

## Semester 1 - B.Sc.(Hospitality Studies)

[illegible]

**FOOD PRODUCTION & PATISSERIE-I (Theory)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semesters	I	Food Production & Patisserie- I(USHO 101)
Course Code	Title	Credits	
USHO101	Food Production & Patisserie-I	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	2					
Credit	2	2					

Class Room Instruction Face to Face									Notional				Credits			
Per Week			Per Sem			Per Sem Hrs										
L	P	T	L	P	T	L	P	T	L	P	T	Total	L	P	T	Total
3	4	-	45	60	-	45	60	-	25	10	-	140	2	2	-	4

**OBJECTIVES:**

- To inculcate a right attitude and the required basic knowledge and technical skills in the art of culinary and the food production department.
- To introduce the various equipments and utensils used in the kitchen.

**Contents of syllabus for USHO 101**

UNIT NO.	Ch.No.	TOPIC	Hrs.
01	1	Introduction to the Food Production Department	01
		1.1 Levels of Skills and Experience	
		1.2 Attitude and Behaviour in the Kitchen	
		1.3 Kitchen Uniforms	
		1.4 Personal Hygiene	
		1.5 Safety Procedures for Handling Equipment	
	2	Culinary History and Culinary Terms (Explanation with Examples)	02
		Origins of Modern Cookery	
		Modern Development in Equipment and Technology	
	3	Equipment and Hand Tools used in Kitchen & Different Types of Fuels used in Kitchen	04
		3.1 Hand tools and utensils used in Kitchen	
		3.2 Various Fuels used in the Kitchen	
		3.3 Advantages & Disadvantages of Various Fuels	
		3.4 Various Equipment used in the Kitchen	
	4	Introduction to Cooking	04
		4.1 Aims and Objectives of Cooking	
		4.2 Classification of Various Raw Materials according to Functions	
		4.3 Various Textures and Consistencies	
		4.4 Methods and Techniques of Preparation	
	5	Stocks	02
02		5.1 Definition of Stock	
		5.2 Types of Stocks	
		5.3 Preparation (Recipe), Storage, Care and Precautions in Preparation	
	6	Culinary Terms	02
	Ch.No.	TOPIC	Hrs.
	7	Methods of Cooking	04
		7.1 Various Methods of Cooking Foods (Roasting, Grilling, Frying, Baking, Boiling, Poaching, Microwave)	
		7.2 Principles of each Method and Precaution to be taken	

8	Hierarchy and Kitchen Staffing 8.1 Classical Kitchen Brigade 8.2 Modern Staffing in Various Category Hotels 8.3 Duties and Responsibilities of Various Chefs 8.4 Role and Duties of the Executive Chef 8.5 Inter-Departmental Co-operation and Co-ordination	03
9	Egg 9.1 Selection of Eggs 9.2 Structure of Eggs 9.3 Uses of Eggs 9.4 Nutritive Value of Eggs	02
10	Vegetables & Fruits 10.1 Classification of Vegetables 10.2 Colour Pigments in Vegetables and Effects of Heat, Acid and Alkali on each of them 10.3 Cuts of Vegetables 10.4 Classification of Fruits 10.5 Uses of Fruits 10.6 Salad & Salad Dressing	04
11	Bakery & Pastry Sugar 11.1 Importance of Sugar 11.2 Types of Sugar 11.3 Cooking Stages and Temperature of Various Stages 11.4 Uses of Sugar	02

UNIT NO.	Ch.No.	TOPIC	Hrs.
03	12	Sauces 12.1 Classification of Sauces / Composition 12.2 Mother Sauces and its Recipes (1 Litre) 12.3 Derivatives Bechamel Sauce      Veloute Sauce      Espagnole Sauce Mornay                  Allemande              Demi-glaze Cream                  Supreme                  Madeira Parsley                  Mushroom              Nancy Mustard                  Hongroise              Chasseur Onion                   Ivory                      Robert Soubise                  Aurore                   Bordelaise Cardinal                  Caper                    Devil Tomato Sauce          Hollandaise              Mayonnaise Sauce Barbecue                  Bearnaise                  Tartare Italienne                  Maltaise                  Thousand Island Portugaise                  Choron                  Cocktail Provençal                  Foyot                    Chantilly Bretonne                  Mustard                  Gribiche	04

	Milanaise Chaufroid	Mousseline Noisette	Vincent Andalouse	
13	Bakery & Pastry			
	13.1 Bread Making			03
	Principles of Bread Making			
	Role of Each Ingredient			
	Simple Yeast Bread			
	Baking Temperature & its Importance			
	13.2 Cookies			
	Types of Cookies			02
	Methods of Preparation			
	13.3 Flour – Structure of Wheat			
	Types of Wheat			04
	Types of Flour			
	Milling of Flour			
	Nutritive Value			
	13.4 Raising Agents			
	Classification and Role of Raising Agents			02

### Culinary Terms (Explanation of the following Culinary Terms with examples)

Au gratin	Bake	Barbeque
Baste	Batter	Béarnaise
Beat	Béchamel	Beurre Noir
Beurre Manie	Blanch	Blend
Bouquet garni	Broil	Brunoise
Brush	Bouillon	Caramel
Consommé	Court Bouillon	Croutes
Croutons	Custard	Dough
Mince	Estouffade	Espagnole
Fume	Garnish	Glaze
Hollandaise	Infusion	Liason
Beurre Maître d' Hotel	Marinate	Mire Poix
Mis-en-place	Par boil	Pare
Poach	Roux	Sabayon
Sauté	Stock	

### REFERENCE BOOKS

Thangam Philip – Modern Cookery I & II – Orient Longman – 2001  
 Auguste Escoffier – Ma Cuisine – Hamlyn – 2000  
 Digvijay Singh – Cooking Delight of the Maharajas – Vakils, Feffer & Son's Ltd. – 1982  
 Philip Dowell & Adrian Barley – The Book of Ingredients – Mermaid Books – 1987  
 Wayne Gisslen – Professional Baking – John Wiley & Sons – 1994  
 Martha Day – Baking – Lorenz Books – 1999  
 M. J. Leto & Bode – The Larder Chef – Heinemann Publishing House – 1989  
 Parvinder S. Bali - Food Production Operations  
 Thangam E. Philip - Modern Cookery for Teaching and Trade - 4th Vol. - 1996

Krishna Arora - Theory of Cookery – 2nd – 1992

Wayne Gisselen - Professional Cooking – 4th – 1992

Wayne Gisselen - Professional Baking – 2nd – 1994

J. C. Dubey - Basic Bakery - 1st – 1992

Kinton Ceserani - Theory of Catering – 7th – 1996

Bernard Davis - Food Commodities - 4th – 1998

Daniel R. Stevenson - Basic Cookery The Process Approach - 5th – 1997

**(Practical - Bakery)**

Sr.	Topic
1	Breads Bread Rolls Bread Loaf Chelsea Buns
2	Pastries Jam Tarts Lemon Curd / Chocolate Tarts Bakewell Tarts
3	Cakes Chocolate Chip Muffins Ribbon Cake Madeleines Swiss Roll Genoese Sponge
4	Cookies Butter Cookies Melting Moments Peanuts Macaroons
5	Doughnuts

**(Food Production Practical)**

Sr.	Topic
1	Identification of Tools & Equipments (Familiarization of Kitchens BTK, QTK, ATK, Bakery, Pot Wash & Utility Area) Introduction to Basic Commodities used in the Kitchen
2	Methods of Cooking Roasting, Grilling, Frying, Baking, Boiling, Poaching, Microwave. Principles of each method of cooking & precautions to be taken. Cuts of Vegetables and Egg Preparation
3	Suggested Menu Patterns Indian Menus Continental Menus

**PRACTICAL MENU**

I	Cuts of Vegetables			
	Slicing	Chopping	Mincing	
	Shredding (Chiffonade)	Fardinier (Batons)	Allumettes	
	Julienne	Dices	Brunoise	
	Lozenge	Paysanne		
	Eggs			
	Boiled Eggs (Soft and hard) Friend Eggs Fried Eggs [sunny Sideup, Double Fried (Over Easy, Flipped)] Scrambled Eggs Omelet – Cheese, Spanish and Masala			
II	Salads			
	Veg Kachumber Mixed Veg Raita Cole Slaw with Vinegrette Dressing Cole Slaw with Mayonnaise Russian Salad			
	III			
	Soups			
		Crème of Tomate / Épinard / Champignon Consommé Julienne / Brunoise / Royale Puree Dubarry Potage Minestrone Cabbage Chowder Bisque (Crab, Prawn)		
		IV		
Poisson				
		Fillet de Pomfret Colbert au beurre maître d' hotel Fillet de Pomfret Bonne Femme Fillet de Pomfret Belle Meuniere Fillet de Pomfret Orly Masala Fried Fish		
		V		
		Poulet		
		Poulet sauté a la king Poulet Saute Chasseur Poulet Saute Champignon Methi Murg Murg Masala		
		VI		
Entrees				
		Irish Stew Shepherds Pie Boeuf Stroganoff Palak Ghosht Mutton Masala Pork Vindaloo		
		VII		
	Legumes (Vegetables)			
		Glazed Carrots / Beans Petite Pos a la Flamande Chouox fleux au Gratin Ratatouille Legumes aux fine herbs Épinard a la Crème		



	Palak Paneer Cabbage Foogath Batata Bhujia Vegetable Rogout
VIII	Pommes de terre
	French Fries Pommes Persilles Mashed Potato Pommes de terre Lyonnaise Duchees Potatoes Pommes de terre anna Hash Brown Potato Roast Potatoes
IX	Cereals & Pulses
	Boiled Rice Jeera Rice Mixed Veg Pulao Tadka Dal Masala Dal Moong Dal with Palak
X	Rotis
	Phulkas Chappatis Pooris
XI	Hot Desserts
	Doodhi Halwa Sevyan Kheer Caramel Custard Bread and Butter Pudding Crème Brulee Albert Pudding
XII	Cold Desserts
	Coffee Mousse Fruit Salad with Crème Anglaise Lemon Souffle Soufflé au Caramel Bavarois a la Crème

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination****(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
4	<b>Internal assessment</b>	<b>20</b>

**(b) Semester end assessment - 30 marks**

- Candidate will be given a menu comprising of 4 dishes.
- Indent sheet and plan of work sheet to be filled by the candidate of the menu he gets.
- He / she supposed to collect indents, prepare and present the dishes in the menu within stipulated time.
- Cleaning and securing equipments and working area is also to be done within stipulated time.

Assessment will be done as follows –

Journal	Indent Sheet & plan of work	Colour	Consistency	Taste	Texture	Viva-voce	Personal Grooming, Cleaning
10	10	10	10	10	10	10	10

Marks obtained out of 80 shall be converted to out of 30 to the next integer for final calculation.

**FOOD AND BEVERAGE SERVICE - I**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semesters	I	Food & Bevera ge Service- I(USHO 102)
Course Code	Title	Credits	
USHO102	Food & Beverage Service-I	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

**Semester I – 15 weeks**

THEORY					PRACTICAL					Total Credits
Hours / week	Total Hours	Notion al Hours	Credi ts	Total Marks	Hours / week	Total Hour s	Notion al Hours	Credi ts	Total Marks	Lecture + Practic al
03	45	25	02		04	60	10	02		04

**OBJECTIVES:**

At the end of semester I the student will be able to:-

- Identify the role of the Food and Beverage Service department and explain its organization structure and importance.
- Explain how "moments of truth" affect guests, staff members, and managers, and describe the value of guests and staff members to a food service operation.
- Describe the duties and responsibilities of beverage service staff members, and summarize techniques and procedures for responsibly selling and serving cocktails, beer, and wine.
- Identify the operational and Auxiliary areas as well as equipments used in the Food and Beverage department.
- Understand the various service methods and procedures followed in the department.

**Contents of syllabus for USHO 102**

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I	<b>1. INTRODUCTION TO HOTEL AND CATERING INDUSTRY</b> 1.1 Role of catering establishment in travel / tourism industry 1.2 Types of F& B operation (Classification). Commercial (residential / Non Residential) <ul style="list-style-type: none"> <li>• Welfare</li> <li>• Institutional</li> <li>• Transport (Roads, Railways, Airlines, Marine)</li> </ul> 1.3 Structure of hospitality industry and career opportunities	06
	<b>2. DEPARTMENTAL ORGANISATION AND STAFFING</b>  2.1 Organisation of F & B Department of a Hotel ( English & French) 2.2 Etiquette & Attributes of an F & B Personnel. 2.3 Duties and responsibilities of F & B Staff. <ul style="list-style-type: none"> <li>a) F &amp; B Manager.</li> <li>b) Banquet manager.</li> <li>c) Outlet Manager ( All day dining/ Bar/ In Room Dining/ Specialty Restaurant, etc)</li> <li>d) Senior captain/ Captain/ Supervisor.</li> <li>e) Steward.</li> <li>f) Sommelier.</li> <li>g) Hostess.</li> <li>h) Cashier.</li> </ul> 2.4 Departmental Relationship of F& B with other Departments.	09
II.	<b>1. OPERATIONAL &amp; AUXILLARY AREAS OF FOOD AND BEVERAGE DEPARTMENT : IMPORTANCE &amp; LAYOUTS</b>  <ul style="list-style-type: none"> <li>a) Coffee shop</li> <li>b) Snack bar/ counter service</li> <li>c) Kiosks</li> <li>d) Specialty restaurant/ theme restaurant</li> <li>e) Banquet operations/ outdoor catering</li> <li>f) In-Room Dining</li> <li>g) Dispense Bar / Discotheque/ night club/ pub</li> <li>h) Pantry/Still room</li> <li>i) Kitchen stewarding</li> <li>j) Silver room</li> <li>k) Linen room</li> <li>l) Vending machine</li> </ul>	06
	<b>2. FOOD AND BEVERAGE SERVICE EQUIPMENT</b> 2.1 Classification of equipment. (Familiarization of equipment). 2.3 Criteria for selection and requirements.	09

	<ul style="list-style-type: none"> <li>• Tableware/ silverware (cutlery/ hollowware/flatware)</li> <li>• Glassware</li> <li>• Crockery</li> <li>• Bar equipment</li> </ul> <p>(For all of the above Brands, Measures &amp; Quality suppliers)</p> <ul style="list-style-type: none"> <li>• Special equipment with their uses.</li> <li>• Furniture (Tables/Chairs/Trolleys/Dumb Waiter)</li> <li>• Linen.</li> <li>• Light and décor</li> <li>• Care and maintenance of equipment.</li> <li>• Napkin folds.</li> </ul> <p>2.4 Table d 'hôte ,ala c"arte Mis-en -place, Mis -en -Scene</p>	
--	---	--

III.	<p><b>1. DINING SERVICES METHOD AND PROCEDURES</b></p> <p>1.1 Different methods of services</p> <p>a. Table service</p> <ul style="list-style-type: none"> <li>• Silver service/ English service</li> <li>• American/ Plated</li> <li>• Family</li> <li>• Russian</li> <li>• French/ butler</li> <li>• Gueridon</li> </ul> <p>b.Bar Counter</p> <p>c.Assisted Service</p> <ul style="list-style-type: none"> <li>• Carvery</li> <li>• Buffets</li> </ul> <p>d.Self Service</p> <ul style="list-style-type: none"> <li>• Cafeteria :</li> </ul> <p>a).Counter</p> <p>b).free-flow</p> <p>c).Echelon</p> <p>d).Supermarket</p> <p>e)Single point service</p> <ul style="list-style-type: none"> <li>• Take-away</li> <li>• Drive through</li> <li>• Fast food</li> <li>• Vending</li> <li>• Kiosk</li> <li>• Food court</li> <li>• Bar</li> </ul> <p>f). Specialised (in-situ)</p> <ul style="list-style-type: none"> <li>• Tray</li> <li>• Trolley</li> <li>• Home delivery</li> <li>• Lounge</li> </ul>	09
------	---	----

	<ul style="list-style-type: none"> <li>•Room</li> <li>•Drive in</li> </ul>	
	1.2 Special Service <ul style="list-style-type: none"> <li>• Formal Service</li> <li>• Wave service</li> <li>• Carlton club service</li> </ul>	06
	1.3 a. Rules to be observed while laying the table. b. Rules to be observed while waiting at the table. c. Dos & don'ts in a restaurant	
	<b>TOTAL THEORY HOURS</b>	<b>45</b>

**REFERENCE BOOKS:-**

1. Food & Beverage Service – R. Singaravelavan-Oxford University Press
2. Dennis Lillicrap, John Cousins and Robert Smith
3. Vijay Dhawan- Food and Beverage Service
4. Peter Dias- The Steward
5. John Fuller & A.J. Currie
6. Sudhir Andrews- Food and Beverage Service
7. Bobby George-Food & Beverage Service

**FOOD AND BEVERAGE SERVICE SEMESTER - I (ASSIGNMENTS)**

All students should be given individual assignments. Out of the following given options each student needs to work on any two.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1.	Design and Layout of a operational areas of Food and Beverage department.	
2.	Organizational Chart of a Small, Medium & Large Hotel.	
3.	Comparative analysis of at least two quotations from any supplier to understand rates and quality of crockery.	
4.	Comparative analysis of at least two quotations from any supplier to understand rates and quality of glassware.	
5.	Design and Layout of Air catering or Marine catering.	

**FOOD & BEVERAGE SERVICE SEMESTER – 1  
(PRACTICAL)**

SR. NO.	PRACTICALS	HOURS
1	INTRODUCTION TO HOTEL AND CATERING INDUSTRY.	08

	<p>Visit to various catering outlets</p> <ol style="list-style-type: none"> <li>Coffee shop</li> <li>specialty restaurant</li> <li>Bar</li> <li>Room Service</li> <li>Banquets</li> <li>Snack bar (any fast food or QSR)</li> <li>Kiosk</li> </ol> <p>After visiting the above mentioned outlets the student is required to submit report.</p>	
2	<p>Emerging trends in the hospitality industry – Guest lecture from the Industry</p> <p>After the lecture the student is required to submit a report</p>	02
3	<p><b>DEPARTMENTAL ORGANISATION &amp; STAFFING</b></p> <p>Role play on the attributes, attitude &amp; etiquette of a food service personnel</p>	04
4	<p><b>DEPARTMENTAL ORGANISATION &amp; STAFFING</b></p> <p>Standard phrases used in food &amp; beverage service outlets (Role play)</p>	04
5	<p><b>OPERATIONAL &amp; AUXILIARY AREAS OF FOOD &amp; BEVERAGE DEPARTMENT : IMPORTANCE &amp; LAYOUTS</b></p> <p>Practical: Drawing Layouts of operational &amp; auxiliary areas.</p> <ol style="list-style-type: none"> <li>Coffee shop</li> <li>specialty restaurant</li> <li>Bar</li> <li>Room Service</li> <li>Banquets</li> <li>Snack bar (any fast food or QSR)</li> <li>Kiosk</li> </ol>	08
6	<p><b>FOOD AND BEVERAGE SERVICE EQUIPMENT.</b></p> <p>1. Familiarization of equipment</p> <ol style="list-style-type: none"> <li>Silverware</li> <li>Glassware</li> <li>Crockery</li> <li>Linen</li> <li>Furniture</li> </ol>	08
7	<p><b>FOOD AND BEVERAGE SERVICE EQUIPMENT</b></p> <p>2. Napkin fold: 15 napkin folds</p> <p>Book fold, Fan fold, Sunrise, Candle &amp; fan, Bishop's mitre, Cocks comb, Tea dome, Cinderella shoe, Pinwheel, Rose, Sydney opera, Arum's Lily, Lover's knot, Triple wave &amp; Cone.</p>	08



8	3. Stacking of side station	02
9	. Polishing of silver ware (Polivit, Silver dip and Burnishing methods)	02
10	Cleaning& Wiping of glassware and wiping of crockery	02
11	<b>DINING SERVICES METHOD AND PROCEDURES</b> PRACTICE: 1. Carrying and balancing the salver/tray. 2. Laying and relaying of tablecloth. 3. Water service 4. carrying, placing and clearance of plates 5. Handling and using service fork/spoon 6. Laying of a la carte cover 7. Clearance of ashtray& crumbing at the table 8. Role play on do's and dont's in a restaurant.	01 02 01 02 02 01 01 02
	<b>TOTAL PRACTICAL HOURS</b>	<b>60</b>

**FOOD AND BEVERAGE SERVICE SEMESTER - I (ASSIGNMENTS)**

All students should be given individual assignments on the following:

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1.	Presentation to be done on visits conducted to restaurants.	
2.	Presentation to be done on any one - Emerging trends in Bar / Restaurants / Pubs / Banquets .	

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks

Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.
- Question no. 1 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.
- Question 2, 3 & 4 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.

**Conduct of Practical Examination****(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
		20

**(b) Semester end assessment - 30 marks**

- A candidate will be given a menu to compile and laying table for it.
- Assessment will be done as follows

Journal	Grooming	Identification of cutlery, crockery, glass ware and hollow ware	Menu Planning	Cover laying	Viva - voce
10	10	10	10	10	10

- Marks obtained out of 60 shall be converted to out of 30 to the next integer for final calculation.

**FRONT OFFICE SEMESTER – I (THEORY)**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	I	FRONT OFFICE I(USHO 103)
Course Code	Title	Credits	
USHO103	FRONT OFFICE-I	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

**Semester I – 15 weeks**

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02	--	--	--	--	--	--

**OBJECTIVES:**

At the end of semester I:-

- Introduce the students to the Hotel & Tourism Industry
- Understand the appropriate organization structures and duties in the Front Office and related departments.
- Develop, prepare guest relations and evaluate practical aspect with guests.
- Understand the role of public relations with hotel industry.
- Develop skills required as an efficient and effective receptionist in any hotel (large or Small) and to handle situations and types of guest in the job.
- Understanding the functioning of the Telecommunication department.

**Contents of syllabus for USHO 103**

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I	<p><b>Introduction to the Hotel and Tourism Industry</b></p> <ul style="list-style-type: none"> <li>• An account of development and growth of hotel and tourism industry in the world</li> <li>• Development and Growth of Hotel and Tourism industry in India.</li> </ul> <p><b>Classification of Hotels by</b></p> <ul style="list-style-type: none"> <li>• Location</li> <li>• Architectural design</li> <li>• Number of Rooms</li> <li>• Ownership</li> <li>• Pricing Plan</li> <li>• Type of Clientele</li> <li>• Duration of Guest stay</li> <li>• Facilities offered</li> <li>• Star rating criteria in India (HRACC)</li> <li>• Supplementary accommodation</li> </ul>	15

II	<p><b>Tariff Structure</b></p> <ol style="list-style-type: none"> <li><b>Types of Rooms</b> Single, Double, Twin, Hollywood twin, Interconnecting, Adjacent, Adjoining, Lanai, Penthouse, Duplex, Efficiency, Physically Challenged, Studio, Parlour, Hospitality Room, Suite (Types)</li> <li><b>Tariff Fixation</b> Check-in and Check-out basis, 24 hour basis, on the basis of competitor's rate, Night basis, Day rate.</li> <li><b>Types of Meal Plans</b> European, Continental, Bermuda Plan, Modified American Plan (Half-Board, Demi- Pension), and American Plan (Full-Board: En Pension).</li> <li><b>Packages and Special Rates</b> Rack rate, Group rate, Volume rate, Government rate, FIT, Wholesale net rate, discounted rates, Seasonal rate, Crib Rate, Extra bed rate, Family rate, Crew rate, Week day/Weekend rates, Membership rates, Executives of the other units of the same chain, Corporate rate, Commercial rate, Advance purchase rate Package rate, Ad-hoc rate</li> <li><b>Taxation</b> <ul style="list-style-type: none"> <li>Luxury tax, Expenditure tax, Sales tax, Value added tax and other statutory taxes.</li> <li>Service Charges.</li> </ul> </li> </ol> <p><b>Organisation of the Front Office Department</b></p> <ol style="list-style-type: none"> <li>Organisation charts of             <ul style="list-style-type: none"> <li>Small Hotel</li> <li>Medium Hotel</li> <li>Large Hotel</li> </ul> </li> <li>Sections of the Front Office Department</li> <li>Inter and Intra departmental Co-ordination</li> <li>Job Specifications and Job Description             <ul style="list-style-type: none"> <li>Front Office Manager</li> <li>Duty Manager</li> <li>Guest Relations Executive</li> </ul> </li> </ol>	15
III.	<p><b>Telecommunications</b></p> <ul style="list-style-type: none"> <li>Introduction</li> <li>Types of Exchange- PBX, PABX, EPABX</li> <li>Other Communication Equipment- Walkie- Talkies, Pagers, Mobile Phones, Telephone Instruments, Pay Phones, Facsimile.</li> <li>Organisation of the Telecommunications department</li> <li>Job descriptions of the Telecommunications department supervisor &amp; Operator</li> <li>Skills and Competencies of the Telephone Operator</li> <li>General duties of a Telephone Operator</li> <li>Internet Access- Introduction, Dial up access, High speed with wired access, High speed with wireless access</li> <li>Future of Hotel telephones- Voice-over-internet-protocol (VOIP)</li> <li>AYS – at your service</li> </ul>	15
	<b>TOTAL THEORY HOURS</b>	<b>45</b>

**REFERENCE BOOKS:-**

<b>Name of the book</b>	<b>Author</b>	<b>Publisher</b>	<b>Place of Publication</b>
Jatashankar Tiwari	Front Office Management	Oxford University Press	New Delhi
Andrews, Sudhir	Hotel Front Office Training Manual	The Tata M'cGraw Hill	New Delhi
Kasavana, Michael & Brooks, Richard	Managing Front Office Operations	AHMA	USA
Baker & Bradley	Principles of Hotel front Office Operations	Cassell	London
Deveau, insley & deveav, Patricia	Front Office Management and Operations (2)	Prentice Hall	NEW JERSEY
Bullied, An Ritchie, Caroline	Reception	Stanley Thornes	london
Chakravarti, B.K.	Front Office Management In Hotel	BNS Publishers	New Delhi
Braham, Bruce	Hotel Front Office	Hutchinson	London
Ford, Robert & Heaton, Cherrill	Managing the guest Experience	Delmar Publishers	London
Bardi,James	Hotel Front office Management	John wiley & sons	new Jersey
Aggarwal.Ravi	Hotel front Office	sublime Publications	jaipur
Huyton Jeremy & Baker Sue	Case Studies in Rooms Operations and Management	Hospitality Press P Ltd.	Melbourne
Bhatnagar S.K.	Front office Management	Frank Bros & Co.	New delhi
Andrews, Sudhir	Hotel Front Office Training Manual(latest ed)	The Tata M'cGraw Hill	New delhi
Chakravarti B.K.	Front Office Management in Hotel	CBS Publisher	New Delhi
Chakravarti B.K.	Concept of Front Office Management	APH Publishing	New Delhi
	India(Tourist Guide)	Lonely Planet	

**FRONT OFFICE SEMESTER - I (ASSIGNMENTS)**

All students should be given individual assignments. Out of the following given options each student needs to work on any two.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1	Countries, Capitals, Currencies	
2	Airlines and Airline codes ( National Carrier and Domestic)	
3	Names of Airports : National and International	

**Scheme of Examination (Theory)****(b) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**HOUSEKEEPING SEMESTER – I (THEORY)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semesters	I	Housekeeping I(USHO 104)
Course Code	Title	Credits	
USHO104	Housekeeping-I	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

**Semester I – 15 weeks**

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

**OBJECTIVES:**

At the end of semester I:-

- The student will be able to identify the role of the housekeeping department and explain its organization structure and importance.
- The student will be able to list the basic cleaning equipments, cleaning agents and explain their use.
- Will be able to perform basic cleaning procedures of various surfaces.

**Contents of syllabus for USHO 104**

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I	<b>1. INTRODUCTION TO HOUSE KEEPING DEPARTMENT</b> 1.1 Types of Hotel & services offered 1.2 Types of Room 1.3 Role of Housekeeping department in a Hotel 1.4 Personality Traits of Housekeeping Personnel 1.5 Daily routine in Housekeeping 1.6 Glossary	15
II.	<b>1. ORGANIZATION OF HOUSEKEEPING DEPARTMENT</b> 1.1 Organization Chart of a Small, Medium & Large Hotel 1.2 Duties & Responsibilities of House Keeping Personnel	09



	1.3 Inter departmental coordination 1.4 Control Desk Operations	
	<b>2. CLEANING EQUIPMENT</b> 2.1 Classification of Cleaning Equipment 2.2 Use & Care of Equipment 2.3 Glossary	06
III.	<b>1. CLEANING AGENTS</b> 1.1 Classification 1.2 Use, care & Storage 1.3 Distribution & Control 1.4 Glossary	08
	<b>2. CLEANING &amp; POLISHING OF DIFFERENT SURFACES</b> 2.1 Metals 2.2 Glass 2.3 Plastic 2.4 Ceramics 2.5 Wood 2.6 Leather 2.7 Rexene	07
	<b>TOTAL THEORY HOURS</b>	<b>45</b>

**REFERENCE BOOKS:-**

1. Hotel Housekeeping Operations and Management – G. Raghubalan & Smritee Raghubalan – Oxford University Press.
2. Housekeeping Operations, Design and Management – Malini Singh & Jaya B. George – Jaico Publications.
3. Housekeeping Management – Margaret Kappa, Aleta Nitschken, Patricia B. Schappert – A.H. & L.A.
4. Hotel Hostel and Hospital Housekeeping – Joan Branson & Margaret Lennox –
5. Hotel Housekeeping Management & Operations – Sudhir Andrew – McGraw Hill Companies.

**HOUSEKEEPING SEMESTER - I (ASSIGNMENTS)**

All students should be given individual assignments. Out of the following given options each student needs to work on any two.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1.	Design and Layout of a Room Maids Trolley (Front View & Top View)	10
2.	Organizational Chart of a Small, Medium & Large Hotel.	10
3.	Layout of the Housekeeping Department of a Small, Medium & Large Hotel.	10
4.	Layout and design of a Floor Pantry.	10
5.	Cleaning Agents from one manufacturer	10

--	--	--

**Scheme of Examination (Theory)****(c) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**ROOMS DIVISION MANAGEMENT –I (PRACTICAL)**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	I	RDM-I Practical-USHO105
Course Code	Title	Credits	
USHO105	RDM-Practical-I	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	--	4					
Credit	--	2					

**Semester I – 15 weeks**

THEORY					PRACTICAL					Total Credits
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Lecture
--	--	--	--	--	4	60	10	02	--	02

**Contents of syllabus for USHO 105****Front Office – I (Practical)**

Sr.	Topic	Hr
1	<ul style="list-style-type: none"> <li>Grooming Standards- For Boys and Girls</li> <li>Social Etiquettes- Soft Skills</li> </ul>	6
2	<b>TELEPHONE HANDLING</b> <ul style="list-style-type: none"> <li>Transferring calls</li> <li>Call on hold Procedure</li> <li>Voice modulation</li> </ul>	12
3	<b>KNOW YOUR CITY- MUMBAI/ NAVI MUMBAI ETC</b> Shopping, Tourist attractions, Beaches, Historical and Archaeological monuments, Religious sites, Hotels and Restaurants, Live Theatres, Cinema Halls and Multiplexes, Handicrafts, Hospitals, Consulates and Embassies etc.	12

**HOUSEKEEPING - I (PRACTICAL)**

SR. NO.	PRACTICALS	HOURS
1	Introduction to Housekeeping practical, grooming and journal	02
2	Introduction to all cleaning equipments, agents and surfaces & Orientation of the different areas	02
3	Dusting (high & low)	04
4	Floor cleaning- Sweeping & mopping – Dry and Wet Mopping	02
5	Floor cleaning – Scrubbing – Manual and with Machines	02
6	Cleaning and Polishing of Brass (Functional & Decorative) – Demo &	02

	Practical	
7	Cleaning and polishing of Silver (Functional & Decorative) – Demo & Practical	02
8	Cleaning and polishing of steel/chrome – Demo & Practical	02
9	Cleaning of Glass – Demo & Practical	02
10	Cleaning of Tiles – Demo & Practical	02
11	Cleaning and polishing of Wood Surfaces – Demo & Practical	02
12	Cleaning and polishing of Laminated Wood – Demo & Practical	02
13	Cleaning and polishing of Marble/ Granite – Demo & Practical	04
	<b>TOTAL PRACTICAL HOURS</b>	<b>30</b>

## REFERENCES:

**Conduct of Practical Examination****(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
		20

**(b) Semester end assessment - 30 marks**

- A candidate will be given a 2 activities bed making and polishing or special cleaning of any surface or area
- Assessment will be done as follows

Journal	Grooming	Work sheet	Activity One	Activity Two	Viva-Voce
10	10	10	10	10	10

- Marks obtained out of 60 shall be converted to out of 30 to the next integer for final calculation.

**COMMUNICATION SKILLS ( ENGLISH & FRENCH)****LANGUAGE SKILLS – 45 Hours****Semester - I**

Name of the Programme	Duration	Semester	Course/C ourse Code
B.Sc. in Hospitality Studies	Six Semesters	I	Commun cation Skills USHO106
Course Code	Title	Credits	
USHO 106	Communication Skills (English and French)	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

**Semester I – 15 weeks**

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credit s	Total Marks	Ho urs / we ek	Total Hours	Notio nal Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

**OBJECTIVES:**

- Developing and adapting speaking and achieve listening skills and strategies.
- Generating, planning and drafting ideas
- Improving vocabulary for precision and impact
- Using grammar (French & English) accurately and appropriately.
- Structuring, organising and presenting texts in variety of formats.
- To be able to understand and speak basic French.

**Contents of syllabus for USHO 108**

Unit 1		
I	<ul style="list-style-type: none"> <li>• 1.1 The sentence – Kinds of sentences – Subjects &amp; Predicate</li> <li>• 1.2 The Phrase and the Clause</li> <li>• 1.3 Parts of speech – Noun, Adjective, Pronoun, Verb, Adverb, Preposition, Conjunction, Interjection</li> </ul>	3 Hours

	2.1 Noun- Kinds of Noun- i.e Common, Proper, Collective, Abstract	6 Hours
	2.2 The Noun: Gender – Masculine, Feminine, Common and Neuter gender	
	2.3 The Adjective – Kinds of Adjectives, Comparison of Adjectives – Positive, Comparitive and Superlative Degrees. The correct use of some Adjectives Viz little, a little etc	
	2.4 Articles – Use of Definite Article and Indefinite Article	
	2.5 Personal Pronouns – Forms of the Personal Pronouns - i.e First Person etc.	
	(French)	
	1. Translate the Dialogue into English	
	2.Culinary Terms. Translate to French using match the columns/crosswords	
UNIT 1-15 TEACHING HOURS		
Unit2		
II	1.1 The Verb – Transitive and Intransitive Verbs, Person & Number' Active and Passive Voice' Direct and Indirect Speech;	6 Hours
	1.2 Tense: Present Tense; Past Tense; Future Tense;	
	1.3 Adverb: Kinds of Adverbs	
	1.4 The Preposition – Kinds of Prepositions – Using appropriate prepositions	
	1.5 The Conjunction – use of appropriate Conjunctions – Classes of Conjunctions The Interjection – Meaning of & some example	
	2.1 Punctuation	4 Hours
	2.2 Commonly confused words / Common Errors / Antonyms / synonyms	
	(French)	
1	Days , Months, Numbers, Seasons	5 Hours
2	Plan a five course menu in French	
UNIT 2-15 TEACHING HOURS		

Unit3		
III	1.1 Newspaper Reading – current affairs	6 Hours
	1.2 Comprehension , Precis writing, Paragraph writing	
	2.1 Conversation / Role Play	5 Hours
	2.2 Public Speaking	
	(French)	
1	Make Negative, make plurals, conjugate in the present tense: avoir etre,Faire, Manger,Boire,mettre	4 Hours
	UNIT 3-15 TEACHING HOURS	
	Total Theory Hours	45

### REFERENCE (English)

- Business Communication – Meenakshi Raman and Prakash Singh
- Business Correspondence and Report writing – R.K.Sharma and Krishna Mohan
- Business Communication – Chaturvedi
- High School English – Wren and Martin
- Understanding Human Communication – Ronald B Adler and George Rodman (with CD)
- Skills Development for Business and Management Students - Kevin Gallagher
- Personality and Skills Development – Barun Mitra (with CD)
- Technical Communication , 2<sup>nd</sup> Edition – Meenakshi Raman (with CD)
- Corporate Communication – Jaishri Jethwaney
- Understanding Human Communication-Ronald B. Adler / George Rooman - Oxford

### REFERENCES (French)

- E. J. Neather - Mastering of French I & II - Macmillan - 1982
- Bridget Anfossy - Speak French Today - Augo - 1991
- R. Diez La Cortina - Cortina's French Method - Grosset & Dunlop - 1988
- Mathuram Bondo - Modern French Course - D. C. Heath & Co. -.1983.
- Course de langue et civilizaïion Franchises. G. Mauger.
- Oxford French Dictionary

**SEMESTER - I (ASSIGNMENTS)**

All students should be given individual assignments. Out of the following given options each student needs to work on any two.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1.	Paragraph writing on myself (100 words ) & Presentation on it.	10
2.	Essay on hospitality industry ( 500 words )	10
3.	Group Discussion, news paper reporting, letter writing (formal & informal)	10
4.	Speaking skills – conversation skills in French	10
5.	Presentation on any given topic	10

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments / projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ group discussion/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities & teamwork demonstrated through organizing co-curricular activities, etc.	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60



- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**INFORMATION TECHNOLOGY (THEORY)**  
**(SEMESTER – I) – 15 Weeks**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	I	INFORMATION TECHNOLOGY(USHO 107)
Course Code	Title	Credits	
USHO107	INFORMATION TECHNOLOGY	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	1	2					
Credit	2						

**Semester I – 15 weeks**

THEORY					PRACTICAL					Total Credits
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Lecture
01	15	20	02	--	02	30	05	02	--	02

**Objective:** To equip the student with the theory inputs with respect to understanding the fundamentals of computers and necessary skills to operate the generic applications and standard operating systems

**Contents of syllabus for USHO 107****(Theory – 15 Hrs)**

Sr.	Unit I Topic	Hr
A	<b>Introduction to Computer Fundamentals</b>	<b>15 Hours</b>
	<ul style="list-style-type: none"> <li>5 Parts of Computer</li> <li>Difference between Hardware &amp; Software</li> <li>Difference Between Data and Information</li> <li>Types of Computers – Server (Types), Clients (Types of Portable Computer)</li> <li>Application Software</li> <li>System Software</li> <li>Software Copyright – Freeware, Shareware, Licensed</li> </ul>	
B	<b>Software</b>	
	<ul style="list-style-type: none"> <li>Application Software – Word Processor, Spreadsheet, Database Management, Presentation, Media, Outlook, Browser and Utility Software like Acrobat Reader</li> <li>System Software – Operating System (Windows, Linux, Android)</li> <li>Device Driver</li> <li>Utility Software – VLC Player, File Converter</li> </ul>	

**C Hardware**

- Introduction of Central Processing Unit
- Processor – Intel, AMD, Clock Speed
- Input Devices – Keyboard, Mouse, Mic, Scanner, Barcode Reader, RFID, Touch Screen
- Output Devices – Displays (CRT, TFT, LCD, Plasma, LED, Projector)
- Display Resolution
- Printers – Inkjet, Laser, Thermal
- Storage Devices – Primary (RAM & ROM), Secondary (HDD, Flash Drive, USB, CD/DVD, Blue Ray, Media Players)

**D Networking**

- Types of Network (LAN, WAN, MAN)
- Topology (Bus, Star, Ring, Mesh & Tree)
- Network Hardware – (Cables – RJ45, RJ11, MTRJ, Switch, Routers, Access Point, Modem)
- IP and MAC Address, Subnet, Gateway, DNS
- Understanding Network Address & Node Address
- Network Security – Firewalls (Hardware & Software)
- Bandwidth

**E Internet**

- Intranet, Internet & Extranet
- WWW, HTTP, Domains
- VPN & VoIP
- Search Engines
- ISP & Bandwidth

(Practical 30 Hrs)

Sr.	Topic	Hr
1	<b>Computer Architecture (DEMO)</b>	02
	• Motherboard, RAM, PCI Slots, SMPS & different Ports	
2	<b>Operating System</b>	06
	• DOS Commands (CMD, IP, IPCONFIG, DIR, CLS, PING etc.)	
	• Introduction to Desktop	
	• Control Panel	
	• Configuring Printers (Standalone & Network)	
	• Sharing & Security	
3	<b>Word 2007</b>	06
	<b>Microsoft word</b>	
	File, Edit, View, Insert, Format, Tools, Table Commands	
	Page Setup, Print Options, Setting Page Margins	
	Clip Arts, Inserting Pictures/Charts/Files	
	Correcting Text, Cut, Paste, Undo, Redo, Deleting Blank Lines,	
	Inserting A Page, Typing Over Text, Replacing Text, Moving And	
	Copying Text. Menu Method, Key Board Method, Tool Bar Method,	
	Drag & Drop Method, Checking Text, The Spell Checker, Auto	
	Correct Check Up, The Sanrus, The Grammar Checker, Formatting	
	A Text, Changing Type Style, Character Highlighting, Alignment Of	
	Text, Left, Right, Center, Justifying Text-Types & Tab Setting, Setting	
	Tab Using Ruler, Indenting Paragraphs, Increasing And Decreasing	
	Indents, Using Ruler To Set Indents, Spacing Paragraph Line	
	Spacing, Spacing Between Paragraphs, Page Views, Normal Views,	

Page Layout View, Outline View, Print Preview, "Full Screen View, Master Document View, Magnification, 200 M Control In Any View, Page Formatting, Setting Margins, Paper Size, Printing In Landscape Or Portrait Orientation, Page Numbering, Adjoining Page Numbering, Deleting Page Numbering, Header & Footer, Creating And Editing, Inserting And Deleting Pages In A Document, Saving The Text, Saving The File To Disk, Closing A File, Opening A Non-Work Document, Printing The Text.

#### 4 EXCEL

06

Processing With Ms Excel, Starting Excel, Starting New Work Book, Entering And Editing Data, Formatting Work Sheet, Sorting The Data, The Worksheet Selecting Cells And Ranges, Selecting With Mouse, Data Entry, Entering Numbers, Text, Date 4 Time Entries, Entering Series, Filing A Text Series With Auto Fill, Filing A Number Series, Editing Data, Clearance And Replacing Contents Of A Cell, Deleting The Contents Of A Range Of Cell, Rearranging Work Sheet Data, Copying, Auto Correct, Spell Checking, File dose, Formatting Data, Font Selection, Aligning Data, Format Style, Formatting Work Book, Arranging, Hiding, Un hiding, Inserting Columns And Rows, Adjusting Width, Copying And Moving, Inserting And Deleting Sheets From Work Book, Mathematical Operator, Exponentiation And Percentage Operators, Logical Or Comparison Operators, Using Mouse To Create A Formula.

Inserting A Chart, Chart Types, Modifying Chart, Adding Drawing To The Chart, Printing In Excel, Print Parameters, Default And Changing Default Settings, Sorting, Printing Etc.

#### 5 POWERPOINT

08

Power Point Terminology-Getting Into Power Point-Creating, Opening And Saving Presentations- The Easy Way-Using Auto Content Wizard-Working With Blank Presentation-Using The Templates-Using The Slide Master-Working With Color Schemes-Working With Slides-Making A New Slide -Move, Copy Or Duplicate Slides-Delete A Slide-Copy A Slide From One Presentation To Another-Go To Specific Slide-Change The Lay Out Of A Slide-Zoom In Or Out Of Slide-Working With Text In Power Point-Cutting, Copying and Pasting-Formatting Text, Change Font & Size, Shadowing, Embossing-Alignment The Text-Left, Center, Right And Justify-Power Of Graphics In Power Point-Working With Clipart Picture-Using Microsoft Excel-Chart-Using Organization Charts-Power Point Drawings-Ways To Draw-Adding Lines-Connecting Lines-Borders And Adding Curves-Creating Word Tables-Making Great Looking Presentations(Putting On A Show)-Arranging, Creating Animated Slides- Manually Advancing Slides-Adding And Removing Transitions-Running A Presentation Continuously-Printing The Presentation Elements.

#### 6 Outlook

02

- Configuration

**Scheme of Examination (Theory)****(b) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination****(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
		20

**(b) Semester end assessment - 30 marks**

- A candidate will be asked to carry out skill based practical in the Computer lab.
- Assessment will be done as follows

File	Grooming	Skill Set-I	Skill Set-II	Viva -voce
10	10	10	10	10

- Marks obtained out of 50 shall be converted to out of 30 to the next integer for final calculation.

**FOOD SAFETY AND NUTRITION**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	I	Food Safety & Nutrition(USHO 108)
Course Code	Title	Credits	
USHO108	Food Safety & Nutrition	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

**Semester I – 15 weeks**

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	10	02		--	--	--	--	--

**Contents of syllabus for USHO 108****OBJECTIVES:****At the end of Semester – I**

- To learn about the importance of hygiene & sanitation in the catering industry
- To get acquainted with the food standards.
- To learn about ways to minimize food poisoning and infections.
- To understand function, sources & deficiency of nutrients.
- To gain basic knowledge of nutrition
- To gain knowledge about maintenance of good health.
- To understand the changes brought about in food nutrients during processing

**Semester I – 15 weeks**

UNIT	TOPIC	TOTAL NO. OF HOURS
<b>I</b>	<b>INTRODUCTION TO HYGIENE</b>  1.1 Rules & importance of hygiene 1.2 Personal Hygiene 1.3 Cleaning of premises 1.4 Pest Control 1.5 Waste disposal 1.6 Dishwashing methods	15
	<b>HACCP</b>  2.1 Introduction 2.2 Importance 2.3 VII Critical Control Points	
	<b>MICROBES</b>  3.1 Introduction ( Bacteria, Yeast, Mould) 3.2 Classification 3.3 Factors for growth 3.4 Role of microbes in manufacture of fermented foods (dairy products, Veg. & bakery preparations, alcoholic Bev., vinegar, fermented Indian foods)	
<b>II</b>	<b>FOOD BORNE ILLNESS</b>  1.1 Natural Toxins (Kesari Dal, Potatoes, Mushrooms, Shell Fish, Peanuts) 1.2 Chemical (Tin, Copper, Arsenic, Lead) 1.3 Bacterial toxins (staphylococcus, salmonella, Clostridium perfringens, Clostridium botulinum)  1.4 Food poisoning & Infections  <ul style="list-style-type: none"> <li>• Definitions</li> <li>• Food contamination &amp; Spoilage</li> <li>• Differentiation</li> <li>• Examples</li> </ul>	15

**FOOD ADULTERATION**

2.1 Definition and types

2.2 Test to detect (coffee, semolina, flour, ghee, butter, margarine, oil, milk, turmeric, coriander powder, pepper corn , meat etc.

2.3 Food standards in India (PFA, FPO, MPO, BIS-ISI, AGMARK, ISO)



	<b>FOOD ADDITIVES</b>  3.1 Colours & Flavours 3.2 Browning reactions-causes, desirable & undesirable effects)	
	<b>FOOD PRESERVATION</b>  ❖ <b>Methods of Preservation</b>  4.1 Natural & Chemical Preservation 4.2 Low temperature(Refrigeration, Freezing) 4.3 High Temperature(Pasteurisation, Sterilization, Canning) 4.4 Irradiation	
	<b>FOOD STORAGE</b>  5.1 Dry food store 5.2 Refrigerated store 5.3 Freezer store 5.4 Holding at High Temperature 5.5 Stock rotation & cross contamination	
<b>III</b>	<b>INTRODUCTION TO NUTRITION</b>  1.1- Definitions(Food, balanced diet, nutrition, over nutrition, under nutrition, malnutrition, health) 1.2 - Balanced diet-Food pyramid 1.3 - Meal planning steps	15

	<b>CARBOHYDRATES</b>  2.1 - Classification & composition 2.2 - Functions & requirements, sources 2.3 - Excess & Deficiency 2.4 -Uses in food preparation ( Gelatinization, Gel formation, Dextrinization, Gluten formation, Caremelization)	
	<b>PROTEINS</b>  3.1 - Classification & Composition 3.2 - Functions & requirements, Sources 3.3 - Excess & Deficiency 3.4 - Uses in food preparation 3.5 - Effect of heat (Denaturation, Coagulation) 3.6 - Gel formation 3.7 - Foaming	
	<b>FATS&amp;OILS</b>  4.1 - Classification & Composition 4.2 - Functions & requirements, Sources 4.3 - Excess & Deficiency 4.4 - Types, Sources, Uses 4.5 - Factors causing deterioration 4.6 - Rancidity 4.7 - Flavour reversion 4.8 - Shortening 4.9 - Polymerisation	

	<b>VITAMINS, MINERALS, WATER &amp; COLLOIDS</b>	
5.1	- Functions	
5.2	- Sources	
5.3	- Deficiency & Excess	
5.4	- Fat soluble & water soluble Vitamins (A,D,E,K,B1,B2,B3,C)	
5.5	- Minerals (Ca,P, Na,K,Fe,I,Fl)	
5.6	- Importance, balance & Sources	
5.7	- Cooking losses & prevention	
5.8	- Definitions (sol, gels, foam, emulsion)	
5.9	- Examples(roasting, grilling, frying, baking, boiling, poaching, microwave)	
5.10	- Importance in food industry	

**REFERENCE BOOKS**

Sr no	Author	Title	Publisher	Place	Year
1	Hobbs, Betty & Roberts,	Food Poisoning and Food	Hoddr & Stoughton	Great Britain	1993
2	Rodey S		Tata Mcgraw Hill	New Dehli	1999
3	Trickett, Jill	Food Hygiene for Food Handlers	Macmillan	Hongkong	1997
4	Knowles Tim	Food Safety in the Hospitality Industry	Butterworth Heinemann	Oxford	2002
5	Scott Elizabeth & Sockett Paul	How To Prevent Food	John Wiley & sons	New York	1998
6	Loken Joan	The HACCP Food Safety Manual	John Wiley & sons	New York	1994
7	Commercial law Publishers	The Prevention of Food	Commercial law Publishers	Mumbai	2008
8	Mahindru S.N.	Food Additives	APH Publishing Corp	New Delhi	2008
9	Sareen, Sandeep	Food Preservation	Sarup & sons	New delhi	1999
10	VanGarde Shirley & Woodburn	Food Preservation & Safety	Surabhi Publication	Jaipur	1999
11	M.Swaminathan	Food & Nutrition Vol-I	Bappco.	Bangalore	1985
12	M.Swaminathan	Food & Nutrition Vol-II	Bappco.	Bangalore	1985

13	M.Swaminathan	Food & Nutrition	Bappco.	Bangalore	1996
14	B.Srilakshmi	Food Science	New Age International	New Delhi	2007
15	Roday Sunetra	Food Science & Nutrition	Oxford Uni.Press	New Delhi	2010
16	Adams MR. & Moss.M.O.	Food Microbiology	New Age International	New Delhi	2006
17	Jim Mann & A. Stewart Truswell	Essentials of Human Nutrition	Oxbord University Press	New Delhi	2010

**Scheme of Examination (Theory)****(c) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**NOTE: TUTION FEE FOR THE SEMESTER Rs. 65,000/-**



## Semester II - B.Sc. Hospitality Studies

Course Code	Subject	Class Room Instruction Face to Face									Notional				Credits			
		Per Week			Per Sem			Per Sem Hrs										
		L	P	T	L	P	T	L	P	T	L	P	T	Total	L	P	T	Total
USHO201	Food Production & Patisserie II	3	4	-	45	60	-	45	60	-	25	10	-	140	2	2	-	4
USHO202	Food & Beverage Service II	3	4	-	45	60	-	45	60	-	25	10	-	140	2	2	-	4
USHO203	Front Office II	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO204	Housekeeping II	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO205	Rooms Division Management(Practicals) II	-	4	-	-	60	-	-	60	-	-	10		70	-	2	-	2
USHO206	Communication Skill II (English & French)	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO207	Principles of Hotel Accountancy	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO208	Principles of Management	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
	Total	21	12	-	315	180	-	315	180	-	175	30	-	700	14	6	-	20

**L** one lecture / period of 60 minutes (1 hr.) **P** Practical **T** Tutorial

Notional includes time spent in library / home / other institutions for preparation and writing of assignments, quizzes, open book test, journal, case studies, project, practical, field work, excursion, etc.

**FOOD PRODUCTION & PATISSERIE-II (Theory)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semesters	II	Food Producti on & Patisserie -II(USHO 201)
Course Code	Title	Credits	
USHO102	Food Production & Patisserie-I	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

Class Room Instruction Face to Face									Notional				Credits			
Per Week			Per Sem			Per Sem Hrs										
L	P	T	L	P	T	L	P	T	L	P	T	Total	L	P	T	Total
3	4	-	45	60	-	45	60	-	25	10	-	140	2	2	-	4

**OBJECTIVES:**

- To develop a keen interest in food production and to enable students to experiment, innovate and progressively produce a variety of preparation / dishes.
- To gain confidence to adapt to the technical skills and the art of preparing different menus, Indian as well as Continental.
- By the end of the second semester students should be confident enough in their skills which would boost their morale to take up the challenge of bulk cookery in the third and fourth semester.

**Contents of syllabus for USHO 201**

UNIT NO.	Ch. No.	TOPIC	Hrs.
01	1	Culinary Terms with Explanation & Examples	03
	2	Layout of Kitchen	03
		2.1 General Layout of the Kitchen	
		2.2 Receiving Area	

		2.3 Storage	
		2.4 Wash up	
	<b>3</b>	<b>Soups</b>	<b>02</b>
		3.1 Classification with Examples	
		3.2 Consommé and Garnishes with their names (Any 10 common name)	
	<b>4</b>	<b>Fish Mongery</b>	<b>02</b>
		4.1 Classification of Fish with examples	
		4.2 Selection, Cooking & Storage of Fish	
		4.3 Local Names of Fin Fish and Shell Fish	
		4.4 Cuts of Fish	
	<b>5</b>	<b>Poultry</b>	<b>02</b>
		5.1 Cuts of Poultry	
		5.2 Selection and Uses of Cuts	
	<b>6</b>	<b>Rice, Cereals &amp; Pulses</b>	<b>03</b>
		6.1 Introduction, Classification of Cereals and Pulses	
		6.2 Varieties of Rice and Byproducts	
		6.3 Nutritive Value of Various Cereals	
		6.4 Sprouts and Uses	
UNIT NO.	Ch. No.	TOPIC	Hrs.
02	<b>7</b>	<b>Meat</b>	<b>04</b>
		7.1 Introduction to Meat Cookery	
		7.2 Cuts of Lamb, Pork, Beef / Veal	
		7.3 Variety of Meats / Offal	
		7.4 Selection and Storage of Meats	
	<b>8</b>	<b>Milk and Milk Products</b>	<b>05</b>
		8.1 Introduction, Processing of Milk, Pasteurization, Homogenization, Milk in Various Forms e.g. Toned, Powder, Skimmed, Condensed & Evaporated.	
		8.2 Cream – Introduction, Processing & Types	
		8.3 Butter – Introduction, Processing & Types	
		8.4 Cheese – Introduction, Classification with Examples, Processing, Types, Cooking with Cheese and Uses.	
	<b>9</b>	<b>Bakery &amp; Pastry</b>	<b>03</b>
		<b>Shortening – Fats and Oils</b>	
		9.1 Saturated and Un-saturated Fats	
		9.2 Advantages & Disadvantages of Using Fats	
		9.3 Varieties of Shortening	
	<b>10</b>	<b>Tea &amp; Coffee</b>	<b>02</b>
		10.1 Introduction	
		10.2 Producing Regions/Country	
		10.3 Types and Methods of Preparation	
		10.4 Popular Brands and Variety Available	
	<b>11</b>	<b>Thickening Agents used in Indian Gravies</b>	<b>01</b>
		11.1 Role of Thickening Agents	



UNIT NO.	Ch. No.	TOPIC	Hrs.
03	12	<b>Indian Cookery</b>	03
		12.1 History of Spices and Trade Routes	
		12.2 Basic Spices, Condiments and Masalas	
		12.3 Role of Spices in Indian Cuisine	
		12.4 Indian Equivalent name	
		12.5 Blending of Spices	
		12.6 Concept of Wet and Dry Masalas	
		12.7 Regional Varieties of Basic Masalas	
		12.8 Basic Composition of Some Important Masalas	
	13	<b>Menu Planning</b>	02
		13.1 History of Menu	
		13.2 Types of Menu	
	14	13.3 Menu Planning Principles	04
		<b>Bakery &amp; Pastry</b>	
		14.1 Pastries	
		<ul style="list-style-type: none"> <li>• Classification of Pastries</li> <li>• Varieties</li> <li>• Role of Each Ingredient</li> <li>• Baking Temperature and Time of Each Pastry</li> </ul>	
		14.2 Pastry Cream	
		<ul style="list-style-type: none"> <li>• Basic Pastry Cream</li> <li>• Use in Confectionery</li> <li>• Preparation and Care in Production</li> </ul>	
		14.3 Cocoa and Chocolate	
		<ul style="list-style-type: none"> <li>• Introduction, Production and Manufacture</li> <li>• Varieties of Chocolates</li> <li>• Tempering of Chocolates</li> </ul>	03

**Culinary Terms**  
**(Explanation of the following Culinary Terms with examples)**

1. Bhurta	2. Baghar	3. Bain Marie
4. Bisque	5. Bortsch	6. Brioche
7. Canapés	8. Choux	9. Cisel
10. Compote	11. Concasse	12. Condiments
13. Croissant	14. Darne	15. Force Meat
16. Garniture	17. Gateaux	18. Genoese
19. Hors d' oeuvre	20. Larding	21. Macedione
22. Matignon	23. Mousse	24. Mousseline
25. Panada	26. Paneer	27. Pimento
28. Khoya	29. Potage	30. Pot Pourri
31. Ragout	32. Rechauffe	33. Roe
34. Royal	35. Royale	36. Saffron
37. Sear	38. Seasoned Flour	39. Soufflé
40. Stew	41. Supreme	42. Kofta
43. Tronçon	44. Zest	

**REFERENCE BOOKS**

1. Parvinder S. Bali – Quantity Food Production and Indian Cuisine
2. Thangam Philip – Modern Cookery I & II – Orient Longman – 2001
3. Auguste Escoffier – Ma Cuisine – Hamlyn – 2000
4. Digvijay Singh – Cooking Delight of the Maharajas – Vakils, Feffer & Son's Ltd. – 1982
5. Philip Dowell & Adrian Barley – The Book of Ingredients – Mermaid Books – 1987
6. Wayne Gisslen – Professional Baking – John Wiley & Sons – 1994
7. Martha Day – Baking – Lorenz Books – 1999
8. M. J. Leto & Bode – The Larder Chef – Heinemann Publishing House – 1989
9. Parvinder S. Bali - Food Production Operations
10. Thangam E. Philip - Modern Cookery for Teaching and Trade - 4<sup>th</sup> Vol. - 1996
11. Krishna Arora - Theory of Cookery – 2<sup>nd</sup> – 1992
12. Wayne Gisselen - Professional Cooking – 4<sup>th</sup> – 1992
13. Wayne Gisselen - Professional Baking – 2<sup>nd</sup> – 1994
14. J. C. Dubey - Basic Bakery - 1<sup>st</sup> – 1992
15. Kinton Ceserani - Theory of Catering – 7<sup>th</sup> – 1996
16. Bernard Davis - Food Commodities - 4<sup>th</sup> – 1998
17. Daniel R. Stevenson - Basic Cookery The Process Approach - 5<sup>th</sup> - 1997

**(Practical - Bakery)**

<b>Sr.</b>	<b>Topic</b>
<b>1</b>	<b>Breads</b> <ul style="list-style-type: none"> <li>• Cheese &amp; Garlic Bread</li> <li>• French Bread</li> <li>• Brioche</li> </ul>
<b>2</b>	<b>Pastries</b> <ul style="list-style-type: none"> <li>• Flaky Pastry</li> <li>• Puff Pastry (Cheese Straws)</li> <li>• Quiche</li> <li>• Danish Pastry</li> </ul>
<b>3</b>	<b>Cakes</b> <ul style="list-style-type: none"> <li>• Yule Log</li> <li>• Fruit Cake</li> <li>• Chocolate Brownies</li> <li>• Marble Cake</li> </ul>
<b>4</b>	<b>Cookies</b> <ul style="list-style-type: none"> <li>• Peanut Cookies</li> <li>• Chocolate Chip Cookies</li> <li>• Coconut Macaroons</li> </ul>
<b>5</b>	<b>Chocolate Rocks</b>

**(Food Production Practical)**

<b>Sr.</b>	<b>Topic</b>
<b>1</b>	<b>Suggested Menu Patterns</b> <ul style="list-style-type: none"> <li>• Indian Menus</li> <li>• Continental Menus</li> </ul>

**PRACTICAL MENU**

<b>I</b>	<b>Snack Menu</b>	
	<b>Non-Veg</b>	<b>Veg.</b>
	1. Chicken / Beef Burgers 2. Chicken Grilled Sandwich 3. Chicken Pizza 4. Kheema Samosa 5. Mince Meat Croquettes 6. Shami Kabab 7. Chicken Lollypop 8. Fish Fingers	1. Veg. Burger 2. Veg Grilled Sandwich 3. Veg. Pizza 4. Punjabi Samosa 5. Chutney Pattice 6. Chillie Cheese Toast 7. Aloo Chat 8. Wada
	<b>Accompaniments:</b> Green / Red / Tamarind Chutney, Tartare Sauce, Hot Garlic Sauce, Tomato Sauce	
<b>II</b>	<b>Salads</b>	
	1) Tossed Salad with French Dressing 2) Waldorf Salad 3) Palak / Pineapple / Anar Raita 4) Chicken Hawain Salad 5) Salad Caprese 6) Ceasar Salad	
<b>III</b>	<b>Soups</b>	
	1) Consommé Jacqueline / Celestine 2) Soupe à l' oignon à la François 3) Puree Lentils 4) Crème de Volaille 5) Soupe Cockie Leekie 6) Soupe Vichyssoise 7) Sea Food Chowder 8) Gazpacho 9) Mulligutwany	
<b>IV</b>	<b>Poisson</b>	
	1) Fried Fish with tartare Sauce 2) Grilled Fish with Hollandaise Sauce 3) Baked Fish in Provencale Sauce 4) Fillet de Pomfret Cubat 5) Goan Fish Curry	
<b>V</b>	<b>Poulet</b>	
	1) Poulet à la Rex 2) Poulet Sauté Mireille 3) Poulet Sauté Parmentier 4) Masala Roast Chicken 5) Murg Khorma	
<b>VI</b>	<b>Entrees</b>	
	1) Scotch Eggs 2) Spaghetti Bolognaise 3) Grilled Steaks with Pepper Sauce 4) Barbeque Pork Chops with Robert Sauce 5) Goulash de Boeuf à la Hongroise 6) Mutton Nilgiri Khorma	

	7) Mutton Rogan Josh	
<b>VII</b>	<b>Entremettes</b>	
	1) Mixed Vegetables Bhujia 2) Baingan Bharta 3) Muttar Kumbh Masala 4) Courge Provencale 5) Corn and Pepper au gratin	6) Boquetier de Legumes 7) Aubergine à la Turque 8) Spaghetti with Mushroom & Cheese Sauce 9) Cheese and Cauliflower Soufflé 10) Baked Spinach
<b>VIII</b>	<b>Potatoes</b>	
	1) Pommes de terre Croquettes 2) Jacket baked Potatoes 3) Pommes Chateau 4) Pommes Marquise	5) Gratin de Pommes de terre Dauphinoise 6) Bubble and Squeak 7) Garlic & Herb Roast Potatoes 8) Soufflé de Pommes de Terre
<b>IX</b>	<b>Cereals &amp; Pulses</b>	
	1) Aloo ki Tihari 2) Pea Pulao 3) Riz Pilaf 4) Makhani Dal 5) Dal Fry 6) Moong Dal with Palak	
<b>X</b>	<b>Rotis &amp; Parathas</b>	
	1) Satpura Parathas 2) Dhakai Parathas 3) Missie Roti 4) Chapati	
<b>XI</b>	<b>Hot Dessert</b>	
	1) Gajar / Beetroot Halwa 2) Shahi Tukra 3) Christmas Pudding with Custard Sauce 4) Crêpe Suzette	
<b>XII</b>	<b>Cold Dessert</b>	
	1) Blancmange 2) Fruit Trifle 3) Chocolate Mousse 4) Diplomat Pudding 5) Chocolate / Vanilla Panacotta	

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination****(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
4	<b>Internal assessment</b>	20

**(b) Semester end assessment - 30 marks**

- Candidate will be given a menu comprising of 4 dishes.
- Indent sheet and plan of work sheet to be filled by the candidate of the menu he gets.
- He / she supposed to collect indents, prepare and present the dishes in the menu within stipulated time.
- Cleaning and securing equipments and working area is also to be done within stipulated time.

Assessment will be done as follows –

Journal	Indent Sheet & plan of work	Colour	Consistency	Taste	Texture	Viva-voce	Personal Grooming ,Cleaning
10	10	10	10	10	10	10	10

Marks obtained out of 80 shall be converted to out of 30 to the next integer for final calculation.

**FOOD AND BEVERAGE SERVICE SEMESTER – II (THEORY)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semesters	II	Food & Bevera ge Service- II(USHO 202)
Course Code	Title	Credits	
USHO202	Food & Beverage Service-II	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

**Semester II – 15 weeks**

THEORY					PRACTICAL					Total Credits
Hours / week	Total Hours	Notion al Hours	Credi ts	Total Marks	Hours / week	Total Hour s	Notion al Hours	Credi ts	Total Marks	Lecture + Practic al
03	45	25	02		04	60	10	02		04

**OBJECTIVES:**

At the end of semester II the student will be able to identify:

- The different types of Menus and principles of menu planning.
- Sequence and course in the French classical menu also identify general accompaniments.
- Types, storage and service of Tobacco and Non alcoholic beverages.
- Simple control system followed in a restaurant.

**Contents of syllabus for USHO 202**

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I	<b>1. MEALS AND MENU PLANNING</b> 1.1 Menu – Origin, definition & objectives 1.2 Types of meals (Breakfast, Brunch, Lunch, Afternoon tea, High tea, Dinner) 1.3 Types of Menu	15



	<ul style="list-style-type: none"> <li>a) A la carte</li> <li>b) Table d' hote</li> <li>c) Cyclic menu</li> <li>d) Banquet menu</li> <li>e) Carte du jour / plat du jour</li> <li>f) Californian menu</li> <li>g) Take-away</li> </ul> <p>Other types of menu</p> <ul style="list-style-type: none"> <li>a). Children's menu</li> <li>b). Club menu</li> <li>c). Ethnic menu</li> <li>d). Health menu</li> <li>e). Spa Menu,</li> <li>f). Ayurvedic Menu</li> </ul> <p>1.4 Principles of Menu planning  1.5 Breakfast: English, Continental, American, Indian  1.6 Types of Tea Service: Full Afternoon Tea, High Tea.</p>	
II.	<b>1. French Classical Menu:</b> 1.1 a. Sequence and Courses. b. General Accompaniments.  1.2 Ice creams: Types & categories of Ice creams	12
	<b>2. TOBACCO</b> <ul style="list-style-type: none"> <li>a) Introduction to Cigars and cigarettes.</li> <li>b) Types of tobacco</li> <li>c) Shape, size, color &amp; Brand names with country of origin.</li> </ul>	03
III.	<b>1.1 NON ALCOHOLIC BEVERAGES</b> <ul style="list-style-type: none"> <li>a. Definition of beverages</li> <li>b. Classification chart –alcoholic &amp; non alcoholic drinks.</li> <li>c. Stimulating-Tea, Coffee &amp; Cocoa, ( origin, manufacture, Method of preparation, types &amp; brands)</li> <li>d. Nourishing-health drinks</li> <li>e. Refreshing –juices, squashes, crushes, syrups &amp; aerated water</li> <li>f. Table Water (origin, types &amp; brands) &amp; carbonated water.</li> </ul>	06
	<b>1.2 SIMPLE CONTROL SYSTEMS.</b>  <ul style="list-style-type: none"> <li>a) Restaurant reservation system</li> <li>b) KOT Checking System</li> <li>c) Types of KOT / BOT</li> </ul>	05

	d) Method of billing (manual & computerised)	
	<b>GLOSSARY</b> Aboyeur A l'Anglaise Aperient water Brunch Buffet Froid Bisques Brotsch Bills of fare Chalybeate water Consomme Caesar Salad Corn on the cob Cayenne Pepper Café au lait Cyclic Menu Dessert Entrée Entremets Farineux French Dressing Gravlax Hors-d'oeuvres Humidor Kroupnich Legumes Mineral water Menu Macaroni Maitre d' hotel Natural Spring water Olive Oil Poisson Parisienne Releve Sorbet Savoureux Sur la plat Tofu Tartare Sauce TIPS A la Carte A l'Orly Allemande Banquet Brasserie Batwina Bouillabaisse Balsamic Vinegar Chateaubriand Canapé Charcuterie Cranberry Sauce. Cumberland Sauce. Caviar Carte du jour Debarrasseur Escargots En cocotte Formage Fruitarians Gnocchi Hûîtres Horseradish Sauce. Kosher Lacto-Ovo Vegetarians Malt Vinegar Mousses Mint Sauce Nicoise Salad Oeufs Potages Pates Rouille Rôti Salade Smoked Salmon Semolina Tabasco Sauce Table d'hôte Worcestershire Sauce	04
	<b>TOTAL THEORY HOURS</b>	<b>45</b>

**REFERENCE BOOKS:-**

- Dennis Lillicrap, John Cousins and Robert Smith-
- Vijay Dhawan- Food and Beverage Service

- Peter Dias- The Steward-
- John Fuller & A.J. Currie-
- Sudhir Andrews- Food and Beverage Service-
- Bobby George-Food & Beverage Service-

### FOOD AND BEVERAGE SERVICE SEMESTER - II(ASSIGNMENTS)

All students should be given individual assignments. Out of the following given options each student needs to work on any two.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1.	Planning a 13 course French classical menu with general accompaniments.	
2.	Planning of an a la carte menu of a Specialty Restaurant or coffee shop.	
3.	Planning of American and continental breakfast menu with appropriate layout.	
4.	List five types of Tea and Coffee , explaining the composition of each.	
5.	Formats of special food checks (KOT)	

### FOOD & BEVERAGE SERVICE SEMESTER – 2 (PRACTICAL)

SR. NO.	PRACTICALS	HOURS
1	<b>MEALS AND MENU PLANNING</b> <ul style="list-style-type: none"> <li>• Menu Planning (Planning and compilation of 4,5,6 courses menu. lunch and dinner, English &amp; French ) Table d hote menu (cover, taking order &amp; service)</li> </ul>	12
2	<ul style="list-style-type: none"> <li>• Types of table service               <ul style="list-style-type: none"> <li>o Silver service/ English service</li> <li>o American/ Plated</li> <li>o Family</li> <li>o Russian</li> <li>o French/ butler</li> </ul> </li> </ul>	08
3	Points to be considered while waiting at the table.	01
4	Menu, cover, taking order & procedure for Service of Breakfast (Continental, American, English & Indian.	10
5	Breakfast tray & trolley setups.	03

6	Taking order & service of pot tea & coffee.	02
7	Menu, cover, taking order & procedure for full afternoon tea. (table, tray & trolley)	04
8	Menu, cover, taking order & procedure for High Tea. (table, tray & trolley)	04
9	<b>NON ALCOHOLIC BEVERAGES.</b> <ul style="list-style-type: none"> <li>Service of carbonated (fresh lime soda &amp; soft drinks), refreshing (juice), nourishing (milk shakes)</li> </ul>	02
10	<ul style="list-style-type: none"> <li>Procedure of service of tea. (tea bags, envelop, camomile &amp; jasmine).</li> </ul>	02
11	<ul style="list-style-type: none"> <li>Procedure of service of coffee (instant, plunger, filter, cappuccino &amp; ristretto)</li> </ul>	02
12	<b>CHAPTER 3. TOBACCO</b> Procedure of Service of cigars and cigarettes.	02
13	<b>CHAPTER 4. SIMPLE CONTROL SYSTEMS.</b>  Writing of manual food check (KOT, suivant, supplement, retour en place, accident & Non chargeable)	04
14	Guest lecture on food & beverage controls After the lecture the student is required to submit a report.	04
<b>TOTAL PRACTICAL HOURS</b>		<b>60</b>

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15

Total	60
-------	----

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination****(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
		20

**(b) Semester end assessment - 30 marks**

- A candidate will be given a menu to compile and laying table for it.
- Assessment will be done as follows

Journal	Grooming	Service of Food & Non-Alcoholic Beverages	Menu Planning	Cover laying	Viva - voce
10	10	10	10	10	10

- Marks obtained out of 60 shall be converted to out of 30 to the next integer for final calculation.

**FRONT OFFICE SEMESTER – II (THEORY)**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	II	FRONT OFFICE II(USHO 203)
Course Code	Title	Credits	
USHO203	FRONT OFFICE-II	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

**Semester II- 15 weeks**

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

**OBJECTIVES:**

At the end of semester II:-

The student should be able to understand the concept and functioning of room reservations, Reception and Guest services.

**Contents of syllabus for USHO 203****Semester II – 15 weeks**

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I	<b>RESERVATIONS</b> <ul style="list-style-type: none"> <li>Sources of Reservations</li> <li>Modes of Reservations</li> <li>Types of Reservations</li> <li>Systems of reservations</li> <li>Overbooking</li> <li>Job Description of Reservation Personnel</li> </ul>	15
II.	<b>RECEPTION</b> <ul style="list-style-type: none"> <li>Profiling the guest</li> <li>Guest Registration Process</li> <li>Regular and Non Regular Guest</li> <li>'C' Form &amp; 'F' Form</li> </ul>	15

III.	<b>GUEST SERVICES</b> <ul style="list-style-type: none"> <li>• Handling Guest Mail</li> <li>• Message Handling</li> <li>• Custody and Handling of Keys</li> <li>• Guest Paging</li> <li>• Safe Deposit Locker</li> <li>• Guest Room Change</li> <li>• Custody of Deposited Luggage</li> </ul>	15
	<b>TOTAL THEORY HOURS</b>	<b>45</b>

**REFERENCE BOOKS:-**

Name of the book	Author	Publisher	Place of Publication
Jatashankar Tiwari	Front Office Management	Oxford University Press	New Delhi
Andrews, Sudhir	Hotel Front Office Training Manual	The Tata M'cGraw Hill	New Delhi
Kasavana, Michael & Brooks, Richard	Managing Front Office Operations	AHMA	USA
Baker & Bradley	Principles of Hotel front Office Operations	Cassell	London
Deveau, insley & deveav, Patricia	Front Office Management and Operations (2)	Prentice Hall	NEW JERSEY
Bullied, An Ritchie, Caroline	Reception	Stanley Thornes	london
Chakravarti, B.K.	Front Office Management In Hotel	BNS Publishers	New Delhi
Braham, Bruce	Hotel Front Office	Hutchinson	London
Ford, Robert & Heaton, Cherrill	Managing the guest Experience	Delmar Publishers	London
Bardi, James	Hotel Front office Management	John wiley & sons	new Jersey
Aggarwal.Ravi	Hotel front Office	sublime Publications	jaipur
Huyton Jeremy & Baker Sue	Case Studies in Rooms Operations and Management	Hospitality Press P Ltd.	Melbourne
Bhatnagar S.K.	Front office Management	Frank Bros & Co.	New delhi
Andrews, Sudhir	Hotel Front Office Training Manual(latest	The Tata M'cGraw Hill	New delhi

	ed)		
Chakravarti B.K.	Front Office Management in Hotel	CBS Publisher	New Delhi
Chakravarti B.K.	Concept of Front Office Management	APH Publishing	New Delhi
	India(Tourist Guide)	Lonely Planet	

**FRONT OFFICE SEMESTER - II (ASSIGNMENTS)**

All students should be given individual assignments. Out of the following given options each student needs to work on any two.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1	Indian States and Union Territories – Capital and Their regional languages	
2	Fact sheet of 5 star hotels in Mumbai	
3	Website Review of Hotels in Mumbai	

**Scheme of Examination (Theory)****(b) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15



Total	60
-------	----

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**HOUSEKEEPING SEMESTER – II (THEORY)**

Name of the Programme	Duration	Semester	Course/Co urse Code
B.Sc. in Hospitality Studies	Six Semesters	II	Housekeepi ng II(USHO 204)
Course Code	Title	Credits	
USHO204	Housekeeping-II	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

**Semester II – 15 weeks**

THEORY				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02	

**OBJECTIVES:**

At the end of semester II:-

- The student will be able to list and explain the various operational areas, procedures and formats of the housekeeping department.
- The student will be able to enlist and implement Standard Operating Procedures (SOP's) for routine cleaning procedures of various guest areas.

**Contents of syllabus for USHO 204**

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I.	<b>1. CLEANING OF DIFFERENT AREAS</b> 1.1 Safe & Hygiene Cleaning 1.2 Principles & Factors Responsible for Cleaning 1.3 Types of Cleaning 1.4 Public Area Cleaning 1.5 Room Cleaning- Occupied, Departure & Vacant 1.6 Under Repair Room 1.7 Glossary	15
II.	<b>1. TYPES OF ROOM SERVICES</b> 1.1 Morning, Evening Service & Special Services	03
	<b>2. MAIDS SERVICE ROOM / HOUSE KEEPING PANTRY</b> 2.1 Location 2.2 Layout 2.3 Setting up a Maids Trolley	04

III.	<b>3. GUEST ROOM SUPPLIES &amp; AMENITIES</b> 3.1 Standard, Regular, VIP 3.2 Standard Contents of a Guest Room	04
	<b>4. FORMATS USED IN THE HOUSEKEEPING DEPARTMENT</b> 4.1 Lost and Found Register 4.2 Lost and Found Slip 4.3 Gate Pass 4.4 Key Control Register 4.5 Guest Message Register/ Call Register 4.6 Housekeeping Room Status Report 4.6.1 Floor Supervisors Report 4.6.2 Control Desk Rooms Report (consolidated) 4.7 Departure / Clearance Report 4.8 Housekeeping Room Inspection Checklist / Maids Report 4.9 Log Book 4.10 Missing / Damaged Property Register 4.11 Maintenance Register 4.12 Spring Cleaning / Deep Cleaning Format 4.13 Special Cleaning Format	04
	<b>1. LOST &amp; FOUND</b> 1.1 Procedure & Records	04
	<b>2. KEY &amp; KEY CONTROLS</b>	02
	<b>3. SITUATION HANDLING</b> 3.1 How to enter a guest room - if the guest is sleeping in the room - if the guest is in the bathroom - if the guest in the room is inappropriately dressed 3.2 Maintenance Complaints 3.3 Opening of a room for guest 3.4 Room Status Discrepancy 3.5 Handling reportable situations - DND - DL - Scanty Baggage - No Baggage - Sleep Out - Suspicious Person - Extra Person	06
	<b>4. PEST CONTROL</b> 4.1 Prevention and control of commonly found pests – - Mosquitoes - Flies - bed-bugs - cockroaches - lizards - white ants / termites - spiders - rodents - wood borers - pigeons	03
	<b>TOTAL THEORY HOURS</b>	<b>45</b>

**REFERENCE BOOKS:-**

1. Hotel Housekeeping Operations and Management – G. Raghubalan & Smritee Raghubalan – Oxford University Press.
2. Housekeeping Operations, Design and Management – Malini Singh & Jaya B. George – Jaico Publications.
3. Housekeeping Management – Margaret Kappa, Aleta Nitschken, Patricia B. Schappert – A.H. & L.A.
4. Hotel Hostel and Hospital Housekeeping – Joan Branson & Margaret Lennox –
5. Hotel Housekeeping Management & Operations – Sudhir Andrew – McGraw Hill Companies.

**HOUSEKEEPING SEMESTER – II (ASSIGNMENTS)**

All students should be given individual assignments. Out of the following given options each student needs to work on any 2.

each student needs to work on any 2.														
SR. NO.	TOPIC FOR ASSIGNMENT	MARKS												
1.	Different types of Cleaning Equipments with their brands, price and capacity  <b>OR</b> Different types of Cleaning Agents with their brands, price and dilution ratio	10  10												
2.	Composition, price, use and care and maintenance of different surfaces used in the hospitality industry (any 1 surface per student) <table><tr><td>- Marble</td><td>- Vinyl</td></tr><tr><td>- Granite</td><td>- Glass</td></tr><tr><td>- Kota</td><td>- Kadappa</td></tr><tr><td>- Ceramics</td><td>- Rubber</td></tr><tr><td>- Stone</td><td>- Vitrified Tiles</td></tr><tr><td>- Wood</td><td>- Mosaic</td></tr></table>	- Marble	- Vinyl	- Granite	- Glass	- Kota	- Kadappa	- Ceramics	- Rubber	- Stone	- Vitrified Tiles	- Wood	- Mosaic	10
- Marble	- Vinyl													
- Granite	- Glass													
- Kota	- Kadappa													
- Ceramics	- Rubber													
- Stone	- Vitrified Tiles													
- Wood	- Mosaic													

**Scheme of Examination (Theory)****(c) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Rooms Division Management –II (Practical)**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	II	RDM-II Practical- USHO205
Course Code	Title	Credits	
USHO205	RDM-Practical-II	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	--	4					
Credit	--	2					

**Semester II – 15 weeks**

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
--	--	--	--	--	4	60	10	02	--

**Contents of syllabus for USHO 205****FRONT OFFICE PRACTICAL – II**

Sr.	Topic	Hours
1	Taking down a room reservation	8
2	Check in procedure	8
3	Check out procedure	8
4	Escorting a guest	6
	<b>TOTAL PRACTICAL HOURS</b>	<b>30</b>

**HOUSEKEEPING PRACTICAL – II**

SR. NO.	TOPIC	HOURS
1.	Bed making by the Traditional method, making bed with a duvet, summer bed, turn down service, foot fold etc – Explanation and demo	06
2.	Bed making - practice	08
3.	Guest room Cleaning	04
4.	Bath Room Cleaning	04
5.	Carpet Cleaning – Spot cleaning and Vacuuming	02
6.	Telephone Cleaning	02
7.	Leather and Rexene cleaning	02
8.	Painted surface cleaning – spot cleaning	02
	<b>TOTAL PRACTICAL HOURS</b>	<b>30</b>

**(a) Semester end examination (Pattern of Question Paper):-**

**Conduct of Practical Examination****(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
		20

**(b) Semester end assessment - 30 marks**

- A candidate will be given a 2 activities bed making and polishing or special cleaning of any surface or area
- Assessment will be done as follows

Journal	Grooming	Work sheet	Activity One	Activity Two	Viva-Voce
10	10	10	10	10	10

- Marks obtained out of 60 shall be converted to out of 30 to the next integer for final calculation.

**COMMUNICATION SKILLS ( ENGLISH & FRENCH)**

**LANGUAGE SKILLS – 45 Hours**

Name of the Programme	Duration	Semester	Course/C ourse Code
B.Sc. in Hospitality Studies	Six Semesters	II	Commun cation Skills –II USHO206
Course Code	Title	Credits	
USHO 206	Communication Skills (English and French)	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

**Semester II – 15 weeks**

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credit s	Total Marks	Ho urs / we ek	Total Hours	Notio nal Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

	Unit 1	
1	<b>CONCEPT OF COMMUNICATION</b>	
	1.1 Process of Communication /	4 Hours
	1.2 Feed Back	
	1.3 Methods of Communication – Verbal / Non-Verbal	
	1.4 Channels of communication	
	1.5 Barriers of Communication	
2	<b>ORGANIZATIONAL COMMUNICATION</b>	
	2.1 Upward, downward, lateral communication and their purposes functions, grapevine	2 Hours
	2.2 Written communication – Memos, Circulars, notices	
	<b>French</b>	
1	Time, At the Office in a restaurant, Asking direction	9 Hours
<b>UNIT 1-15 TEACHING HOURS</b>		
<b>Unit -2</b>		



	<b>BUSINESS COMMUNICATION</b>	
1	1.1 Planning the right look of a letter	5 Hours
	1.2 Types of letters- quotations, orders, claim and adjustment, sales, application, complaint / apology	
	<b>REPORT WRITING</b>	
2	2.1 Types of Reports	
	2.2 Structure of a report	
	2.3 Types of Reports	
	<b>(French)</b>	
1	Receipes-put in the correct order, Translate to English, Making Tea, Coffee, Bechamel, Veloute, Simple soups and salads	10 Hours
2	Culinary Terms	
	<b>UNIT 2-15 TEACHING HOURS</b>	
	<b>Unit -3</b>	
1	<b>GROUP COMMUNICATION</b>	
	1.1 Types of meetings /Advantages and Disadvantages	2 Hours
	1.2 Participants Responsibilities / Brain Storming	
	1.3 Structure of a meeting – Agenda and Minutes	
2	<b>PRESENTATION</b>	
	2.1 Making effective presentation /Speaker's appearance and personality	2 Hours
	2.2 Using Visual aids	
3	<b>INTERVIEWS</b>	
	3.1 Purpose / Types	2 Hours
	3.2 Candidate's preparation – GD / PI	
	<b>(French)</b>	
1	French Basic Conversation and Translation of Passages from French to English	7 Hours
	<b>UNIT 3-15 TEACHING HOURS</b>	
	<b>Total Theory Hours</b>	<b>45 Hours</b>

**REFERENCE (English)**

- Business Communication – Meenakshi Raman and Prakash Singh
- Business Correspondence and Report writing – R.K.Sharma and Krishna Mohan
- Business Communication – Chaturvedi
- High School English – Wren and Martin
- Understanding Human Communication – Ronald B Adler and George Rodman (with CD)
- Skills Development for Business and Management Students - Kevin Gallagher
- Personality and Skills Development – Barun Mitra (with CD)
- Technical Communication , 2<sup>nd</sup> Edition – Meenakshi Raman (with CD)

**REFERENCES (French)**

- E. J. Neather - Mastering of French I & II - Macmillan - 1982
- Bridget Anfosy - Speak French Today - Augo - 1991
- R. Diez La Cortina - Cortina's French Method - Grosset & Dunlop - 1988
- Mathuram Bondo - Modern French Course - D. C. Heath & Co. -.1983.
- Course de langue et civilizaion Franchises. G. Mauger.
- Oxford French Dictionary

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments / projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ group discussion/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities & teamwork demonstrated through organizing co-curricular activities, etc.	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**PRINCIPLES OF HOTEL ACCOUNTANCY**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	II	PRINCIPLES OF HOTEL ACCOUNTANCY (USHO 207)
Course Code	Title	Credits	
USHO 207	PRINCIPLES OF HOTEL ACCOUNTANCY	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

Semester II – 15 weeks

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

**Contents of syllabus for USHO 207****SEMESTER – II**

Sr.	Topic	Hr
<b>1.</b>	<b>Unit – I (15 Hours)</b>	<b>3</b>
<b>1.1</b>	<b>Introduction to Accounting &amp; Double Entry Book-Keeping</b>	
	Terms (Account , Capital, Asset, Liabilities, Drawing, Goods, Debtor, Creditors, Solvent, Insolvent, Purchases, Sales, Bad debts)	
<b>1.2</b>	Nature, Importance, Objectives & advantages of accounting	
<b>1.3</b>	Nature & advantages of Double Entry Book –Keeping	
<b>1.4</b>	Classification of accounts.	
<b>1.5</b>	Applying Debit & Credit rules to a Transaction	
<b>2.</b>	<b>Journal</b>	<b>4</b>
<b>2.1</b>	Importance of Journal & its format	
<b>2.2</b>	Narrations	
<b>2.3</b>	Journalising simple & compound entries	
<b>2.4</b>	Practical Problems	
<b>3.</b>	<b>Ledger</b>	<b>3</b>
<b>3.1</b>	Importance of ledger & its format	
<b>3.2</b>	Posting entries & balancing ledger accounts	

<b>4.</b>	<b>CASH BOOK</b>	<b>5</b>
4.1	Triple Column Cash Book	
4.2	Contra Entries	
4.3	Practical Problems	
4.4	Types of Bank Account, Types of Cheques	
	<b>UNIT -II</b>	
<b>1</b>	<b>Subsidiary Books</b>	<b>3</b>
1.1	Advantages of subsidiary Books	
1.2	Types of subsidiary Books	
1.3	Simple Practical problems on Purchase Book, Sales Book, Purchase – Return Book & Sales Return Book.	
<b>2.</b>	<b>Elements of cost &amp; concept of Profit</b>	<b>6</b>
2.1	Material cost (food & Beverage), Labour cost, overhead cost, Gross Profit, After wage profit & Net Profit.	
2.2	Practical Problems	
<b>3.</b>	<b>Bank Reconciliation Statement</b>	<b>5</b>
3.1	Purpose of Preparing B.R.S	
3.2	Advantages	
3.3	Simple Practical Problems	
<b>4</b>	<b>Trial Balance</b>	<b>1</b>
4.1	Importance of Trial Balance	
4.2	Net format of T.B	
	<b>UNIT –III</b>	
<b>1.</b>	<b>Capital &amp; Revenue Expenditure &amp; Deferred Revenue Expenditure</b>	<b>1</b>
1.1	Nature of Capital & Revenue Expenditure	
1.2	Nature of Deferred Revenue Expenditure	
1.3	Examples	
<b>2.</b>	<b>Final Accounts of sole – Trader (with Adjustments)</b>	<b>10</b>
2.1	Importance, Purpose & Need for preparation of Final accounts.	
2.2	Practical Problems covering the following adjustments:- Closing stock Prepaid Expenses Outstanding Expenses Depreciation Bad Debts & Provision for Bad debts	
<b>3.</b>	<b>Break Even Analysis :-</b>	<b>4</b>
3.1	Variable cost, fixed cost & semi variable cost.	
3.2	Contribution, Profit/Volume Ratio & Break Even Point.	
3.3	Simple Practical Problems	

**Scheme of Examination (Theory)****(b) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1, 2, 3	15
Q - 2	1	15
Q - 3	2	15
Q - 4	3	15
Total		60

- Question no. 1 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.
- Question 2, 3 & 4 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-**

**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**PRINCIPLES OF MANAGEMENT  
SEMESTER – II (THEORY)**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	II	PRINCIPLES OF MANAGEMENT (USHO 208)
Course Code	Title	Credits	
USHO208	PRINCIPLES OF MANAGEMENT	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

Semester II – 15 weeks

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

**Contents of syllabus for USHO 208**

**OBJECTIVES:**

At the end of semester II:-

- Programme activities and lecture to learn about emerging Indian Corporate World and Global Phenomenon with stress upon hospitality industry.
- To train the student as future managers and make them understand the working of an organisation.
- Teaching through PowerPoint presentations, case studies, activities, brain storming sessions, SWOT/PEST analysis etc.
- Trying to bridge the gap between management studies and real corporate world through real time stories from newspapers, journals and business magazines, books.
- Encouraging students to read more so as to refine their analytical power and sharpen business sense and become more aware of the business environment.
- Opportunity to participate in business discussions, article/book reviews and presentations



## Semester II – 15 weeks

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I.	<b>1. INTRODUCTION TO MANAGEMENT</b> 1.1 Evolution of management 1.2 Definitions and Importance of Management 1.3 Management as a Science and Art 1.4 Principles of Management (14 principles of Fayol) 1.5 Levels of Management and their functions 1.6 Managerial skills 1.7 Functions of Management 1.8 Process of communication 1.9 Business communication  <b>2. PLANNING</b> 2.1 Definition and Characteristics 2.2 Planning Process (Steps in Planning) 2.3 Essentials of a Good Plan 2.4 Vision and mission Statements 2.5 Planning with relation to hospitality industry 2.6 Meaning and Process of MBO 2.7 Meaning and steps in Decision Making	15
II	<b>3. ORGANIZING</b> 3.1 Meaning and Process of Organizing 3.2 Formal and Informal Organization and Distinction 3.3 Span of control (Meaning and Importance) 3.4 Tall and Flat Organization 3.5 Definition and Process of Delegation 3.6 Centralization and Decentralization of Authority 3.7 Departmentation and Basis of Departmentation 3.8 Organisation chart 3.9 Closed vs open system of organisation 3.10 Line and Staff organization  <b>4. STAFFING AND COORDINATION</b> 4.1 Meaning and Importance of Staffing 4.2 Internal and External Sources of Recruitment 4.3 Coordination - As an essence of Management 4.4 Principles of Coordination	15

III	<p><b>5. DIRECTING, MOTIVATING AND LEADING</b>            5.1 Meaning and importance of Directing            5.2 Element of Directions / Components            5.3 Definition of Motivation and factors            5.4 Maslow's Need Hierarchy Theory            5.5 Mc Gregor's Theory X and Theory Y            5.6 Definition of Leadership and Leader            5.7 Qualities of a Leader            5.8 Leadership Styles            5.9 Leaders from hospitality industry            5.10 Leadership theory</p> <p><b>6. CONTROLLING</b>            6.1 Meaning            6.2 Steps in Control process            6.3 Types of control: feed forward, feedback, concurrent            6.4 Time Management</p>	15
-----	---	----

### REFERENCES

- Principles of Management – P.C.Tripati and Reddy
- Management Principles and Practices – Dr.M.Sakthivel Murugan
- Management and Organizational Development - Micheal Vaz and Meeta Seta
- Principles of Management-Harold Koontz

### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

#### (b) Semester end examination (Pattern of Question Paper):-

#### Theory

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15

Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**NOTE: TUTION FEE FOR THE SEMESTER Rs. 65,000/-**