODITIES ACT 1955/ CONTRACT OF INSURANCE

- Main provisions of the Essential Commodities Act
- **CONTRACT OF INSURANCE**
- Nature of Contract of Insurance
- Principles of contracts of Insurance
- Reinsurance, Double Insurance , Subrogation and contribution.

VI. INDUSTRIAL EMPLOYMENT STANDING ORDER ACT- 1946/ CONSUMER PROTECTION ACT 1986

INDUSTRIAL EMPLOYMENT STANDING ORDER ACT- 1946

- Model standing order
- Show cause notice
- Charge sheet
- Domestic enquiry
- Discharge and dismissal of employee
- **CONSUMER PROTECTION ACT- 1986**
- Definition – Forum and their Jurisdiction

REFERENCE BOOKS:

1. M.C. Shukla – A Manual of Mercantile Law – S. Chand & Co. (P) Ltd. Kamnagar, New Delhi 110055
2. Dr. A.N. sharma – Aspect of Labour Welfare and Social Security – Himalaya Publishing House, Ramdoot, Dr. Balerao Marg, Girgaum, Delhi-110004
3. B.K. Chakraborti – Labour Laws of India, International Law Book Centre, 74 Park Street, Calcutta
4. S.R.Davar – Mercantile Law including Industrial Law, Progressive Corp. Pvt. Ltd., Mumbai,
5. B. R. Seth – Indian Labour Laws , Published by all India Management Association, New Delhi
6. Text of various acts covered in the syllabus.

SCHEME OF VALUATION:

Part A : 12 Short Answer Question From all the 6 Chapters to be given equal weightage.
Students to answer any 10 - 20 Marks

Part B: 6 questions of essay Type or short notes– one from each chapter, Students to answer any 4. 15 * 4 = 60 Marks

60

Subject: FOOD PRODUCTION PRACTICAL-IV

Sub. Code: HS257

Workload: 3 hours 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 Macedoine de legumes/ saukraut Baba au rhum | Menu 2 Vichisoise Grilled herb tomatoes Pork chop charcutiere Mixed coleslaw Apricot fool |
| Menu 3 Welsh rarebit Cock a leekie soup Roast beef/ glazed vegetables Popovers Apple pie | Menu 4 Hush pupie Seafood gumbo Chicken maryland Corn on the cob/ creamed potatoes Peach melba |
| Menu 5 Cheese rapps Seafood paella Tomato salsa Almond panacotte | Menu 6 French onion soup- Baguette Vegetable au gratin Chicken veronique Rice a la imperatrice |
| Menu 7 Ratatouille polenta Minestrone Chicker Lasagne Italian salad Snow eggs | Menu 8 Fish croustades (brioche) Borsh Coulbiac Russian salad Lemon cheese cake |
| Menu 9 Various Sponges – Genoise sponge, chocolate sponge – Black forest, Pineapple gateaux | Menu 10 Flaky Pastry – puffs and tarts, Choux Pastry – profitroles, eclairs |

SCHEME OF EVALUATION OF FOOD PRODUCTION PRACTICAL IV

Internal Assessment : 10 marks

University Exams: 40 marks

| | |
|---|---|
| Journal/Record book | 5 marks |
| Ident & Plan of work | 5 marks |
| Four course menu: any one menu from the IV Semester Practical syllabus | 5 marks each per course (1 marks each for flavour, colour, texture, doness, presentation of each dish) (Total 20 marks) |
| Appetizer Soup Main Course: Dessert: | |
| Viva Voce (Any five questions from any topic in the theory or practical syllabus of Food Production IV) | 10 marks |
| Total | 40marks |

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.
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 – PRACTICALS - IV

Sub. Code: HS258

Workload: 3 hours per week

Examination: 3 hours

1. Banquet menus for state banquets for national, international dignitaries in English and French with cuisines.
2. Preparing menus of 6-7 courses in French with wines, laying of covers and service (at least 5 menus)
3. Preparing menus for Theme dinners, Food Festivals and Plan of Action for conducting theme dinners and food festivals
4. Gueridon service - Crepe suzette, Banana flambé, Irish Coffee, Serpent Coffee, Pepper Steak, Steak Diane
5. Carving of Chicken and poached fish
6. Frilling of banquet tables.

SCHEME OF VALUATION:

Internal Assessment: 10 marks

University Exams: 40 marks

| | |
|---|-----------------|
| Journal | 5 marks |
| Grooming | 5 marks |
| Planning a banquet/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, Pepper Steak, Steak Diane) | 10 marks |
| Viva Voce (any 5 questions from the theory and practical syllabus of F& B Management and F&B Service Practical-IV) | 10 marks |
| Total | 40 marks |

Time: 4 hours

No. Of students per session: 15

No. Of Sessions per day: 2

Subject: ACCOMMODATION OPERATIONS PRACTICALS- II

Sub. Code: HS 259

Workload: 3 hours per week

Examination: 3 hours

Practicals:

1. Standard procedure & sequence for guest room cleaning
 - a) Stocking room attendants cart
 - b) Entering the guest room
 - c) Tidying the Guest room
 - d) Stripping the Bed
 - e) Making the Bed
 - f) Dusting the Guest room
 - g) Cleaning the Bathroom
 - h) Vacuuming the carpets & upholstered furnitures
 - i) Checking the guestroom
2. Guestroom Inspection- Bedroom & Bathroom
3. Turn down service/Evening Service

SCHEME OF VALUATION –ACCOMMODATION OPERATION-PRACTICAL-II

Internal Assessment: 10 marks

University Exams: 40 marks

| | |
|--|-----------------|
| Journal | 10 marks |
| Job Card (one task)-writing the procedure | 10marks |
| 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 students per session: 15

No. of sessions per day: 2

Recommended books:

1. Managing Housekeeping Operations - Kappa, Nitschke & Schapert
2. Professional House Keeper – Modelin Schneider & Georgina Tucker.

FIFTH SEMESTER

| Group | Subject Code | Subject |
|-------|-------------------|--|
| II | HS 301 | Food Production V |
| | HS 302 | F&B Management |
| | HS 303 | Tourism Management |
| | HS 304 | Marketing Management |
| | HS 305 | Hospitality Information System |
| | HS306 | Accommodation Administration |
| | HS 307 | Food Production Practical V |
| | HS 308 | Hospitality Information System Practical |

FIFTH SEMESTER

Subject: F & B PRODUCTION -V

Sub. Code: HS301

Workload: 4 hours per week

Examination: 3 hours

I) GARDE MANAGER

(16 HRS.)

A) ~~Layout equipments, Larder Control~~

B) Chief Garde Manager- Role & Responsibility Preparations:

- Hors d'ouyres, Pickles, Marinades meat loaf, Galantines and Aspic, Chaud frods, Terrines and pates, Mousse and Forcemeat
- Salads and dressings
- Sandwiches and canapés
- Scandin-vin cold Buffet
- Charcuterie products

II) QUANTITY FOOD PRODUCTION:

(10 HRS.)

- Banquets: Menu planning-Menu balancing- types of menu- nutritional aspects
- Buffet display- Sode, ice carving, Veg Carving, butter sculpture.

III) BAKERY PRODUCTS:

(08 HRS.)

- Basic daugh- Soda bread, Choux, Puff, danish, phyllo suet, pastries, biscuits and hot water crust.

IV) BREADS:

(08 HRS.)

- Basic daugh- Indian breads, western, Middle Eastern Breads, bakes and sweets.

V) CONFECTIONERY:

(10 HRS.)

- Variety
- Fondants
- Sugar preparations
- Chocolates
- Marzipan

VI) CAKES & ICINGS:

(08 HRS.)

- Types
- Preparation methods & Storage
- Decorating Techniques

REFERENCE BOOKS:

| Name of the book | Author |
|--------------------------------------|--------------------------------|
| Theory of Catering | Ronald Kinton, victor Cesarani |
| Modern Cookery | Thangam Philip |
| Life and Food in Bengal | Chitra Banerjee |
| Udupi Cuisine | U.B. Rajalakshmi |
| Food Commodities | Bernard Davis |
| Indian Food - A historical companion | K.T. Acharya |
| Cheese | Juliet Harbet |
| Ingredient Book | Sophie Grigson |
| Cooking with Indian Masters- Prashed | Inder Singh Kalra |
| 1000 Classic Recipes for every cook | Paragon Publishers.U.K |

UNIVERSITY EXAMINATION

3 hours

80 Marks

Part A : 12 Short Answer Question From all the 6 Chapters to be given equal weightage,
Students to answer any 10 - 20 Marks

Part B: 6 questions with subdivisions, one from each chapter, Students to answer any 4.
At least 1 question to have a problem to work out or solve. $15 * 4 = 60$ Marks

Subject: FOOD & BEVERAGE MANAGEMENT

Sub. Code: HS302

Workload: 4 hours per week

Examination: 3 hours

Objectives: To help students understand the fundamentals and complexities of controlling food and beverage products, activities and costs

Pedagogy: Lectures, Assignments, discussions, case studies and problem solving

Teaching Hours: 60

I. DETERMINING FOOD & BEVERAGE STANDARDS

- i. Standard Purchase Specifications
- ii. Standard Recipes
- iii. Standard Yields- determining standard yields, costs per servable kilogram,, the cost factor, adjusting standard recipe yields
- iv. Standard Portion Sizes
- v. Standard Portion Costs
- vi. Standard Food and Beverage Costs

II. MENU -THE BASIS FOR CONTROL

- i. The Menu's influence on the operation
- ii. 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.
- iii. Evaluating the menu- defining profitability, popularity, evaluating menu items, improving the menu
- iv. Menu Engineering and other computer based menu management

III. PURCHASING & RECEIVING CONTROLS

- i. Purchasing Objectives, cycle and responsibilities, legal requirement for beverage purchase
- ii. Selecting suppliers
- iii. Determining quality and quantities to be purchased
- iv. Purchase order system - computerized systems
- v. Security concerns in purchasing and cost controlling
- vi. Receiving controls- receiving personnel, tools, procedures, credit memos. blind receiving, tagging or marking procedures, reports generated, security concerns.

IV. STORING & ISSUING CONTROLS

- i. General Storing procedures - inventory control policy, separating directs from stores, defining storage areas - legal requirements for alcoholic beverage storage areas
- ii. Security concerns in Storage areas and maintaining quality during storage
- iii. Inventory control procedures - inventory turnover, record keeping system. physical inventory, perpetual inventory, special considerations for beverage inventory, computerised inventory management
- iv. Food issuing control procedures - food requisition/issue process
- v. Beverage requisition/issue process - establishing bar par inventory levels, beverage issuing steps, bottle marking, additional concerns for beverage control

V. PRODUCTION, SERVING & REVENUE CONTROLS

- i. Production planning and control
- ii. Serving Controls- KOT & BOT control
- iii. Computerized pre-check systems
- iv. Automated beverage control systems
- v. Standard Revenue and guest check control systems
- vi. Collecting revenue and assessing standard beverage revenue
- vii. Preventing theft of revenue by staff and guests

VI. CALCULATION & EVALUATION ACTUAL FOOD & BEVERAGE COSTS

- i. Monthly calculations of actual Food and Beverage costs
- ii. Actual Daily food Cost calculation
- iii. Actual Daily Beverage Cost calculation
- iv. Procedures for comparison and analysis
- v. Identifying problems and taking corrective action
- vi. Use for computer pre/post costing software.

RECOMMENDED BOOKS:

1. Planning and Control for Food & Beverage Operations by Jack D. Ninemeier, 5th edition published by EIAH&LA
2. Basic Food & Beverage cost control by Jack E. Miller, David K. Hayes, published by Wiley
3. Cost Control for the Hospitality Industry, by Michael M Coltman, published by Van Nostrand Reinhold
4. Principles of Food & Beverage and Labour cost Control for Hotels and restaurants by Paul Dittermer and Tom Powers

UNIVERSITY EXAMINATION

3 hours

80 Marks

Part A: 12 Short Answer Question From all the 6 Chapters to be given equal weightage. Students to answer any 10

- 20 Marks

Part B: 6 questions with subdivisions, one from each chapter, Students to answer any 4. At least 1 question to have a problem to work out or solve. 15 * 4 = 60 Marks

Subject: TOURISM MANAGEMENT

Subject Code: HS 303

Workload: 4 hours a week

Examination: 3 hours

Objective: To familiarize students with various aspects of Tourism and its key concepts

Pedagogy: Lectures, assignments, discussions, case studies

Teaching Hours: 60

I TOURISM PHENOMENON/ TOURISM INDUSTRY

- Understanding Tourism
- Historical evolution and development
- Tourism system
- Constituents of Tourism Industry and Tourism Organization
- Tourism Regulations
- Statistics and Measurement

II 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 Operators
- Guide and escorts
- Tourism information

III GEOGRAPHY AND TOURISM

- India bio diversity, landscape, environment and ecology
- Seasonality and destination

IV TOURISM PLANNING AND POLICY

- Tourism policy and planning
- Infrastructure development
- Local bodies, Officials and Tourism
- Development, dependency and Manila Declaration

V TOURISM IMPACT /TOURISM & HOTEL INDUSTRY

- 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 operators

VI MARKETING CONCEPTS FOR TOURISM

- The marketing concepts
- The tourism product
- Tourist market
- Special feature of marketing tourism
- Infrastructure and facilities
- Transport, Hotels and Resorts, TOA etc.
- Impact of Tourism
- Academic effects of Tourism
- Social and Environmental effects of Tourism

RECOMMENDED BOOKS

1. Dr. A.I Bashan - The worder that was India
2. R.C. Majumdar - The Vedic Age
3. D.S. Sharma - The Hinduism through the ages
4. Dr.S.Radhakrishna - Religion and Culture
5. Swami Vivekananda - Essentials of Hinduism
6. K.M Munshi & R.R Dewakar - Indian Inheritance
7. K.M.Panikkar - Essential features of Indian Culture
8. Swami Prabhavananda - Spiritual Heritage of India

SCHEME OF VALUATION

Part A : 12 Short Answer Question From all the 6 Chapters to be given equal weightage, Students to answer any 10 - 20 Marks

Part B: 6 questions of essay Type or short notes- one from each chapter, Students to answer any 4. 15 * 4 = 60 Marks

Subject: **MARKETING MANAGEMENT**

Sub. Code: HS304

Workload: 4 hours per week

Examination: 3 hours

Objectives: To appraise the student of the basic concepts and tools of Marketing.

Pedagogy: Lectures, Assignments, discussions, case studies.

Teaching Hours: 60

I. FUNDAMENTALS OF MARKETING

- Definition of marketing, The marketing concept
- Difference between marketing and selling.
- Marketing research (definition, procedure)
- Consumer behaviour (factors influencing buying behaviour)
- Buying behaviour models (complex decision-making process by Kotler, Howard's conceptualization of consumer problem-solving, types of buying behaviour by Assael)

II. PLANNING MARKETING STRATEGY:

- Formulation of marketing strategies for hotels
- Objectives – formulation of policies and plans
- Developing marketing strategies in a Hotel Industry
- Differentiation, Segmentation, Targeting, Positioning

III. PRODUCT

- a. Product and services- definition and difference
- b. The hotel product and its components (location, facilities, service, image, price)
- c. Product life cycle

IV. PRICE

- a. Principles of pricing
- b. Initiating and responding to price changes
- c. Cost oriented and market oriented pricing strategies

V. DISTRIBUTION

- a. Marketing channels in the hotel industry
- b. Location of services
- c. Current trends in hotel and catering industry.

VI. PROMOTION MIX

- a. Sales promotion, direct mail, sponsorship management, merchandising, public relations, publicity
 - b. Distinction between public relations and publicity
 - c. Advertising: objectives – pre testing /post testing
- SELLING AND SALES MANAGEMENT**
- d. Sales task, role of sales manager
 - e. Designing the sales force structure
 - f. Components of successful salesmanship

REFERENCE BOOKS:

- Marketing Management- Philip Kotler
- Hotel and Food service Marketing -- Francis Buttle
- Hospitality sales and marketing- Robert Lewis and Chambers
- Marketing Leadership in Hospitality Foundation and practices- Robert C Lewis, Richard C Chambers

SCHEME OF VALUATION:

Part A: 12 Short Answer Question From all the 6 Chapters to be given equal weightage, Students to answer any 10 - 20 Marks
Part B: 6 questions of essay Type or short notes— one from each chapter, Students to answer any 4 15 * 4 = 60 Marks

Subject: HOSPITALITY INFORMATION SYSTEMS

Sub.Code: HS305

Workload: 4 hours per week

Examination: 3 hours

Objectives: To familiarize students with the basics of computer application and its use in hotel industry.

Pedagogy: Lectures, Assignments, demonstrations and case studies

Teaching Hours:60

1. EVOLUTION/INTRODUCTION TO COMPUTERS: 08 HRS.

- 1.1 History, Generation of computers'
- 1.2 Characteristics & capabilities
- 1.3 Type of computers (Based on size and function)
- 1.4 Advantages & disadvantages of Computers

2. ESSENTIALS OF COMPUTER SYSTEM: 08 HRS.

- 2.1 Hardware- Input Devices
- 2.2 Output Device
- 2.3 CPU and its components
- 2.4 Storage devices (Primary and Secondary)

3. SOFTWARE: 08 HRS.

- 3.1 Types of Software (system & Application)
- 3.2 Operating system (DOS & Windows)
- 3.3 Advantages and characteristics of Word Processor, Spreadsheet and Powerpoint
- 3.4 Data Processing and Electronic Data Processing

4. PROGRAMMING LANGUAGES: 08 HRS.

- 3.1 Data Representation
- 3.2 Classification of languages
- 3.3 Compilers & Interpreters
- 3.4 Computer Virus, Symptoms & preventive measures

5. NETWORKING OF COMPUTERS: 08 HRS.

- 5.1 Types of Communication
- 5.2 Network Topology (Bus, Star, Ring)
- 5.3 Types of Network (LAN, WAN, MAN)
- 5.4 Introduction to Internet, WWW, Email and browsers.

6. COMPUTERS IN HOSPITALITY MANAGEMENT: 08 HRS.

- 6.1 Property Management System
- 6.2 Reservation System
- 6.3 Rooms Management/Guest Accounting
- 6.4 Management Information System

REFERENCE BOOKS:

1. Managing computers in the Hospitality Industry: Michael L. Kasavana & John C. Cahil
2. Fundamentals of Computers: Rajaraman V.
3. Introduction to computers: N. Subramaniam

SCHEME OF VALUATION:

- Part A: Number of questions to be set 12. Number of questions to be answered 10 marks for each question 2.
- Part B: Number of questions to be set 6 (one from each chapter), number of questions to be answered 4. Marks for each question 15.

Subject: ROOMS DIVISION MANAGEMENT

Sub. Code: HS306

Workload: 4 hours per week

Examination: 3 hours

Objectives: To enable the student to understand and manage the managerial aspects of the Rooms division department

Pedagogy: Lectures, Assignments, discussions, case studies.

Teaching Hours: 60

I. MANAGING HUMAN RESOURCES IN HOUSE KEEPING AND FRONT OFFICE

- i. Preparing job lists and job descriptions for front office and housekeeping staff
- ii. Sources of internal and external recruiting
- iii. Role of Executive Housekeeper and Front Office Manager in selecting staff
- iv. Orientation process – the role of the Ex. HK and FOM

II. TRAINING & SCHEDULING STAFF

- i. Developing Job breakdowns for H.K. and F.O. Job positions
- ii. Skills training – the four step training method (Prepare, Present, Practice, Follow Up)
- iii. Developing staffing guides for room attendants, supervisors, general workers
- iv. Alternative scheduling techniques – (part-time employees, flexible work hours, compressed work schedules, job sharing)
- v. Cross training and incentive programmes for staff

III. PLANNING OF FRONT OFFICE OPERATIONS

- i. Identify and describe the functions of management with relation to front office and housekeeping department
- ii. Establishing room rates through market condition approach, rule-of-thumb approach and the Hubbart formula.
- iii. 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
- iv. Budgeting for Front Office, Forecasting room revenue, estimating expenses

IV. HOUSE KEEPING CONTROLS

- i. Establishing par levels and inventories/ control of linen & uniforms, guest loan items, machines & equipment, cleaning supplies, guest supplies
- ii. The role of the Housekeeper in planning Operating and Capital budgets
- iii. Budgeting House keeping expenses
- iv. Controlling Expenses
- v. Purchasing systems

V. MEASURING PERFORMANCE OF THE ROOMS DIVISION

- i. Importance and calculation of Operational statistics
 - Percentage of Single Occupancy
 - Percentage of Multiple Occupancy
 - Percentage of Domestic and Foreign Occupancies
 - ARR or ADR
 - Average Rate per Guest
 - Average Length of Stay
 - Rev Par
- ii. Daily Operations Report – its importance
- iii. Sales Mix or Clientele Mix, its calculation and importance

VI. REVENUE MANAGEMENT

- i. The concept of revenue management
- ii. Hotel Industry applications- capacity management, discount allocation, duration control
- iii. Measuring yield – Potential average single rate, potential average double rate, rate spread, multiple occupancy, potential average rate, room rate achievement factor, yield statistic
- iv. Elements of revenue management – group room sales, transient room sales, food and beverage activity, special events
- v. Using revenue management – potential high and low demand tactics

RECOMMENDED BOOKS:

1. Front Office Operations and Management by Ahmed Ismail, published by Thomson – Delmar
2. Managing Front Office Operations by Michael L. Kasavan and Richard M. Brooks, published by EIAH&LA
3. House Keeping Management by Margaret M Kappa, published by EIAH&LA
4. Hotel, Hostel & Hospital Housekeeping by Joan C Branson, Margaret Lennox, published by Hodder & Stoughton

SCHEME OF VALUATION

Part A : 12 Short Answer Question From all the 6 Chapters to be given equal weightage, Students to answer any 10 - 20 Marks
 Part B: 6 questions with subdivisions, one from each chapter, Students to answer any 4. Atleast 1 question to have a problem to work out or solve. 15 * 4 = 60 Marks

Subject: F & B PRODUCTION PRACTICAL-V

Sub. Code: HS307

Workload: 4 hours per week

Examination: 4hours

PRACTICAL

1. Horsd'oeuvre Varieties (Cold and Hot)
2. Preparation of Salads and Salad Dressings
3. Cold Desserts (Mousse and Soufflé)
4. Bread- French Bread, Stuffed breads, Stuffed Croissants, Pizza, Meat loaf.
5. Pastry- Choux, puff, Brioche, Danish pastry, Short Crust
6. Cakes- Black Forest Gateaux, Pineapple Gateaux, Baba au rhum, Pound cake, Jap cake.

SCHEME OF VALUATION FOOD PRODUCTION PRACTICAL-V

Internal Marks: 20

University Examination: 80

| | |
|--|-----------------|
| Journal | 10 marks |
| Preparation of five different variations of Cold horsd'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 |
| Preparation of one Savoury bread (Staffed breads, mince loaf, pizza) | 15 marks |
| OR Preparation of any one Cold mousse or Soufflé (Coffee Mousse/Chocolate/fruit Mousse/Soufflé) | |
| Viva Voce | 10 marks |
| Total | 80 marks |

No. of students in a batch: 15

No. of sessions in a day: 01

Subject: HOSPITALITY INFORMATION SYSTEM- PRACTICAL

Subj Code: HS/MBH
Workload: 4 hours per week
Duration: 4 hours

I. MS WORD:

1. Create a Menu card for a 5 star hotel with atleast 6 items along with the price list. (Insert appropriate pictures, symbols and borders)
2. Create a Guest Registration Card, using insert table option
3. Using formula option, prepare a Room Bill for the guest. Calculate the total amount to be paid by the guest
4. Using Mail merge option write an invitation letter to atleast 3 guests, calling them to attend the party that is to be held in the hotel
5. Create a document of facilities provided for guest at any Star hotel (use bullets & numbering and header & footer option)
6. Create a Maintenance Work order form for the House Keeping department using a drawing tool bar option 16 hrs.

II. MS-EXCEL:

1. Input employee number, employee name & basic pay of the employees of a star hotel. Prepare a work sheet to calculate DA, HRA, PF, IT, GROSS PAY and also NET PAY as per the following rules.
DA = 10% of the basic pay or 50 whichever is greater
HRA = 7.5% of the basic pay, if basic pay < 2000 else 200
PF = 12% of the basic pay
IT = if gross pay > 5000 then 10% of the basic, else nil
GROSS PAY = Basic pay+DA+HRA
NET PAY = GROSS PAY (PF+IT)
2. Create a spread sheet to display the menu items along with its cost and selling price, tax details etc. and graphically represent it.
3. Create a spread sheet for Weekly Sales say 2 weeks for 10 items. (Plot a Comprehensive graph)
4. Prepare a Cost analysis Report
5. Prepare Vendor Status Report (items, quantity, rate, address, db.amount)
6. Prepare Inventory Status Report
7. Enter Customers name and type of room occupied, number of days stayed and the date of arrival, Display the customer's name who stayed for more than 2 days in any particular room (Data query)

III. POWERPOINT:

Using Power point create a presentation for:

1. Displaying recipe of any one menu item (use bulleted list slide)
2. Displaying sales chart (Use text, chart slides and clip art)
3. Displaying employee details for eg., Name, address, post, staff no., basic, shift etc. (table slide)
4. Displaying hierarchy of any department of a 5 Star hotel (Use organization chart)
5. Displaying the route map of a hotel (Use object over text slide, insert bitmap object)
(Each presentation should contain minimum of 3 slides with transition effects, animation etc.)
Operating any PMS package to be demonstrated

SIXTH SEMESTER

| Group | Subject Code | Subjects |
|-------|--------------|--------------|
| | HS 131 | Project Work |

SIXTH SEMESTER

Subject: PROJECT WORK
Sub: Catering & ASI
Work Load: 48 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 = 96 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 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 be on the understanding of industry operations, supervision and management function. The suggested thrust areas are Food & Beverage Service, Food Production, Front Office, Housekeeping, Marketing, Human Resource or Finance for hotels, resorts, 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 form filled up by the immediate supervisor in the department (s) that the student is undergoing project training in at the Hotel. It is the responsibility of the student to get the 'Project Training-Performance Appraisal Form (P-T-PAF)' filled up from the hotel and submit the same to the College at the end of the 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 in.

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

SIXTH SEMESTER

| | Subject Code | Subjects |
|---------|--------------|--------------|
| Group 2 | HS 351 | Project Work |

SIXTH SEMESTER

Subject: PROJECT WORK
Sub. Code: HS 351
Work Load: 36hours 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 = 96 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 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 be on the understanding of industry operations, supervision and management function. The suggested thrust areas are Food & Beverage Service, Food Production, Front Office, Housekeeping, Marketing, Human Resource or Finance for hotels, resorts, 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 form filled up by the immediate supervisor in the department (s) that the student is undergoing project training in at the Hotel. It is the responsibility of the student to get the 'Project Training-Performance Appraisal Form (P-T-PAF)' filled up from the hotel and submit the same to the College at the end of the 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 has undertaken the training in.

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 student has adhered to the University, College and Course regulations regarding cheating and plagiarism

"I declare that this Project is the result of my own efforts and that it conforms to University, College and Course regulations regarding cheating and plagiarism. No material contained within this Project has been used in any other submission, by the authors for an academic award"

Date: _____

Student's Name: _____

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 abbreviations.

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 Appendix 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 the 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 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 introduces 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 LITERATURE REVIEW:

A summary of relevant literature on the study being investigated or done. This literature review will vary in depth and intensity dependant upon the topic. All sources of information must be acknowledged. An index system to keep a record of material consulted, noting appropriate information should be maintained.

1.13 CHAPTER 4 OBJECTIVES, METHODOLOGY AND LIMITATIONS

1.14 CHAPTER 5 OBSERVATIONS/FINDINGS OR DATA ANALYSIS & DISCUSSIONS:

This is the main body of the project report. All the findings and observations made should be summarised using tables, graphs or statistics, pictures etc., as appropriate.

1.15 CHAPTER 6 CONCLUSION:

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

1.16 BIBLIOGRAPHY:

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

Book References:
AUTHORS SURNAME, INITIALS, (year of publication), Title in bold, place of publication, publishers 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 eg. Questionnaires, sample populations., list of organisations 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 pap 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 40mm and other margins no less than 20mm. Type should be at least 11/2 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: 10

SCHEME OF EVALUATION

Total Marks: 800

Internals: 160 marks

1. Project Training Evaluation:

- Form IA filled by the immediate Supervisor/Manager in the department or organization trained in- **160 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)
- For students who train in more than one department, the average score of all departments will be taken for internal assessment marks.
- The PT –PAF of each student has to be filed by the college and produced when requested by the University

University: 600 marks

2. Project Report Evaluation –400 marks)

3. Power Point Presentation on Project/Dissertation – 80 marks (each student will present a 10-minute power point presentation of the project/dissertation. The presentation to include a brief of the property, the department/s worked in and Operation Aspects of the department worked in)

4. Viva Voce – 160 marks (10 questions to be asked from the project/dissertation presented)

Time: 20 minutes per student

No. Of Students per day: 20

FORM I A

PROJECT TRAINING PERFORMANCE APPRAISAL FORM (P-T PAF)

Name of Student: _____
 Registration Number: _____
 Name of the College: _____
 Name of the Hotel: _____
 Name of Department: _____
 From: _____ to _____

| GROOMING | |
|---|----|
| Immaculate Appearance, Clean uniform, Well groomed hair, clean nails & hands | 16 |
| Smart appearance, Crisp uniform, acceptable hair, clean nails and hands | 12 |
| Well presented, clean uniform, acceptable hair, clean nails and hand | 9 |
| Untidy hair, creased ill kept uniform, hands not clean at all times | 6 |
| Dirty/ disheveled, long unkempt hair, dirty hands and long hair | 3 |
| ATTENDANCE /PUNCTUALITY (days present out of days) | |
| On time, well prepared, ready to commence task, attendance 100% | 16 |
| On time. Lacks some preparation but copes well, attendance between 99-90% | 12 |
| On time, some disorganized aspects – just copes, attendance between 89-80% | 9 |
| Occasionally late, disorganized approach, attendance between 79-69% | 6 |
| Frequently late, not prepared, frequently absent without excuse | 3 |
| COMMUNICATION SKILLS | |
| Very confident, demonstrates outstanding confidence & ability both spoken/written | 16 |
| Confident, delivers information | 12 |
| Communicates adequately, but lacks depth and confidence | 9 |
| Hesitant, lacks confidence in spoken/written communication | 6 |
| Very inanimate, unable to express in spoken or written word. | 3 |
| ATTITUDE TO GUESTS/COLLEAGUES | |
| Outstanding rapport with Guests and colleagues | 16 |
| Polite, considerate and firm, well liked | 12 |
| Gets on well with most colleagues, handles guests well | 9 |
| Slow to mix, weak manners, is distant, is insensitive to guest needs | 6 |
| Does not mix and relate well with guests and colleagues | 3 |
| ATTITUDE TO SUPERVISION | |
| Very co-operative, acts on constructive criticism | 16 |
| Readily accepts criticism and is noticeably willing to assist others | 12 |
| Accepts criticism, but does not necessarily act on it | 9 |
| Takes criticism very personally, broods on it | 6 |
| Persistently disregards criticism and does own way | 3 |
| INITIATIVE & MOTIVATION | |
| Very effective in analyzing situations and resourceful in solving problems | 16 |
| Demonstrates ambition to achieve progressively | 12 |
| Shows ready appreciation and willingness to tackle problems. | 12 |
| Positively seeks to improve knowledge and performance | 9 |
| Usually grasps points correctly. Shows interest in all work undertaken | 9 |
| Slow on the uptake. Is interested only in areas of work preferred | 6 |
| Rarely grasps points correctly. Lacks drive and commitment | 3 |

| RELIABILITY & COMPREHENSION | |
|--|----|
| Is totally trust worthy in any working situation. | 16 |
| Understands in detail, why and how the job is done | 12 |
| Can be depended upon to identify work requirements and willing to complete them. | 12 |
| Readily appreciates, how and why the job is done | 9 |
| Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand | 9 |
| Cannot be relied upon to work without supervision | 6 |
| Comprehends only after constant explanation | 6 |
| Requires constant supervision. | 3 |
| Lacks any comprehension. | 3 |
| RESPONSIBILITY | |
| Actively seeks responsibility at all times | 16 |
| Very willing to accept responsibility | 12 |
| Accepts responsibility as it comes | 9 |
| Inclined to refer matters upwards rather than make own decision | 6 |
| Avoids taking responsibility | 3 |
| QUALITY OF WORK | |
| Exceptionally good, accurate in work, very through-usually unaided | 16 |
| Maintains a high standard of quality | 12 |
| Generally good quality with some assistance | 9 |
| Performance is uneven | 6 |
| Inaccurate and slow at work | 3 |
| QUANTITY OF WORK | |
| Outstanding in output of work | 16 |
| Gets through a great deal | 12 |
| Output satisfactory | 9 |
| Does rather less than expected | 6 |
| Output regularly insufficient | 3 |
| TOTAL | |

Stipend Paid: Rs _____ per month
 Name of Appraiser: _____ Signature: _____
 Designation of Appraiser: _____ Date: _____
 Signature of Student: _____ Date: _____

NOTE: In case a student works 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 / REGISTRATION NO. | | | |
|---------------------------------------|--|-------------------------------|-------------------------------|
| S. No. | Particulars | Internal Examiner Marks | External Examiner Marks |
| 1 | Presentation: Please consider if the student has followed the format prescribed and presented the report well. There should be no grammatical errors and misrepresentation of facts. | /40 | /40 |
| 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. | /40 | /40 |
| 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. | /60 | /60 |
| 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. | /100 | /100 |
| 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. | /65 | /65 |
| 6 | Conclusion: Please consider if the student has provided suggestions for improvement which are practical and enforceable. | /95 | /95 |
| TOTAL | | /400 | /400 |
| Average | | /400 | |

Date:

Signature of Internal Examiner:

Signature of External Examiner: