



BHARATHIDASAN UNIVERSITY, TIRUCHIRAPPALLI – 620 024.
B.Sc. Hotel Management & Catering Science- Course Structure under CBCS
(For the candidates admitted from the academic year 2010-2011 onwards)

Semester	Part	Course	Title	Instru Hours/ Week	Credit	Exam Hours	Marks		Total	
							Int.	Extn.		
I	I	Language Course – I (LC) – Tamil*/Other Languages ** #	Hotel French-I -	6	3	3	25 @	75	100	
	II	English Language Course - I (ELC)	Communicative English-I	6	3	3	25	75	100	
	III		Core Course – I (CC)	Food production-I- Theory	5	5	3	25	75	100
			Core Course – II (CC)	Food & Beverage Service – I – (Theory)	4	4	3	25	75	100
			First Allied Course –I (AC)	Food & Beverage service Practical - I	5	3	3	40	60	100
			First Allied Course – II (AC)	Food Production–Practical I	4	-	***	-	-	-
				30	18				500	
II	I	Language Course – II (LC) - Tamil*/Other Languages ** #	Hotel French-II	6	3	3	25 @	75	100	
	II	English Language Course–II (ELC)	Communicative English-II	6	3	3	25	75	100	
	III		Core Course – III (CC)	Front Office Management	5	5	3	25	75	100
			First Allied Course – II (AC)	Food Production–Practical I	4	4	5	40	60	100
			First Allied Course – III (AC)	Accommodation Management	4	3	3	25	75	100
	IV	Environmental Studies		3	2	3	25	75	100	
IV	Value Education		2	2	3	25	75	100		
				30	22				700	
III	I	Language Course – III (LC) – Tamil*/Other Languages ** #	Hotel French-III	6	3	3	25 @	75	100	
	II	English Language Course - III (ELC)	Communicative English-III	6	3	3	25	75	100	
	III		Core Course – IV (CC)	Food production-II - Theory	6	5	3	25	75	100
			Second Allied Course – I (AC)	Food & Beverage service-II - Theory	5	4	3	25	75	100
			Second Allied Course– II (AC)	Food Production II Practical	5	-	***	-	-	-
IV	Non Major Elective I - for those who studied Tamil under Part I a) Basic Tamil for other language students b) Special Tamil for those who studied Tamil upto +2 but opt for other languages in degree programme	Basic Tamil OR Special Tamil	2	2	3	25	75	100		
				30	17				500	

IV	I	Language Course –IV (LC) - Tamil*/Other Languages ** #	Hotel French-IV	6	3	3	25 @	75	100
	II	English Language Course – IV (ELC)	Communicative English-IV	6	3	3	25	75	100
	III	Core Course – V (CC)	Front office Management -Practical	3	3	3	40	60	100
		Core Course – VI (CC)	Accommodation Management -Practical	4	3	5	40	60	100
		Second Allied Course - II	Food Production II - Practical	3	4	3	40	60	100
	Second Allied Course – III	Food & Beverage Service – II- Practical	4	2	3	40	60	100	
	IV	Non Major Elective II - for those who studied Tamil under Part I I a) Basic Tamil for other language students b) Special Tamil for those who studied Tamil upto +2 but opt for other languages in degree programme	Basic Tamil OR Special Tamil	2	2	3	25	75	100
	Skill Based Elective I		2	4	3	25	75	100	
			30	24				800	
V	III	Core Course – VII (CC)	Bakery & Confectionary – Theory	5	5	3	25	75	100
		Core Course – VIII (CC)	Bakery & Confectionary - Practical	6	5	5	40	60	100
		Core Course – IX (CC)	Allied Hospitality Services – Theory	5	5	3	25	75	100
		Core Course – X (CC)	Allied Hospitality Services – Practical	5	5	3	40	60	100
		Major based Elective – I	Travel & Tourism Management	5	5	3	25	75	100
	IV	Skill based Elective –II		2	4	3	25	75	100
		Skill based Elective – III		2	4	3	25	75	100
			30	33				700	
VI	III	Core Course – XI (CC)	Food Production III - Practical	6	5	5	40	60	100
		Core Course – XII (CC)	Principles of Accounting	6	5	3	25	75	100
		Core Course – XIII (CC)	Personnel Management & Entrepreneurship	6	5	3	25	75	100
		Major based Elective II	Applications of Computers – Practical	6	5	3	40	60	100
		Major based Elective III	Event Management	5	4	3	25	75	100
	IV	Extension activities		-	1	-	-	-	-
	Gender Studies		1	1	3	25	75	100	
			30	26				600	
		Total	180	140				3800	

* for those who studied Tamil upto +2 (Regular Stream)

** Syllabus for other Languages should be on par with Tamil at Degree level

those who studied Tamil upto 10th or +2, but opt for other languages in degree level under Part I should study special Tamil in Part IV

*** Examination at the end of the next semester.

Extension activities shall be out side the instruction hours.

@ 25 marks for viva-voce

Part I - HOTEL FRENCH

Subjects of study and scheme of examinations :

To take effect from the academic year **2008 - 2009**

Semester	Paper	Instruction Hours	Exam Hours	Marks		
				Internal	External	Total
I	Partie – 1 A la reception	6	3	25 (Viva)	75	100
II	Partie – 2 Au Restaurant	6	3	25 (Viva)	75	100
III	Partie – 3 Dans les autres services	6	3	25 (Viva)	75	100
IV	Partie – 4 Correspondance Hôtelière	6	3	25 (Viva)	75	100

DETAILED SYLLABUS

Prescribed text books :

Le Français de l'hôtellerie et du Tourisme

Collection dirigée par Max DANY, Jean-Robert LALOY

The prescribed text books are available at

1. French Book Centre
38 Bis, Suffren Street,
Pondicherry – 605001.
2. French Book Centre
A – 3 Shopping Complex
Opp Mulchand Hospital,
Defence Colony
New Delhi – 110024.
3. Librarie Kailash
Lal bahadur Street,
Pondicherry – 1.

For **Grammar and Vocabulary (Viva)** refer to the text ***Le Nouveau Sans Frontières*** by Philippe DOMINIQUE , Jacky GIRARDET and the text ***French for Hotel Management and Tourism Industry*** by S. Bhattacharya.

***Le Nouveau Sans Frontières* available at:**

W.R.GOYAL
Publishers & distributors
86 U.B Jawahar Nagar, Delhi - 7.
Tel : 3912186, 3981983.
Fax : 3940861
E-Mail : goyal@vsnl.com.

French for Hotel Management and Tourism Industry available at :

FRANK BROS. & CO. (PUBLISHERS) LTD.
4675 – Ansari Road,
21 Daaryaganj,
New Delhi – 110002.

SEMESTER – I- LANGUAGE COURSE – I (LC)

HOTEL FRENCH - I

PARTIE – 1 : A LA RECEPTION

GRAMMAR

- Présent du verbe **être** et **avoir** et des verbes réguliers : verbes en ‘**er**’, ‘**ir**’
- Articles définis et indéfinis
- Articles contractés, Articles partitifs
- Pluriel en ‘**s**’
- Adjectifs qualificatifs – (accordance)
- Interrogation avec **Est-ce-que**
- Négation .

VIVA

Refer to *Le Nouveau Sans Frontières*

- Salutations et Présentations (Ref to Page 11,48)
 - (i) Comment saluer
 - (ii) Comment interroger
 - (iii) Comment s’excuser
- Professions et Nationalités (Ref to Page 10,12)
- Les jours de la semaine
- Les mois de l’année
- Nombres
- Quelle heure est-il ? (Ref to Page 34)

ENGLISH LANGUAGE COURSE I - COMMUNICATIVE ENGLISH – I

COURSE OBJECTIVES :

- ❖ To enable the students to understand and to communicate in English – Functional and situational.
- ❖ To enable the students to understand the grammatical patterns and usage – in written and spoken contexts.
- ❖ To familiarize the students with spoken forms needed specially in connection with Hotel Management Studies.

Unit I

BASICS OF ENGLISH

Parts of Speech – proper use of tense forms – subject verb agreement – the definite and indefinite articles – proper use of prepositions – conjunctions.

Unit II

SENTENCE FORMATION : Basic sentence patterns – different kinds of transformations of sentences.

- a) Simple, Compound & Complex sentences
- b) Active & Passive Voices
- c) Degrees of Comparison
- d) Affirmative, Negative, Interrogative etc.
- e) Reported Speech

Unit III

Expressive Skills

Proper use of idiomatic expressions

Proper use of Phrasal verbs

Unit IV

Comprehension

Answering the advertisement / Interpreting the chart

Hints developing

Precis writing

Unit V

Letter writing (Kinds of letters relating to business and hotel composition)

Guided Composition

Expanding the proverb

Report Writing

Reference Books :

1. Form and Function, by V.Sasikumar, V.Syamala, Emerald, Chennai.
2. Leech, G., A Communicative Grammar of English, E.L.B.S.
3. Swan, M., Practical English Usage, E.L.B.S.
4. English for competitive exam by R.P.Bhatnagar, MacMillan India Ltd., Chennai
5. Developing Communicating Skills, by Krishna Mohan, MacMillan, Chennai.
6. English Grammar in Use, Raymond Marphy
7. Basic Grammar, Eastwood and Making, OUP, Oxford, 1982.

CORE COURSE – I (CC)
FOOD PRODUCTION THEORY- I

UNIT – I THE CATERING INDUSTRY :

- 1.1 Overview of the Catering Industry
- 1.2 Kitchen Organisation structure – personal Hygiene
- 1.3 Aims and Objectives of Cooking-Definition
- 1.4 Culinary terms
- 1.5 Classification of raw materials –Functions - Preparation of ingredients

UNIT – II COMMODITIES :

- 2.1 Cereals-Varieties - Processing – Storage and uses in Cooking
- 2.2 Pulses-Varieties –Storage-and Uses in Cooking
- 2.3 Food additives –uses and application
- 2.4 Milk and Milk Products .Composition and Importance –Processing Products –Skimmed milk-Concentrated Milk-Cream,Butter,cheese,Ghee

UNIT - III METHODS OF COOKING FOOD :

- 3.1 Boiling,Poaching,Steaming,Stewing,Braising,Roasting,Baking,Frying,Grilling
- 3.2 Invalid Cookery
- 3.3 Reheating of food
- 3.4 Texture of food

UNIT –IV SELECTION AND IDENTIFICATION :

- 4.1 Fish,cuts of meat,Beef,Pork and Vegetables available in local market
- 4.2 Poultry: Age,Quality,market types,preparation,Dressing and cuts with its uses
- 4.3 Game:Furred game and feathered game,Preparation and cuts with its uses

UNIT –V THE MENU :

- 5.1 Definition of menu
- 5.2 Types of menu
- 5.3 Examples of menu and menu compilation
- 5.4 Balancing of recipes ,standardization of recipes, maintaining recipe files, Standard setting
- 5.5 Portion Control-Standard Portion Sizes necessity for control

REFERENCE BOOKS :

1. Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications)
2. Practical Cookery – Kinton and Ceserani (ELBS Publications)
3. The Theory of Catering – Kinton and Ceserani (ELBS Publications)
4. Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)
5. A Taste of India – Madhur Jeffrey.

SEMESTER - I
CORE COURSE – II (CC)
FOOD & BEVERAGE SERVICE THEORY- I

UNIT – I :

INTRODUCTION TO FOOD & BEVERAGE SERVICE :

- 1) Introduction And Evolution Of Hotel Industry
- 2) Different Types Of Catering Establishments
 - a) Commercial b) Non-commercial
- 3) Different Outlets Of F&B Service
 - a) Coffee shop, restaurant, bar, room service, discotheque, barbeque, night clubs, banquets, outdoor catering.
- 4) Staff Hierarchy Of F&B Outlets
 - a) Duties and responsibilities of each level of staff
 - b) Attributes of service personnel
 - c) Safety, hygiene, and attitudes(positive &negative)
- 5) Inter Departmental Relation Ship
 - a) Co-operation and co-ordination

UNIT – II

RESTAURANT OPERATIONS :

- 1) SERVICE EQUIPMENTS:
 - a) Cutlery, crockery and glass ware (dimensions and uses)
 - b) Special table ware (asparagus tongs , corn on the cob holder, snail tongs, snail dish, lobster pick, caviar knife, nut cracker, grape scissors)
 - c) Silver ware
 - d) Silver cleaning methods
 - i) Burnishing ii) Polivit
 - iii) Silver dip iv) Plate powder
- 2) COVER :
 - a) Definition and size
 - b) Size of table clothes, baize, serviettes, napperons and their uses.
 - c) Rules for laying a table
- 3) MISE-EN-PLACE & MISE-EN-SCENE
- 4) TYPES OF SERVICE
 - a) English b) Silver c) Russian d) American & e) Others
- 5) FOOD SERVICE
 - a) Rules for waiting at a table (receiving, order taking, service & settlement)
 - b) Operation of K.O.T.
 - c) Significance of kitchen stewarding.

UNIT – III

ANCILLARY DEPARTMENTS :

- 1) Still Room
- 2) Plate Room

- 3) Pantry
- 4) Hot Section
- 5) Significance Of Kitchen Stewarding

UNIT - IV

MENU AND MENU PLANNING

- 1) DEFINITION
- 2) TYPES OF MENUS
 - a) Ala carte
 - b) Table d' hote
 - c) Banquet menu
- 3) TYPES OF MEALS
Break fast, brunch, lunch, hi-tea, dinner, supper.
- 4) FRENCH CLASSICAL MENU
11 courses and its accompaniments, cover, service.
- 5) MENU PLANNING
 - a) Points to be considered while planning a menu
 - b) Menu engineering

UNIT - V

NON-ALCOHOLIC BEVERAGES

- a) Stimulating
- b) Refreshing
- c) Nourishing

TOBACCO

- a) Cigar
- b) Cigarette
- c) Pipe tobacco
- d) Chewing tobacco

REFERENCE BOOKS :

- 1) Modern Restaurant Service – John Fuller.
- 2) Food & Beverage Service – Lillicrap & John Cousins
- 3) Food & Beverage Service Training Manual – Sudhir Andrews (Tata Mc.Graw Hill Publications)
- 4) Food & Beverage Service – Vijay Dhawan.

SEMESTER - I
FIRST ALLIED COURSE – I (AC)
FOOD & BEVERAGE SERVICE PRACTICAL - I

PRACTICALS :

- 1) Identification of Cutlery, Crockery, And Glass Ware.
- 2) Laying And Relaying of Table Cloth.
- 3) Laying Of Cover(Breakfast, Ala Carte And Table D' hote)
- 4) Service of Food, Tea And Coffee.
 - a) Receiving the guest
 - b) Presenting the menu card
 - c) Taking order
 - d) Service of food course by course and clearance
 - e) Raising K.O.T.
 - f) Presentation of bill

SEMESTER - I
FIRST ALLIED COURSE – II (AC)
FOOD PRODUCTION PRACTICAL - I

I. INDIAN DISHES (SOUTH)

1. Rice – 10 varieties
2. Dal and Sambar – 6 Varieties
3. Kootu, Foogath, Rasam – 5 varieties
4. Pachadi
5. South Indian breakfast
6. Sweet – Milk Sweet, halwai and Savouries and titbits.

II. INDIAN DISHES (NORTH)

1. Dal Shorba, muttonshorba, tomato shorba etc.
2. Indian bread – Chappathi, Bhaturas, tandoori roti, Naan, Kulcha, romali roti.
3. Pulao – 5 varieties.
4. Biryani – Chicken, Mutton, Vegetable
5. Khorma, curry and Moghlai gravy
6. Raithas, Cucumber – 5 varieties
7. Tandoori Chicken, Fish, Sheekh, Boti Kabab
8. Fish preparation – 6 varieties
9. Snacks – 10 varieties
10. North Indian Sweets – 10 varieties.

III. SPECIAL DISHES OF FESTIVALS – 5 FESTIVAL MENUS

Some Sample menus are as follows :

- | | |
|--|---|
| 1) Plain Rice
Drumstick Sambar
Tomato Rasam
Cabbage/Carrot Foogath | 9) Yakhni Shorba
Bhaturas
Tomato Murgi
Onion/Tomato Cucumber
Sewain |
| 2) Veg- Pulao
Alu Mutter Masala
Chicken Pepper Fry
Gulab Jamun | 10) Panir Pulao
Mutton Nilgiri Khorma
Sukhi Gobi
Shahi Tukra |
| 3) Chicken Biryani
Mutton/Potato Curry
Onion/Tomato Raitha
Boondi Ladoo | 11) Bisi-bele Hulianna
Prawn Fry
Mint Raitha
Mysore Pak |
| 4) Lime Rice
Gobi & Peas Curry
Curd Rice | 12) Plain Rice
Goan Fish Curry
Moongdal Halwa |

Channadal Payasam

- | | |
|---|---|
| 5) Jeera Pulao
Rogan Josh
Alu Methi
Phirnee | 13) Tomato Pulao
Crab Curry
Panir Pakoras
Vanilla Barfi |
| 6) Chappathi/Coconut Rice
Masala Dal
Egg Curry
Carrot Halwa | 14) Tomato Shorba
Kashmiri Pulao
Navaratna Khorma
Carrot Kheer |
| 7) Mutton Biryani
Dalcha/Alu Raitha
Masala Fried Fish
Badham Kheer | 15) Mulagutwani Soup
Peas Pulao
Mutton Vindaloo
Kala Jamun |
| 8) Plain Rice
Malayalee Fish Curry
Adaprathaman | |

N.B :- The above practical syllabus is common for Semester – I & II.

SEMESTER II -LANGUAGE COURSE – II (LC)

HOTEL FRENCH –II

PARTIE – 2 : AU RESTAURANT

Parallel grammar course and vocabulary from the text **Le Nouveau Sans Frontières** and **French for Hotel Management and Tourism Industry**.

GRAMMAR

- Présent des verbes **aller, venir, faire, partir, sortir, pouvoir, vouloir.**
- Interrogation : **qui, que, quand, où**
- Les pronoms relatifs simples : **qui, que, quand, où**
- Les pronoms toniques : **moi, toi** etc
- Le Passé composé , L'Imparfait
- Les adjectifs démonstratifs
- Les adjectifs possessifs
- La conjugaison pronominale

VIVA

Refer to ***Le Nouveau Sans Frontières***

- Les monuments de France, de votre pays (Ref to Page 13,55)
- Les villes touristiques en France, de votre pays (Ref to Page 52)
- Les vêtements et la mode (Ref to Page 66)
- Nourriture et repas (Ref to Page 69)
 - (i) Les plats français et les plats de votre pays
 - (ii) Comment préparer un plat
- Les couleurs (Ref to page 82)

SEMESTER II - ENGLISH LANGUAGE COURSE – II (ELC)

COMMUNICATIVE ENGLISH – II

COURSE OBJECTIVES :

- ❖ To enable the students to understand the manner of communication in English proper pronunciation
- ❖ To enable to students to understand the proper intonation and accentuation while speaking.
- ❖ To enable the students to learn the verbal etiquette in hotel management

Unit I

Phonetics
Transaction
Stress
Tunes in connected speech (word groups, speech rhythm)

Unit II

Dialogue writing
Formation of Questions (using WH, How type questions) and answers (agreement / disagreement)
Question Tags

Unit III

Verbal response to Situations
Verbal etiquette / Face to Face and telephonic conversation with clients

Unit IV

Unravelling the captions in journals
Word pictures
Error Identification and correction

Unit V

Description : location, thing, hotel reservation food, place of picnic and sight seeing – preparing speech.

Reference Books :

1. English Course, Linguaphone Institute, London 1970.
2. Impact, Penguin to Functional English, Peter Watey Jones, Penguin
3. Middlesex, 1983. Collins Cobuild English Language Dictionary, ed., Gwyneth Fox, Rosamund Moon & Penny Stock.

SEMESTER – II - CORE COURSE – III (CC)

FRONT OFFICE MANAGEMENT

UNIT – I INTRODUCTION

- Introduction to hotel industry
- Growth of hotel industry in India
- Classification of catering Establishments
- Origin of Hotel Industry
- Opportunities in Hotel Industry
- Types of hotels

ORGANISATION OF HOTEL

- Organisation chart of large, medium and small hotels
- Organisation and layout of front office
- The importance of Receptionist
- The Status of receptionist as a partner in the hotel industry.

UNIT – II FRONT OFFICE

- Introduction to front office
- Qualities of front office staff
(Front office salesmanship, Knowledge of products, Sales promotion, Guest needs, Desire to help, Communication)
- Front office assistant
- Importance of Job Description
- Job Description of front office assistant

RESERVATION

- Importance of reservation
 - Advance reservation office
 - Reservation Enquiries and reservation
 - Forecasting room reservation
 - Over booking
 - Diaries and charts used in reservation
 - Whitney rack system
 - Group reservation
 - Rights and liabilities of hotels and travel agencies in room reservation.
 - Reservation Terminologies

UNIT – III RECEPTION

- Receiving the guest at the front office
- Rooming a guest with reservation
- Rooming of a walk-in-guest
- Registration of guests

- Duties of Night Receptionist
- Duties of Receptionist of a small hotel
- Knowledge of various registers and forms used in reception
- Room rack
- Black list

ADVANCED FRONT OFFICE OPERATION

1.1 LOBBY

- ❖ Stages of guest contacts with the hotel (pre-arrival, arrival, during their stay, departure)
- ❖ Procedures for left luggage, scanty baggage, and safe deposit facility.
- ❖ Guest mail handling
- ❖ Paging

1.2 BELL DESK

- ❖
- ❖ Job description of bell captain & bell boy
- ❖ Errand card

1.3 TELEPHONES

- ❖
- ❖ Qualities of a good telephone operator
- ❖ Equipments in use(PBX,PABX,EPABX)
- ❖ Various registers in use
- ❖ Different telephone codes
- ❖ Wake-up call procedures

UNIT – IV GUEST ACCOUNTING

- ❖ Job description of front office cashier
- ❖ Records & ledgers maintained by cashier(visitor's tabular ledger, guest weekly bill, allowance voucher, visitor's paid out, taxes, foreign currency encashment, credit cards, charge slip, telephone voucher, cashier reports, petty cash voucher etc.,)
- ❖ Ways of settling bills.

NIGHT AUDITING

- ❖ Functions of night auditing
- ❖ Job description of night auditor
- ❖ Cross checking, credit monitoring & verify No Show & cancellation
- ❖ Daily & supplementary room rates
- ❖ Night Audit process
- ❖ Preparing Night Auditing reports

UNIT – V PLANNING & EVALUATING FRONT OFFICE OPERATIONS

❖

- ❖ Establishing room rates
- ❖ Rule of thumb approach & Hubbart's formula
- ❖ Forecasting room availability
- ❖ Room revenue analysis
- ❖ Evaluating occupancy ratio, house count, bed occupancy percentage, average room revenue, average revenue per guest, over stay percentage, under stay percentage, No Show percentage, cancellation percentage & foreign guest occupancy percentage.
- ❖ Break Even & pricing analysis.

YIELD MANAGEMENT

- ❖ Concept of yield management & measuring yield
- ❖ Objectives & benefits of yield management
- ❖ Potential average for single & double room rate
- ❖ Multiple occupancy percentage
- ❖ Rate spread
- ❖ Potential average rate
- ❖ Room rate achievement factor
- ❖ Yield & identical yield
- ❖ Equivalent occupancy
- ❖ Required non-room revenue for guest

REFERENCE BOOKS

1. Hotel Front Office management – S.K. Bhatnagar
2. Hotel Reception – Arnold Heinman
3. Effective Front Office operation- M. Kesavan
4. Hotel Front Office – Bruce Branham
5. Basic Hotel Front Office- Peter Franny Renner
6. Front Office operation & administration – Dennis .L. Foster
7. Hotel Front Office Training Manual – Sudhir Andrews (Tata Mc.Graw Hill Publications)

SEMESTER – II -FIRST ALLIED COURSE - II (AC)

FOOD PRODUCTION PRACTICAL – I

The syllabus has been prescribed in semester I

SEMESTER – II

FIRST ALLIED COURSE – III (AC) - ACCOMMODATION MANAGEMENT

UNIT – I INTRODUCTION

- Role of Housekeeping (in the hotel and in guest satisfaction and Repeat Business)
- Organizational structure of house keeping Department in small, medium & large hotels.

FUNCTIONS OF HOUSE KEEPING DEPARTMENT

- Areas of cleaning – special cleaning
- Controlling cost and Budgeting
- Inventories and Record Keeping
- Dealing with Guest Lost and found

UNIT – II DUTIES AND RESPONSIBILITIES OF HOUSE KEEPING STAFF

- Executive Housekeeper
- Deputy Housekeeper
- Floor supervisor (Morning, Late duty, Night shift, routine duties explaining records maintained)
- Desk Control Supervisor (duties explaining records maintained)
- Public Area Supervisor (Routine duties explaining records maintained)
- Room Attendants – (Routine duties explaining records maintained)
- Store keeper – (Task Performed and records maintained)
- House man (Routine duties)
- A brief explanation of duties of linen and laundry staff.

CLEANING EQUIPMENTS AND AGENTS

- General consideration for selection of
 - a) Equipments
 - b) Agents
- Classification and types of Equipments with care and maintenance.
- Method of use and mechanism for each type.
- Classification of cleaning agents with its use, care and storage.

- Distribution and Control of cleaning agents.

UNIT – III FACILITIES OFFERED IN THE HOTELS

- Services offered by the hotels.
- Types of rooms (Ordinary, suites and other types)
- Inter Departmental Cooperation with other departments in the hotel.

FIBRES AND FABRICS

- ❖
- ❖ Fibre- introduction
- ❖ Classification of Fibre
- ❖ Origin & characteristics of Fibres
- ❖ Methods of construction : Knitting, Weaving (Plain weave, Twill weave, Satin weave, Figured weave, Pile weave, Cellular weave)
- ❖ Finishes given to Fabrics

UNIT – IV

LAUNDRY , LINEN & UNIFORM

2.1 LAUNDRY

- ❖ Introduction
- ❖ Duties & Responsibilities of laundry personnel
- ❖ Flow process of Industrial Laundry
- ❖ Equipments & layout of laundry
- ❖ Dry cleaning & Guest laundry

2.2 LINEN & UNIFORM

- ❖ Classification & sizes of various Linen (Bed, Bath & Table linen)
- ❖ Duties & responsibilities of linen & uniform personnel
- ❖ Layout of linen / uniform room
- ❖ Storage condition , inspection & issuing of linen
- ❖ Stock taking, par stock, inventory & condemned linen maintenance
- ❖ Sewing room
- ❖ Budget

UNIT- V

STAIN REMOVAL

3.1 STAIN REMOVAL

- ❖ Definition, importance & classification of stains
- ❖ General rules & identification of stains
- ❖ Different types of stain removing agents with examples

3.2 PEST CONTROL

- ❖ Definition of pest
- ❖ Area of infestation, prevention & control of pest

3.3 FIRST AID & FIRE PREVENTION

INTERIOR DECORATION

- ❖ Importance of Interior Design
- ❖ Principle of design
- ❖ Role of colours in interior design
- ❖ Lighting & lighting system in hotels
- ❖ Floor & floor covering
- ❖ Wall & window treatment
- ❖ Furniture & Fixtures
- ❖ Role of accessories in interior decoration
- ❖ Factors affecting interior design
- ❖ Decoration on special occasion
- ❖ Re decoration & re furnishing of guest room

UNIT-V

FLOWER ARRANGEMENT

- ❖ Purpose of Flower Arrangement
- ❖ Level of placement with relevant example
- ❖ Equipments & materials to use
- ❖ Conditioning of plant materials
- ❖ Styles of flower arrangement(western, Japanese,free style)
- ❖ Principles of flower arrangement
- ❖ Decoration during various occasions

REFERENCE BOOKS

1. Hotel ,Hostel & Hospital house keeping- Joan .C.Branson & Margaret Lennox
2. House keeping supervision volume 1 & 2 – Jane Fellows
3. The professional house keeper – Georgina tucker & Madeleri schneider
4. Professional management of house keeping operations- Robert .J.Marti
5. Hotel House-keeping Training Manual – Sudhir Andrews (Tata Mc.Graw Hill Publications)
- 6) Accommodation and cleaning services – David M. Allen.

PART IV ENVIRONMENTAL STUDIES

Syllabus as prescribed by Bharathidasan University.

PART IV VALUE EDUCATION

Syllabus as prescribed by Bharathidasan University.

SEMESTER III

LANGUAGE COURSE – III (LC) HOTEL FRENCH - III

PARTIE – 3

Prescribed Text Book:

Le Français de l'hôtellerie et du Tourisme

Collection dirigée par Max DANY, Jean-Robert LALOY

The prescribed text book is available at

1. French Book Centre
38 Bis, Suffren Street,
Pondicherry – 605001.
2. French Book Centre
A – 3 Shopping Complex
Opp Mulchand Hospital,
Defence Colony
New Delhi – 110024.
3. Librarie Kailash
Lal bahadur Street,
Pondicherry – 1.

For **Grammar and Vocabulary (Viva)** refer to the text ***Le Nouveau Sans Frontières*** by Philippe DOMINIQUE , Jacky GIRARDET and the text ***French for Hotel Management and Tourism Industry*** by S. Bhattacharya.

Le Nouveau Sans Frontières available at :

W.R.GOYAL
Publishers & distributors
86 U.B Jawahar Nagar, Delhi - 7.
Tel : 3912186, 3981983.
Fax : 3940861
E-Mail : goyal@vsnl.com.

French for Hotel Management and Tourism Industry available at :

FRANK BROS. & CO. (PUBLISHERS) LTD.
4675 – Ansari Road,
21 Daaryaganj, New Delhi – 110002.

PARTIE – 3 : DANS LES AUTRES SERVICES

Parallel grammar course and vocabulary from the text **Le Nouveau Sans Frontières** and **French for Hotel Management and Tourism Industry**.

GRAMMAR

- Enchaînement des idées (**opposition, cause, conséquence, but**)
- Le Futur
- Quelque chose – ne rien ; Quelqu'un -- nepersonne
- Présent progressif, Futur proche, Passé récent
- Pronoms démonstratifs : celui, celle, ceux, celles, ceci, cela
- Les pronoms compléments d'objet direct
- Les pronoms compléments d'objet indirect

VIVA

Refer to **Le Nouveau Sans Frontières**

Description physique d'une personne (Ref to Page 114,130)

Les fêtes traditionnelles en France et de votre pays (Ref to Page 93)

Décrivez une chose et localisez (Ref to Page 58,59)

Le climat (Ref to Page 162)

les saisons et la température

La famille (Ref to Page 115)

SEMESTER III
ENGLISH LANGUAGE COURSE – III (ELC)
COMMUNICATIVE ENGLISH-III

UNIT-I Modes of Expressions

- ❖
- ❖ Affirmative
- ❖ Negative
- ❖ Interrogative
- ❖ Exclamatory

UNIT-II

Thought fillers
Understanding and defining the usage of a,an,the,few,some.
Imitations of great thoughts / proverb in the same sentence pattern
Homophones

UNIT-III

Dialogue practice
Reported speech
Conversion of dialogue into a passage
Conversion of tables into a passage

UNIT-4

Process description

Preparing Resumes/Bio-data/ Curriculum vitae
Preparing check-list

UNIT-5

Precise writing
E-mail message preparation
Minutes of the meeting- hints on staff meeting of a concern.

REFERENCE BOOKS:

1. John East Wood "Oxford practical Grammar" ,Oxford university press,2000.
2. Kennedy Etal "The Bedford Guide for colleges", St martin press.
3. Shaik Moula "Communication skills" – a practical approach Frank & Brothers Co.Ltd, New Delhi.

SEMESTER - III
CORE COURSE – IV (CC) FOOD PRODUCTION – II (THEORY)

UNIT –I

HORS D'OEUVRE AND SALADS

- ❖
- ❖ Description of various types of Hors d'oeuvre
- ❖ Hors d'oeuvre varieties with examples
- ❖ Hors d'oeuvre Froid and Hors d'oeuvre Chaud with examples
- ❖ Classification of Salads –Simple or Plain Salad
- ❖ Compound Salad and its four Groups
- ❖ Salad and its four basic parts
- ❖ Fruit based ,Vegetable based ,meat based and fish based ,Compound salad with example.

UNIT –II VEGETABLE AND SOUP :

- ❖
- ❖ Different types of vegetables with examples
- ❖ Colour reaction of different types of vegetables to acid ,alkali and vitamins
- ❖ Cooking methods of Vegetables
- ❖ Composition and Nutritive Value
- ❖ Selection of Vegetable
- ❖ Preservation of Nutrients
- ❖ Methods of Cooking different Vegetables with emphasis on cooking asparagus ,artichoke, Leeks, Brussel sprouts.
- ❖ Introduction to Soups and Stocks
- ❖ Classification with example in each group
- ❖ Composition & Recipe for 1 litre consommé
- ❖ Popular consommés with 10 garnishes
- ❖ Classical Soups

UNIT –III FISH & EGG

- ❖
- ❖ Different types with examples
- ❖ Recognition
- ❖ Selection of Fish
- ❖ Preparation & Cleaning
- ❖ Basic cuts & its uses
- ❖ Cooking methods
- ❖ Preparation methods
- ❖ Structure of an egg
- ❖ Selection procedure
- ❖ Method of cooking eggs
- ❖ Various forms of using egg
- ❖ Preparation methods

UNIT IV FARINACEOUS DISHES

- ❖
- ❖ Classification of farinaceous Products

- ❖ History of pasta and rice
- ❖ Preparation of pasta
- ❖ Popular types of pasta with structures
- ❖ Cooking of pasta
- ❖ Methods of cooking rice
- ❖ Terms associated with farinaceous Dishes
- ❖ Pasta dishes (Recipes)
- ❖ Rice dishes (Recipes)

UNIT V LARDER

- ❖
- ❖ Slaughtering techniques of Lamb, Beef & Pork
- ❖ Jointing of Lamb, Beef & Pork
- ❖ Meat types & their weight & uses methods of cooking (Cuts)
- ❖ Meat preservation- Salting, Smoking ,Freezing of meat : Bacon, Ham, Gammon
- ❖ Cold section Butchery section
- ❖ Carving section
- ❖ Definition of accompaniment
- ❖ Food & their usual accompaniment
- ❖ Definition of Garnish
- ❖ Types of Garnish
- ❖ Constituents of Garnish
- ❖ Suggested Garnishes
- ❖ Decorating procedure & its uses
- ❖ Importance with 10 Examples
- ❖ Table Sauces
- ❖ Vegetable Preparations
- ❖ Potato Preparations

REFERENCE BOOKS :

1. Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications)
2. Practical Cookery – Kinton and Ceserani (ELBS Publications)
3. The Theory of Catering – Kinton and Ceserani (ELBS Publications)
4. Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)
5. A Taste of India – Madhur Jeffrey.

SEMESTER - III
SECOND ALLIED COURSE – I (AC)
FOOD & BEVERAGE SERVICE – II(THEORY)

UNIT - 1

INTRODUCTION TO BEVERAGES :

- ❖ Definition
- ❖ Classification
- ❖ Significance

WINES

- ❖
- ❖ Definition
- ❖ Classification
- ❖ Grape varieties
- ❖ Production of table wine
- ❖ Service and storage
- ❖ Wines of France
- ❖ Wines of Italy
- ❖ Wines of Germany
- ❖ Wines of U.S.A
- ❖ Wines of Australia
- ❖ Other wine producing countries

SPARKLING WINES

- ❖
- ❖ Methods of producing sparkling wines
- ❖ Champagne - production and its significance
- ❖ Service and storage

FORTIFIED WINES

- ❖
- ❖ Sherry
- ❖ Port
- ❖ Madeira
- ❖ Marsala

UNIT-2

SPIRITS

- ❖
- ❖ Definition
- ❖ Distillation - Pot still & Patent still
- ❖ Different spirits
 - a) Brandy b) Whisky c) Gin d) Vodka e) Rum (Production, Types, Service and Storage)
- ❖ Other Spirits

- ❖ Aperitifs And Liqueurs
 - a) Definition b) Production c) Service and storage

UNIT-3

- ❖
- ❖ **BEER**
 - a) Definition b) Production c) Types of beer
 - d) Service and storage

UNIT-4

COCKTAILS, FOOD AND WINE HARMONY

- ❖
- ❖ **COCKTAILS**
 - a) Definition b) History c) Methods of mixing cocktails
 - d) World famous cocktails
- ❖ **FOOD AND WINE HARMONY**
 - Food and matching drink

UNIT-5

BEVERAGE CONTROL

- ❖
- ❖ **BAR**
 - a) Lay out b) Types of bar c) Proof system
- ❖ **BEVERAGE CONTROL MEASURES**
 - a) Allocation b) Bar ledger
 - c) Indent, receipt, and issue of liquors
 - d) Cellar maintenance e) Different measures (ounces)
 - f) Legal points

REFERENCE BOOKS

1. Food & Beverage service – Lillcrap & John cousins
2. Food & Beverage Service training manual- Sudhir Andrews
3. Food & Beverage service – Vijay Dhawan
4. Professional guide to alcoholic beverages- Lipinski
5. Beer- Michael Jackson
6. Public house & Beverage management – Michael Flynn
7. Key issues & principles- Carolineritchie , Andrew Roberts
8. The world encyclopedia of wine- Stuart Walton
9. Beer Basics- Peter cafrance

SEMESTER - III
SECOND ALLIED COURSE – II (AC)
FOOD PRODUCTION PRACTICAL - II

Stock

Vegetable Stock, Brown Stock, Chicken Stock & Fish Stock

Sauce

Béchamel Sauce, Brown Sauce, Mayonnaise Sauce, Hollandaise sauce, Veloute Sauce with 2 Derivatives of each, Tomato concasse.

Soup

Cream	-	5 Varieties
Consomme	-	3 Varieties
Broths	-	2 Varieties
Bisques	-	1 Variety
Purees	-	2 Varieties
Cold Soup	-	2 Varieties

Salads :

Vegetable based	-	5 Varieties
Fruit based	-	2 Varieties
Meat based	-	2 Varieties
Fish based	-	1 Variety

Sea foods

Fish

Poached fish	-	1 Variety
Grilled fish	-	1 Variety
Shallow fried fish	-	2 Varieties
Deep fried fish	-	2 Varieties
Baked fish	-	1 Variety

Shell fish

Prawns, lobster and crab - each 2 Varieties

White meat and Red meat

Roasts	-	2 Varieties
Grilled	-	2 Varieties
Fried	-	2 Varieties
Stews	-	2 Varieties

Vegetables

Preparation and cooking of vegetables in season and the accompaniments –
5 Varieties

Potatoes	-	5 Varieties
----------	---	-------------

Pastas

Pastas	-	5 Varieties
--------	---	-------------

Egg

Boiled, poached, fried, varieties of omelets

Desserts

Cold sweet	-	4 Varieties
Steamed sweet	-	2 Varieties
Ice cream based	-	3 Varieties
Fruit based	-	2 Varieties

SEMESTER - III

NON MAJOR ELECTIVE I – BASIC TAMIL OR SPECIAL TAMIL

* Syllabus as prescribed by BHARATHIDASAN UNIVERSITY.

SEMESTER IV

**LANGUAGE COURSE – IV (LC) HOTEL FRENCH - IV
PARTIE - 4**

Prescribed Text Book:

Le Français de l'hôtellerie et du Tourisme
Collection dirigée par Max DANY, Jean-Robert LALOY

The prescribed text book is available at

1. French Book Centre
38 Bis, Suffren Street,
Pondicherry – 605001.
2. French Book Centre
A – 3 Shopping Complex
Opp Mulchand Hospital,
Defence Colony
New Delhi – 110024.
3. Librarie Kailash
Lal bahadur Street,
Pondicherry – 1.

For **Grammar and Vocabulary (Viva)** refer to the text ***Le Nouveau Sans Frontières*** by Philippe DOMINIQUE , Jacky GIRARDET and the text ***French for Hotel Management and Tourism Industry*** by S. Bhattacharya.

Le Nouveau Sans Frontières available at :

W.R.GOYAL
Publishers & distributors
86 U.B Jawahar Nagar, Delhi - 7.
Tel : 3912186, 3981983.
Fax : 3940861
E-Mail : goyal@vsnl.com.

French for Hotel Management and Tourism Industry available at :

FRANK BROS. & CO. (PUBLISHERS) LTD.
4675 – Ansari Road,
21 Daaryaganj,
New Delhi – 110002.

PARTIE – 4 : CORRESPONDANCE HOTELIERE

Parallel grammar course and vocabulary from the text **Le Nouveau Sans Frontières** and **French for Hotel Management and Tourism Industry**.

GRAMMAR

- Les pronoms **en** et **y**
- Apréciation de l'importance et de la quantité (**assez, trop**)
- Participes présent / Gérondifs
- Voix active et passive
- Comparatifs et superlatifs
- Le style direct et indirect
- Le subjonctif présent
- Plus-que-parfait, Conditionnel

VIVA

Refer to **Le Nouveau Sans Frontières**

- ❑ La vie administrative en France, en Inde (Ref to Page 179)
- ❑ Les moyens d'information
- ❑ La publicité
- ❑ Les journaux
- ❑ Les émissions de la télévision
- ❑ L'Internet
- ❑ La carte de France et de L'Inde (Ref to Page 196)

Que signifient les Panneaux (Ref to Page 157)

SEMESTER IV
ENGLISH LANGUAGE COURSE – IV (ELC) COMMUNICATIVE ENGLISH - IV

UNIT-1

-
- Basics of English
- Errors in sub verb agreement
- Spot the error
- Sentence completion
- Role of auxillary verbs in conversation

UNIT-2

-
- Restructuring the jumbled sentences
- Match the synonyms
- Match the antonyms
- Word order in a sentence
- Develop the hints with suitable title

UNIT-3

-
- Vocabulary skills
- Spell check
- Mis spelt words
- Fill up the context with appropriate words
- One word substitutions
- Tense/voice forms

UNIT-4

-
- Report writing
- Expansion of proverb/maxims
- General essay
- Paragraph writing
- Letter writing

UNIT-5

- Passage comprehension (understanding skills)
- Guidelines – to attend an interview
- Preparing for an interview
- Colloquial expression at the work spot
- Possible dialogues at the work spot/Restaurant/Front Office with the clients

REFERENCE BOOKS:

1. English for competitive exams- R.Bhatnagar , Macmillan Publishing Company.
2. Heaton J.B & Turton N.D Longman “ Dictionary of common errors”

Note: Faculty members of English department can teach the situational dialogue related to hotel industry.

SEMESTER - IV

CORE COURSE – V (CC) FRONT OFFICE MANAGEMENT PRACTICAL

I RECEPTION

- Wishing/greeting the guest
- Registration and room allotment
- Situation handling
- Registers maintained

II RESERVATION

- Reservation form – confirmation
- Reconfirmation
- Reservation enquires
- Diaries and charts used in reservation.
- Whitney rack – Handling
- Knowledge of reservation terminology.

III INFORMATION

- Mail handling
- Receiving/passing message to guest
- Local Information
- Tour arrangement details
- Travel

IV TELEPHONE OPERATOR

- Handling of Telephone
- Receiving/connecting calls to guests/staff
- Wake-up-calls

V BELL DESK

- Luggage handling procedure
- Errand card
- Scanty baggage

VI RESPONSIBILITIES OF FRONT OFFICE STAFF

- Front Office Manager
- Front Office Assistant
- Receptionist
- Lobby Manager/GRE
- Night auditor
- Telephone skills – Hospitality on the line
- Handling Guest mails
- Handling Guest messages
- Handling credit card procedures

- Practice on preparation of
 - a) Guest accounts
 - b) Folios
 - c) Ledgers in creation & maintenance (Manual & Automatic)
- Taking Reservation, cancellation & amendments
- Role play on
 - a) Receiving the guest
 - b) Registering the FIT, GIT, Crews, VIP.

SEMESTER – IV
CORE COURSE VI– (CC) ACCOMMODATION MANAGEMENT PRACTICAL

1. AREAS OF CLEANING

- Room, Bathroom, Toilet, Washbasin, Bath tub, Sink, Table, Floor, Water closet, Staircase, Corridor, Carpet.

2. SEQUENCE OF CLEANING

- Cob web taking
- Dusting
- Sweeping
- Scrubbing
- Moping
- Carpet Cleaning
- Carpet Shampooing

3. POLISHING

- Brassware
- Tiles
- Furniture

4. REGISTERS MAINTAINED IN HOUSE KEEPING

- Lost and Found
- Cleaning (Weekly, Daily, Spring)
- For Cleaning equipments
- For Cleaning agents
- Knowledge of equipments and agents used in House Keeping.

5. DUTIES & RESPONSIBILITIES OF HOUSE KEEPING STAFF

- Executive House Keeper
- Assistant House Keeper
- Floor and Public area Supervisor
- Room attendant
- House men

6. SITUATION HANDLING

- With guest
- With other departments

7. STAIN REMOVAL

- Linen items
- Uniform Items
- Floors
- Bathroom
- Toilet

- Identification of different kinds of Fibres & Fabrics
- Laundry basic principles (In house laundry service procedures)
- Stain Removal
 - a) Identification of stains
 - b) Cleaning agents used for removal of stains
- Flower arrangement
 - a) Conditioning of plant materials
 - b) Different styles of flower arrangements
- Theme decoration

SEMESTER - IV
SECOND ALLIED COURSE – III (AC)
FOOD AND BEVERAGE SERVICE PRACTICAL - II

1. Identification of Glassware
2. Service of Wine
3. Service of Spirits
4. Service of Beer
5. Service of Cocktails
6. Compiling Five Course Menu Along With Matching Drinks
7. Service of Cigars And Cigarette
8. Gueridon service
9. Banquet planning (layout, menu compiling)
10. Service sequences(basics and advanced)

- NON MAJOR ELECTIVES I I– BASIC TAMIL OR SPECIAL TAMIL**
- **Syllabus as prescribed by BHARATHIDASAN UNIVERSITY.**

SEMESTER V

CORE COURSE – VII (CC) BAKERY & CONFECTIONARY THEORY

UNIT –I INTRODUCTION

- 1.1 Aims and Objectives of Bakery
- 1.2 Organisational structure of Bakery(Both small and Large Scale)
- 1.3 Equipments used (description and their uses)
- 1.4 Oven (Types and their advantages/disadvantages)
- 1.5 Personal Hygiene maintained in the Bakery

UNIT-II RAWMATERIALS USED IN BAKERY

- 2.1 Flour (Composition, Types, Gluten, WAP of flour ,pH value ,Flour Test)
- 2.2 Yeast (Elementary knowledge ,activity ,function & its uses,effect of over & under fermentation)
- 2.3 Eggs (Function & its uses in Bakery)
- 2.4 Sugar(Function & its uses in Bakery)
- 2.5 Salt (Function & its uses in Bakery)
- 2.6 Fats (Function & its uses in Bakery)
- 2.7 Cream (Function & its uses in Bakery)
- 2.8 Milk (Function & its uses in Bakery)
- 2.9 Leavening agents (Function & its uses in Bakery)
- 2.10 Flavouring and fruits (Function & its uses in Bakery)

UNIT –III YEAST DOUGH PRODUCTS

- 3.1 Methods of preparing Bread doughs
- 3.2 Quality of Ingredients in making Breads
- 3.3 Faults and remedies in Bread making
- 3.4 Bread improvers
- 3.5 Bread diseases and rectification
- 3.6 Leavening action of Yeast on Bread dough

UNIT-IV CONFECTIONARY PRODUCTS

- 4.1 Types of Pastry Preparation
- 4.2 Reasons for common problems in Pastry making
- 4.3 Different cake making methods
- 4.4 The Quality of cake making ingredients and the types of cakes (Rich, Lean, High Ratio & Low Ratio Cakes)
- 4.5 Leavening action of Baking Powder on cakes
- 4.6 Faults & Remedies in cake making

UNIT –V ICINGS AND OVEN TEMPERATURE

- 5.1 Icing-Introduction
- 5.2 Types of Icing (Butter icing, Royal Icing ,Marzipan, Fudge, Glaze Icing ,Chocolate Icing ,Marshmallow)
- 5.3 Gum paste
- 5.4 Oven at different temperatures (hot ,very hot ,medium etc)
- 5.5 The oven temperatures for baking rich and lean cakes

REFERENCE BOOKS :

- 1) Basic Baking Science & Craft by S.C. Dubey (S.C. Dubey F-10/5, Malaviya Nagar, New Delhi – 110 017).
- 2) Beautiful Baking - Consultant Editor – Carole Clements Richard Blady Publishing (Anness Publishers Ltd.)
- 3) Perfect Baking at Home–Kritika A.Mathew (Vasan Book Depot, Bangalore)
- 4) Practical Baking – Sultan
- 5) New Complete Book of Breads - Bernard Clayton (Fireside Rockefeller Centre, New York).
- 6) Baking made simple – M.K. Gaur & Manish Gaur. (Bakers Machinery & Consultancy Company, Bangalore).

**CORE COURSE VIII (CC) BAKERY AND CONFECTIONARY
PRACTICAL**

BAKERY & CONFECTIONARY PRACTICAL

Cold Sweets: Butter Scotch sponge, Honey comb mould, Chocolate Mousse, Lemon sponge, Trifle, Coffee Mousse, Blancmange, lemon Soufflé.

Hot Sweets: Caramel custard, Christmas pudding, Bread & Butter pudding, Albert pudding.

Simple cakes: Demonstration & Preparation of Sponge (Genoise, Fatless), Fruit Cakes, Rich cakes, Madeira, Butter Icing

Bread Making: Demonstration & Preparation of simple and enriched bread variations.

Loaf – White & Brown, Rolls, Brioche, hard roll sticks, French bread, Croissant, and Danish pastry.

Pastry: Demonstration & preparation of various of pastes, Short Crust, Laminated, Choux

Simple Cookies: Demonstration & preparation of Nankhatai, Golden Goodies, Melting Moments. Swiss Tarts, Tri Colour Biscuits, Chocolate Chip Cookies, Chocolate Cream Fingers, Bachelor Buttons, Cherry Knob.

More variety products of yeast goods-Danish and its varieties-Baba, Savarin. Various methods of cake making and bread making with examples - Different types of icing-royal icing, American frosting, fondant, marzipan, gum paste, and almond paste - Sugar-types of sugar, candies, pulled sugar - Chocolate-Basic preparation, types of varieties -Ice-cream-Basic preparation, different flavour, sundae, cassata, coupe, parfait.

SEMESTER – V
CORE COURSE – IX(CC) ALLIED HOSPITALITY SERVICES-(THEORY)

Unit – I

Transport Catering – Classification – Air, Rail, Ship and Luxury Coaches. Air Catering – Planning of Menus – Organisation of Service – Airline Tray Service – Importance of Flight Kitchen Units – Limitations of Air Catering.

Rail Catering – Planning of Menus – Organisation of Service – Refreshment Stalls in Railway Stations – Pantry Car Service – Role of Indian Railway Catering & Tourism Corporation – Palace on Wheels.

Unit – II

Ship Catering – Catering Service in Passenger Ships - Cruise Lines Catering – Compiling of Food and Wine Lists for Cruise Liner Catering.

Catering in Luxury Coaches – Service of Snacks and Beverages.

Unit – III

Hospital Catering – Planning of Menu For Invalids – Importance of Diet Kitchen – Hospital Tray Service.

Unit – IV

Industrial Catering – Planning of Kitchen and Food Service Areas – Role of Cyclic Menus – Benefits of Subsidy Offered by the Management.

Institutional Catering – Food Service Units in Research Institutions such as I.C.A.R., C.S.I.R. and I.C.M.R. – Planning of Menus.

Schools, Colleges and Universities – Planning of Menus – School Meal Services and Canteens – Importance of Nutritive value.

Unit – V

Out-Door Catering – Types of Functions - contracted and Speculative Functions– Organisation of Food Production and Food Service Areas – Problems in Outdoor Catering.

Miscellaneous forms of Catering such as Club Catering, Prison Catering and Catering in Armed forces.

Reference Books :

- 1) Hotel Management Theory Volume I & II – Dr. B.K. Chakravarthi (APH Publishing Corporation, New Delhi)
- 2) Food and Beverage Service – Dennis Lillicrap & John Cousins (ELBS Publications)
- 3) Catering Management – An Integrated Approach – Mohini Sethi & Surjeet Malhan (Wiley Eastern Ltd.)

SEMESTER – V
CORE COURSE – X (CC) ALLIED HOSPITALITY SERVICES - PRACTICAL

1. GUERIDON SERVICE

Trolley setup, Gueridon equipment, special dishes served from Gueridon Trolley, rules to be followed in Gueridon service. Demonstration of Flambe' dishes.

2. BANQUETS

Planning, Table Laying - special occasions, seating plan, cocktail and mock tail parties

3. BUFFET

Types of Buffet, menu planning, arranging the Buffet table, Buffet check list

4. ROOM SERVICE

Taking the order from the rooms, proper loading of trays, carrying and service, Mise-en-place and service of breakfast in room. Setting breakfast trays – trolley service

5. FLOWER ARRANGEMENT

Basic principles and shapes – different types of flower arrangements

SEMESTER – V
MAJOR BASED ELECTIVE COURSE – I (EC)
TRAVEL & TOURISM MANAGEMENT (THEORY)

Unit - I : Principles of Tourism :

- 1) Definitions : Tourism, Tourist, Foreign Tourist, Domestic Tourist.
- 2) Components of Tourism : Attractions, Accessibility and Amenities.
- 3) Motivations for Tourism
- 4) Types of Tourism.

Unit - II : Growth of Tourism :

- 1) Tourism Development : Sea, Road, Rail and Air
- 2) An Account of famous Travellers.
- 3) Role of Industrial Revolution.
- 4) Concept of Holiday, Paid Holiday.
- 5) Modern Era of Tourism after World War II.

Unit - III : Operations of Tourism :

- 1) Travel Agency - Departments and Functions.
- 2) Tour Operation - Itinerary Preparation and Organising
- 3) Accommodations - Types of Accommodation, Departments of a Star Category Hotel and their functions.
- 4) Attractions - Government Organised, Private Organised and their functions.

Unit - IV : Planning in Tourism :

- 1) Need for Planning in Tourism.
- 2) Process of Planning - Master Plan.
- 3) Micro Level or State Level Planning.
- 4) Macro Level or National Level Planning.

Unit - V : Impact and Organisations of Tourism :

- 1) Impacts : Cultural, Social, Economical and Ecological aspects (Both Positive and Negative)

2) Government Organisations :

- i) Ministry of Tourism and Culture, Government of India, Department of Tourism, Government of Tamilnadu.
- ii) India Tourism Development Corporation (ITDC), Tamilnadu Tourism Development Corporation (TTDC).

3) Private Organisations :

- i) International Air Transport Association (IATA)

- ii) Travel Aents Association of India (TAAI).
- 4) Role of United Nations Organisation in Tourism.

Reference Books :

- 1) Bhatia A.K. - Tourism Development : Principles and Practices, Sterling Publishers, New Delhi, India.
- 2) Bhatia .A.K. - International Tourism, Sterling Publishers, New Delhi,India.
- 3) Kaul. R.N. - Dynamics of Tourism, Sterling Publishers Private Limited, New Delhi, India.
- 4) Burkhart A. and Medlik S. - Tourism Past, Present and Future, ELBS Publishers, London.
- 5) Christopher Hooloway .J - The Business of Tourism Bitman Publishers Pvt. Ltd., London.

SEMESTER – V

SEMESTER VI

CORE COURSE-XI (CC) FOOD PRODUCTION III – PRACTICAL

1. Preparation of various simple salads and compound salads
 - Simple salads - 5 Varieties
 - Compound salads - 5 Varieties
 - Fruit based salads - 2 Varieties
 - Fish based salads - 2 Varieties
 - Meat-based Salads - 2 Varieties
 - Vegetable based salads - 2 Varieties
 - Preparation of salad dressings - 3 Varieties (Minimum)

2. Preparation of
 - Soup - 12 Varieties
 - Fried rice - 8 Varieties
 - Noodles - 5 Varieties
 - Spring rolls - 3 Varieties
 - Vegetable - 6 Varieties
 - Sea food preparation - 10 Varieties
 - Meat - 10 Varieties
 - Sweet - 12 Varieties

3. Fish mongery to include demonstration and practice of cleaning and basic cuts of locally available fish and shell fish (For e.g., sole, seer, pomfret, mackerel, Indian salmon, crabs, prawns and lobster)

SEMESTER VI
CORE COURSE-XII (CC) PRINCIPLES OF ACCOUNTING (THEORY)

UNIT-I

Meaning of Accounting – Meaning and Objectives of Book keeping – Account Concepts and Conventions – Principles of double entry, kinds of Accounts.

UNIT-II

Journal – Ledger – Meaning – Preparation of Ledger Accounts – Balancing of Ledger.

UNIT-III

Trial Balance – Definition- Objectives – Limitations – Preparation of Trial Balance.

UNIT-IV

Subsidiary Books – Purchase Book, Sales Book, Purchase – Returns Books, Sales – Returns Book.

UNIT-V

Final Accounts – Items to be posted in debit and Credit side of the Trading Account, Profit and Loss Account and Balance Sheet.

REFERENCE BOOKS :

1. Advanced Accountancy by Jain and Narang – Kalyani Publishers.
2. Advanced Accountancy by Shukla and Grewal - S. Chand & Sons.

SEMESTER – VI
CORE COURSE – XIII (CC)
PERSONNEL MANAGEMENT & ENTREPRENEURSHIP (THEORY)

Unit – I

Importance of Personnel Management – Staff recruitment and selection
Advertisement – Interviewing – appointment – training and development.

Unit –II

Job analysis, Job description – purpose and procedure – job description of various categories of Hotel staff – duty roster – supervision – performance evaluation techniques and methods – Job Specification.

Unit-III

Motivation – Herzberg’s two-factor theory, Abraham H.Maslow’s Need Hierarchy theory, Job enrichment & job enlargement – meaning, importance of discipline, disciplinary action like charge-sheet and suspension.

Unit-IV

Entrepreneurship – definition, characteristics and qualities of entrepreneur - entrepreneurial development training, support of institutions like NIESBUD-Delhi, SIET-Hyderabad, ITCOT, SIPCOT, SISI ---Tamil Nadu.

Unit-V

Project – idea processing and selection – identification and classification, project life cycle – Project formulation. Plant layout in view of hotel industry, steps for starting small hotel – problems in starting a hotel – ways to rectify them.

REFERENCE BOOKS

1. Personnel Management in Hotel and Catering - Kumar H.L.
2. Personnel Management – C.B. Mamoria.
3. Dynamics of Entrepreneurial Development and Management – Vasanth Desai.
4. Entrepreneurial Development – C.B. Gupta and N.P. Srinivasan.
5. Hotel Management Made Easy – S.M. Rajaram (Anand Publications Tiruchirappalli – 5)

SEMESTER – VI
MAJOR BASED ELECTIVE –II
APPLICATION OF COMPUTER PRACTICALS

MS-DOS

1. Creating directories, sub-directories, files, listing the sub-directories and files page wise and width wise, displaying the contents of the files.
2. Copying, renaming, deleting the file, changing and removing a directory.

MS-WORD

1. Text manipulation – changing the font size, font type, font style, making the text bold, underlining the text, aligning the text (center, left, right, justified), cut, copy, paste.
2. Paragraph indenting & spacing, bullets & numbering, spelling & grammar check, inserting a picture from clip art, autoshapes, word art.
3. Table manipulation – creating tables, inserting & deleting rows & columns, changing width & height, changing table border.
4. Mail merge concept, printing formats.

MS-EXCEL

1. Entering the data, changing the fonts, changing row heights & column width, formatting the data, sorting the data.
2. Formula processing – creating simple formula, using functions (ABS, SQRT, LEN, SUM, ROUND, AVG, COUNT, CONCATENATE, FIND).
3. Inserting & formatting charts, inserting pictures, printing formats.

MS-POWER POINT

1. Creating simple presentation, saving, opening an existing presentation, creating a presentation using Auto content wizard & template.
2. Using various auto-layouts, charts, table, bullets & clip art.
3. Viewing an existing document in various views – outline view, slide view, slide show view, slide sorter view and note pages view.

INTERNET & HTML

1. Creating a E-mail ID, sending & receiving e-mail, accessing websites related to hotel industry.
2. Creating a html document, saving & opening an existing document.
3. Formatting a text – changing the font size, font type, font style, colour, making the text small, big, bold, aligning the text.
4. Using various html tags – bgcolor, marquee table, paragraph, horizontal, image tag.

MAJOR BASED ELECTIVE III. EVENT MANAGEMENT (THEORY)

UNIT I

Introduction To Meetings and Event Management - Categories & Definitions – Need of Event Management –Objectives of Event Management – Creativity – implications of Events

UNIT II

Event Planning - Arranging Chief Guest/Celebrities - Arranging Sponsors - Back Stage Management - Brand Management - Budget Management - Types Of Leadership For Events & Organizations

UNIT III

Designing (a) Backdrop b) Invitation Card c) Publicity Material d) Mementos- Event Decoration – Guest and Celebrities Management - Making Press Release – Marketing communication – Media Research & Management – Participation according to the theme of the Event – Photography/ Video coverage management –

UNIT IV

Program Scripting – Public Relation – electing a Location –Social and Business Etiquette – Speaking Skills –Stage decoration – Team Spirit – Time management

UNIT V

Concept of Exhibition – Space Planning – ITPO – Sporting Events – Tourism Events- Leisure Events.

Reference:

1. Successful Event Management - Anton Shone & Bryn Parry, Publisher: Cengage Learning Business Press; 2 Edition (April 22, 2004) Isbn-10: 1844800768
2. Management Of Event Operations (Events Management) - Julia Tum, Philippa Norton, J. Nevan Wright, Publisher: Atlantic Publishing Company (Fl); Pap/Cdr Edition (January 8, 2007)
3. The Complete Guide To Successful Event Planning - Shannon Kilkenny, Publisher: Wiley & Sons, India (May 1992)
4. Professional Event Coordination (The Wiley Event Management Series) - Julia Rutherford Silvers And Joe Goldblatt, Publisher: Wiley, John & Sons, Incorporated.

PART V. EXTENSION ACTIVITIES

* Syllabus as prescribed by BHARATHIDASAN UNIVERSITY
