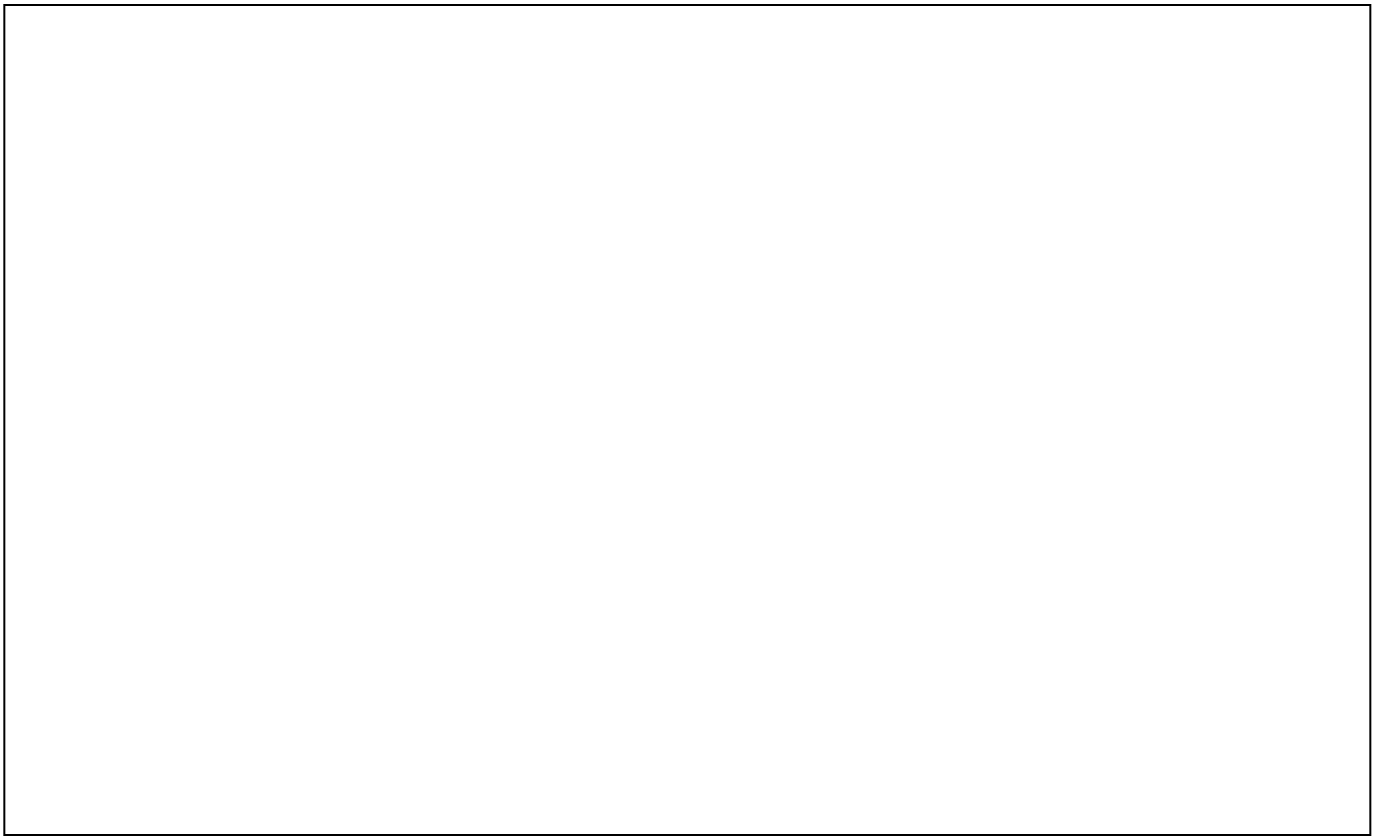


## **B.Sc. (Hospitality Studies) First Year Syllabus**



**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.

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

### 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

	<b>1</b>	
<b>First Year BScHS (Annual)</b>		HS101 - HS108 = Theory HS109 - HS112 A & HS112B = Practical
<b>Second Year BScHS (Semester-I)</b>		HS 201 - HS 206 = Theory HS 207 - HS 209 = Practical

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

<b>(Semester- II)</b>	HS 210 = Project Report HS 211 = Industrial Training
<b>Third Year BScHS (Semester -III)</b>	HS 301 - HS 306 = Theory HS 307 - HS 309 = Practical
<b>(Semester- IV)</b>	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** categories belonging to Maharashtra State).

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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.

## **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.

## **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 )

<b>Course Code</b>	<b>Course Name</b>	<b>Theory/ Practical</b>	<b>Marks</b>
	<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>

**Course structure: B.Sc.( Hospitality Studies)**  
**TYBScHS (Sem- III&IV)**

Course Code	Course Name	Theory/ Practical	Marks
	<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



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

### **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

**Subject–FUNDAMENTALS OF FOOD PRODUCTION PRINCIPLES**

**Subject Code – HS 101**

**Teaching and Examination Scheme:**

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

**Rationale:**

Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

<b>Marks</b>	<b>Hours</b>
<b>Chapter 1 Introduction to Professional Cookery</b>	<b>3 2</b>
1.1 Origin of Modern Cookery practices	
1.2 Factors influencing eating habits, sectors of hospitality/ Catering Industry.	
1.3 Essentials of Continental food preparation.	
1.4 Essentials of Indian food preparation.	
1.5 Hygiene & safe practices in handling food.	
1.6 Aims & objectives of cooking food.	
<b>Chapter 2 Organization Structure in the Kitchen</b>	<b>3 2</b>
2.1 Types of establishments	
2.2 Classical kitchen brigade (English) for a five Star & Three Star Hotel.	
2.3 Duties & Responsibilities of Executive Chef & various Chefs.	
2.4 Co-ordination with other allied departments e.g. Stores, Purchases, Accounts, Service, Housekeeping, etc.	
<b>Chapter 3 Cooking Utensils &amp; Small Equipments</b>	<b>3 2</b>
3.1 Classification - knives, kitchen tools, Electric Food Pre-Preparation equipments, Refrigeration equipment, Food Holding Equipments, Hot plates & Heated Cupboards	

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

3.2	Properties, Advantages & Dis-advantages of various materials used in tools & equipment.		
3.3	Precautions and Care in handling & maintenance of equipment.		
<b>Chapter 4</b>	<b>Fuels used in the kitchen</b>	<b>3</b>	<b>1</b>
4.1	Heat Transfer Principles		
4.2	Classification, Types, Advantages & Disadvantages		
<b>Chapter 5</b>	<b>Professional Attributes</b>	<b>3</b>	<b>2</b>
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.		
<b>Chapter 6</b>	<b>Commodities used in the Catering Industry</b>	<b>16</b>	<b>22</b>
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)		
	<b>6.2.A Cereals &amp; Pulses</b>		
	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.		
	<b>6.2.B Sweeteners</b>		
	Sugar, Honey, Jaggery & Artificial Sweeteners		
	<b>6.2.C Fats &amp; Oils</b>		
	Butter, Oil, Lard, Suet, Tallow, Hydrogenated fat, Bread spreads		

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

### 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 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>
8.1	(To be stressed in Practicals) 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		

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9.2.4	Tandoor		
9.3	<b>Frying</b>		
9.3.1	Types of frying medium		
9.3.2	Sautéing		
9.3.3	Shallow frying		
9.3.4	Deep – frying		
9.3.5	Combining the methods		
9.3.6	Pressure Frying		
9.4	<b>Microwave cooking</b>		
9.4.1	Advantages & disadvantages		
<b>Chapter 10</b>	<b>Stocks</b>	<b>7</b>	<b>5</b>
10.1	Definition & uses of stocks		
10.2	Classification		
10.3	Rules of stock making		
10.4	Recipe of 1 liter of various stocks (White, brown, fish and vegetable)		
10.5	Glazes & Aspic		
10.6	Storage Care		
<b>Chapter 11</b>	<b>Sauces</b>	<b>5</b>	<b>5</b>
11.1	Classification & uses of sauces		
11.2	Composition		
11.3	Thickening agents		
11.4	Recipes of mother sauces		
11.5	Finishing of sauces (reducing, straining, de glazing, enriching and seasoning)		
11.6	Precautions & rectification, handling & storage, derivatives (five each)		
11.8	Pan gravies		
11.9	Flavored butters		
<b>Chapter 12</b>	<b>Soups</b>	<b>5</b>	<b>2</b>
12.1	Aim of soup making		
12.2	Classification of soups - Cream,Puree, Veloute, Chowder , Consommé, National soups		
<b>Chapter13</b>	<b>Texture, Accompaniments &amp; Garnishes</b>	<b>5</b>	<b>2</b>
13.1	Importance & Characteristic		
13.2	Factors affecting textures in food		
13.3	Desirable & Non-Desirable Textures with examples		
13.4	Difference between Accompaniments & Garnishes		

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<b>Chapter 14</b>	<b>Introduction to Bakery &amp; confectionery</b>	6	4
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>Chapter15</b>	<b>Characteristics Functions of ingredients in Bakery &amp; Confectionery</b>	6	4
	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

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

**Subject Code -HS 102**

**Teaching and Examination Scheme:**

Teaching Scheme / Week		Examination Scheme			
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.

	<b>Hours</b>	<b>Marks</b>
<b>Chapter 1. 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>Chapter 2. 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>Chapter 3. Food &amp; Beverage Service Equipment</b>	<b>6</b>	<b>2</b>
3.1 Types & Usage of Equipments- Furniture, Chinaware, Silverware & Disposables,		
3.2 Special Equipment		
3.3 Care & maintenance		

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<b>Chapter 4. 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 & personnel, competencies.		
4.3. Basic Etiquettes		
4.4. Interdepartmental relationship		
<b>Chapter 5. Types of Food &amp; Beverage Service</b>	<b>14</b>	<b>15</b>
5.1 Mis-en-place & Mis-en-scene		
5.2 Table Service –English / Silver, American, French, Russian		
5.3 Self Service – Buffet & Cafeteria		
5.4 Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.		
5.5 Single Point Service – Take Away, Vending Kiosks, Food Courts & Bars, Automats		
<b>Chapter 6. Types of Meals</b>	<b>5</b>	<b>5</b>
6.1. Breakfast – Introduction, Types, Service Methods,		
6.2. Brunch		
6.3. Lunch		
6.4. Hi – Tea		
6.5. Dinner		
6.6. Supper		
<b>Chapter 7. Menu knowledge</b>	<b>11</b>	<b>10</b>
7.1. Introduction		
7.2. Types –Ala Carte & Table D’hote		
7.3. Menu Planning, considerations and constraints		
7.4. Menu Terms.		
7.5. Classical French Menu.		
7.6. Classical Foods & its Accompaniments with Cover.		
<b>Chapter 8 Room Service/ In Room Dining Service</b>	<b>9</b>	<b>6</b>
8.1 Introduction, general principles		
8.2 Cycle of Service, scheduling and staffing		
8.3 Forms and Formats		
8.4 Order Taking, Suggestive Selling, breakfast cards		
8.5 Time management- lead time from order taking to clearance		



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<b>Chapter 9</b>	<b>Buffets</b>	<b>9</b>	<b>8</b>
	9.1 Definition		
	9.2 Types of buffets		
	9.3 Buffet equipment and tables set-up.		
<b>Chapter</b>	<b>Control Methods</b>	<b>6</b>	<b>8</b>
	10.1 Necessity and functions of a control system,		
	10.2 Billing Methods – Duplicate & Triplicate System, KOTs & BOTs, Computerized KOTs (Kitchen Order Ticket, Beverage Order Ticket) Flow chart of KOT		
	10.3		
	10.4 Presentation of bill.		
<b>Chapter</b>	<b>Non – Alcoholic Beverages</b>	<b>8</b>	<b>6</b>
	11.1 Classification		
	11.2 Hot Beverages – Types, Service		
	11.3 Cold Beverages – Types, Service		
<b>Chapter 12</b>	<b>Alcoholic Beverages</b>	<b>8</b>	<b>6</b>
	12.1 Definition		
	12.2 Classification of Alcoholic Beverages		
	12.3 Fermentation Process		
<b>Chapter</b>	<b>Beers</b>	<b>9</b>	<b>6</b>
	13.1 Introductions		
	13.2 Ingredients used		
	13.3 Production		
	13.4 Types and Brands – Indian and		
	13.5 Other fermented and brewed beverages Sake, –		

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

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

### **REFERENCE BOOKS:**

1. Food & Beverage Service – Lillicrap & Cousins
2. Modern Restaurant Service – John Fuller
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill
4. The Restaurant (from Concept to Operation) – Lipinski
5. Bar and Beverage Book – C. Katsigris, Mary Porter

**Subject-ROOMS DIVISION TECHNIQUES**

**Subject Code -HS 103**

**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 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 skills necessary for different tasks and aspects of the above.

**SECTION I**

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>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</b>	<b>Co-ordination with other Departments</b>	2	2
	Departments like Front Office, Engineering, F & B, Kitchen, Security, Purchase, HRD, Accounts.		
<b>Chapter 3</b>	<b>Layout of House Keeping Department</b>	3	2
	Sections of the housekeeping department, their functions and layout		
<b>Chapter 4</b>	<b>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</b>	<b>Guest Rooms</b>	3	4
5.1.	Types		
5.2.	Amenities & facilities for Standard & VIP guest rooms.		

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

<b>Chapter 6. Cleaning Equipment</b>	<b>3</b>	<b>2</b>
6.1 Classification, use, care & maintenance		
6.2 Selection & purchase criteria		
<b>Chapter 7 Cleaning Agents</b>	<b>3</b>	<b>4</b>
7.1 Classification, use, care and storage		
7.2 Distribution & Control		
7.3 Selection Criteria		
<b>Chapter8 Cleaning Routine of Housekeeping Department</b>	<b>4</b>	<b>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 Cleaning routine of Guest Rooms</b>	<b>7</b>	<b>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. Cleaning Routine of public areas</b>	<b>7</b>	<b>4</b>
10.1 Areas to be maintained		
10.2 Daily, Weekly, and spring cleaning procedure for public areas.		
<b>Chapter 11 Key Control</b>		
	<b>2</b>	<b>2</b>
11.1 Computerized keys		
11.2 Manual keys		
11.3 Key Control Procedures		
	<b>2</b>	<b>2</b>
<b>Chapter 12 Control Desk</b>		
12.1 Importance of Control Desk		
12.2 Records maintained		
12.3 Functions performed by C.D.		
	<b>2</b>	<b>2</b>
<b>Chapter 13 Housekeeping Supervision</b>		
13.1 Importance of supervision		
13.2 Checklist for inspection		
13.3 Dirty Dozen		

**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**

**Chapter 1. Introduction To Hospitality Industry** 3 2

- 1.1 The term 'Hotel', evolution & 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)

**Chapter 2. Front Office Department** 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
- 2.6 Equipments used (Manual and Automated)

**Chapter 3 Room Types & Tariffs** 7 6

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

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<b>Chapter 4</b>	<b>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>Chapter 5</b>	<b>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 their detailed working and formats)		
5.4.	Computerized system (CRS, Instant reservations)		
5.5.	Types of reservation (guaranteed, confirmed, groups, FIT)		
5.6.	Procedure for amendments, cancellation and overbooking.		
<b>Chapter 6.</b>	<b>Pre-Arrival Procedures</b>	<b>5</b>	<b>2</b>
6.1.	Pre arrival activities(Preparing an arrival notification etc)		
6.2.	Procedure for VIP arrival.		
6.3.	Procedure for group arrival(special arrangements, meal coupons, etc)		
<b>Chapter 7</b>	<b>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- walkin ,		
7.3	with confirmed reservation)		
7.4	Criteria for taking advance.(Walk-ins, Scanty Baggage etc)		

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<b>Chapter 8</b>	<b>Guest Stay</b>	4	4
8.1	Rooming a guest (introduction to the hotel facilities, orientation of the room)		
8.2	Procedure for room change		
8.3	Safe deposit procedure.		
8.4	Assisting guest with all possible information and help (medical etc.)		
<b>Chapter 9</b>	<b>Guest Departure</b>	4	4
9.1.	Departure notification		
9.2.	Task performed at bell desk, cashier /reception.		
9.3.	Express check outs		
9.4.	Late check outs and charges.		
<b>Chapter 10</b>	<b>Methods of Payment</b>	2	2
10.1.	Credit card handling		
10.2.	Traveler cheques, Personal checks		
10.3.	Handling cash Indian , Foreign currency		
10.4.	Other methods of payment [Travel agent , Bill to Company etc--]		

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

### REFERENCE BOOKS: - SECTION I

1. Housekeeping Training Manual - Sudhir Andrews
2. Hotel, Hostel & Hospital Housekeeping – Brenson & Lanox

### REFERENCE BOOKS:- SECTION II

1. Checkin 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)

### SUGGESTED ASSIGNMENTS:

1. Countries, Capitals, and Currencies
2. Different airlines with their codes world wide

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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.

		Hours	Marks
<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>
	<b>12</b>		
2.1			
2.2	Secondary Constituents		
2.3	The 4 A'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, MICE Religious, VFR (Visiting Friends and Relatives), Sports, Political, Health, Senior Citizen, Sustainable Tourism 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 – Standard of living, passport to peace, International understanding, Social National Integration.		
5.3	Environmental Impact – Tourism pollution & control, wild life & bird sanctuaries & their protection for tourist industry.		
<b>Chapter 6</b>	<b>The Tourism Organizations</b>	<b>14</b>	<b>9</b>
6.1	Objectives, Role & function of: Government Organizations: DOT, ITDC,		
6.2	MTDC, ASI, TFCL. Domestic Organizations:		
6.3	International Organizations: WTO, IATA, PATA.		
6.4	NGO: Role of NGO in making responsible tourists.		
<b>Chapter 7</b>	<b>The Travel Agency</b>	<b>10</b>	<b>11</b>
7.1	Meaning & Definition of Travel Agent.		
7.2	Types of Travel Agent: Retail & Wholesale.		
7.3	Functions of Travel Agent.		
	7.3.1 Provisions of Travel Information		
	7.3.2 Ticketing		
	7.3.3 Itinerary Preparation		
	7.3.4 Planning & Costing		
	7.3.5 Settling of Accounts,		
	7.3.6 Liaisons with service providers		
	7.3.7 Role of Travel Agent in promotion of Tourism.		
<b>Chapter 8</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.

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

### **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

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

**Subject-FOOD SCIENCE**

**Subject Code -HS 105**

### Teaching & Examination Scheme:

Teaching Scheme/ per week		Examination Scheme			
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>Chapter 1. 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>Chapter 2. 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		
2.4 preservation. industry.		
2.5 Role of micro-organisms in the production of fermented foods, dairy products, bakery products, alcoholic beverages & vinegar.		
<b>Chapter 3. 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-bacterial metal		
3.3 Natural Toxins present in food		

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<b>Chapter 4. Food Protection</b>	<b>12</b>	<b>11</b>
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. 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. 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 <sup>H</sup> – 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 Food Additives</b>	<b>8</b>	<b>7</b>
Definition, types & their limitations as per PFA Act.		
<b>Chapter 8 Regulatory Agencies</b>	<b>12</b>	<b>9</b>
8.1 Food standards in India		
8.2 Common food adulterants and simple tests to food adulterants in milk, sugar, turmeric, chilli tea, coffee, semolina flour, ghee, butter, margarine oil.		
<b>Chapter 9 Hazard Analysis &amp; Critical Control Points.</b>	<b>12</b>	<b>9</b>
Importance , definition & usage of HACCP.		

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### Note : Glossary of Terms

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 organism 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 –OFG 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

**Subject–PRINCIPLES OF NUTRITION**

**Subject Code -HS 106**

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

	<b>Hours</b>	<b>Marks</b>
<p><b>Chapter 1. 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>Chapter 2. 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>Chapter 3. 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>Chapter 4. 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,</p>	<b>10</b>	<b>9</b>

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Unsaturated fatty acid, cholesterol), Rancidity of Oil (Concept and Prevention), RDA (Adolescents and adults), Effect of deficiency & excess, Functions

<b>Chapter 5. Vitamins</b>	<b>12</b>	<b>9</b>
5.1 Definition, Classification		
5.2 Fat Soluble Vitamins (A,D,E,K) – Functions, Sources, RDA (Adolescents and adults) , Name of deficiency disease and symptoms.		
5.3 Water Soluble Vitamins (B Complex and C) - of all B Complex, B1 , B2, Niacin, and Vit C with and adults), Deficiency diseases and its symptoms.		
<b>Chapter 6. Minerals</b>	<b>8</b>	<b>9</b>
6.1 Calcium, Iron, Iodine - Classification, Functions, (Adolescents and adults), Rich food sources, Deficiency disease and its symptoms		
6.2 Sodium Chloride - Importance and Limitations, Food sources		
<b>Chapter 7. Water And Its Importance To Health</b>	<b>6</b>	<b>3</b>
7.1 Water Balance		
7.2 Dietary sources		
7.3 Dehydration and Oedema		
<b>Chapter 8. Basic Five Food Groups</b>	<b>6</b>	<b>3</b>
8.1 Foods included in each group		
8.2 Serving size of foods under each group.		
<b>Chapter 9. Balanced diet (Using basic 5 food groups)</b>	<b>12</b>	<b>9</b>
9.1 Menu Planning for a day's diet for and adolescents adults		
9.1.1 Vegetarian and Non vegetarian		
9.1.2 Importance of avoiding fast/junk foods		
<b>Chapter 10. Important Foods to be avoided and recommended for:</b>	<b>14</b>	<b>9</b>
Diabetes Mellitus, Heart related diseases (Cardio Vascular), Peptic Ulcer, Jaundice, Kidney diseases, Fever and infection, Diarrhoea and Constipation		
<b>Chapter 11. How to preserve nutrients while cooking 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. Hand Book of Food And Nutrition- Dr. M.S. Swaminathen
2. Nutrition And Dietetics - Shubhangi Joshi
3. Fundamentals of Food and Nutrition- Sumati R. Mudambi and M.V, Rajgopal
4. Therapeutic Nutrition- Prondfit and RobinsonNormal
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-COMMUNICATION SKILLS (English/ French)

**Subject Code -HS 107**

**Teaching and Examination Scheme:**

Teaching Scheme/ per week			Examination Scheme			
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 students to the process of communication & presentation skills needed by the hospitality professional.

	Hours	Marks
<b>Chapter 1 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>Chapter 2 Barriers 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>Chapter 3 Listening</b>	<b>1</b>	<b>1</b>
Need for listening, listening for content, critical listening, empathetic listening, attentive listening		
<b>Chapter 4 Framework for planning business messages</b>	<b>1</b>	<b>1</b>
Purpose, audience, structure, style		
<b>Chapter 5 Written communication skills</b>	<b>18</b>	<b>12</b>

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- 5.1 Advantages and disadvantages
- 5.2 Note making, writing a log book
- 5.3 Comprehension and précis writing
- 5.4 Letter writing (letters of enquiry, apology, order, application accompanied by bio-data, resignation and appreciation.)
  
- 5.5 Short formal reports (incidents, events, visits)
- 5.6 Memos, notices, circulars

### **Chapter 6 Oral communication skills** **18 10**

- 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

### **Chapter 7 Non-verbal communication** **4 7**

Understanding aspects of body language

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

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

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### Section II : FRENCH

#### Rationale

:

The syllabus aims to create an 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.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1. 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>Chapter 2. 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 (17courses) 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		

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<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

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### 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>Chapter 1</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, Application S/W		
1.5	Networks – LAN, MAN, WAN, Topologies		
1.6	Viruses – Types, Precautions		
<b>Chapter 2</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</b>	<b>SPECIALIZED APPLICATION SOFTWARE</b>	<b>13</b>	<b>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</b>	<b>COMMUNICATIONS AND NETWORKS</b>	<b>13</b>	<b>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</b>	<b>PROPERTY MANAGEMENT SYSTEM INTERFACE</b>	<b>12</b>	<b>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>Chapter 7</b>	<b>FOOD AND BEVERAGE APPLICATIONS – SERVICE</b>	<b>14</b>	<b>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:

Teaching Scheme/ per week		Examination Scheme		
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:

Teaching Scheme/ per week		Examination Scheme		
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'hôte & 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.

**Subject- ROOMS DIVISION TECHNIQUES**

**Subject Code - HS 111**

**Teaching and Examination Scheme:**

Teaching Scheme/ per week		Examination Scheme		
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:**

Teaching Scheme/ per week		Examination Scheme		
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:

Teaching Scheme/ per week		Examination Scheme		
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