

**Savitribai Phule Pune University**

**Course Structure**

**B.Sc. (Hospitality Studies)**

**Faculty of Science**

**Faculty of Science**  
**B.Sc. (Hospitality Studies)**  
**w.e.f. Academic Year 2016-17**

**I) Objectives and Framework of the curriculum of BScHS Programme**

- 1) The basic objective of the BScHS Programme is to provide to the country a steady stream of competent young men and women with the necessary knowledge, skills, values and attitudes to occupy positions of management and administration in the Hospitality Industry.
- 2) The course structure of the given BScHS Programme is designed keeping in view the basic objective stated above. Consequently certain essential features of such model programme structures would be.
  - a) To impart to the students latest and relevant knowledge from the field of hospitality.
  - b) Providing opportunities to the participants, within and outside the institutions, for developing necessary operating skills.
  - c) Imparting /developing the right kind of attitudes to function effectively in operational, Managerial/administrative positions.
- 3) Certain other essential considerations:
  - a) The knowledge imputes and opportunities for skill development have been offered in an evenly distributed and logically sequenced manner.
  - b) The design is simple and logical.
- 4) Imparting / developing suitable attitudes understandably is a very difficult and delicate task, and is to be done by the faculty as inconspicuously as possible.
- 5) The relative importance of skills development and attitudinal orientation in hospitality education suggests that the Institution offering the program should have some freedom on course development in choosing methods of instruction and internal assessment within a broad frame work of objectives and curriculum structure.

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### II) The Curriculum

- 1) The curriculum is presented in the accompanying chart along with the appendices containing a list of subjects and outlines of required courses.
- 2) Care and attention has been given to the basic objective of the curriculum and its academic rigor, with the much needed experimentation and innovation in the field of hospitality studies.
  - a) **A Bridge Course in science for students of non science background, will be conducted at the beginning of the program.**
  - b) The curriculum includes a total **41 courses**.
- c) The 41 courses are distributed as under

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**First Year BScHS (Annual)**    HS101 - HS108 = Theory  
HS109 - HS112 A & HS112B = Practical

**Second Year BScHS (Semester-I)**    HS 201 - HS 206 = Theory  
HS 207 - HS 209 = Practical

**Including Environmental Science compulsory with Internal Assessment with grading system.**

**(Semester- II)** HS210 = Project Report  
HS 211 = Industrial Training

**Third Year BScHS (Semester-III)**    HS 301 - HS 306 = Theory  
HS 307 - HS 309 = Practical

**(Semester- IV)**    HS 310 - HS 315 = Theory  
HS 316 - HS 318 = Practical

- d) There is a provision for project report and industrial training in the fourth semester, which together carry a mark value of **450** internal & external evaluations.

3. Ordinarily in each class, not more than **60 students** will be admitted.

4. **Appendix 1: outline of the structure of BScHS Course**

### III) Eligibility for admission

The minimum eligibility for the course would be **HSC (Std.12<sup>th</sup>)** or its equivalent, passing with the minimum of **50% marks** in aggregate. (**45% marks** in case of candidates of **backward class**)

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categories belonging to Maharashtra State).

For students with **non-science background** a bridge course in science namely '**Basics of Hospitality Applied Sciences**' will be conducted in the first year of the course. The duration of the bridge course will be of **four weeks**.

### **IV) Number of lectures**

There shall be at least **40 hours per week** which includes lectures /practicals/tutorials/seminars/assignments for the internal assessment work. The duration of the lectures/practical period shall be of 50 minutes each.

### **V) Industrial Training**

In the **Second Semester (Second Year)** the students shall be sent for **Industrial Training** for a period of **20 weeks**, in three star and above category hotel.

- a) The student shall maintain a logbook for the training period on daily basis.
- b) At the end of the industrial training the student shall submit a training report along with the log book maintained on daily basis during the period of training and the performance appraisal from each department.
- c) The training report is to be prepared by the students in two typed copies and to be submitted to the principal within the stipulated time of assessment.

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- d) The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce of the Second Semester.
- e) The training report will be assessed by a panel of examiners comprising of two external examiners ( the external would include preferably one from the Hotel industry of the level of Head of the Department and above ) and one internal examiner.

### **VI) Project Work**

Each student shall write a project Report on the topic based on the elective course under the guidance of an internal Teacher and submit the same to the Principal.

The Project Report is to be prepared by the student in two typed copies and to be submitted to the principal within the stipulated time for assessment (30th April) Only on the basis of a certificate of the internal examiner concerned that the project report has been satisfactorily completed, would the student be allowed to appear for the viva-voce of the Second Semester. The marks will be communicated by the Principal to the University before 31st May.

The project Report will be assessed by a panel of examiners comprising of two external examiners ( the external would include preferably one from the Hotel Industry of the level of Head of the Department and above ) and one internal examiner.

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### **VII) Attendance**

The students are required to have at least **75% attendance** in each course. The students who fail to comply with the above requirements shall not be allowed to appear for the examinations. Such students shall have to seek readmission in the same class of the succeeding year.

### **VIII) Teaching Faculty**

Minimum Qualification and Experience Prescribed for Teaching Posts in B.Sc. Hospitality Studies program under the faculty of science.

Sr.no.	Cadre	Qualification & Experience	Qualification & Experience for candidates from Industry & Profession
1.	Assistant Professor	<p>i) Good academic record with least 55% marks( or B+ or an equivalent grade in a point scale wherever grading system is followed )at the Master's Degree in a relevant subject from recognized University.</p> <p>ii) Besides fulfilling the above qualification, the candidate must have cleared the National Eligibility Test (NET) conducted the UGC. CSIR or similar test accredited the UGC like SLET/SET.</p> <p>iii) Notwithstanding anything contained sub-clauses (i) &amp; (ii) to this clause, candidates, who are or have been awarded Ph.D. Degree in accordance with the University Grants Commission (Minimum Standards and Procedure for award of</p>	<p>55% or an equivalent grade in minimum 3 years Degree/Diploma in HMCT/Hospitality Studies or equivalent conferred by a recognized by University / IHM/MSBTE after 10+2 or its equivalent in examination till Masters in Hospitality Studies is executed by the Savitribai Phule</p>

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	<p>grading system is followed) and a consistently good academic record with knowledge of computerization of library.</p> <p>ii) Besides fulfilling the above qualification, the candidate must have cleared the National Eligibility Test (NET) conducted by the UGC, CSIR or Similar test accredited by the UGC like SLET/SET.</p> <p>iii )However, candidates, who are, or have been awarded Ph.D.Degree in accordance with the University Grants Commission(Minimum)Standards and Procedure for Award of Ph.D. Degree) Regulations, 2009, shall be exempted from the requirement of the minimum eligibility condition of NET/SLET/SET for recruitment and appointment of Librarian.</p>	
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		<p>Ph.D. Degree) Regulations, 2009 shall be exempted from the requirement of the minimum of the minimum eligibility condition of NET/SLET/SET for recruitment and appointment of Assistant Professor or equivalent positions in University/Collages/ Institutions.</p> <p>iv) NET/SLET/SET shall also not be required for such masters programmes in disciplines for which NET/SLET/SET is not conducted.</p> <p style="text-align: center;">Or</p> <p>55% or B+ or an equivalent grade in minimum 3 years Degree/ Diploma HMCT/Hospitality Studies or equivalent conferred by a recognized University/ IHM/MSBTE after 10+2 or its equivalent examination till master's in Hospitality Studies is executed by the Savitribai Phule Pune University.</p> <p>Industry Experience :</p> <p>01(One) year work experience for Master's degree 03(Three) year work experience for 4 years degree holders. 04(Four) year work experience for 3 year degree &amp; 3 year diploma holders .</p>	<p>Pune University And the candidate having at least 5 years of specialized experience in Industry/ profession may be considered as a special case if deemed fit by the selection committee based upon experts opinion that the same is essential in the core subjects</p>
2	Associate Professor	<p>At least 55% marks or B+(or an equivalent grade in a point scale wherever grading system is followed ) at the master Degree in relevant subject from recognized University and good academic record with Ph.D. Degree in the concerned/ allied / relevant disciplines.</p> <p>ii) A minimum of eight years of experience of teaching and/ or research in an academic research position equivalent to that of Assistant Professor in a University, Colleges or Accredited Research Institutions/ Industries excluding the period of Ph.D. Research with evidence of published work and a minimum of 5 publications as books and / or research / policy papers.</p> <p>iii) Contribution to education design of new curricula and courses and technology mediated teaching learning process with evidence of having guided doctoral candidates and research students.</p>	<p>55% or an equivalent grade in minimum 3 years Degree / Diploma in HMCT/Hospitality Studies or equivalent conferred by a recognized University / IHM/ MSBTE after 10+2 or its equivalent examination till Masters in Hospitality Studies is executed by the Savitribai Phule Pune University</p>

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Note: These Qualifications are prescribed under the circumstances where Master's degree in Hospitality



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		<p>iv) A minimum score as stipulated in the Academic performance indicator (API) based Performance Based Appraisal System (PBAS) as prescribed by Savitribai Phule Pune University.</p>	<p>And the candidate having at least 8 years of specialized experience in Industry/ profession maybe considered as a special case if deemed fit by the selection committee based upon experts opinion that the same is essential in the core subjects</p>
3	Professor	<p>Qualifications as above that are for the post of Associate Professor as applicable</p> <p style="text-align: center;">And</p> <p>A. (i) An eminent scholar with Ph.D. qualifications (s) in the concerned/ allied/ relevant discipline and published work of high quality actively engaged in research with evidence of published work with a minimum of 10 publications as books and / or research/ policy papers.</p> <p>ii )A minimum of ten years of teaching experience in universities/colleges, and / or experience in research at the Universities/ National level institutions/ Industries including experience of guiding candidates for research at doctoral level.</p> <p>iii) Contribution to educational innovation, design of new curricula and courses, and technology mediated teaching learning process.</p> <p>iv) A minimum score as stipulated in the Academic Performance Indicator (API) based Performance Based Appraisal System (PBAS) as prescribed by Savitribai Phule University.</p>	

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		OR B. An outstanding professional, with established reputation in the relevant field, who has made significant contributions to the knowledge in the concerned/ allied/relevant discipline, to be Substantiated by credentials.	
4	Principal	<p>Qualifications as above that are for the post of Associate professor, as applicable and total experience of 20 years of teaching/research/administration in Universities/Colleges and other Institutions of higher education out of which minimum 10 years experience in teaching is essential.</p> <p style="text-align: center;">OR</p> <p>Ph.D. degree in concern/ allied/relevant discipline (s) in the institution concerned with evidence of published work and research guide with a total experience of 15 years of teaching / research / administration in Universities / Colleges and other Institutions of higher education out of which minimum 10 years' experience in teaching is essential.</p> <p>A Minimum score as stipulated in the Academic Performance Indicator (API) based Performance Based Appraisal System (PBAS) as prescribed by Savitribai Phule Pune University.</p>	<p>55% or B+ or equivalent grade in minimum 3 years Degree /Diploma in HMCT/Hospitality Studies or equivalent conferred by a recognized University / IHM/ MSBTE after 10+2 or its equivalent examination till Masters in Hospitality Studies is executed by the Savitribai Phule Pune University</p> <p style="text-align: center;">And</p> <p>A total experience of 20 years of industry/ research out of which minimum 10 years' experience in teaching is essential</p>
5.	Librarian	i) A Master's Degree in Library Science / information Science / Documentation Science or an equivalent professional degree with at least 55% marks ( or an equivalent grade in a point scale wherever	

Studies is not existing in any of the University in India and hence may be reviewed after 5 years and revised as per the situation then.

**Appendix I: Outline of the Structure of BScHS Course.**

**Course Structure: B.Sc. (Hospitality Studies)**

**FYBScHS**

**Bridge course for non-science background students 'Basics of Hospitality Applied Sciences' (4 weeks)**

Course Code	Course Name	Theory/ Practical	Marks
	<b>FYBScHS (Annual)</b>		
HS 101	Fundamentals of Food Production Principles (HS)	Theory	100
HS 102	Fundamentals of Food & Beverage Service Methodology (HS)	Theory	100
HS 103	Rooms Division Techniques (HS)	Theory	100
HS 104	Tourism Operations	Theory	100
HS 105	Food Science	Theory	100
HS 106	Principles of Nutrition	Theory	100
HS 107	Communication Skills (English / French)	Theory	100
HS 108	Information Systems	Theory	100
HS 109	Fundamentals of Food Production Principles (HS)	Practical	100
HS 110	Fundamentals of Food & Beverage Service Methodology (HS)	Practical	100
HS 111	Rooms Division Techniques (HS)	Practical	100
HS 112 A	Information Systems	Practical	50
HS 112 B	Communication Skills (English / French)	Practical	50
	<b>Total</b>		<b>1200</b>

**Course structure: B.Sc. (Hospitality Studies)**

**SYBScHS (Sem- I&II)**

<b>Course Code</b>	<b>Course Name</b>	<b>Theory/ Practical</b>	<b>Marks</b>
	<b>SYBScHS (Semester-I)</b>		
HS 201	Principles of Quantity Food Production(HS)	Theory	50
HS 202	Beverage Service Methodology (HS)	Theory	50
HS 203	Accommodation Techniques (HS)	Theory	50
HS 204	Principles of Management	Theory	50
HS 205	Basic Principles of Accounting	Theory	50
HS 206	The Science of Hotel Engineering	Theory	50
HS 207	Principles of Quantity Food Production(HS)	Practical	50
HS 208	Beverage Service Methodology (HS)	Practical	50
HS 209	Accommodation Techniques (HS)	Practical	50
	<b>Environmental Science</b>	<b>Internal Assessment</b>	<b>Grading System</b>
	<b>SYBScHS (Semester-II)</b>		
HS 210	Project Report (HS)		150
HS 211	Industrial Training (HS)		300
	<b>Total</b>		<b>900</b>

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**TYBScHS (Sem- III&IV)**

<b>Course Code</b>	<b>Course Name</b>	<b>Theory/ Practical</b>	<b>Marks</b>
	<b>TYBScHS (Semester- III)</b>		
HS 301	Advanced food production systems (HS)	Theory	50
HS 302	Food & Beverage service techniques & Management (HS)	Theory	50
HS 303	Accommodation operations Techniques (HS)	Theory	50
HS 304	Hotel Accounting procedures	Theory	50
HS 305	Hospitality Marketing Management	Theory	50
HS 306	Hotel law practices	Theory	50
HS 307	Advanced food production systems (HS)	Practical	50
HS 308	Food & Beverage service techniques & Management (HS)	Practical	50
HS 309	Accommodation operations Techniques (HS)	Practical	50
	<b>TYBScHS (Semester- IV)</b>		
HS 310	Principles of International cuisine (HS)	Theory	50
HS 311	Advanced Food & Beverage service techniques & Management (HS)	Theory	50
HS 312	Specialized accommodation management (HS)	Theory	50
HS 313	Total quality Management	Theory	50
HS 314	Human Resource management	Theory	50
HS 315	Entrepreneurship development	Theory	50
HS 316	Principles of International cuisine (HS)	Practical	50
HS 317	Advanced Food & Beverage service techniques & Management (HS)	Practical	50
HS 318	Specialized accommodation Management (HS)	Practical	50
	<b>Total</b>		<b>900</b>

## B.Sc. (Hospitality Studies) First Year Syllabus

### Syllabus for Bridge Course 'Basics of Hospitality Applied Sciences'

#### For BSc Hospitality Studies

**Total Marks: 100**

**Total Hours: 80 hours**

Teaching Scheme/ Week	Examination Scheme
4 hrs * 5 days	100 marks

### **I. PHYSICS**

**Marks: 25**

#### **Chapter 1: Measurements**

1.1 Introduction

1.2 Need for measurement

1.3 Units for measurement

- a) System of units
- b) S.I. units
- c) Fundamental and derived units

#### **Chapter 2: Properties of Matter**

2.1 Thermal properties of matter -temperature and heat

2.2 Measurement of temperature Definition

2.4 Definition Thermal expansion, Specific heat capacity,

Calorimeter - Change of state, Latent heat, Heat transfer.

### **II CHEMISTRY**

**Marks: 25**

#### **Chapter 1:**

**1.1 States of matter : Three states of matter- solid, liquid and gas**

- a) Effect of heat on them
- b) Melting point and boiling point
- c) Concept of ph.
- d) Alcohols - Ethyl alcohol and methyl alcohol.
- e) Effect of heat on alcohol
- f) Distillation, Condensation, Evaporation and Fermentation

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### **Chapter 2** Chemistry in hospitality industry and everyday life

2.1 Chemicals in food: Preservatives, artificial sweetening agents.

2.2 Cleansing agents: Soaps and detergents, cleansing action.-alkalis

2.3 Study of common food adulterants in fat, butter, sugar, turmeric powder, chilli powder and pepper.

### **III BIOLOGY**

**Marks: 25**

#### **Chapter 1:** Microbes in Human Welfare

1.1 Microbes in Household food processing. Microbes in Industrial Production. Microbes in Sewage Treatment. Microbes in Biogas (energy) Production

### **IV GEOGRAPHY**

**Marks: 25**

#### **Chapter 1**

Environment Degradation, Global Warming

#### **Chapter 2**

2.1 Political map of World

2.2 Political Map of India

## B.Sc. (Hospitality Studies) First Year Syllabus

**Subject–FUNDAMENTALS OF FOOD PRODUCTION PRINCIPLES**

**SubjectCode– HS 101**

### TeachingandExaminationScheme:

TeachingScheme/Week		ExaminationScheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

### Rationale:

FoodProductionisanintegralpartoftheHospitalityIndustry.Topreparethestudentstocatererto the needoftheindustry,it is importanttoinculcateinthemsoundknowledgeoftheprinciplesofFood Productionsothattheycanbeputtouseinanefficient&effectiveway.

Marks	Hours
<p><b>Chapter1 IntroductiontoProfessionalCookery</b></p> <p>1.1 OriginofModernCookerypractices</p> <p>1.2 Factorsinfluencingeatinghabits,sectorsofhospitality/CateringIndustry.</p> <p>1.3 EssentialsofContinentalfoodpreparation.</p> <p>1.4 EssentialsofIndianfoodpreparation.</p> <p>1.5 Hygiene&amp;safepacticesinhandling food.</p> <p>1.6 Aims&amp;objectivesofcookingfood.</p>	<p><b>3 2</b></p>
<p><b>Chapter2 OrganizationStructureintheKitchen</b></p> <p>2.1 Typesofestablishments</p> <p>2.2 Classicalkitchenbrigade(English)forafiveStar&amp;ThreestarsHotel.</p> <p>2.3 Duties&amp;ResponsibilitiesofExecutiveChef&amp;variousChefs.</p> <p>2.4 Co-ordinationwithotherallieddepartmentse.g. Stores,Purchases,Accounts,Service,Housekeeping,etc.</p>	<p><b>3 2</b></p>
<p><b>Chapter3 CookingUtensils&amp;SmallEquipments</b></p> <p>3.1 Classification - knives, kitchen tools, ElectricFood Preparationequipments,Refrigeration equipment, Food Holding Equipments, Hot plates &amp;HeatedCupboards</p> <p>3.2 Properties,Advantages&amp;Dis-advantages of various materialsusedintools&amp;equipment.</p>	<p><b>3 2</b></p>



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- 3.3 Precautions and Care in handling & maintenance of equipment.

### **Chapter 4 Fuels used in the kitchen** 3 1

- 4.1 Heat Transfer Principles  
4.2 Classification, Types, Advantages & Disadvantages

### **Chapter 5 Professional Attributes** 3 2

- 5.1 Attitude towards your job.  
5.2 Personal Hygiene.  
5.3 Uniforms  
5.4 Care for your own health & safety.  
5.5 Safety practices & procedures.  
5.5.a Accidents, types, nature, classification  
5.5.b Preventive measures for each type of accident.  
5.5.c Reporting accidents.  
5.5.d First aid - meaning, importance, and basic rules.  
5.5.5 Fire Prevention

### **Chapter 6 Commodities used in the Catering Industry** 16 22

- 6.1 Relationship of the classification with food groups studied  
6.2 Introduction to commodities in terms of sources, types, nature, uses, processing, by-products, market forms available, modes of packing, local market rate, storage principles & nutritive value for commodities and effect of heat and other factors on cooking. (for the following)

#### **6.2.A Cereals & Pulses**

- 6.2.A.1 Wheat, Rice & Other millets in the region  
6.2.A.2 Bengal gram, Green gram, Red gram  
6.2.A.3 Soya beans, kidney bean, double beans, locally available cereals and pulses.

#### **6.2.B Sweeteners**

Sugar, Honey, Jaggery & Artificial Sweeteners

#### **6.2.C Fats & Oils**

Butter, Oil, Lard, Suet, Tallow, Hydrogenated fat, Bread spreads

#### **6.2.D Dairy products**

Milk, Cream, Cheese, Curd

#### **6.2.E Vegetables**

Types of Vegetables - Root, Stem, Leafy, Flowery, Fruity

#### **6.2.F Fruits**

Types of Fruits - Fresh, Dried, Canned

#### **6.2.G Eggs**

#### **6.2.H Spices, Herbs, Condiments & Seasonings** (Used in Western & Indian Cooking)

<b>Chapter 7</b>	<b>Pigments in foods</b>	<b>4</b>	<b>1</b>
7.1	Types of pigments in vegetables, fruits and animal products.		
7.2	Effect of heat, acid, alkali, oxidation & metal on pigments		
7.3	Precautions for enhancing & retention of color.		
<b>Chapter 8</b>	<b>Introduction to food pre-preparation</b>	<b>5</b>	<b>8</b>
	(To be stressed in Practicals) Preparation		
8.1	Methods- Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing , (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marination (meat, fish, chicken), Sprouting (pulses & legumes), Blanching, Filleting of fish, Deboning & jointing poultry		
8.2.	Methods of Mixing- (To be demonstrated also in practical's) Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring		
<b>Chapter 9.</b>	<b>Introduction to Methods of Cooking</b>	<b>14</b>	<b>13</b>
	Cooking as applied to all commodities.		
	Classification & Salient Features of various cooking methods		
	Temperature precautions		
	Equipment used, their care & maintenance.		
9.1	<b>Moist methods of cooking</b>		
9.1.1	Steaming with pressure & without pressure		
9.1.2	Braising		
9.1.3	Poaching		
9.1.4	Boiling		
9.2	<b>Dry methods of cooking</b>		
9.2.1	Baking		
9.2.2	Roasting		
9.2.3	Grilling		
9.2.4	Tandoor		
9.3	<b>Frying</b>		
9.3.1	Types of frying medium		

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9.3.2	Sautéing		
9.3.3	Shallowfrying		
9.3.4	Deep– frying		
9.3.5	Combiningthe methods		
9.3.6	PressureFrying		
9.4	<b>Microwavecooking</b>		
9.4.1	Advantages&disadvantages		
<b>Chapter 10</b>	<b>Stocks</b>	<b>7</b>	<b>5</b>
10.1	Definition&usesofstocks		
10.2	Classification		
10.3	Rulesofstockmaking		
10.4	Recipeof1literofvariousstocks(White,brown,fish andvegetable)		
10.5	Glazes&Aspic		
10.6	StorageCare		
<b>Chapter11</b>	<b>Sauces</b>	<b>5</b>	<b>5</b>
11.1	Classification &usesofsauces		
11.2	Composition		
11.3	Thickeningagents		
11.4	Recipesofmothersauces		
11.5	Finishingofsauces(reducing, straining, deglazing, enriching and seasoning)		
11.6	Precautions&rectification, handling&storage, derivatives(fiveeach)		
11.8	Pangravies		
11.9	Flavoredbutters		
<b>Chapter12</b>	<b>Soups</b>	<b>5</b>	<b>2</b>
12.1	Aimofsoupmaking		
12.2	Classificationofsoups-Cream,Puree, Veloute, Chowder, Consommé, Nationalsoups		
<b>Chapter13</b>	<b>Texture, Accompaniments &amp; Garnishes</b>	<b>5</b>	<b>2</b>
13.1	Importance&Characteristic		
13.2	Factorsaffectingtexturesinfood		
13.3	Desirable&Non-Desirable Textureswithexamples		
13.4	DifferencebetweenAccompaniments&Garnishes		
<b>Chapter14</b>	<b>IntroductiontoBakery&amp;confectionery</b>	<b>6</b>	<b>4</b>

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14.1	Definition		
14.2	Principles of baking		
14.3	Bakery Equipment (small & large)		
14.4	Formulas & measurements		
14.5	Physical & chemical changes during baking		
<b>Chapter 15</b>	<b>Characteristics</b>	6	4
	<b>Functions of ingredients in Bakery &amp; Confectionery</b>		
	Flour, Shortening agents, Sweetening agents, Raising agents, Dairy products, Eggs, Sundry materials		
<b>Chapter 16</b>	<b>Yeast Dough (Fermented Goods)</b>	8	5
16.1	Role of ingredients		
16.2	Types – (Rich /lean)		
16.3	Methods of bread making		
16.4	Stages in bread making		
16.5	Faults and remedies, Bread Disease, Bread Improvers		

**Note:** **Glossary of Terms**  
Students should be familiar with the glossary of terms pertaining to above mentioned topics

### Reference Books

1. Practical Cookery - Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering - Victor Ceserani & Ronald Kinton, ELBS
3. Theory of Cookery - Mr. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I - Ms. Thangam Philip, Orient Longman.
6. Food Production Operations By Parvinder S. Bali
7. Food Commodities - Bernard Davis

## B.Sc. (Hospitality Studies) First Year Syllabus

### Subject–FUNDAMENTALS OFFOOD&BEVERAGESERVICE METHODOLOGY

SubjectCode-HS 102

#### TeachingandExaminationScheme:

TeachingScheme/Week		ExaminationScheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

#### Rationale:

The course will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food & beverage service operations in the Hotel Industry.

		Hours	Marks
<b>Chapter1.</b>	<b>The Food &amp; Beverage Service Industry</b>	<b>3</b>	<b>2</b>
1.1	Introduction to the Food & Beverage Industry		
1.2	Classification of Catering Establishments (Commercial & Non-Commercial)		
1.3	Introduction to Food & Beverage Operations (Types of F & B Outlets)		
<b>Chapter2.</b>	<b>Food &amp; Beverage Service areas in a Hotel</b>	<b>3</b>	<b>2</b>
2.1	Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive Lounges, Business Centers, Discotheques & Night Clubs.		
2.2	Auxiliary areas		
<b>Chapter3.</b>	<b>Food &amp; Beverage Service Equipment Types &amp; Usage of Equipments-</b>	<b>6</b>	<b>2</b>
3.1	Furniture, Chinaware, Silverware & Glassware, Disposables,		
3.2	Special Equipment		
3.3	Care & maintenance		
<b>Chapter4.</b>	<b>Food &amp; Beverage Service Personnel</b>	<b>5</b>	<b>4</b>
4.1.	Food & Beverage Service Organization Structure- Job Descriptions & Job Specifications		
4.2.	Attitudes & Attributes of Food & Beverage personnel, competencies.		

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4.3.	BasicEtiquettes		
4.4.	Interdepartmentalrelationship		
<b>Chapter5.</b>	<b>TypesofFood&amp;BeverageService</b>	<b>14</b>	<b>15</b>
5.1	Mis-en-place&Mis-en-scene		
5.2	TableService–English/Silver,American,French, Russian		
5.3	SelfService–Buffet&Cafeteria		
5.4	SpecializedService–Gueridon,Tray,Trolley, Lounge,Roometc.		
5.5	SinglePointService–TakeAway,Vending Kiosks,FoodCourts&Bars,Automats		
<b>Chapter6.</b>	<b>TypesofMeals</b>	<b>5</b>	<b>5</b>
6.1.	Breakfast–Introduction,Types,ServiceMethods,		
6.2.	Brunch		
6.3.	Lunch		
6.4.	Hi–Tea		
6.5.	Dinner		
6.6.	Supper		
<b>Chapter7.</b>	<b>Menuknowledge</b>	<b>11</b>	<b>10</b>
7.1.	Introduction		
7.2.	Types–AlaCarte&TableD’hote		
7.3.	MenuPlanning,considerations andconstraints		
7.4.	MenuTerms.		
7.5.	ClassicalFrenchMenu.		
7.6.	ClassicalFoods&itsAccompanimentswithCover.		
<b>Chapter8</b>	<b>RoomService/InRoomDiningService</b>	<b>9</b>	<b>6</b>
8.1	Introduction,generalprinciples		
8.2	CycleofService,schedulingandstaffing		
8.3	FormsandFormats		
8.4	OrderTaking,SuggestiveSelling,breakfastcards		
8.5	Timemanagement-leadtimefromordertakingto clearance		
<b>Chapter9</b>	<b>Buffets</b>	<b>9</b>	<b>8</b>
9.1	Definition		
9.2	Typesofbuffets		
9.3	Buffetequipmentandtableset-up.		

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<b>Chapter10</b>	<b>ControlMethods</b>	<b>6</b>	<b>8</b>
10.1	Necessity andfunctions ofacontrolsystem,		
10.2	BillingMethods–Duplicate&TriplicateSystem, KOTs&BOTs,ComputerizedKOTs(Kitchen OrderTicket,BeverageOrderTicket)		
10.3	FlowchartofKOT		
10.4	Presentationofbill.		
<b>Chapter11</b>	<b>Non–AlcoholicBeverages</b>	<b>8</b>	<b>6</b>
11.1	Classification		
11.2	HotBeverages– Types,Service		
11.3	ColdBeverages–Types,Service		
<b>Chapter12</b>	<b>AlcoholicBeverages</b>	<b>8</b>	<b>6</b>
12.1	Definition		
12.2	ClassificationofAlcoholicBeverages		
12.3	FermentationProcess		
<b>Chapter13</b>	<b>Beers</b>	<b>9</b>	<b>6</b>
13.1	Introductions		
13.2	Ingredientsused		
13.3	Production		
13.4	TypesandBrands–IndianandInternational		
13.5	Other fermented and brewed beverages – Sake, Cider,Perry		

### **Note:GlossaryofTerms**

Students should be familiar with the glossary of termspertaining to abovementionedtopics

### **REFERENCEBOOKS:**

1. Food&BeverageService–Lillicrap&Cousins
2. ModernRestaurantService–JohnFuller
3. Food&BeverageServiceTrainingManual–SudhirAndrews,  
TataMcGrawHill
4. TheRestaurant(fromConceptto Operation)–Lipinski
5. BarandBeverageBook–C.Katsigris,MaryPorter

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### Subject-ROOMSDIVISION TECHNIQUES

SubjectCode-HS 103

#### TeachingandExaminationScheme:

TeachingScheme/per week		ExaminationScheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

#### Rationale:

The subject aims to establish the importance of House Keeping and Front Office and its role in the hospitality industry. It also prepares the student to acquire basic knowledge and skill necessary for different tasks and aspects of the above.

SECTION I	Hours	Marks
<b>Chapter 1 Introduction to House Keeping</b>		
1.1 Importance & Functions of Housekeeping	3	2
1.2 Guest satisfaction and repeat business		
1.3 House Keeping Areas – Front-of-the-house and Back-of-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas		
<b>Chapter 2 Co-ordination with other Departments</b>	2	2
Departments like Front Office, Engineering, F & B, Kitchen, Security, Purchase, HRD, Accounts.		
<b>Chapter 3 Layout of House Keeping Department</b>	3	2
Sections of the housekeeping department, their functions and layout		
<b>Chapter 4 Organization of Housekeeping Department</b>	5	4
4.1 Hierarchy in large, medium & small hotels		
4.2 Attributes of staff.		
4.3 Job Descriptions and Job Specifications		
<b>Chapter 5 Guest Rooms</b>	3	4
5.1. Types		
5.2. Amenities & facilities for Standard & VIP guest rooms.		



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<b>Chapter6.</b>	<b>CleaningEquipment</b>	<b>3</b>	<b>2</b>
6.1	Classification, use, care & maintenance		
6.2	Selection&purchasecriteria		
<b>Chapter7</b>	<b>CleaningAgents</b>	<b>3</b>	<b>4</b>
7.1	Classification,use,careandstorage		
7.2	Distribution&Control		
7.3	SelectionCriteria		
<b>Chapter8</b>	<b>Cleaning Routine of Housekeeping Department</b>		<b>4 2</b>
8.1	General principles of cleaning.		
8.2	Work routine for floor supervisors and chamber maids.		
8.3	Rules of the floor.		
<b>Chapter9</b>	<b>Cleaning routine of Guest Rooms</b>		<b>7 6</b>
9.1	Daily Cleaning of occupied, Departure, Vacant, Under Repair and VIP Rooms		
9.2	Evening service and second service procedures.		
9.3	Weekly/Periodic cleaning.		
9.4	Spring cleaning procedures.		
<b>Chapter 10.</b>	<b>Cleaning Routine of public areas</b>		<b>7 4</b>
10.1	Areas to be maintained		
10.2	Daily, Weekly, and spring cleaning procedure for public areas.		
<b>Chapter 11</b>	<b>Key Control</b>		
		2	2
11.1	Computerized keys		
11.2	Manual keys		
11.3	Key Control Procedures		
		2	2
<b>Chapter 12</b>	<b>Control Desk</b>		
12.1	Importance of Control Desk		
12.2	Records maintained		
12.3	Functions performed by C.D.		
		2	2
<b>Chapter 13</b>	<b>Housekeeping Supervision</b>		
13.1	Importance of supervision		
13.2	Checklist for inspection		
13.3	Dirty Dozen		

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### Chapter 14 Lost And Found Procedure 2 2

- 14.1 Procedure for Guest articles
- 14.2 Procedure for Lost Hotel Property
- 14.3 Records maintained

## SECTION II

### Chapter1. IntroductionToHospitalityIndustry 3 2

- 1.1 The term 'Hotel', evolution & development of hospitality industry and tourism, famous hotels worldwide.
- 1.2 Classification of hotels. (based on various categories like size, location, clientele, length of stay, facilities, ownership)
- 1.3 Organizational chart of hotels (Large, Medium, Small)

### Chapter2. FrontOfficeDepartment 5 6

- 2.1 Sections and layout of Front Office
- 2.2 Organizational chart of front office department (small, medium and large hotels)
- 2.3 Duties and responsibilities of various staff.
- 2.4 Attributes of front office personnel
- 2.5 Co-ordination of front office with other departments of the hotel
- 2.6 Equipments used (Manual and Automated)

### Chapter3 RoomTypes&Tariffs 7 6

- 3.1 Types of rooms.
- 3.2 Food/Meal plans.
- 3.3 Types of room rates. (Rack, FIT, crew, group, corporate, weekend etc.)

<b>Chapter 4 Role of Front Office</b>	<b>6</b>	<b>6</b>
4.1 Key control and key handling procedure		
4.2 Mail and message handling		
4.3. Paging and luggage handling		
4.4 Rules of the house (for Guest and Staff)		
4.5 Black List		
4.6 Bell desk and Concierge		
<b>Chapter5 Reservations</b>	<b>6</b>	<b>4</b>
5.1. Importance of guest cycle (Various stages, sectional staff in contact during each stage)		
5.2. Modes and sources of reservation.		
5.3. Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with the irdetailed working and formats) Computerized system (CRS, Instant reservations)		
5.4.		
5.5. Types of reservation (guaranteed, confirmed, groups, FIT)		
5.6. Procedure for amendments, cancellation and overbooking.		
<b>Chapter 6. Pre-Arrival Procedures</b>	<b>5</b>	<b>2</b>
6.1. Pre arrival activities (Preparing an arrival list, notification etc)		
6.2. Procedure for VIP arrival.		
6.3. Procedure for group arrival (special arrangements, meal coupons, etc)		
<b>Chapter7 Guest Arrival</b>	<b>8</b>	<b>04</b>
7.1 Types of registration. (Register, Loose Leaf, Registration Cards)		
7.2 Receiving guests. Arrival procedure for various categories of guests (Foreigners along with C-forms, FITs-walk in, with confirmed reservation)		
7.3 Notification of guest arrival.		
7.4 Criteria for taking advance. (Walk-ins, Scanty Baggage etc)		

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<b>Chapter8</b>	<b>GuestStay</b>	4	4
8.1	Roomingaguest (introductiontothe hotelfacilities, orientation oftheroom)		
8.2	Procedureforroomchange		
8.3	Safedepositprocedure.		
8.4	Assisting guest with all possible information and help(medicaletc.)		
<b>Chapter9</b>	<b>GuestDeparture</b>	4	4
9.1.	Departurenotification		
9.2.	Taskperformed atbelldesk,cashier/reception.		
9.3.	Expresscheckouts		
9.4.	Latecheckoutsandcharges.		
<b>Chapter10</b>	<b>MethodsofPayment</b>	2	2
10.1.	Creditcardhandling		
10.2.	Travelercheques,Personalchecks		
10.3.	Handlingcash Indian,Foreigncurrency		
10.4.	Othermethodsofpayment[Travelagent, BilltoCompanyetc--]		

**Note:** **GlossaryofTerms**  
Students should be familiar with the glossary of termspertaining to above-mentionedtopics

### REFERENCEBOOKS:-SECTION I

1. HousekeepingTraining Manual -SudhirAndrews
2. Hotel,Hostel&HospitalHousekeeping–Brenscon&Lanox

### REFERENCEBOOKS:-SECTION II

1. CheckinCheckout(JeromeVallen)
2. HotelfrontOfficeTrainingManual.(SudhirAndrews)
3. PrinciplesofHotelfrontOfficeOperations(SueBaker,P. Bradley,J. Huyton)
4. Hotel Front Office Operations and Management ( Jatashankar R. Tewari)

### SUGGESTEDASSIGNMENTS:

1. Countries,Capitals,andCurrencies

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2. Different airlines with their codes worldwide
3. Metro cities information [Location, shopping facilities, restaurants, places of interest, historical monuments, etc--]
4. Beaches in India

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### Subject-TOURISM OPERATIONS

Subject Code-HS 104

#### Teaching and Examination Scheme:

Teaching Scheme/ per week		Examination Scheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

#### **Rational:**

To inculcate a sense of importance and establish a link between the tourism industry and the hotel industry and to highlight tourism industry as an alternative career path.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>The Tourism Phenomenon</b>	<b>4</b>	<b>5</b>
1.1	Definition – Tourism; Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination.		
1.2	Growth of Tourism/Evolution/History of Tourism & Present status of tourism in India.		
1.3	Thomas Cook – Grand Circular Tour		
<b>Chapter 2</b>	<b>Constituents of Tourism Industry</b>		<b>9</b>
2.1	Primary Constituents		
2.2	Secondary Constituents		
2.3	The 4A's of Tourism – Attraction, Accessibility, Accommodation, Amenities		
2.4	Career Opportunities for tourism professionals		
<b>Chapter 3</b>	<b>Infrastructure of Tourism</b>	<b>8</b>	<b>7</b>
3.1	Role of Transport in Tourism		
3.2	Modes of Transport: Road, Rail, Air, Sea.		
3.3	Types of Accommodation – Main & Supplementary		
<b>Chapter 4</b>	<b>Types of Tourism</b>	<b>8</b>	<b>9</b>
4.1	Types of Tourism:- Various Motivators Holiday,		

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4.2	Social&Cultural,MICEReligious,VFR(Visiting Friends and Relatives), Sports, Political, Health, SeniorCitizen,SustainableTourism Alternative Tourism: Eco Tourism, Agro Rural Tourism		
<b>Chapter 5</b>	<b>The Impact of Tourism</b>	<b>8</b>	<b>7</b>
5.1	Economic Impact – Employment generation, Foreign Exchange Earnings, multiplier effect, Leakage,Infrastructure development.		
5.2	Social,Cultural&Political Impact–Standardof living, passport to peace, International NationalIntegration.		
5.3	Environmental Impact – Tourism pollution & control, wild life &bird sanctuaries &their protection fortouristindustry.		
<b>Chapter6</b>	<b>The Tourism Organizations</b>	<b>14</b>	<b>9</b>
6.1	Objectives, Role &function of: Government Organizations:DOT,ITDC,MTDC,ASI,TFCI.Do		
6.2	mestic Organizations:TAAI,FHRAI,IATO		
6.3	InternationalOrganizations:WTO,IATA,PATA.		
6.4	NGO:RoleofNGO inmakingresponsibletourists.		
<b>Chapter7</b>	<b>The Travel Agency</b>	<b>10</b>	<b>11</b>
7.1	Meaning&DefinitionofTravelAgent.		
7.2	TypesofTravelAgent: Retail&Wholesale.		
7.3	FunctionsofTravelAgent.		
7.3.1	ProvisionsofTravelInformation		
7.3.2	Ticketing		
7.3.3	ItineraryPreparation		
7.3.4	Planning&Costing		
7.3.5	SettlingofAccounts,		
7.3.6	Liaisonswithserviceproviders		
7.3.7	Role of Travel Agent in promotion of Tourism.		
<b>Chapter8</b>	<b>The Tour Operator</b>	<b>10</b>	<b>9</b>
8.1	Meaning&Definition		

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- 8.2 Types of Tour operator: Inbound, Outbound & Domestic.
- 8.3 Tour Packaging–definition, components of a tour package
- 8.4 Types of Package Tour:
  - 8.4.1 Independent Tour
  - 8.4.2 Inclusive Tour
  - 8.4.3 Escorted Tour
  - 8.4.4 Business Tour
- 8.5 Guides & escorts–Their role and function. Qualities required to be a guide or escort.

### **Chapter 9 Travel Formalities & Regulations 10 7**

- 9.1 Passport–Definition, issuing authority, Types of Passport, Requirements for passport.
- 9.2 Visa–Definition, issuing authority, Types of visa. Requirements for visa.
- 9.3 Health Regulation–Vaccination, Health Insurance. Economic Regulation–Foreign Exchange

### **Chapter 10 Itinerary Planning 12 7**

- 10.1 Definition, Steps to plan a Tour, Route map, Transport booking, Accommodation reservations, Food facilities, Local guide / escort, Climate/seasonality, Shopping & cultural show, Costing

#### **Note: Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topic

#### **Assignments**

1. Preparation of itinerary–2 days, 7 days for well known tourist destinations.
2. Passport, visa, requirements

**Field visit**-Travel Agency, Airport etc.



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### Reference Books

1. Introduction to Travel & Tourism - Michael M. Cottman Van Nostrand Reinhold New York, 1989
2. Travel Agency & Tour Operation Concepts & Principles - Jagmohan Negi - Kanishka Publishes, Distributors, New Delhi, 1997
3. International Tourism – Fundamentals & Practices - A. K. Bhatia - Sterling Publishers Private Limited, 1996
4. A Textbook of Indian Tourism - B. K. Goswami & G. Raveendran - Har Anand Publications Pvt. Ltd., 2003
5. Dynamics of Modern Tourism - Ratandeep Singh - Kanishka Publishes, Distributors, New Delhi, 1998
6. Tourism Development, Principles and Practices - Fletcher & Cooper - ELBS

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**Subject-FOODSCIENCE**  
**SubjectCode-HS 105**

### Teaching&ExaminationScheme:

TeachingScheme/ per week		ExaminationScheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

### Rationale:

This course aims to develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.

	Hours	Marks
<b>Chapter1. Importance of Hygiene in the Catering Industry.</b>	<b>4</b>	<b>6</b>
1.1 Introduction		
1.2 Definitions- hygiene & sanitation		
1.3 Significance of hygiene & sanitation in the food industry.		
 <b>Chapter2. Food Microbiology</b>	 <b>16</b>	 <b>11</b>
2.1 Classification & Morphology of micro-organisms		
2.2 Factors affecting growth of micro-organisms		
2.3 Control of micro-organisms in relation to food preservation.		
2.4 Harmful and useful micro-organisms in the food industry.		
2.5 Role of micro-organisms in the production of fermented foods, dairy products, bakery products, alcoholic beverages & vinegar.		
 <b>Chapter3. Food &amp; Water Borne Illnesses</b>	 <b>16</b>	 <b>13</b>
3.1 Food poisoning & food infection, common intestinal parasites. (Definitions, sources of contamination of food, mode of transmission of food borne illness, control of food borne illness.)		
3.2 Non		
3.3 Natural Toxins present in food		
 <b>Chapter4. Food Protection</b>	 <b>12</b>	 <b>11</b>

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4.1	Hygienic Storage - Dry, Refrigerated & Freezer storage & protective display.		
4.2	Danger Zone		
4.3	Food spoilage - detection and prevention.		
4.4	Food contamination & spoilage due to kitchen pests.		
4.5	Cross contamination.		
<b>Chapter 5.</b>	<b>Personal Hygiene</b>	<b>8</b>	<b>7</b>
5.1	Necessity of personal hygiene.		
5.2	Health of staff.		
5.3	Sanitary practices		
5.4	Protective clothing		
5.5	Importance of rest, recreation and exercise.		
<b>Chapter 6.</b>	<b>Food Science Concepts</b>	<b>8</b>	<b>7</b>
6.1	Basic S.I. units of length, area, volume, weight		
6.2	Temperature (conversion of Celsius Scale to Fahrenheit Scale)		
6.3	Definition of density & relative density		
6.4	$P^H$ - definition & its relevance in Food Industry		
6.5	Undesirable browning & its prevention, examples of desirable browning in food preparations		
6.6	Important Terminologies (definitions & relevance) Boiling Point, Boiling Under Pressure, Melting Point, Smoking Point, Flash Point, Surface Tension, Osmosis, Humidity, Evaporation, Sol, Gel, Emulsion & Foam		
<b>Chapter 7</b>	<b>Food Additives</b>	<b>8</b>	<b>7</b>
	Definition, types & their limitations as per PFA Act.		
<b>Chapter 8</b>	<b>Regulatory Agencies</b>	<b>12</b>	<b>9</b>
8.1	Food standards in India		
8.2	Common food adulterants and simple tests to detect food adulterants in milk, sugar, turmeric, chilli powder, tea, coffee, semolina flour, ghee, butter, margarine & oil.		
<b>Chapter 9</b>	<b>Hazard Analysis &amp; Critical Control Points. (HACCP)</b>	<b>12</b>	<b>9</b>
	Importance, definition & usage of HACCP.		

**Note: Glossary of Terms**

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Students should be familiar with the glossary of terms pertaining to above mentioned topics

<b>Demonstration/Field Visits</b>	<b>hrs</b>
<b>Demonstration 1.</b> Ubiquity of Micro Organism (Exposed food, personal habits & kitchen equipment)	<b>2</b>
<b>Demonstration 2.</b> Spoilage organisms seen in various food stuffs.	<b>2</b>
<b>Demonstration 3.</b> Simple Tests for Detection of Adulterants	<b>2</b>

### **Visits:**

#### **State Public Health Laboratory.**

Hotel Kitchens, flight Kitchen & Industrial Canteen to observe hygienic standards maintained.

(A File has to be maintained to record the observations of the demonstrations and the visits. Marks awarded can be included in the internal marks.)

### **Reference Books**

1. Food Hygiene & Sanitation - S. Roday
2. Food Microbiology - Frazier
3. Complete Catering Science - O.F.G. Kilgour
4. Safe Food Handling - Michel Jacob
5. Prevention of Food Adulteration Act 1954
6. The Science of Food - 3<sup>rd</sup> Edition - P.M. Gaman & K.B. Sherrington
7. Food Chemistry - 1<sup>st</sup> Edition - Meyer

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**Subject–PRINCIPLES OF NUTRITION**

**SubjectCode-HS 106**

### TeachingandExaminationScheme

TeachingScheme/ per week		ExaminationScheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

**Rationale:**

The subject aims to develop basic awareness of important nutrients, and acquire knowledge of nutritional requirements for human beings and plan a balanced diet.

	Hours	Marks
<p><b>Chapter1. Introduction to Terminologies</b></p> <p>Food, Nutrition, Nutrient, Empty Calories, Health, Malnutrition, Edible portion of food, Balanced Diet</p>	<b>4</b>	<b>5</b>
<p><b>Chapter2. Carbohydrates</b></p> <p>Definition, Composition, Classification, Food Sources (good and poor sources), Functions in human body, Recommended Daily Allowance in India (RDA), Importance of fibre, Effect of deficiency &amp; excess intake, Effect of heat on carbohydrates</p>	<b>8</b>	<b>8</b>
<p><b>Chapter3. Protein</b></p> <p>Definition, Composition, Essential and Non-essential amino acids, Protein Quality (only Concept), Concept of Supplementary value of Protein, Food Source (good and poor source), RDA (adolescents and adults), Effect of deficiency, Effect of heat on proteins, Functions</p>	<b>12</b>	<b>9</b>
<p><b>Chapter4. Fats And Oils</b></p> <p>Definition, Composition, Saturated and Unsaturated fatty acids, Hydrogenation of oil, Cholesterol (a brief note), Food sources of: (Fat, Oil, Saturated fatty acid, Unsaturated fatty acid, cholesterol), Rancidity of Oil (Concept and Prevention),</p>	<b>10</b>	<b>9</b>

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RDA(Adolescentsandadults),Effectofdeficiency&excess,Functions

<b>Chapter5. Vitamins</b>	<b>12</b>	<b>9</b>
5.1 Definition,Classification		
5.2 Fat Soluble Vitamins (A,D,E,K) – Functions, Food Sources,RDA(Adolescentsandadults),Nameofthedeficiencydiseaseandsymptoms.		
5.3 WaterSoluble Vitamins(BComplexandC)-Names ofallBComplex,B1 ,B2, Niacin,andVitCwith referenceto–Functions,Sources,RDA(Adolescents andadults),Deficiencydiseaseand itssymptoms.		
<b>Chapter6. Minerals</b>	<b>8</b>	<b>9</b>
6.1 Calcium,Iron,Iodine-Classification,Functions,RDA (Adolescents and adults), Rich food sources, Deficiencydisease anditsymptoms		
6.2 SodiumChloride-ImportanceandLimitations,Food sources		
<b>Chapter7. WaterAndItsImportanceToHealth</b>	<b>6</b>	<b>3</b>
7.1 WaterBalance		
7.2 Dietarysources		
7.3 DehydrationandOedema		
<b>Chapter8. BasicFiveFoodGroups</b>	<b>6</b>	<b>3</b>
8.1 Foodsincludedineachgroup		
8.2 Servingsizeoffoodsundereachgroup.		
<b>Chapter9. Balanceddiet(Usingbasic5foodgroups)</b>	<b>12</b>	<b>9</b>
9.1 Menu Planning for a day’s diet for adolescents and adults		
9.1.1 Vegetarian andNonvegetarian		
9.1.2 Importanceofavoidingfast/junkfoods		
<b>Chapter10. ImportantFoodstobeavoidedandrecommendedfor:</b>	<b>14</b>	<b>9</b>
DiabetesMellitus,Heartrelateddiseases(Cardio Vascular),PepticUlcer, Jaundice,Kidneydiseases,Feverandinfection,DiarrhoeaandConstipation		
<b>Chapter11. Howtopreserve nutrients whilecooking food?</b>	<b>4</b>	<b>7</b>

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### **Note:** Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

### **Assignments**

Calculation of Nutrients:

(Carbohydrates, Fat, Protein, Energy, Vit A, Ca, Fe, B<sub>1</sub>, B<sub>2</sub> and C of any 10 recipes)

Marks awarded

for the assignments can be included in the internal marks. **Reference Books**

1. Handbook of Food and Nutrition - Dr. M. S. Swaminathan
2. Nutrition and Dietetics - Shubhangi Joshi
3. Fundamentals of Food and Nutrition - Sumati R. Mudambi and M. V. Rajgopal
4. Therapeutic Nutrition - Prond fit and Robinson Normal
5. Nutritive value of Indian Food - Dr. C Gopalan
6. Food Science and Nutrition - Sunetra Roday (Oxford Press)

## B.Sc. (Hospitality Studies) First Year Syllabus

**Subject-COMMUNICATIONSKILLS (English/ French)**

**SubjectCode-HS 107**

**TeachingandExaminationScheme:**

TeachingScheme/ per week			ExaminationScheme			
Section	Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
I (English)	2	2	40	3hrs	10	100
II (French)	2	2	40		10	

### Section I : ENGLISH

**Rationale:**

To introduce student to the process of communication & presentation skills needed by the hospitality professional.

		Hours	Marks
<b>Chapter1</b>	<b>The communication process</b>	<b>4</b>	<b>5</b>
1.1	Sender, receiver, message, channel, feedback		
1.2	Message conceived, message encoded, channel selected for communication, message perceived, message decoded, message understood and decoded, feedback		
<b>Chapter2</b>	<b>Barrier to effective communication</b>	<b>2</b>	<b>4</b>
	Inadequacy of message design, physical appearance, selective attention, prejudice, language difference, inadequate listening, lack of feedback, imperceptions, mannerisms		
<b>Chapter3</b>	<b>Listening</b>	<b>1</b>	<b>1</b>
	Need for listening, listening for content, critical listening, empathetic listening, attentive listening		
<b>Chapter4</b>	<b>Framework for planning business messages</b>	<b>1</b>	<b>1</b>
	Purpose, audience, structure, style		
<b>Chapter5</b>	<b>Written communication skills</b>	<b>18</b>	<b>12</b>
5.1	Advantages and disadvantages		
5.2	Notemaking, writing a logbook		
5.3	Comprehension and précis writing		



## B.Sc. (Hospitality Studies) First Year Syllabus

5.4	Letter writing (letters of enquiry, complaint, apology, order, application accompanied by bio-data, resignation and appreciation.)		
5.5	Short formal reports (incidents, events, visits)		
5.6	Memos, notices, circulars		
<b>Chapter 6</b>	<b>Oral communication skills</b>	<b>18</b>	<b>10</b>
6.1	Advantages and disadvantages		
6.2	Articulation and delivery		
6.3	Making speeches and presentations		
6.4	Telephone etiquettes		
6.5	Restaurant and hotel English		
<b>Chapter 7</b>	<b>Non-verbal communication</b>	<b>4</b>	<b>7</b>
	Understanding aspects of body language		
<b>Note: Glossary of Terms</b>	Students should be familiar with the glossary of terms pertaining to above mentioned topics		

## B.Sc. (Hospitality Studies) First Year Syllabus

### Section II : FRENCH

#### Rationale

:

The syllabus aims to create a new awareness about the importance of French in Hotel Operations, to help acquire the correct pronunciation of French terminology, to enable to use standard phrases in French in Hotel Operations, to give a very basic introduction to spoken French and most important of all, to integrate the French curriculum with the core syllabus of the Course.

		Hours	Marks
<b>Chapter1.</b>	<b>General French</b>	<b>20</b>	<b>14</b>
1.1	Pronunciation		
	1.1.1 The Alphabet		
	1.1.2 The Accents		
1.2	Numbers (0 to 100)		
	1.2.1 Cardinal		
	1.2.2 Ordinal		
1.3	Time (only 24 hr clock)		
1.4	Days of the week		
	1.4.1 Months of the year		
	1.4.2 Date		
1.5	Weights & Measures		
1.6	'Formules de politesse'		
1.7	Conjugation of verbs in the present tense relevant to the hotel industry (only 'je' and 'vous' & 'nous' forms)		
1.8	Dialogues related to Hotel Operations		
<b>Chapter2.</b>	<b>Food &amp; Beverage Service</b>	<b>24</b>	<b>12</b>
2.1	Restaurant Brigade		
2.2	Hot Plate Language		
2.3	The French Classical Menu (17 courses) with classic examples of each course, terminology and meanings in brief		
2.4	Wines		
	2.4.1 Wines of France,		
	2.4.2 Wine terminology		
	2.4.3 Reading a wine label.		
2.5	Laying a cover		

## B.Sc. (Hospitality Studies) First Year Syllabus

<b>Chapter 3</b>	<b>Food Production</b>	<b>20</b>	<b>14</b>
3.1	The Kitchen Brigade		
3.2	Ingredients used in Kitchen		
	3.2.1 Dairy Products		
	3.2.2 Vegetables		
	3.2.3 Fruits		
	3.2.4 Herbs & Spices		
	3.2.5 Poultry		
	3.2.6 Fish		
	3.2.7 Meat		
	3.2.8 Cereals		
	3.2.9 Seasonings		
3.3	French Cheeses		
3.4	Culinary Terms in French		
3.5	Recipes		

### **Note:** Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

### **Reference Books**

1. Basic French Course for the Hotel Industry – by Catherine Lobo & Sonali Jadhav
2. French for Hotel Management & Tourism Industry – by S. Bhattacharya
3. F&B Service – by Dennis Lillicrap, John Courins & Robert Smith
4. Modern Cookery Vol 1 – by Thangam Philip

## B.Sc. (Hospitality Studies) First Year Syllabus

### Subject-INFORMATION SYSTEMS

Subject Code-HS 108

#### Teaching and Examination Scheme:

Teaching Scheme/ per week		Examination Scheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

#### Rationale:

The subject aims to give a basic knowledge of computers and its operations and enables the students to operate the computer with enough practice to get confidence. Hrs Mks

<b>Chapter1</b>	<b>Computer Fundamentals</b>	<b>10</b>	<b>5</b>
1.1	Features of Computer System		
1.2	Block Diagram		
1.3	Hardware Input & Output Devices, CPU, RAM, ROM		
1.4	Software – System, Applications/W		
1.5	Networks – LAN, MAN, WAN, Topologies		
1.6	Viruses – Types, Precautions		
<b>Chapter2</b>	<b>WINDOWS</b>	<b>10</b>	<b>5</b>
2.1	MS - Word		
2.2	MS - Excel		
2.3	MS – Power Point		
<b>Chapter 3</b>	<b>INTERNET / E-MAIL</b>	<b>10</b>	<b>5</b>
3.1	History,		
3.2	Pre-requisites for Internet, Role of Modem		
3.3	Services – Emailing, Chatting, Surfing, Blog		
3.4	Search Engines, Browsers, Dial Up, Domains		
3.5	Broadband, Concepts of Web upload, download		
3.6	Threats – Spyware, Adware, SPAM		

<b>Chapter 4 SPECIALIZED APPLICATION SOFTWARE</b>	<b>13 15</b>
4.1 Specialized Applications	
4.2 Graphics	
4.3 Audio and Video	
4.4 Multimedia	
4.6 Web Authoring	
4.8 Artificial Intelligence	
4.9 Desktop Publishing	
<b>Chapter 5 COMMUNICATIONS AND NETWORKS</b>	<b>13 15</b>
5.1 Communications	
5.2 Communication Channels	
5.3 Connection Devices	
5.4 Data Transmission	
5.5 Networks	
5.6 Networks Types	
5.7 Network Architecture	
5.8 Organizational Internets	
<b>Chapter 6 PROPERTY MANAGEMENT SYSTEM INTERFACE</b>	<b>12 15</b>
6.1 Point Of Sale Systems	
6.2 Call Accounting Systems	
6.3 Electronic Locking Systems	
6.4 Energy Management Systems	
6.5 Auxiliary Guest Services	
6.6 Guest Operated Devices	
<b>Chapter7 FOOD AND BEVERAGE APPLICATIONS – SERVICE</b>	<b>14 10</b>
7.1 Point Of Sale Order–Entry Units	
7.2 Point Of Sale Printers	
7.3 Point Of Sale Account Settlement Devices	
7.4 Point Of Sale Software	
7.5 Reports	
7.6 Automated Beverage Control Systems	

**Chapter 8 FOOD AND BEVERAGE MANAGEMENT APPLICATIONS**

**14 10**

- 8.1 Recipe Management
- 8.2 Sales Analysis
- 8.3 Menu Management
- 8.4 Integrated Food Service Software
- 8.5 Management Reports from Automated Beverage Systems

**Glossary of Terms:** Students should be familiar with the glossary of terms pertaining to above mentioned topics Students should maintain a log book, which has all Notes, Pictures from the internet and all assignments (which will be marked as part of practical Exam

Reference Text Books:

1. C.S. French "Data Processing and Information Technology", BPB Publications 1998
2. P.K Sinha `Computer Fundamentals`, BPB Publications, 1992
3. Guy Hart-Davis "The ABCs of Microsoft Office 97 Professional edition", BPB Publications, 1998
4. Karl Schwartz, "Microsoft Windows 98 Training Guide", 1998

## B.Sc. (Hospitality Studies) First Year Syllabus

**Subject – FUNDAMENTALS OF FOOD PRODUCTION PRINCIPLES**

**Subject Code – HS 109**

**Teaching and Examination Scheme:**

TeachingScheme/ per week		ExaminationScheme		
Practicals Hrs	Total	Practical Marks	Internal Marks	Total
3 * 2	6	80	20	100

### **Practicals**

1. Introduction to various tools and their usage.
2. Introduction to various commodities. (Physical Characteristics, weight & volume conversion, yield testing, etc.)
3. Food pre-preparation methods
4. Use of different cooking methods.
5. Basic Stocks, soups & sauces
6. Basic Indian masalas & gravies (Dry & Wet)
7. Break Fast Menus. ( Indian & Continental )

Minimum 48 individual practicals be accomplished consisting of -  
50 % Continental menus with breads.  
30% Indian Menus  
20 % Break Fast Menus. ( Indian & Continental )

NB: Initial practical classes should be a combination of demonstration and practical.

## B.Sc. (Hospitality Studies) First Year Syllabus

### Subject – FUNDAMENTALS OF FOOD & BEVERAGE SERVICE METHODOLOGY

Subject Code – HS 110

#### Teaching and Examination Scheme:

TeachingScheme/ per week		ExaminationScheme		
Practicals Hrs	Total	Practical Marks	Internal Marks	Total
3 * 2	6	80	20	100

#### Practicals:

1. Restaurant Etiquettes
2. Restaurant Hygiene practices
3. Mis-En-Palce & Mis-En-Scene
4. Identification of Equipments
5. Side board Organization
6. Laying & Relaying of Table cloth
7. Rules for laying a table
8. Carrying a Salver / Tray
9. Service of Water
10. Handling the Service Gear
11. Carrying Plates, Glasses & other Equipments
12. Clearing an Ashtray
13. Situations like spillage
14. Setting of Table d'hote & A La Carte covers.
15. Points to be remembered while setting a cover and during service
16. Napkin Folds
17. Silver Service (Hors D'oeuvre– (Classical Hors D'oeuvres varies to Coffee)
18. Crumbing, Clearing, Presenting the bill
19. Taking an Order for A la carte
20. Suggestive selling
21. How to write a KOT
22. Breakfast Table Lay – out & Service (Indian, American, English, Continental)
23. Service of Hot & Cold Non-Alcoholic Beverages
24. Indian Cuisine- Accompaniments & Service
25. Service of Beer (Bottled, Canned and Draft).
26. Exercises for planning different menus.
27. Room Service- Tray and trolley lay up, breakfast hanger & service procedure.
28. Mini bar- format and operational procedures.



## B.Sc. (Hospitality Studies) First Year Syllabus

### Subject- ROOMS DIVISION TECHNIQUES

Subject Code - HS 111

#### Teaching and Examination Scheme:

TeachingScheme/ per week		ExaminationScheme		
Practicals Hrs	Total	Practical Marks	Internal Marks	Total
2 * 2	4	80	20	100

#### Practicals: SECTION I

1. Introduction to the Housekeeping department
2. Introduction to Cleaning Equipment
3. Introduction to Cleaning Agents
4. Introduction to Guest Room and supplies & placement
5. Sweeping and Mopping – dry, wet.
6. Polishing of Laminated surfaces.
7. Polishing of Brass Articles.
8. Polishing of EPNS articles.
9. Polishing of Copper articles.
10. Cleaning of Glass surfaces.
11. Cleaning of oil painted surfaces.
12. Cleaning of plastic painted surfaces.
13. Mansion polishing
14. Vacuum Cleaning
15. Bed making Day / Evening
16. Cleaning of different floor finishes, & use of floor scrubbing machine
17. Equipping Maids Carte / Trolley
18. Daily Cleaning of Guest rooms – Departure, occupied and vacant
19. Weekly / Spring Cleaning
20. Daily cleaning of Public Areas (Corridors)
21. Weekly Cleaning of Public Areas
22. Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators / Exterior areas.
23. Inspection records – Checklist
24. Monogramming
25. Mending, Sewing Machine
26. Linen Inventory – Stock Taking
27. Identification and construction of – plain, basket, figured, weaves, pile, satin, twill and sateen.

## **B.Sc. (Hospitality Studies) First Year Syllabus**

### **Practicals: SECTION II**

1. Telephone Etiquettes and telephone handling.
2. Handling room keys(issuing, receiving, missing keys, computerized key cards)
3. Handling guest mail(of guests who have checked out, in-house and expected)
4. Handling messages and paging for guests.
5. Luggage handling.(along with left luggage procedure)
6. Handling guest enquiries.
7. Handling guests who are blacklisted.
8. Situations on basis of charging.
9. Bell desk activities
10. Taking down the reservation request for FIT, Corporate Guest, Group/Crew.
11. Use of conventional chart, density chart to process the reservation.
12. Amendment / cancellation of a reservation.
13. Preparing for VIP & Group arrivals.
14. Registration process for Walk-in, FIT/Foreigners, Corporate Guest, Group/Crew.
15. Room change procedure.
16. Handling Guest departure/Check out with various methods of payment, Credit cards, Travelers cheque, Personal cheque, cash – Indian & Foreign currency, Travel Agent's voucher, BTC.

## B.Sc. (Hospitality Studies) First Year Syllabus

**Subject - INFORMATION SYSTEMS**

**Subject Code - HS 112 A**

**Teaching and Examination Scheme:**

TeachingScheme/ per week		ExaminationScheme		
Practicals Hrs	Total	Practical Marks	Internal Marks	Total
2 * 2	4	40	10	50

**SUGGESTED PRACTICAL ASSIGNMENTS: -**

### 1. WINDOWS

1.1 Word (Resume)

1.2 Excel (List of employees, with salary, KOT, Database of Employees with filters)

1.3 Power Point (Ppt presentation on any topic related to hospitality industry)

### 2. POINT OF SALE MODULE

2.1 Identification of POS Icons

2.2 Table selection

2.3 Order Entry

2.4 Table Transfer

2.5 Modify Order

2.6 Split and Settle Bill

### 3. GENERATION OF POS REPORTS

### 4. REVISION OF FRONT OFFICE MODULE

5. BANQUET & CONFERENCING MODULE- BANQUET FUNCTION  
PROSPECTUS

### 6. GLOSSARY OF TERMS

## B.Sc. (Hospitality Studies) First Year Syllabus

**Subject - Communication Skills**

**Subject Code - HS 112 B**

**Teaching and Examination Scheme:**

TeachingScheme/ per week		ExaminationScheme		
Practicals Hrs	Total	Practical Marks	Internal Marks	Total
2 * 2	4	40	10	50

**Practicals:**

1. Basic communication required for Hospitality Industry
2. Telephone etiquettes – effective telephonic conversation
3. Extempore speech – oral presentation on a given topic
4. Group Discussion – speak coherently, fluently on a given topic
5. Debates – put forth your views on a given topic
6. Presentation with the help of Power point Presentation
7. Oral reports on events, field visits, projects, training experience etc.
8. Self- introduction

## **B.Sc. (Hospitality Studies) First Year Syllabus**



# **Savitribai Phule Pune University**

*(Formerly University of Pune)*

**Three Year B.Sc. Degree Program in Hospitality Studies**

**(Faculty of Science & Technology)**

**F.Y.B.Sc. Hospitality Studies**

**Choice Based Credit System Syllabus**

**To be implemented from Academic Year 2019-2020**

## **Title of The Course : B.Sc. (Hospitality Studies)**

### **Preamble:**

The B.Sc. - H.S. is a discipline of hospitality and tourism. Considering that the hospitality industry is dynamic in nature, with new trends in food, service and décor periodically becoming the norm, it is important to review and revise the syllabus at regular intervals. This is also the first time that the choice-based credit system is being introduced, providing choices to the students to select from the prescribed courses. The shift is from a conventional marking system to a grading system. The requirement for awarding a degree is prescribed in terms of the number of credits to be completed by the students. Attempt has also been made to integrate skill sets that will add value to the curriculum and make it more effective.

### **Introduction:**

The B.Sc. – Hospitality Studies programme is made of intensive six semester curriculum which equips the student with the knowledge and skills essential in the hospitality industry. The courses relevant to the Industry of today, like Environmental Sciences, Tourism Operations, Hotel Laws etc. have been included in the curriculum. With this revision a Choice Based Credit System has been introduced to provide choices for students to select from the prescribed courses. CBCS provides a ‘Cafeteria’ approach in which the students can take courses of their choice and adopt an interdisciplinary approach to learning. This revision also introduces a shift from conventional marking system to a grading system. The requirement for awarding a degree is prescribed in terms of the number of credits to be completed by the students.

### **Current curriculum orientation:**

The curriculum is designed keeping in mind, the basic minimum requirement of this industry in terms of enhancing the student knowledge and skill sets. Curricula of similar

programmes by various state and international universities have been reviewed, and incorporated wherever appropriate, further enhancing the syllabus

### *Objectives and Framework of the Curriculum of BSc -HS programme*

I. The basic objective is to provide to the hospitality industry a steady stream of competent young men and women with the necessary knowledge, skills, values and attitudes to occupy key operational positions.

II. The Programme structure is designed keeping in view the basic objectives stated above. Consequently, certain essential features of the model are:

- To impart to the students latest and relevant knowledge from the field of Hospitality Operations.
- To ensure that students are equipped with necessary operational skills related to the hospitality industry.
- To develop the right kind of values and attitudes to function effectively in the hospitality trade.

III. The following considerations have been taken into account.

- The knowledge inputs and opportunities for skill development have been offered in an evenly distributed and logically sequenced manner with appropriate options.
- The design is simple and logical and offers the student a choice of subjects.

IV. The relative importance of skills and ability development and attitudinal orientation in hospitality education has been kept in mind. The courses have been designed and classified as core, ability enhancement, discipline specific, skills enhancement and general courses, with the freedom to choose courses from amongst discipline specific and general electives.



**Course Structure****First Year – Semester I**

<b>Course Code</b>	<b>Course Title</b>	<b>Number of Lectures</b>	<b>Credits</b>	<b>Marks per subject</b>
HS 101	Food Production - I	04	04	100 (70 External +30 Internal)
HS 102	Food & Beverage Service - I	04	04	
HS 103	Housekeeping Operations - I	04	04	
HS 104	Front Office Operations – I	04	04	
HS 105	Food Production – I (Practical)	03	1.5	50 (35 External +15 Internal)
HS 106	Food & Beverage Service – I (Practical)	03	1.5	
HS 107	Housekeeping Operations – I (Practical)	03	1.5	
HS 108	Front Office Operations – I (Practical)	03	1.5	
HS 109	Development of Generic Skills	02	02	
<b>Total</b>		<b>30</b>	<b>24</b>	<b>650</b>

**First Year – Semester II**

<b>Course Code</b>	<b>Course Title</b>	<b>Number of Lectures</b>	<b>Credits</b>	<b>Marks per subject</b>
HS 201	Food Production – II	04	04	100 (70 External +30 Internal)
HS 202	Food & Beverage Service - II	04	04	
HS 203	Housekeeping Operations – II	04	04	
HS 204	Front Office Operations – II	04	04	
HS 205	Food Production – II (Practical)	03	1.5	50 (35 External +15 Internal)
HS 206	Food & Beverage Service – II (Practical)	03	1.5	
HS 207	Housekeeping Operations – II (Practical)	03	1.5	
HS 208	Front Office Operations – II (Practical)	03	1.5	
HS 209	French	02	02	
<b>Total</b>		<b>30</b>	<b>24</b>	<b>650</b>

**Second Year – Semester III**

<b>Course Code</b>	<b>Course Title</b>	<b>Number of Lectures</b>	<b>Credits</b>	<b>Marks per subject</b>
HS 301	Food Production - III	04	04	100 (70 External +30 Internal)
HS 302	Food & Beverage Service - III	04	04	
HS 303	Accommodation Operations - I	04	04	
HS 304	Food Production – III (Practical)	04	02	50 (35 External +15 Internal)
HS 305	Food & Beverage Service – III (Practical)	04	02	
HS 306	Accommodation Operations – I (Practical)	04	02	
HS 307	Environmental Science – I	02	02	
HS 308	Communication Skills – I	02	02	
<b>Total</b>		<b>28</b>	<b>22</b>	<b>550</b>

**Second Year – Semester IV**

<b>Course Code</b>	<b>Course Title</b>	<b>Number of Weeks</b>	<b>Credits</b>	<b>Marks per subject</b>
HS 401	Internship	16	12	300 (180 External +120 Internal)
<b>Total</b>		<b>16</b>	<b>12</b>	<b>300</b>

**Third Year – Semester V**

<b>Course Code</b>	<b>Course Title</b>	<b>Number of Lectures</b>	<b>Credits</b>	<b>Marks per subject</b>
HS 501	Advanced Food Production - I	04	04	100 (70 External +30 Internal)
HS 502	Advanced Food & Beverage Service - I	04	04	
HS 503	Advanced Accommodation Operations - I	04	04	
HS 504	Advanced Food Production I (Practical)	04	02	50 (35 External +15 Internal)
HS 505	Advanced Food & Beverage Service - I (Practical)	04	02	
HS 506	Advanced Accommodation - I Operations (Practical)	04	02	
HS 507	Environmental Science - II	02	02	
HS 508	Communication Skills – II	02	02	
HS 509	Basic Accountancy Skills	02	02	
<b>Total</b>		<b>30</b>	<b>24</b>	

**Third Year – Semester VI**

<b>Course Code</b>	<b>Course Title</b>	<b>Number of Lectures</b>	<b>Credits</b>	<b>Marks per subject</b>
HS 601	Research Project	06 (Field Work)	06	150 (100 External +50 Internal)
HS 602	Advanced Food Production - II	04	04	100 (70 External +30 Internal)
HS 603	Advanced Food & Beverage Service - II			
HS 604	Advanced Accommodation Operations - II			
HS 605	Advanced Food Production - II (Practical)	04	02	50 (35 External +15 Internal)
HS 606	Advanced Food & Beverage Service - II (Practical)			
HS 607	Advanced Accommodation Operations -II (Practical)			
HS 608	Entrepreneurship Development	04+ 02 (Tutorials)	06	100 (70 External +30 Internal)
HS 609	Principles of Management			
HS 610	Tourism Operations	04+ 02 (Tutorials)	06	
HS 611	Hotel related Law			
HS 612	Food Science	02	02	50 (35 External +15 Internal)
<b>Total</b>		<b>28</b>	<b>26</b>	<b>550</b>

**Note:**

- 1) Each credit = 15 lectures (Theory)
- 2) Each credit = 30 lectures (Practical)
- 3) Each lecture period is of 50 minutes

**Course Type**

Semester 1	Semester 2	Semester 3	Semester 4	Semester 5	Semester 6
#HS 101	#HS 201	#HS 301	#HS 401	\$HS 501	#HS 601
#HS 102	#HS 202	#HS 302	--	\$HS 502	\$HS 602 / 603 / 604
#HS 103	#HS 203	#HS 303	--	\$HS 503	PHS 605 / 606 / 607
#HS 104	#HS 204	PHS 304	--	PHS 504	\$HS 608 / 609
PHS 105	PHS 205	PHS 305	--	PHS 505	\$HS 610 / 611
PHS 106	PHS 206	PHS 306	--	PHS 506	@HS 612
PHS 107	PHS 207	&HS 307	--	&HS 507	--
PHS 108	PHS 208	&HS 308	--	\$HS 508	--
@HS 109	@HS 209	--	--	@HS 509	--

Colour code	Course Type	Total Courses
#	CC	13
&	AECC	4
@	SEC	4
\$	DSEC	6
P	Practical	15

**Equivalence of previous syllabus (2017 pattern)**

<b>Old Course (2017 pattern)</b>	<b>Equivalent subjects in 2019 pattern</b>
<b>F.Y.B.Sc.HS (Annual)</b>	
HS 101 Fundamentals of Food Production Principles	HS 101 Food Production – I HS 201 Food Production – II
HS 102 Fundamentals of Food & Beverage Service Methodology	HS 102 Food & Beverage Service – I HS 202 Food & Beverage Service - II
HS 103 Rooms Division Techniques	HS 103 Housekeeping Operations - I HS 104 Front Office Operations – I HS 203 Housekeeping Operations – II HS 204 Front Office Operations - II
HS 104 Tourism Operations	HS 610 Tourism Operations
HS 105 Food Science	HS 612 Food Science
HS 106 Principles of Nutrition	----
HS 107 Communication Skills (English / French)	HS 209 French HS 308 Communication Skills – I HS 508 Communication Skills - II
HS 108 Information Systems	-----
HS 109 Fundamentals of Food Production Principles (Practical)	HS 105 Food Production – I (P) HS 205 Food Production – II (P)
HS 110 Fundamentals of Food & Beverage Service Methodology (HS)	HS 106 Food & Beverage Service – I (P) HS 202 Food & Beverage Service - II
HS 111 Rooms Division Techniques (HS) (Practical)	HS 107 Housekeeping Operations – I (P) HS 108 Front Office Operations – I (P) HS 207 Housekeeping Operations – II (P) HS 208 Front Office Operations – II (P)
HS 112 A Information Systems (Practical)	-----
HS 112 B Communication Skills (English / French) (Practical)	-----
<b>S.Y.B.Sc.HS (Semester- I)</b>	
HS 201 Principles of Quantity Food Production	HS 301 Food Production - III
HS 202 Beverage Service Methodology	HS 302 Food & Beverage Service - III
HS 203 Accommodation Techniques	HS 303 Accommodation Operations - I
HS 204 Principles of Management	HS 609 Principles of Management
HS 205 Basic Principles of Accounting	HS 509 Basic Accountancy Skills
HS 206 The Science of Hotel Engineering	---
HS 207 Principles of Quantity Food Production (Practical)	HS 304 Food Production – III (P)

HS 208 Beverage Service Methodology (Practical)	HS 305 Food & Beverage Service – III (P)
HS 209 Accommodation Techniques (Practical)	HS 306 Accommodation Operations – I (P)
Environmental Science Internal	HS 307 Environmental Science – I HS 507 Environmental Science - II
<b>S.Y.B.Sc.HS (Semester-II)</b>	
HS 210 Project Report	HS 601 Research Project
HS 211 Industrial Training	HS 401 Internship (16 weeks)
<b>T.Y.B.Sc.H.S (Semester- III)</b>	
HS 301 Advanced food production systems	HS 501 Advanced Food Production - I
HS 302 Food & Beverage service techniques & Management	HS 502 Advanced Food & Beverage Service - I
HS 303 Accommodation operations Techniques	HS 503 Advanced Accommodation Operations - I
HS 304 Hotel Accounting procedures	HS 509 Basic Accountancy Skills
HS 305 Hospitality Marketing Management	----
HS 306 Hotel law practices	HS 611 Hotel related Law
HS 307 Advanced food production systems (Practical)	HS 505 Advanced Food & Beverage Service - I (P)
HS 308 Food & Beverage service techniques & Management (Practical)	HS 505 Advanced Food & Beverage Service - I (P)
HS 309 Accommodation operations Techniques (Practical)	HS 506 Advanced Accommodation - I Operations (P)
<b>T.Y.B.Sc.H.S (Semester- IV)</b>	
HS 401 Principles of International cuisine	Offered as Elective subjects in the Sixth semester
HS 402 Advanced Food & Beverage service techniques & Management	
HS 403 Specialized accommodation management	
HS 404 Total quality Management	---
HS 405 Human Resource management	---
HS 406 Entrepreneurship development	HS 608 Entrepreneurship Development
HS 407 Principles of International cuisine (Practical)	Offered as Elective subjects in the Sixth semester
HS 408 Advanced Food & Beverage service techniques & Management (Practical)	
HS 409 Specialized accommodation Management (Practical)	

**Detailed Syllabus:****SEMESTER –I****Subject : Food Production - I****Subject Code : HS 101****Subject Credits : 04****Course outcomes:**

- 1 Introduction to the art of cookery and the basic cooking techniques.
- 2 Knowledge of food & kitchen safety practices.
- 3 Identify and apply various cooking methods and technique
- 4 Classify kitchen brigade and equipment used

	<b>Hours</b>
<b>Chapter – 1 Introduction to cookery</b>	<b>06</b>
1.1 Origin of modern cookery practices	
1.2 Factors influencing eating habits,	
1.3 Sectors of hospitality/ Catering industry.	
1.4 Attitudes and behavior in kitchen	
1.5 Personal hygiene & food safety	
1.6 Kitchen uniform – importance	
1.7 Aims & objective of cooking	
<b>Chapter – 2 Safety practices &amp; procedures</b>	<b>08</b>
2.1 Kitchen accidents, types (cuts, burn, scald & falls) – meaning, types and preventive measures for each type of accident	
2.2 Preventive measures for each type of accident.	
2.3 Care for your own health & safety.	
2.4 First aid- meaning, importance, and basic rules	
2.5 Fire prevention – fire types, types of extinguishers, precautions	
2.6 Food contaminations – types, control	
2.7 Introduction to HACCP- meaning, importance, Principles	
<b>Chapter – 3 Methods of Cooking</b>	<b>14</b>
• Classification & salient features of various cooking methods	
• Equipment used, their care & maintenance	
• Temperature precautions	
3.1 <b>Heat Transfer Principles</b> – Conduction, Convection, Radiation	



3.2	<b>Moist methods of cooking</b>	
3.2.1	Steaming	
3.2.1	Braising	
3.2.3	Poaching	
3.2.4	Boiling – Blanching, Simmering, Parboiling	
3.3	<b>Dry methods of cooking</b>	
3.3.1	Baking	
3.3.2	Roasting – Oven, Split, Pot, Tandoor, Barbecue	
3.3.3	Grilling/Broiling	
3.4	<b>Frying</b>	
3.4.1	Types of frying medium	
3.4.2	Sautéing	
3.4.3	Shallow frying	
3.4.4	Deep frying	
3.4.5	Pressure frying	
3.5	<b>Microwave cooking</b>	
3.5.1	Advantages &disadvantages	
<b>Chapter- 4</b>	<b>Equipment and fuel used in kitchen</b>	<b>06</b>
4.1	Classification of kitchen equipment – by size or mode of use	
4.2	Selection criteria for kitchen equipment	
4.3	Properties, advantages &dis-advantages of various materials used in tools &equipment.	
4.4	Fuel - classification, types, advantages & disadvantages	
<b>Chapter –5</b>	<b>Kitchen organization structure</b>	<b>04</b>
5.1	Classical kitchen brigade for 5 star& 3 star hotel	
5.2	Duties & responsibilities of various chefs	
5.3	Liaison of kitchen with other department	
5.4	Kitchen stewarding – Importance, Hierarchy	
<b>Chapter –6</b>	<b>Introduction to food commodities</b>	<b>14</b>
6.1	<b>Cereals &amp; Pulses</b> - Classification and varieties, catering uses, bi-products	
6.2	<b>Fats and Oil</b> –Types, varieties, catering uses, hydrogenation and rendering of fat	
6.3	<b>Sweeteners</b> - Types, stages in sugar cooking, catering uses	
6.4	<b>Dairy products:</b> Milk, Cream, Cheese, Curd-types and uses	

6.5	<b>Spices, Herbs, Condiments &amp; Seasonings</b> -used in Western & Indian cooking, examples and uses	
6.6	<b>Fungi</b> – Types, uses	
<b>Chapter – 7</b>	<b>Convenience foods</b>	<b>04</b>
7.1	Definition and characteristics	
7.2	Processing methods	
7.3	Advantages &disadvantages	
<b>Chapter - 8</b>	<b>Basic Indian gravies &amp;masalas</b>	<b>04</b>
8.1	White, Brown, Makhani, Green, Kadhai, Tomato onion masalas – Recipes & bi-products	
8.2	<b>Masalas – Composition</b> - Garam, Sambar, Goda, Chat, Chole, Pav-Bhaji, Curry, Vindaloo etc	
	<b>Total</b>	<b>60</b>

**Note: Glossary of Terms**

Students should be familiar with the glossary of Terms pertaining to above mentioned topics

**Assignments:**

A minimum of **3 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Hindi equivalents of major food commodities
2. Chart of presentation of cooking technique
3. Presentation on kitchen brigade. (Chart presentation or file submission)
4. Food and kitchen safety rules.
5. Spice blends chart for - Basic Garam Masala, Curry Powder, Sambar Masala, Chat Masala,Pav-bhaji masala, Goda Masala, Vindaloo Masala
6. Basic Indian gravies with 5 preparations of each - white, red, brown and green

**Reference:**

- Practical Cookery-Victor Ceserani&Ronald Kinton, ELBS
- Theory of Catering- Victor Ceserani&Ronald Kinton,ELBS
- Theory of Cookery- Mr.K. Arora, Franck Brothers
- Modern Cookery for Teaching &Trade Voll- Ms. Thangam Philip, Orient Longman.
- Food Production Operations ByParvinder S. Bali
- Food Commodities- Bernard Davis
- Prashad – IndersinghKalra and Pradeep das Gupta
- Success in Principles of Catering - Michael Colleer& Colin Saussams
- Fundamentals of Food Production Principles – Shefali Joshi &PralhadBotre

**SEMESTER –I**

**Subject : Food and Beverage Service - I**

**Subject Code : HS 102**

**Subject Credits : 04**

**Course outcome-:**

1. The course would explore the scope and nature of F & B service operations.
2. It would develop the essential attributes and elementary skills of students in the service procedures.
3. Basics of Food and Beverage Service Department will be covered in the semester.

	<b>Hours</b>
<b>Chapter 1 Food &amp; Beverage Service Industry</b>	<b>12</b>
1.1 Introduction to Food & Beverage Industry	
1.2 Classification of Catering Establishments (Commercial & Non-Commercial)	
1.3 Introduction to F & B outlets – Restaurants, Bars, Cafes, Cafeteria, Coffee Shops, Drive in, Drive through, Fast Food, Food courts, Kiosk, Snack Bars, Banquets, Business Centre, Discotheques, Executive Lounges, Night Clubs, Pubs, Room Service	
1.4 Auxiliary areas – Still Room/Pantry, Silver/Plate room, Hotplate, Wash up/Kitchen Stewarding, Dispense bar, Linen Stores	
<b>Chapter 2 Food &amp; Beverage Service Equipments – Types and Usage</b>	<b>12</b>
2.1 Furniture – tables, chairs, sideboards	
2.2 Chinaware – sizes and capacity	
2.3 Stainless steel and Silverware – cutlery, flatware, service equipments	
2.4 Glassware- capacity & usage	
2.5 Disposables – types, advantage & disadvantage	
2.6 Linen – types & sizes	
2.7 Special equipments	
2.8 Silver cleaning methods – Burnishing, Plate powder, Silver dip, Polivit	
<b>Chapter 3 Chapter 3. Food &amp; Beverage Service Personnel</b>	<b>12</b>
3.1 Food & Beverage Service Organization Structure – 5 star hotel, Standalone Restaurants, Quick Service Restaurants	
3.2 Job Descriptions, Job Specifications and Competencies	
3.3 Attributes (Qualities) of Food & Beverage personnel/Staff	

- 3.4 Etiquettes & mannerisms
- 3.5 Inter-departmental relationship with – Front Office, Housekeeping, Kitchen, Kitchen Stewarding, Engineering, Security, Human Resources, Stores

**Chapter 4 Chapter 4. Types of Food & Beverage Service 12**

- 4.1 Table Service – Service to customers at a laid cover  
(a. English/Silver, b. American/Plate, c. French/Butler, d. Russian, e. Gueridon)
- 4.2 Assisted Service: Combination of Table service and Self-service– (Carvery, Buffet)
- 4.3 Self Service: Self-service of customers – (Cafeteria, Supermarket)
- 4.4. Single Point Service – Service of customers at single point– (Takeaway, Drive-thru, Fast Food, and Vending. Kiosks. Food Court, Bar)
- 4.5 Specialised (or in situ) Service – Service to customers in areas not primarily designed for service(Tray, Trolley, Home delivery, Lounge, Room, and Drive-in)

**Chapter 5 Chapter 5. Types of Meals 12**

- 5.1 Breakfast – Introduction, Types – English, American, Continental, Indian Menu and Service procedure
- 5.2 Brunch – Introduction and Menu
- 5.3 Lunch – Introduction and Menu
- 5.4 High Tea – Introduction and Menu
- 5.5 Dinner – Introduction and Menu
- 5.6 Supper – Introduction and Menu

**TOTAL 60**

**Note: Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Assignments:**

Minimum **three assignments** shall be prepared and submitted by individual student at the end of semester.

1. Identify various food service outlets in your locality
2. Draw and write the sizes / capacities and uses of various food and beverage equipments used in f & b service department – in the form of charts.
3. Prepare any one chart / PPT from the following:
  - a. Organizational hierarchy of Food & Beverage Service personnel for 5 star hotel and QSR
  - b. Job descriptions of any five personnel in the hierarchy

- c. Attributes and attitudes of Food & Beverage Service personnel
4. Prepare PPT on different types of service
5. Prepare charts for different breakfast menus

**REFERENCE BOOKS:**

1. Food & Beverage Service – Dennis Lillicrap and John Cousins
2. Food & Beverage Service – R. Sinagaravelavan
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill
4. Modern Restaurant Service – John Fuller
5. The Restaurant (from Concept to Operation) – Lipinski
6. Bar and Beverage Book – Chris Katsigris, Chris Thomas
7. Textbook of Food & Beverage Service – Anita Sharma, S. N. Bagchi
8. Textbook of Food & Beverage Service – Bobby George

**SEMESTER –I****Subject : Housekeeping Operations I****Subject Code : HS 103****Subject Credits : 04****Course outcomes:**

- 1 Introduction to basic Housekeeping.
- 2 Understand role of Housekeeping in Hotel Industry.
- 3 Knowledge of different departments in House Keeping.
- 4 Introduction to Basic operational aspects of accommodation operations
- 5 Introduction to Hospitality Industry.

<b>Chapter 1</b>	<b>Introduction to House keeping</b>	<b>Hours</b>
	1.1 Importance & Functions of Housekeeping	<b>06</b>
	1.2 Guest satisfaction and repeat business	
	1.3 House Keeping areas – Front of the House	
	1.4 House Keeping areas – Back of the House	
	1.5 Guest Rooms, Public areas, Maid's Room, Indoor & Out Door areas	
<b>Chapter 2</b>	<b>Co-ordination with other Departments</b>	<b>06</b>
	2.1 Coordination of Housekeeping with other departments like Front Office, Engineering, Food & Beverage Service, Food Production, Security, Purchase, Human Resource, Accounts.	
<b>Chapter 3</b>	<b>Layout of House Keeping Department</b>	<b>10</b>
	3.1 Sections of the house keeping department	
	3.2 Functions of Housekeeping Department	
	3.3 Lay Out of House Keeping Department	
<b>Chapter 4</b>	<b>Organization of Housekeeping Department</b>	<b>12</b>
	4.1 Hierarchy in large, medium & small hotels	
	4.2 Attributes of staff.	
	4.3 Job Descriptions and Job Specifications	
	4.4 Duties and Responsibilities of Executive Housekeeper, Floor Supervisor, Guest room Attendant, Linen Room Supervisor, and other housekeeping staff	
<b>Chapter 5</b>	<b>Guest Rooms</b>	<b>08</b>

5.1	Types of Guest Rooms	
5.2	Amenities & Facilities for Standard &VIP guestrooms.	
<b>Chapter 6</b>	<b>Cleaning Equipment</b>	<b>08</b>
6.1	Classification of Equipments	
6.2	Use, care & maintenance of Equipments	
6.3	Selection & purchase criteria of Equipments	
<b>Chapter 7</b>	<b>Cleaning Agents</b>	<b>10</b>
7.1	Classification of Cleaning Agents	
7.2	Use of Cleaning Agents	
7.3	Care and Storage of Cleaning Agents	
7.4	Distribution & Control	
	<b>TOTAL</b>	<b>60</b>

**Assignments:**

A minimum of **3 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- 1 Collecting Brands and information of various cleaning agents from Market.
- 2 Collecting information of Cleaning equipments (Brands, prices etc )
- 2 Preparing or procuring samples of guest supplies and amenities.

**REFERENCE BOOKS: -**

1. Housekeeping Training Manual-Sudhir Andrews
2. Hotel, Hostel& Hospital Housekeeping–Brenscon&Lanox
3. Hotel Housekeeping and operations – Raghubalan

**SEMESTER –I****Subject : Front Office Operations I****Subject Code : HS 104****Subject Credits : 04****Course outcomes:**

- 1 Introduction to basic Front office.
- 2 Understand role of front office in Hotel Industry.
- 3 Knowledge of different departments in Front Office
- 4 Introduction to Basic operational aspects of accommodation operations
- 5 Introduction to Hospitality Industry.

	<b>Hours</b>
<b>Chapter 1 Introduction to Hospitality Industry</b>	<b>12</b>
1.1 Definition of Hotel Evolution& Development of Hospitality Industry and Tourism, Introduction of famous hotels worldwide.	
1.2 Classification of hotels. (based on various categories like size, location, clientele, length of stay)	
1.3 Organizational Chart of hotels (Large, Medium, Small)	
<b>Chapter 2 Front Office Department</b>	<b>12</b>
2.1 Sections and layout of Front Office	
2.2 Organizational chart of front office department (small ,medium and large hotels)	
2.3 Duties and responsibilities of various staff.	
2.4 Attributes of front office personnel	
2.5 Coordination of front office with other departments of the hotel	
2.6 Equipments used (Manual and Automated)	
<b>Chapter 3 Room Types &amp; Tariffs</b>	<b>12</b>
3.1 Types of rooms	
3.2 Food/Meal plans	
3.3 Types of room rates (Rack, FIT, crew, group, corporate, weekend etc.)	
<b>Chapter 4 Role of Front Office</b>	<b>12</b>
4.1 Key control and key handling procedure	
4.2 Mail and message handling	
4.3 Paging and luggage handling	
4.4 Rules of the house (for Guest and Staff)	



- 4.5 Black List
- 4.6 Bell desk and Concierge

**Chapter 5 Reservations 12**

- 5.1 Importance of guest cycle (Various stages, sections, staff in contact during each stage)
- 5.2 Modes and sources of reservation
- 5.3 Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats) Computerized system (CRS, Instant reservations)
- 5.4 Types of reservation (guaranteed, confirmed, groups, FIT)
- 5.5 Procedure for amendments, cancellation and overbooking.

**Total 60**

**Assignments:**

A minimum of **3 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

3. Information of National and International chains of Hotels
4. Collecting information of major star hotels in your region.
5. Country, Capital and Currencies and Indian States and their Capitals.

**Reference Books:**

1. Hotel front Office Training Manual. (Sudhir Andrews)
2. Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J. Huyton)
3. Hotel Front Office Operations and Management (Jatashankar R. Tewari)
4. Managing Front Office Operations ( MichaelKasavana)

**SEMESTER –I**

**Subject** : **Food Production - I**  
**Subject Code** : **HS 105**  
**Subject Credits** : **1.5**

**Practicals:**

1. Minimum **12 Individual Practical's** to be conducted during the semester.
2. The practical should comprise of the following:
  - Introduction to various kitchen equipment, tools and their usage.
  - Safety precaution to be taken while handling equipment.
  - Hygiene & Safety practices to be observed in kitchen – 1 Practical
3. Demonstration of Food pre-preparation and cooking methods – 1 Practical

**Preparation Methods** –Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing, (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marinating (meat, fish, chicken), Sprouting (pulses & legumes), Blanching, Filleting of fish, Deboning & jointing poultry

**Methods of Mixing** – Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring

4. Basic Indian masalas & gravies Demo (Dry &wet) - 1 Practical
5. Basic Indian menu consisting of a Meat, Vegetable, Rice, Dal/Raita, Bread and Sweet Preparation. – 08 practical's

**Practical Examination: (Internal & External)**

- Exams to be conducted on Indian menus consisting of a Meat, Vegetable, Rice/Bread, Dal/Raita and Sweet Preparation.
- The internal exams to be assessed by the internal examiner and external exams by the external examiner.

**SEMESTER –I**

**Subject** : Food and Beverage Service - I (P)

**Subject Code** : HS 106

**Subject Credits** : 1.5

**Practicals:**

1. Food and Beverage Service Attributes, etiquettes and hygiene practices
2. Identification of equipment – Crockery, Cutlery,
3. Identification of equipments – Serviceware, glassware and miscellaneous
4. Mise-en-place and Mise-en-scene, Organization of Sideboard
5. Tablecloth - Laying and relaying
6. Laying of Cover – A la carte & Table d’hôte
7. Napkin Folds (Minimum 10 folds)
8. Service of Water
9. Technical Skills – Carrying Salver, Carrying plates, glasses and other equipment, Handling of service gear, Clearance, crumbing down and presentation of bill
10. Continental Breakfast – Menu planning, setup, Service, American Breakfast – Menu planning, setup, Service, English Breakfast – Menu planning, setup, Service, Indian Breakfast – Menu planning, setup, Service.

**SEMESTER –I****Subject : Housekeeping Operations I****Subject Code : HS 107****Subject Credits : 1.5****Practicals: Minimum of 12 practicals to be conducted in the semester**

1. Introduction to the Housekeeping department
2. Introduction to Cleaning Equipment
3. Introduction to Cleaning Agents
4. Introduction to Guest Room and supplies & placement
5. Sweeping and Mopping – dry, wet.
6. Polishing of Laminated surfaces.
7. Polishing of Brass Articles.
8. Polishing of EPNS articles.
9. Polishing of Copper articles.
10. Cleaning of Glass surfaces.
11. Cleaning of oil painted and plastic painted surfaces.
12. Mansion polishing

**SEMESTER –I****Subject : Front Office Operation I****Subject Code : HS 108****Subject Credits : 1.5****Practicals: Minimum of 12 practicals to be conducted in the semester**

1. Telephone Etiquettes
2. Telephone handling.
3. Key control Procedures and handling room keys(issuing, receiving, missing keys, computerized keycards)
4. Handling guest enquiries.
5. Handling guest messages and mails.
6. Handling Paging for guests
7. Handling guests who are blacklisted
8. Bell desk activities and concierge
9. Handling guest luggage
10. Taking down reservation request for FIT, Corporate guest, Group / Crew.
11. Use of Convention chart and density chart to process the reservation
12. Amendments and Cancellation of Reservations

## SEMESTER –I

**Subject : Development of Generic Skills**

**Subject Code : HS 109**

**Subject Credits : 02**

### Course outcomes:

- 1 Introduction to Generic Skills
- 2 Development of self-management skills
- 3 Development of team management skills
- 4 Development of task management skills
- C5 Knowledge of effective problem solving techniques

	<b>Hours</b>
<b>Chapter 1 Introduction to Generic Skill</b>	<b>4</b>
1.1 Concept and importance	
1.2 Local and global scenario	
1.3 Concept of life-long learning (LLL)	
<b>Chapter 2 Self-Management and Development</b>	<b>10</b>
2.1 Concept of Personality Development, Ethics and Moral values	
2.2 Concept of Intelligence and Multiple intelligence Types viz, linguistic, mathematical & Logical reasoning, emotional, and social intelligence (interpersonal & intrapersonal).	
2.3 Concept of Physical Development; significance of health, hygiene, body gestures & kinesics.	
2.4 Time Management concept and its importance	
2.5 Intellectual Development; reading skills (systematic reading, types and SQ5R), speaking, listening skills, writing skills (Note taking, rough draft, revision, editing and final drafting), concept of critical Thinking and problem solving (approaches, steps and cases).	
2.6 Psychological Management; stress, emotions, anxiety and techniques to manage these.	
2.7 ICT & Presentation skills; use of IT tools for good and impressive presentations.	
<b>Chapter 3 Team Management</b>	<b>6</b>
3.1 Concept of Team Dynamics. Team related skills such as; sympathy, empathy, leading, coordination, negotiating and synergy. Managing cultural, social and ethnic diversity.	

- 3.2 Effective group communication and conversations.
- 3.3 Team building and its various stages like forming, storming, norming, performing and adjourning (Bruce Tuckman's five stage Model)

**Chapter 4 Task Management 4**

- 4.1 Task Initiation, Task Planning, Task execution, Task close out
- 4.2 Exercises/case studies on task planning towards development of skills for task management

**Chapter 5 Problem Solving 6**

- 5.1 Prerequisites of problem solving- meaningful learning, ability to apply knowledge in problem solving
- 5.2 Different approaches for problem solving
- 5.3 Steps followed in problem solving.
- 5.4 Exercises/case studies on problem solving

**Total 30**

**Assignments:**

A minimum of 2 **assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- 1 Problem solving case studies
- 2 Management Games
- 3 Team building exercises

**Reference Books:**

- 1. Soft Skills for Interpersonal Communication by S.Balasubramaniam; Published by Orient BlackSwan, New Delhi
- 2. Generic skill Development Manual, MSBTE, Mumbai.
- 3. Lifelong learning, Policy Brief ([www.oecd.org](http://www.oecd.org))
- 4. Lifelong learning in Global Knowledge Economy, Challenge for Developing Countries – World Bank Publication

**SEMESTER –II****Subject : Food Production - II****Subject Code : HS 201****Subject Credits : 04****Course outcomes:**

- 1 Identify and prepare basic stocks, soups and sauces.
- 2 List & Prepare various types of salads, sandwiches and appetizers.
- 3 Recognize different types of fruits, vegetables & eggs with its uses
- 4 Understand characteristics & functions of various bakery ingredients.

		<b>Hours</b>
<b>Chapter 1</b>	<b>Stocks</b>	<b>06</b>
1.1	Definition & uses of stocks	
1.2	Classification - (White, brown, fish and vegetable)	
1.3	Rules of stock making	
1.4	Recipe of 1liter of various stocks	
1.5	Storage & care of stock	
1.6	Glazes &Aspic	
<b>Chapter 2</b>	<b>Soups</b>	<b>06</b>
2.1	Aim of soup making	
2.2	Classification of soups - Cream, Puree, Velouté, Chowder, Consommé, National soups	
2.3	Classical accompaniments and garnishes	
<b>Chapter 3</b>	<b>Sauces</b>	<b>08</b>
3.1	Classification & uses of sauces	
3.2	Composition	
3.3	Thickening agents used in sauce making	
3.4	Recipes of basic mother sauces,	
3.5	Derivatives of basic mother sauces	
3.6	Finishing of sauces (reducing, straining, de glazing, enriching and seasoning)	
3.7	Precautions &rectification, Storage	
3.8	Pan gravies, Jus lie, Jus roti	
3.9	Flavored butters	
<b>Chapter 4</b>	<b>Egg cookery</b>	<b>04</b>
4.1	Composition and structure of egg	
4.2	Selection criteria for egg	
4.3	Various methods of cooking egg	
4.4	Uses of egg in cookery	



<b>Chapter 5</b>	<b>Vegetable and Fruit cookery</b>	<b>06</b>
5.1	Classification	
5.2	Colourpigments types	
5.3	Effect of heat on colour pigments and texture	
5.4	Methods of cooking	
5.5	Precautions for enhancing & retention of color	
5.6	Vegetable cuts	
<b>Chapter 6</b>	<b>Salads &amp; Salad Dressings</b>	<b>08</b>
6.1	Parts of salad with ingredients used	
6.2	Types of Salads - Green, Vegetable, Cooked, Main course, Fruit, Gelatin based	
6.3	Principles/guidelines of salad making	
6.4	Salad dressings – Types	
6.5	International classical salads – composition and country of origin	
<b>Chapter 7</b>	<b>Sandwiches</b>	<b>06</b>
7.1	Parts of sandwiches	
7.2	Types of sandwiches – cold and hot sandwiches	
7.3	Classical sandwiches with composition and country of origin.	
7.4	Precautions to take while preparing and storing sandwiches	
<b>Chapter 8</b>	<b>Appetizers (Hot &amp; Cold)</b>	<b>06</b>
8.1	Types of appetizers with examples	
8.2	International classical appetizers	
8.3	Precautions for preparing and presentation of appetizers	
8.4	Storage of appetizers	
<b>Chapter 9</b>	<b>Introduction to bakery &amp; confectionery</b>	<b>10</b>
9.1	Principles of baking	
9.2	Bakery equipment (small, large, tools etc)	
9.3	Formulas & measurements	
9.4	Physical & chemical changes during baking	
9.5	Characteristics & functions of ingredients – Flour, Sugar, Fat, Egg, Dairy products, Raising agent, Sundry items	
	<b>Total</b>	<b>60</b>

**Note: Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Assignments:**

A minimum of **3 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Minimum 10 examples of each category of soups.
2. Chart presentation - Basic mother sauces derivatives with composition & accompanying dishes.
3. Chart presentation of 10 International classical salads with ingredients used, dressing & country of origin
4. Classical sandwiches – Chart presentation
5. Vegetable cuts – Diagram, brief explanation & catering uses.
6. Vegetable & fruit classification chart
7. Chart presentation of classical appetizers.

**Reference Books**

1. Practical Cookery -Victor Ceserani& Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani& Ronald Kinton, ELBS
3. Theory of Catering- Mrs. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I –MsThangam Philip, Orient Longman.
5. The Professional Chef (4th Edition)- Le Rol A. Palsom
6. The book of Ingredients- Jane Grigson
7. Success in Principles of Catering - Michael Colleer& Colin Saussams
8. Fundamentals of Food Production Principles – Shefali Joshi & Pralhad Botre

## SEMESTER –II

**Subject** : Food and Beverage Service - II

**Subject Code** : HS 202

**Subject Credits** : 04

### Course outcome-:

1. The course would explore the scope and nature of f & b service operations. It would develop the essential attributes and elementary skills of students in the service procedures.

2. Basics of Food and Beverage Service Department (Food and Beverage) will be covered in the semester.

	<b>Hours</b>
<b>Chapter 1 Control Methods</b>	<b>10</b>
1.1 Introduction	
1.2 Functions of a control system	
1.3 Order Taking Methods – Triplicate checking System, Duplicate checking System, Service with order, Pre-ordered	
1.4 Formats used - Kitchen Order Ticket, Beverage Order Ticket, Special food checks	
1.5 Flow chart of KOT & BOT	
1.6 Methods of payment – Cash, Cheques, Credit cards / Debit cards, Traveler’s cheques, Vouchers and tokens	
<b>Chapter 2 Chapter 2. Menu knowledge</b>	<b>15</b>
2.1 Introduction	
2.2 Types of Menu – A la Carte Menu & Table d’hôte Menu	
2.3 Menu Planning – Considerations and Constraints, Religious and cultural dietary influences	
2.4 Menu Terms	
2.5 French Classical Menu sequence	
2.6 Classical Food dishes – cover and accompaniments	
<b>Chapter 3 Chapter 3. Beverages</b>	<b>15</b>
3.1 Non Alcoholic Beverages – Definition, Classification	
Stimulating – Tea, Coffee, Chocolate	
Nourishing – Juices, Syrups, Squashes, Crushes, Milk, Floats and Shakes	
Refreshing – Waters – Aerated Water, Natural	

Spring Water, Mineral Water, Packaged drinking water	
3.2 Alcoholic Beverages – Definition, Classification and examples	
Fermented – Beer, Wine, Sake, Cider, Perry	
Distilled – Spirits	
Compound – Liqueurs.	
<b>Chapter 4 Chapter 5. Beers</b>	<b>10</b>
4.1 Introduction	
4.2 Ingredients used	
4.3 Production	
4.4 Service – Glassware and temperature	
4.5 Types and Brands – Indian and International	
<b>Chapter 5 Chapter 6. Tobacco</b>	<b>5</b>
5.1 Introduction	
5.2 Cigar – Parts and Structure of cigar, Terms referred to colour of wrapper, Storage,	
5.3 Brands of cigar	
Cigarette - Brands of cigarettes	
<b>TOTAL</b>	<b>60</b>

**Note: Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Assignments:**

Minimum **three assignments** shall be prepared and submitted by individual student at the end of semester.

1. Prepare PPT on French Classical Menu Courses with examples
2. Prepare chart for alcoholic beverages and non-alcoholic beverages with examples of each
3. Collect samples of wrappers of cigars and cigarettes
4. Find the electronic devices used for order taking in restaurants
5. Beer cards from five outlets

**REFERENCE BOOKS:**

1. Food & Beverage Service – Dennis Lillicrap and John Cousins
2. Food & Beverage Service – R. Sinagaravelavan
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill
4. Modern Restaurant Service – John Fuller
5. The Restaurant (from Concept to Operation) – Lipinski

6. Bar and Beverage Book–Chris Katsigris, Chris Thomas
7. Textbook of Food & Beverage Service – Anita Sharma, S. N. Bagchi
8. Textbook of Food & Beverage Service – Bobby George

**SEMESTER –II****Subject : Housekeeping Operations II****Subject Code : HS 203****Subject Credits : 04****Course outcomes:**

- 1 Understand role of Housekeeping in the Hospitality Industry.
- 2 Study basic Skills for different tasks and aspects in Housekeeping.
- 3 Learn Operational aspects like Cleaning Routine of House Keeping Department.
- 4 Understand Various Procedural aspects of cleaning public areas.

	<b>Hours</b>
<b>Chapter 1 Cleaning Routine of Housekeeping Department</b>	<b>08</b>
1.1 General principles of cleaning.	
1.2 Work routine for floor supervisors and chambermaids.	
1.3 Rules of the floor.	
<b>Chapter 2 Cleaning routine of Guest Rooms</b>	<b>16</b>
2.1 Daily Cleaning of occupied, Departure, Vacant, Under Repair and VIP Rooms	
2.2 Evening service and second service procedures	
2.3 Weekly/Periodic cleaning.	
2.4 Spring cleaning procedures.	
<b>Chapter 3 Cleaning Routine of public areas</b>	<b>08</b>
3.1 Areas to be maintained	
3.2 Daily, Weekly, and spring cleaning procedure for public areas.	
<b>Chapter 4 Key Control</b>	<b>04</b>
4.1 Computerized keys	
4.2 Manual keys	
4.3 Key Control Procedures	
<b>Chapter 5 Control Desk</b>	<b>08</b>
5.1 Importance of Control Desk	
5.2 Records maintained at Control Desk	
5.3 Functions performed by Control Desk	

<b>Chapter 6</b>	<b>Housekeeping Supervision</b>	<b>08</b>
6.1	Importance of supervision	
6.2	Checklist for inspection	
6.3	Dirty Dozen	
<b>Chapter 7</b>	<b>Lost and Found Procedure</b>	<b>08</b>
7.1	Procedure for Guest articles	
7.2	Procedure for Lost Hotel Property	
7.3	Records maintained	
	<b>TOTAL</b>	<b>60</b>

**Assignments:**

A minimum of **3 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- 1 Collect Rules of Floors from various Hotels
- 2 Make presentation of various records maintained in Housekeeping Department
- 3 Make presentation of Cleaning Routine of Guest Room and Public Area.

**Reference Books**

1. Hotel Housekeeping Operations & Management – G. Raghubalan
2. Housekeeping Training Manual-Sudhir Andrews.
3. Hotel, Hostel& Hospital Housekeeping–Branson&Lanox

**SEMESTER –II****Subject : Front Office Operations II****Subject Code : HS 204****Subject Credits : 04****Course outcomes:**

- 1 Understand role of Front Office in Hospitality Industry.
- 2 Study basic Skills for different tasks and aspects in Front Office.
- 3 Understand Various Front Office Operational Procedures.
- 4 Learn about Guest cycle in Front Office.

	<b>Hours</b>
<b>Chapter 1 Pre-Arrival Procedures</b>	<b>10</b>
1.1 Pre-arrival activities (Preparing an arrival notification etc.)	
1.2 Procedure for VIP arrival	
1.3 Procedure for group arrival (special arrangements,meal coupons ,etc.)	
<b>Chapter 2 Guest Arrival</b>	<b>14</b>
2.1 Types of Registers (Register, Loose Leaf, Registration Cards)	
2.2 Receiving guest Arrival procedure for different kinds of Guests. (Foreign Guest. Confirmed Reservation,FITs, Walk In)	
2.3 Notification of guest arrival	
2.4 Advance payment procedure	
<b>Chapter 3 Guest Stay</b>	<b>12</b>
3.1 Rooming a guest(information of Hotel Facilities & Room)	
3.2 Procedure for room change	
3.3 Safe deposit procedure.	
3.4 Assisting Guest with various information	
<b>Chapter 4 Guest Departure</b>	<b>12</b>
4.1 Departure notification	
4.2 Task performed at bell desk,	



	cashier/reception	
<b>4.3</b>	Express checkouts	
<b>4.4</b>	Late check outs and charges	
<b>Chapter 5</b>	<b>Methods of Payment</b>	<b>12</b>
<b>5.1</b>	Credit card handling	
<b>5.2</b>	Travelers' cheques, Personal cheques	
<b>5.3</b>	Handling cash Indian, Foreign currency	
<b>5.4</b>	Other methods of payment (Travel agent , Bill to Company etc.)	
	<b>Total</b>	<b>60</b>

### Assignments:

A minimum of **3 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Different airlines with their codes worldwide
2. 4 Metro cities information (Location, shopping facilities restaurants, places of interest, historical monuments, etc.)
3. Beaches in India

### Reference Books

1. Check in Checkout (Jerome Vallen)
2. Hotel front Office Training Manual. (Sudhir Andrews)
3. Principles of Hotel Front Office Operations (Sue Baker, P.Bradley, J. Huyton)
4. Hotel Front Office Operations and Management (Jatashankar R. Tewari)

**SEMESTER –II**

**Subject : Food Production - I**

**Subject Code : HS 205**

**Subject Credits : 1.5**

**Practicals:**

Minimum **12 Individual Practical's** to be conducted during the semester.

The practical should comprise of the following:

1. Demonstration of stocks, soups and sauces- 1 practical
2. Types of sandwiches – 1 practical
3. Types of salads with dressings. – 1 practical
4. Demonstration of types of appetizers – 1 practical
5. Basic continental menus consisting of appetizer/soup, meat preparation with suitable accompaniments &dessert – 8 practical's

**Practical Examination: (Internal & External)**

- Exams to be conducted on basic Continental menu consisting of Appetizer/Soup, Meat with Starch and Vegetable accompaniments & Dessert.
- The internal exams to be assessed by the internal examiner and external exams by the external examiner.

**SEMESTER –II**

**Subject** : Food and Beverage Service – II (P)

**Subject Code** : HS 206

**Subject Credits** : 1.5

**Practicals:**

1. Writing food and beverage checks
2. Menu planning, Cover layout and service of each course - 3 / 4 course lunch and dinner  
Menu – 2 Practical.
3. Menu planning, Cover layout and service of each course - 5 / 6 course lunch and dinner  
Menu
4. Menu planning, Cover layout and service of each course - 7 / 8 course lunch and dinner  
Menu
5. Service of Non-alcoholic beverages – Water, Syrups, Aerated Water, Tea, and Coffee.
6. Service of Non- alcoholic beverages – Juices, Squashes, Mocktail, Specialty coffee (Irish)
7. Service of alcoholic beverage – Beer (Bottled, Canned and Draught)
8. Service of Cigar and Cigarettes
9. Situation Handling – any five situations

**REFERENCE BOOKS:**

1. Food & Beverage Service – Dennis Lillicrap and John Cousins
2. Food & Beverage Service – R. Sinagaravelavan
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill
4. Modern Restaurant Service – John Fuller
5. The Restaurant (from Concept to Operation) – Lipinski
6. Bar and Beverage Book–Chris Katsigris, Chris Thomas
7. Textbook of Food & Beverage Service – Anita Sharma, S. N. Bagchi
8. Textbook of Food & Beverage Service – Bobby George

**SEMESTER –II****Subject : Housekeeping Operations II****Subject Code : HS 207****Subject Credits : 1.5****Practicals: Minimum of 12 practicals to be conducted in the semester**

1. Vacuum Cleaning
2. Bed making Day /Evening – Traditional and Modern methods.
3. Cleaning of different floor finishes, & use of floor scrubbing machine
4. Equipping Maids Carte / Trolley.
5. Daily Cleaning of Guest rooms – Departure, occupied and vacant.
6. Daily cleaning of Public Areas(Corridors)
7. Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators /Exterior areas.
8. Weekly / Spring-cleaning of Rooms and Public Areas
9. Understanding Inspection records –Checklist
10. Monogramming
11. Linen Inventory – Stock Taking
12. Identification and Construction of – Plain, Basket, Figured etc weaves.

**SEMESTER –II****Subject : Front Office Operations II****Subject Code : HS 208****Subject Credits : 1.5****Practicals – Minimum of 12 practicals to be conducted during the semester**

1. Preparing for VIP and Group Arrivals
2. Guest arrival procedures.
3. Procedures for dealing with Walk-ins, Scanty Baggage while taking advance
4. Registration process for Walk-ins, FIT, Corporate Guests, Group / Crew.
5. Rooming a guest procedure
6. Room Change procedures.
7. Handling guest departures / check outs.
8. Express Check Outs
9. Various methods of payments – Credit / Debit Card, Travelers' Cheque ,
10. Cash – Indian and Foreign Currency, Travel Agents Voucher, BTC.
11. Role Plays- Taking a wakeup call
12. Role Play – Handling a reservation of a guest who is a black listed
13. Role Play – Handling a check in procedure of a foreigner.

**SEMESTER –II****Subject : French****Subject Code : HS 209****Subject Credits : 02****Course Outcome:**

- 1 To understand the importance of French in Hotel Operations.
- 2 Help to acquire the correct pronunciation of French terminology.
- 3 Basic introduction to spoken French.

		<b>Hours</b>
<b>Chapter No. 1</b>	<b>General French</b>	<b>10</b>
	1.1 Pronunciation	
	1.1.1 The Alphabet	
	1.1.2 The Accents	
	1.2 Numbers ( 0 to 100 )	
	1.2.1 Cardinal Numbers	
	1.2.2 Ordinal Numbers	
	1.3 Time – Only 24 hours clock	
	1.4 Calendar	
	1.4.1 Day of the Week	
	1.4.2 Month of the Year	
	1.4.3 Date	
	1.5 Weights and Measures	
<b>Chapter No. 2</b>	<b>Grammar</b>	<b>08</b>
	2.1 Conjugation of verbs in the present tense relevant to the Hotel Industry – [only 'je', 'nous' and 'vous' forms] – also the negative form[ne....pas]	
	2.2 Definite and Indefinite articles	
	2.3 Prepositions	
	2.4 Plural forms of names	
	2.5 Adjectives	

<b>Chapter No. 03</b>	<b>Food &amp; Beverage Service</b>	<b>06</b>
3.1	Restaurant Brigade	
3.2	Hot Plate Language	
3.3	The French Classical Menu (17courses) with classic examples of each course	
3.4	Wines – Classification of Wines	
3.4.1	1Wines of France	
3.5	Flatware Terminology	
<b>Chapter No. 04</b>	<b>Food Production</b>	<b>06</b>
4.1	The Role of Various Positions in Kitchen	
4.2	Ingredients used in the Kitchen	
4.2.1	Dairy Products	
4.2.2	Vegetables	
4.2.3	Fruits	
4.2.4	Herbs and Spices	
4.2.5	Poultry	
4.2.6	Fish	
4.2.7	Meat	
4.2.8	Cereals	
4.2.9	Seasonings	
4.3	French Cheeses	
4.4	Culinary Terms in French	
	<b>Total</b>	<b>30</b>

**Assignments – [Any Three]**

1. Self-Introduction
2. Charts Preparation – Vegetables, Spices and Herbs, Dairy Products
3. Preparation of Menu Card [5 Course French Classical Menu]
4. Dialogue – [Any One]
  - 4.1 At Front Desk – Dialogue between Receptionist and A guest (Enquiry about room, rates and facilities)
  - 4.2 At Restaurant – Dialogue between Waiter and A guest (Placing an order, Suggesting the dishes)

**Reference Books –**

1. Basic French Course For The Hotel Industry – by Catherine Lobo and Sonali Jadhav
2. French for Hotel Management & Tourism Industry – by S. Bhattacharya
3. F & B Service – by Dennis Lillicrap, John Courins & Robert Smith
4. Modern Cookery Vol. I – by Thangam Philip