

Annexure No.	39 A
SCAA Dated	29.02.2008

BHARATHIAR UNIVERSITY :: COIMBATORE – 641 046
REGULATIONS FOR B.Sc. CATERING SCIENCE AND
HOTEL MANAGEMENT DEGREE COURSE
with Semester System
(with effect from 2007-2008)

1. Eligibility for Admission to the Course

Candidate for admission to the first year of the UG degree course shall be required to have passed the higher secondary examination (Academic or Vocational) conducted by the Govt. of Tamil Nadu or other examinations accepted as equivalent there to by the Syndicate, subject to such other conditions as may be prescribed therefor.

2. Duration of the Course

The course shall extend over a period of three years comprising of six semesters with two semesters in one academic year. There shall not be less than 90 working days for each semester. Examination shall be conducted at the end of every semester for the respective subjects.

3. Course of Study

The course of study for the UG degree course shall consist of the following

a) Part - I

Tamil or any one of the following modern/classical languages i.e. Telugu, Kannada, Malayalam, Hindi, Sanskrit, French, German, Arabic & Urdu. It shall be offered for the first two semesters with one examination at the end of each semester.

b) Part – II : English

The subject shall be offered during the first two semesters with one examination at the end of each semester. During third semester the subject communication skills will be offered as one of the core subject.

c) Foundation Course

The Foundation course shall comprise of two stages as follows:

Foundation Course A : General Awareness (I & II semesters)

Foundation Course B : Environmental Studies (III & IV semesters)

The syllabus and scheme of examination for the foundation course A, General awareness shall be apportioned as follows.

From the printed material supplied by the University - 75%

Current affairs & who is who? - 25%

The current affairs cover current developments in all aspects of general knowledge which are not covered in the printed material on this subject issued by the University.

The Foundation course B shall comprise of only one paper which shall have Environmental Studies.

d) Part – III

Group A : Core subject – As prescribed in the scheme of examination.

Examination will be conducted in the core subjects at the end of every semester

Group B: allied subjects -2 subjects-4 papers

Examination shall be conducted in the allied subjects at the end of first four semesters.

Group C: application oriented subjects: 2 subjects – 4 papers

The application –oriented subjects shall be offered during the last two semesters of study viz., V and VI semesters. Examination shall be conducted in the subjects at the end of V & VI semesters.

Group D: field work/institutional training

Every student shall be required to undergo field work/institutional training, related to the application-oriented subject for a period of not less than 2 weeks, conveniently arranged during the course of 3rd year. The principal of the college and the head of the department shall issue a certificate to the effect that the student had satisfactorily undergone the field work/institutional training for the prescribed period.

Diploma Programme:

All the UG programmes shall offer compulsory diploma subjects and it shall be offered in four papers spread over each paper at the end of III, IV, V, & VI semesters.

e) Co-Curricular activities: NSS/NCC/Physical education

Every student shall participate compulsorily for period of not less than two years (4 semesters) in any one of the above programmes.

The above activities shall be conducted outside the regular working hours of the college. The principal shall furnish a certificate regarding the student's performance in the respective field and shall grade the student in the five point scale as follows

A-Exemplary

B-very good

C-good

D-fair

E-Satisfactory

This grading shall be incorporated in the mark sheet to be issued at the end of the appropriate semester (4th or 5th or 6th semester).

(Handicapped students who are unable to participate in any of the above activities shall be required to take a test in the theoretical aspects of any one of the above 3 field and be graded and certified accordingly).

4. Requirement to appear for the examinations

- a) a candidate will be permitted to appear for the university examinations for any semester if
 - i) He/she secures not less than 75% of attendance in the number of working days during the semester.
 - ii) He/she earns a progress certificate from the head of the institution, of having satisfactory completed the course of study prescribed in the subjects as required by these regulations, and
 - iii) His/her conduct has been satisfactory.

Provided that it shall be open to the syndicate, or any authority delegated with such powers by the syndicate, to grant exemption to a candidate who has failed to earn 75% of the attendance prescribed, for valid reasons, subject to usual conditions.

- b) A candidate who has secured less than 65% but 55% and above attendance in any semester has to compensate the shortage in attendance in the subsequent semester besides, earning the required percentage of attendance in that semester and appear for both semester papers together at the end of the latter semester.
- c) A candidate who has secured less than 55% of attendance in any semester will not be permitted to appear for the regular examinations and to continue the study in the subsequent semester. He/she has to rejoin the semester in which the attendance is less than 55%
- d) A candidate who has secured less than 65% of attendance in the final semester has to compensate his/her attendance shortage in a manner as decided by the concerned head of the department after rejoining the same course.

5. Restrictions to appear for the examinations

- a) Any candidate having arrear paper(s) shall have the option to appear in any arrear paper along with the regular semester papers.
- b) "Candidates who fail in any of the papers in Part I, II & III of UG degree examinations shall complete the paper concerned within 5 years from the date of admission to the said course, and should they fail to do so, they shall take the examination in the texts/ revised syllabus prescribed for the immediate next batch of candidates. If there is no change in the texts/syllabus they shall appear for the examination in that paper with the syllabus in vogue until there is a change in the texts or syllabus. In the event of removal of that paper consequent to change of regulation and / or curriculum after 5 year period, the candidates shall have to take up an equivalent paper in the revised syllabus as suggested by the chairman and fulfill the requirements as per regulation/ curriculum for the award of the degree.

6. Medium of Instruction and examinations

The medium of instruction and examinations for the papers of Part I and II shall be the language concerned. For part III subjects other than modern languages, the medium of instruction shall be either Tamil or English and the medium of examinations is in English/Tamil

irrespective of the medium of instructions. For modern languages, the medium of instruction and examination will be in the languages concerned.

7. **Submission of Record Note Books for practical examinations**

Candidates appearing for practical examinations should submit bonafide Record Note Books prescribed for practical examinations, otherwise the candidates will not be permitted to appear for the practical examinations. However, in genuine cases where the students, who could not submit the record note books, they may be permitted to appear for the practical examinations, provided the concerned Head of the department from the institution of the candidate certified that the candidate has performed the experiments prescribed for the course. For such candidates who do not submit Record Books, zero (0) marks will be awarded for record note books.

8. **Passing Minimum**

- a) A candidate who secures not less than 40% of the total marks in any subject including the Diploma and Foundation courses (theory or Practical) in the University examination shall be declared to have passed the examination in the subject (theory or Practical).
- b) A candidate who passes the examination in all the subjects of Part I, II and III (including the Diploma and Foundation courses) shall be declared to have passed, the whole examination.

9. **Improvement of Marks in the subjects already passed**

Candidates desirous of improving the marks awarded in a passed subject in their first attempt shall reappear once within a period of subsequent two semesters. The improved marks shall be considered for classification but not for ranking. When there is no improvement, there shall not be any change in the original marks already awarded.

10. **Classification of Successful candidates**

- a) A candidate who passes all the Part III examinations in the First attempt within a period of three years securing 75% and above in the aggregate of Part III marks shall be declared to have passed B.A/ B.Sc./B.Com./B.B.M. degree examination in **First Class with Distinctions**
- b) (i) A candidate who passes all the examinations in Part I or Part II or Part III or Diploma securing not less than 60 per cent of total marks for concerned part shall be declared to have passed that part in **First Class**
 (ii) A candidate who passed all the examinations in Part I or Part II or Part III or Diploma securing not less than 50 per cent but below 60 per cent of total marks for concerned part shall be declared to have passed that part in **Second Class**
 (iii) All other successful candidates shall be declared to have passed the Part I or Part II or Part III or Diploma examination in **Third Class**

11. **Conferment of the Degree**

No candidate shall be eligible for conferment of the Degree unless he / she,

- i. has undergone the prescribed course of study for a period of not less than six semesters in an institution approved by/affiliated to the University or has been exempted from in the manner prescribed and has passed the examinations as have been prescribed therefor.

- ii. Has satisfactory participates in either NSS or NCC or Physical Education as evidenced by a certificate issued by the Principal of the institution.
- iii. Has successfully completed the prescribed Field Work/ Institutional Training as evidenced by certificate issued by the Principal of the College.

12. Ranking

A candidate who qualifies for the UG degree course passing all the examinations in the first attempt, within the minimum period prescribed for the course of study from the date of admission to the course and secures I or II class shall be eligible for ranking and such ranking will be confined to 10 % of the total number of candidates qualified in that particular branch of study, subject to a maximum of 10 ranks.

The improved marks will not be taken into consideration for ranking.

13. Additional Degree

Any candidate who wishes to obtain an additional UG degree not involving any practical shall be permitted to do so and such candidate shall join a college in the III year of the course and he/she will be permitted to appear for par III alone by granting exemption form appearing Part I, Part II and common allied subjects (if any), already passed by the candidate. And a candidate desirous to obtain an additional UG degree involving practical shall be [permitted to do so and such candidate shall join a college in the II year of the course and he/she be permitted to appear for Part III alone by granting exemption form appearing for Part I, Part II and the common allied subjects. If any, already passed. Such candidates should obtain exemption from the university by paying a fee of Rs.500/-.

14. Evening College

The above regulations shall be applicable for candidates undergoing the respective courses in Evening Colleges also.

15. Syllabus

The syllabus for various subjects shall be clearly demarcated into five viable units in each paper/subject.

16. Revision of Regulations and Curriculum

The above Regulation and Scheme of Examinations will be in vogue without any change for a minimum period of three years from the date of approval of the Regulations. The University may revise /amend/ change the Regulations and Scheme of Examinations, if found necessary.

17. Transitory Provision

Candidates who have undergone the Course of Study prior to the Academic Year 2007-2008 will be permitted to take the Examinations under those Regulations for a period of four years i.e. up to and inclusive of the Examination of April 2012 thereafter they will be permitted to take the Examination only under the Regulations in force at that time.

Scheme of Examination

Sem	Part	Subject and Paper	Instruc- tional Hrs/ week	University Examination			
				Dura tion	Max Marks		
I	I	Language – I Paper I	6	3	100		
	II	English – I Paper I English	6	3	100		
	FC	Foundation course	2	-	-		
	III	Gr. A Core	Paper I Food Production & Patisserie – I	3	3	100	
			Paper II Food & Beverage Service – I	3	3	100	
			Pract I Food Production & Patisserie – I	3	-	-	
			Pract II Food & Beverage Service – I	3	-	-	
Gr. B Allied			Paper I Housekeeping Management – I	2	3	100	
			Allied Practical Housekeeping Management	2	-	-	
II	I	Language – I Paper II	6	3	100		
	II	English – I Paper II English	6	3	100		
	FC	Foundation course – A	2	3	100		
	III	Gr. A Core	Paper III Food Production & Patisserie – II	3	3	100	
			Paper IV Food & Beverage Service – II	3	3	100	
			Pract I Food Production & Patisserie – I	3	4	100	
			Pract II Food & Beverage Service – I	3	3	100	
Gr. B Allied Paper II Housekeeping Management – II			Allied Practical Housekeeping Management	2	3	100	
			Allied Practical Housekeeping Management	2	3	100	
III	FC	Foundation course – B	2	-	-		
	III	Gr. A Core	Paper V Food Production & Patisserie – III	3	3	100	
			Paper VI Food & Beverage Service – III	3	3	100	
			Paper VII Hotel Accounting	3	3	100	
			Paper VIII Tourism Marketing Management	2	3	100	
			Paper IX Communicative Skills	2	3	100	
			Diploma Paper		-	-	
			Bakery & Confectionery-I Theory	6	3	50	
			Bakery & Confectionery-I Practical	3	-	-	
			Pract III Food Production & Patisserie – II	2	-	-	
			Pract IV Food & Beverage Service – II	3	3	100	
			Gr. B Allied	Paper III Front Office Operations – I	3	3	100
				Pract II Front office Operations	2	-	-

IV	FC	Foundation course – B	2	3	100
	III	Gr. A Core			
		Paper X Food Production & Patisserie – IV	4	3	100
		Paper XI Food & Beverage Service – IV	3	3	100
		Paper XII Food Safety and Microbiology	3	3	100
		Paper XIII Computer Applications in Hotel Industry	2	3	100
		Pract III Food Production & Patisserie – II	3	4	100
		Pract IV Food & Beverage Service – II	3	3	100
		Pract V Computer Applications in Hotel Industry	2	3	100
		Gr. B Allied			
		Paper IV Front office Operations – II	2	3	100
		Pract II Front office Operations	2	3	100
		Diploma Paper			
		Bakery & Confectionery-II Theory	2	3	50
Bakery & Confectionery-Practical	2	3	100		
V	III	Industrial Exposure Training Report (Viva Voce)	-	-	100
VI	III	Gr. A Core			
		Paper XIV Food & Beverage Management	5	3	100
		Paper XV Food Service Facilities & Planning	4	3	100
		Paper XVI Food Production & Patisserie V	4	3	100
		Paper XVII Food & Beverage Service – V	3	3	100
		Paper XVIII Human Resource Management	4	3	100
		Pract VI Food Production & Patisserie – III	3	4	100
		Pract VII Food & Beverage Service – III	3	3	100
		Diploma Programme			
		Bar Management Theory	2	3	50
Bar Management Practical	2	3	50		
		Total			3900 + 300

SEMESTER-1

PAPER –I

FOOD PRODUCTION & PATISSERIE – I

UNIT:I

AIMS AND OBJECTIVE OF COOKING FOOD:

Classification of cooking materials and their uses:

- (a) Foundation ingredients – Meaning, action of heat on carbohydrates, fats, proteins, minerals and vitamins.
- (b) Fats and oils – Meaning and examples of fats and oils. Hydrogenation of oils, uses of fats and oils, quality for shortenings, commonly used fats and oils, their sources and uses.
- (c) Raising agents – Functions of raising agents, chemical raising agents and yeast.
- (d) Eggs – Uses of egg in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs.

UNIT:II

- (e) Salt – Uses.
- (f) Liquid – Water, stock, milk, fruit juices, etc., uses of a liquid.
- (g) Flavourings and seasonings – Uses and examples.
- (h) Sweetening agents – Uses and examples.
- (i) Thickening agents.

UNIT:III

Preparation Of Ingredients:

Washing, Peeling and scraping, pairing, cutting (terms used in vegetable cutting, julienne, Brunoise, Macedoine, Jardiniere, Paysanne), grating, grinding, mashing, sieving, milling, steeping, centrifuging, emulsification, evaporation, homogenization. Methods of mixing food.

UNIT:IV

Stocks: Meaning, uses and types of stocks, points observed while making stock, recipes for one litre of white, brown and fish stock.

Glazes: Meaning and uses.

Sauces: Meaning qualities of a good sauce, types of sauces – proprietary sauce and mother sauce.

Recipe for one litre béchamel, veloute, espagnole, tomato, mayonnaise and hollandaise. Derivatives of mother sauces (only name, no recipes). Recipes for the following miscellaneous sauces and their uses: Horseradish sauce, mint sauce, bread sauce, cranberry sauce, cumberland sauce, curry sauce and roast gravy.

UNIT:V

Methods Of Cooking Food

Transference of heat to food by radiation, conduction and convection. Magnetron waves meaning, Boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot roasting – explanation with examples.

Equipments used in the kitchen

Kitchen organization - Main & satellite Kitchen. Duties and responsibilities of each staff.
Cooking fuels - Uses and advantages of different cooking fuels.

REFERENCE TEXT:

1. Practical cookery – Ronald Kinton & Victor Ceserani – Hodder Starghton.
2. Theory of Catering – Ronald Kinton & Victor Ceserani – Hodder Starghton.
3. Modern cookery vol I & II for teaching and trade – Thangam E.Philip – Orient Longman.

SEMESTER – I

PAPER – II

FOOD & BEVERAGE SERVICE – I

UNIT – I

Introduction to catering – Different types of catering establishments, scope for caterers in the industry, relationship of catering industry with other industries. Status of a waiter/waitress in the catering industry.

Attributes of a waiter. Personal hygiene, punctuality, personality, attitude towards guests, appearance, salesmanship and sense of urgency.

UNIT – II

Staff organization – The principle staff of different types of restaurants, duties and responsibilities of restaurant staffs.

Types of restaurants: overview and key characteristics of coffee shop, continental restaurants, specialty restaurants, pubs, night clubs, discotheques, snack and milk bar.

UNIT – III

Operating equipments: Classification of crockery, cutlery, glassware, hollowware, flatware, special equipments – Upkeep and maintenance of equipments.

UNIT – IV

Ancillary departments: Pantry, still room, silver room, wash-up and hot-plate.

Restaurant service: Misen scene, Misen place. Points to be remembered while laying a table, do's and don'ts in a restaurant, dummy waiter and its uses during service.

UNIT – V

Different types of menu: Origin of menu, table d’hote menu, a la carte menu, French classical menu. Planning of simple menus; food and their usual accompaniments.

REFERENCE TEXT:

1. The Waiter – John Fuller & A.J.Currie – Hutchinson.
2. Modern Restaurant Service. A manual for students & Practitioners – John Fuller – Hutchinson.
3. Food & Beverage Service – Dennis R.Lillicrap & John A. Cousins – ELBS.
4. Food & Beverage Service Training Manual - Sudhir Address – Tata Mc Graw – Hill.

ALLIED (For the students admitted during 2007 – 2008 Onwards)

SEMESTER – I

PAPER-I

HOUSE KEEPING MANAGEMENT – I

UNIT –I.

Introduction to Housekeeping Department objective, Types of establishments; organizational structure of housekeeping department (small, medium large); duties and responsibilities of housekeeping personnel.

Functions of Housekeeping Department:

Desk control – records, registers, keys – types and control of keys; interdepartmental co-ordination; guest supplies.

UNIT – II

Cleaning and maintenance of guest rooms/areas:

Cleaning equipment (Manual & Electrical) – selection, use, mechanism, care and maintenance
Cleaning agents – Selection, classification, use, care and storage; Composition, care and cleaning of various surfaces (metals, glass, leather, plastic, ceramics, Care & cleaning of wall finishes...)

Types of guest rooms

Types of cleaning Special cleaning programs, periodical cleaning, spring cleaning, public area cleaning; making up of a guest room – occupied room, vacant room, departure room; Turndown service ; guest room inspection, neglected areas,(an over view): standard contents of a guest room

UNIT – III

Management of linen and uniforms.

Classification of linen, sizes, selection criteria for the linen items; activities of the linen room; location, equipment and layout of a linen room (basic rules) purchase of linen/linen hire – quality and quantity; storage and inspection; issuing of linen to floors and departments – procedure and records, stock taking – procedure and records condemned linen. Number of sets, Designing a uniform – functional and aesthetic consideration, layout and planning of a uniform room. (Basic consideration).

UNIT – IV

Fabrics and fibres:

Definition: classification of fibres – the characteristics and use of each item in the hotel to be explained –

Stain removal:

Definition, general rules of stain removal, classification of stain removal methods, classification of stains.

UNIT – V

Laundry:

Duties and responsibilities of laundry staffs (laundry manager and shift – in – leader, dry cleaning supervisor, spotter, compressor, laundry clerks, valet runner, laundry attendant) Importance and principles flow process of industrial laundering. Stages in attendant. Importance and principles flow process of industrial laundering, Stages in wash cycle. Equipment, layout and planning of laundry (basic rules) Role of laundry agents, classification of laundry agents (explain briefly) Dry cleaning guest laundry – services offered, collection and delivering , care in laundering guest articles.

REFERENCE TEXT:

1. Hotel, Hostel and Hospital Housekeeping – John C.Branson & Margaret Lennaux – Edward Arnold.
 2. Housekeeping Supervision- Jane Fellows – Macdonald & Evans Limited.
 3. Professional Housekeeper.
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SEMESTER II

PAPER –III

FOOD PRODUCTION & PATISSERIE – II

UNIT:I

Hors d'oeuvre – Meaning, types – single and Hors d'oeuvre varies. Example for each type. (No recipe).

Salads – Types of salads – simple and composite salads – Example, Salad dressings, Names and recipes for salad dressings only.

Sandwiches – Types of bread used, filling and seasonings used, points observed while making sandwiches, storage of sandwiches, Different types of sandwiches.

Soups – Classification of soups, meaning of each type with examples, (only examples, no recipes)

UNIT – II

Eggs – Basic egg preparations –poached, scrambled, omlette, fried and boiled.

Pastas – Different types of pastas, description of cannelloni, macaroni, noodles, tagiliatelli, ravioli and gnocchi(only description).

Fish – Classification with examples, selection and cuts of fish, cooking of fish.

Poultry – Selection of poultry, classification based on size, uses of each type.

Butchery – Selection, cuts, size and uses of lamb, mutton, veal, beef and pork; Bacon, ham, Gammon; steaks. (Description of steaks from sirloin and fillet)

UNIT – III

Vegetables – Classification of vegetables, importance of vegetables in diet, cooking of vegetables, retention of colour, flavour and nutrients while cooking.

Potatoes – Styles of presenting potatoes and their description.

Cheese – Manufacturing, classification, cooking, care and storage of cheese.

Storage – Principles of food storage.

Reheating of food – Points observed while reheating.

UNIT – IV

Pastes – Types of pastes, recipes for short crust pastry, puff pastry, sweet pastry, suet pastry, choux pastry. Reasons for faults in the above preparation. Products made from the above pastries. (Only names, no recipes).

Cakes – Basic mixture for small cakes, reasons for faults.

Sponges – Genoese sponge & chocolate sponge recipes. Reasons for faults.

UNIT –V

Herbs – Uses of herbs.

Spices and condiments – Uses of different spices and condiments.

Colouring and flavouring - Names.

Salami and sausages – Meaning.

Glaces – Meaning and uses.

Yoghurt – Types.

Cereals – Types and uses.

Pulses – Pulses used in Indian cooking.

Food Commodities:

Game – Meaning, types with examples.

Fruits – Kinds with examples.

Nuts – Names of nuts commonly used in cooking.

Cream – Types, description and their uses.

REFERENCE TEXT:

4. Practical cookery – Ronald Kinton & Victor Ceserani – Hodder Starghton.
5. Theory of Catering – Ronald Kinton & Victor Ceserani – Hodder Starghton.
6. Modern cookery vol I & II for teaching and trade – Thangam E.Philip – Orient Longman.

SEMESTER II
PAPER –IV **FOOD & BEVERAGE SERVICE – II**

UNIT:I

Breakfast: Types, menu for each type, terms used in the service of continental breakfast. Cover laying for continental and English breakfast.

Order taking procedures: In-person, telephone and door hangers.

UNIT:II

Types of service: Different styles of service, factors influencing each type, table layout for different styles, advantages and disadvantages, styles of service often implemented these days.

UNIT:III

Classification of beverages: Types of beverages, preparation of common non-alcoholic beverages. Examples tea, coffee, milk based drinks, juice, squash and aerated water, other bar non-alcoholic drinks used in dispense and main bar.

UNIT:IV

Potato preparation – styles.

Salads – types, classical salad dressings and salads. Methods of dressing salads.

UNIT:V

Cheese – Types and characteristics of English and European cheese, cover and its accompaniments.

Savoury – types, example for each type, cover laying and its accompaniments.

Ice-creams – categories of ice-creams – Sundae, parfait, biscuits, bombes and its cover laying.

Sweets – Meaning of bavoroise, mousse, flan, soufflé, ,custard, jellies, fools. Cover laying, styles of presenting sweets.

Dessert – Fruits and nuts – cover and accompaniments.

REFERENCE TEXT:

1. Modern Restaurant Service, A manual for students & Practitioners – John Fuller – Hutchinson.
2. Food & Beverage Service – Dennis R. Lillicrap & John A.Cousins – ELBS.
3. Food & Beverage Service Training Manual - Sudhir Andrews – Tata McGraw-Hill.

ALLIED (FOR THE STUDENTS ADMITTED DURING 2007–2008 onwards)
SEMESTER II PAPER- II HOUSE KEEPING MANAGEMENT -II

UNIT:I

Planning of Housekeeping Department:

Physical survey; specifications; measurement of space; time(total allowed); number of staff required; plan of work and frequency; method of work and time calculated; work schedules and allocation of duty; inspection – standard of work expected.

UNIT:II

Attributes of Housekeeping Personnel:

Contract cleaning – types of contract cleaning, advantages and disadvantages.

Housekeeping controls – purchase procedure, stores / budgets and budgetary control.

UNIT:III

Safety, security and pest control:

Safety and security: Emergencies and dealing with them; lost & found fire prevention and fire fighting.

Safety awareness and accident prevention: First aid box procedures.

Pest control: Different types of pests found in hotels; areas of infestation; prevention and control of pests.

UNIT:IV

Interior Design:

- Basic elements of art and principles of design.
- Colour, colour schemes.
- Qualities of colour, classification, standard colour, harmonies, factors affecting colour scheme. Role of colour in interior design.
- Types of floor and floor finishes and their treatment.
- Role of accessories in selection.
- Special consideration of rooms for physically handicapped and disabled.
- Redecoration and refurnishing of guest rooms.

UNIT:V

Flower Arrangement:

- Principles of flower arrangement
- Styles of flower arrangement – Western, Japanese, Free style arrangement.
- Purpose of flower arrangement
- Equipments and materials required.
- Condition of plant material.

REFERENCE TEXT:

1. Hotel, Hostel and Hospital Housekeeping – John C.Branson & Margaret Lennaux – Edward Arnold.
2. Housekeeping Supervision – Jane Fellows – Macdonald & Evans Limited.
3. Professional Housekeeper.

SEMESTER – I & II
PRACTICAL -1 **FOOD PRODUCTION & PARTISserie**

- Identification of different kitchen equipment, tool and commodities.
- Demonstration of different cuts of vegetables.
- Demonstration of stock and sauces.
- Demonstration on:
 - a. Cuts of fish.
 - b. Cuts of chicken.

Individual practical for students to be conducted in the criteria listed below:

15 sets of continental menus consisting of 5 dishes (Salads/Hors d oeuvres, soup, main course – (pasta, Ritz, Pilaf, Chicken, steak, beef, lamb), Vegetable/potato preparation.

Sweets – Hot or cold.

Menu can be complied by the respective colleges.

*** Note: No Indian menu should be considered.**

SEMESTER – I & II
PRACTICAL -II **FOOD & BEVERAGE SERVICE – I**

1. Appraising and drawing of cutlery, crockery, glassware and miscellaneous equipments.
2. Serviette folds.
3. Laying and relaying of table cloths.
4. Cleaning and polishing / wiping of cutlery, crockery and glassware.
5. Carrying a light tray.
6. Carrying a heavy tray.
7. Carrying glasses.
8. Handling cutlery and crockery.
9. Manipulating service spoon and fork.
10. Service of water.
11. Arrangement of sideboard.
12. Table d’hote cover laying.
13. A la carte cover laying.
14. Practice of simple menu compilation.
15. Receiving the guests, presenting the menu, taking orders.
16. Service of Hors d’oeuvre.
17. Service of soup, fish, pastas.
18. Service of main course.
19. Service of salads.
20. Service of sweet.
21. Service of Cheese.
22. Service of non – alcoholic drinks, tea, coffee.
23. Continental breakfast cover and tray set up.
24. English breakfast cover and tray set up.
25. Taking orders through telephone for room service.
26. Changing ashtray during service.
27. Presenting the bill.

ALLIED (For the students admitted during 2007 – 2008 Onwards)

SEMESTER – I & II

PRACTICAL- I HOUSE KEEPING MANAGEMENT

1. Identification of cleaning equipment – selection, use, mechanism, care and maintenance.
 2. Identification of cleaning agents – classification, use and care.
 3. Thorough cleaning of various surfaces/finishes.
 4. Polishing (metal, leather, wood, plastic etc.)
 5. Bed making – Evening service.
 6. Laundry – Basic principles of laundry, stain removal.
 7. Linen inventory
 8. Room inspection.
 9. Flower arrangement.
 10. Guest room layout drawing.
 11. Duty rota preparation for house keeping department.
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PAPER V - FOOD PRODUCTION & PÂTISSERIE-III

Unit 1

Introduction to Indian cuisine, culinary terms ingredients used in Indian cuisine - Thickening agents, sweetening's agents, bundling agents, raising agents, methods of cooking used, utensils used in Indian cuisine –Hindu, Muslim, Christians Jains.

Unit 2

Basic Indian gravies- white, yellow, makini, chettinadu, green gravies- recipes, dishes prepared from the above gravies. Indian breads- Naan, roti, parathas, hussi roti, batis and their varieties.

Indian rice preparations – varieties pulav, biryani, objectives of dhum cooking,

Indian sweet preparations. Recipes preparations.

Indian salads and soups –recipes preparations.

Unit 3

Introduction to Tandoori cooking, seasoning of Tandoori pot. Tandoori marination – objectives and importance. Tandoori masalas, Tandoori preparations - chicken, mutton, fish, prawns, cottage cheese, recipes of methods of preparation.

Unit 4

Regional cuisines of India-Punjab, Kashmir, Bengal, Goa, Maharastra, Parsi, Gujurathi, Kerala, Andhra, Tamilnadu. Ingredients, masalas method of cooking, characteristics. Dishes with recipes, ingredients, masalas methods of cooking, characteristic of Andhra Pradesh, Kerala, Tamilnadu, Chettinadu cuisine and its features. Dishes with recipes.

Unit 5

Indian breakfast preparation-popular Indian break fast prep. with recipes-dosas, idlies, doklas, pathri, Indian snacks and chat preparation-Recipes and method of preparation.

Indian festival dishes, recipes and methods of preparation.

Reference text Prashad cooking with Indian masters by J.Indersingh Karla

Publisher Allied Publishers.

Text Food Heritage of India by Vimala Patil...

Modern Cookery Vol – I

SEMESTER - III

PAPER-VI : FOOD & BEVERAGE SERVICE – III

(For the students admitted during 2007- 2008 onwards)

Unit I

Floor / Room service: Meaning, Full & Partial room service, Break fast service in room, tray & trolley ser-up for room service.

Lounge service: Meaning, organization of lounge service.

Afternoon tea service: Means for high tea & afternoon tea, order of service.

Reception tea service: Meaning & procedure.

Unit II

Checking, control & Billing: Introduction & checking systems

Types of checking & checks copies, triplicate system, checking for wines & other drinks.

The Bill - method of making a bill & setting the account

Tobacco - Important tobacco producing countries of the world, quality of cigars & cigarettes serviced in hotel, strength & size of cigars, service method.

Unit III

Alcoholic beverage: Meaning, classification of alcoholic beverages.

Beer: Manufacturing process, types of beer, sizes of draught beer containers, beer mixed drinks.

Spirit strength calculation methods (sikes, Gay Lussac and US).

Spirit production methods - pot still and patent still.

Unit IV

Whisky - production of malt & grain whisky, styles of whisky.

Brandy - types, production and styles of cognac & Armagnac

Production & styles of Rum, Gin & Vodka.

Production & styles of tequila and other spirits.

Unit V

Vermouth: Meaning, types, production & styles.

Cider & Perry: Meaning, production & styles.

Aperitifs & Digestives: Meaning of Calvodos, Applejack, Poire Williams, Kirsch, Slivovitz, Framboise, Marc.

Liqueurs: Meaning, colour, flavour & country of origin of Absinthe, Advocaat, Abricotine, Anisette, Aurum, Benedictine, Chartreuse, Cointreau Crème de menthe, crème de mokka, all curacaos, Dram buie, Glavya, Gold wasser, grand marnier, Kahlua, Sambuca, Tia Maria, Vander hum.

REFERENCE TEXT

1. Modern restaurant Service – A manual for students and Practitioners – John Fuller – Hutchinson

2. Food & Beverage Service – Dennis.R. Lillicrap & John.A.Cousins – ELBS
3. Food & Beverage Service Training Manual – Sudhir Andrews – Tata McGraw-Hill
4. The Students Guide to Food and Drink – John Cousins & Andrew Durkan – Hodder & Stoughton
5. Table & Bar – Jeffery Clarke
6. The Beverage Book - John Cousins & Andrew Durkan – Hodder & Stoughton
7. The International Guide to Drinks – United Kingdom Bar tenders Guild

SEMESTR-III

GROUP-A CORE

PAPER- VIII : TOURISM MARKETING MANAGEMENT (For the students admitted during 2007-2008 onwards)

UNIT-I

Tourism concepts-Motivation for travel –Barriers to travel -Forms of tourism-Travel industry network – Tourism and tourism product.

Need for planned development- planning process – Demand and supply –factors in fluencing tourism development – What constitute tourism attractions-Government role in planning tourism – Tourism planning in India.

UNIT-II

Need for marketing in Tourism – Defining Tourism marketing – The tourism Product.

Special features of Tourism Marketing - Marketing process - Marketing research – Market segmentation. Market targeting - Tourism promotion -Advertising. Public relation technique.

UNIT-III

Thomas cook - American Express - Cox & King - Scope and role of retailers - Modem travel agencies - Travel organization – handling a client-WATA guidelines.

UNIT- IV

Emergence of tour operator - Package tour - Marketing a package tour Tour brochure. Passenger reservation form Booking conditions – Traveler’s advice - Elements in tour brochure - Marketing of brochure.

UNIT-V

Role of communication in travel - Modern mass media techniques - Computer technology in tourism - Use of computers by Airlines - Role of computers in reservations - Computers in railways - Videotex system.

REFERENCE TEXT:

1. Successful Tourism Management — Pran Nath Seth - Sterling Publishers Private Limited.
2. Tourism Marketing Management — A.K.Bhatia — Sterling Publishers Private limited.

PRACTICAL III - Food Production & Patisserie II

Demonstration on

1. Indian rice preparations
2. Indian gravies
3. Indian chaats
4. Indian breakfast preparations
5. Indian snacks preparations
6. Indian breads-naan, rotis, parathas, phulkas with variations
7. Indian pulaos
8. Indian Biryanis
9. Indian dal varieties
10. Tandoori marinations
11. Indian sweets

To Formulate 15 sets of menu consisting of 5 dishes from the following regions:

1. Andhra Pradesh.
2. Bengal
3. Chettinadu
4. Goa
5. Gujrat
6. Kashmir
7. Kerala
8. Maharashtra
9. Punjab
10. Rajasthan
11. Tamil Nadu.

The menu can be compiled by the respective colleges.

Chinese Practicals

Demonstration

1. Chinese rice preparations
2. Chinese noodles
3. Chinese meat & fish preparations

Chinese cooking styles:

Dishes prepared in the following styles

1. Shanghai
2. Cantonese
3. Peking
4. Szechwan

Sri Lankan

1. Basic Sri Lankan gravies
2. Sri Lankan rice preparations
3. Sri Lankan curries
4. Sri Lankan Biryanis

A 5 course menu to be compiled consisting of [soup, fish preparation, Chinese rice/noodles, meat preparation, sweet/dumplings etc. using the above styles by the respective colleges]

Reference:

1. Modern cookery VOL-I Thangam E Philip
2. Rotis and naans of India Purabi
3. Babbar
4. Mithai- Parmila Parmar
5. Food heritage of India
6. The art of chinese cooking-Hamlyn
7. The best of Chinese cooking-Betty Yew, Times book international
8. Complete Asian cook book Chairmaine Solomon, lansdowne

INTERNATIONAL CUISINE

Demonstration on dishes prepared by cold kitchen

- 1.Panada
- 2.Various types of forcemeat
- 3.Galantine
- 4.Terrine
- 5.Pate
- 6.Mousse and Mousseline
- 7.Souffle
- 8.Quenelies
- 9.Stuffing
- 10.Aspic work
- 11.Chaud froid
- 12.Arrangement of cold cuts on mirror platters
- 13.Simple and compound salads
- 14.Sandwiches
- 15.Smorebroad
- 16.Cold garnishes
- 17.Cold sauces
- 18.Carvings

1 set of menu consisting of cold preparations given above must be compiled

To Formulate 15 sets of menu consisting of 5 dishes from the following regions consisting of [soup, egg/pasta preparations, fish preparations, main course, vegetable and sweet]

1. Italian-3 sets of menu
2. Japanese- 1 set menu
3. Russian- 1 set menu
4. Mexican- 1 set menu
5. American- 1 set menu
6. Greek- 1 set menu
7. Malaysian- 1 set menu
8. Thai- 1 set menu
9. Scandinavian- 1 set menu
10. Spain- 1 set menu

SEMESTER-III & IV

GROUP-A CORE

PRACTICAL IV : FOOD & BEVERAGE SERVICE - II

(For the students admitted during 2007 - 2008 onwards)

1. Recollecting I year portions.
2. Enumeration of glassware.
3. Beverage order taking procedure.
4. Service of red wine.
5. Service of white wine.
6. Service of rose wine.
7. Service of Sherry, Port, Madeira and Marsala.
8. Service of sparkling wine.
9. Service of bottled beer, canned beer and draught beer.
10. Service of brandy.
11. Service of whisky.
12. Service of gin.
13. Service of vodka.
14. Service of rum.
15. Service of tequila.
16. Service of aromatized wine.
17. Service of liqueur.
18. Service of liqueur coffee and spirit coffee.
19. Service of aperitifs.
20. Service of digestives.
21. Service of cocktails.
22. Compiling a wine list.
23. Compiling a menu with wine suggestions.
24. Service of cigar and cigarettes.
25. Service of High tea.
26. Service of Afternoon tea.

SEMESTER –III

GROUP-B ALLIED

PAPER-III

FRONT OFFICE OPERATIONS-I

(For the students admitted during 2007-2008 onwards)

UNIT – I

Introduction to the hotel industry.

Classification of hotels as per location, size, clientele, length of stay, heritage hotels, all suite hotels, time share, condominiums, casino hotels, convention hotels, conference hotels, star hotels.

The accommodation product - Type of guest room- as per number and size of beds, décor , room size and view, executive floor, presidential suites.

Rates – room rate, rack rate, corporate rate, commercial rate, airline rate, group rate, children rate, and package plan rate, back to back series rate, government rate, weekend rate, half- day charges.

Meal plans – EP, CP, AP, and MAP.

Types of hotel guests – pleasure travelers, DFIT, FFIT, GIT, Special interest tours, incentive tours, back to back series tours, business travelers, CVGR, convention and conference guests.

The front office department – Functions and components of front office department. Organization chart of a front office department (large, medium and small). Attributes of front office staff.

UNIT – II

Duties of front office personnel – Reservationists, Receptionist, Information Assistant, front office cashier, Bell captain, Bell boy, concierge, Telephone Operator, Guest relations executive, front office manager, lobby manager, Business center co-ordinator, Night auditor.

Equipments used in front office - information rack, alphabetical rack, mail and key rack, computers, billing machines, folio well, PBX,PABX, EPABX, Log book. Lay out of a front office counter – manual, semi – automated and computerized. Guest cycle.

UNIT – III

Reservation – functions of a reservation system, types of reservation – Guaranteed, non – guaranteed, advanced and confirmed. Reservation enquiry, sources of reservation – corporate clients, group travelers ,pleasure travelers, current guests, travel agents, airline, central reservation system, intersell agencies, property direct, group reservations.

The reservation process – The reservation request, accepting or denying a request. Accepting a reservation – the reservation form, importance of guest history, Reservation confirmation, confirmation number. Charting the reservation data (reservation charts- density chart, Whitney reservation system). Modifying a reservation.

Reservation maintenance – Guaranteed reservation, non- guaranteed reservation, credit card guaranteed, advance deposit, other guaranteed reservations, over- booking, no- shows, group reservations- special details.

UNIT –IV

Registration /check – in procedure – Main duties of the reception department. Basic check – in activities:

- (a) Preparation of guest arrival (room status availability, arrival and departure list, special request, VIP and frequent stay guests, guest history record).
- (b) Registration (registration form – its use, black list, pre – arrival registration.)
- (c) Room assignment and room rate (special requests, early check – in, walk – in, scanty baggage).
- (d) Checking methods of payments (direct, bill to company, processing a credit card, travel agents vouchers, transfer credit/debit, advance deposits).
- (e) Issuing the key and escorting the guest (role of bell desk, bell boy arrival errand card, and key card).
- (f) Completing the forms – arrival and departure register ‘C’ form, alphabetical guest register, guest folio, arrival intimation notice.
- (g) Housekeeper’s report- housekeeping discrepancy report, various terms – SB, DND, DL, DC Sleeper, SO, OOO, VR, CO.
- (h) Taking position formula plus and minus position.
- (i) Turning away a guest, handling overbooking at the reception counter.
- (j) Handling amendments like room charge.
- (k) Handling group/crew arrivals (pre-arrival procedures, arrival procedures, opening of master folio, rooming list).
- (l) Handling guest mail and messages.

UNIT- V

Types of folios (guest, master, non- guest), allowances, paid – outs.

Check –out procedures- Role of bell desk, cashier, and late check – outs.

Methods of account settlements and procedure for accepting such settlements. Creating a good lasting impression. Updating front office records (room status/ room rack, arrival/ departure register, guest history cards, departure intimation notice).

Calculation of house count, room count, percentage of single occupancy, percentage of double occupancy.

Front office security functions- The role of front office in key control, electronic card key, handling the grand master key, lost keys, damaged keys, keys given against key cards.

Safe deposit locker (key and their control, safe deposit registration card). How to deal with lost and found. Emergency procedures – medical, robber/theft, fire, death.

FRONT OFFICE PRACTICALS

1. Check-in and check-out procedures
2. Telephone handling skills, social skills,
3. Reservation procedure, identification of rooms through the use of conventional and destiny charts.
4. Role play of the following staffs Doorman, Bellboy, Receptionist, Information assistant, Cashier.
5. Dealing with guest mail and messages, hotel mail, staff mail.
6. Modes of bill settlement.
7. Handling guest complaints and solving problems.

FOOD PRODUCTION AND PÂTISSERIE –IV SYLLABUS

Unit-1

Chinese cuisine -characteristics, ingredients used , equipments used .Regional varieties Dishes – recipes & preparation method.

Srilankan cuisine: characteristics, ingredients used , equipments used, Dishes with recipes & preparation method.

Thai cuisine: characteristics, ingredients used , equipments used, Dishes with recipes & preparation method.

Malaysian cuisine: characteristics, ingredients used , equipments used, Dishes with Recipes & preparation method.

Indonesian cuisine- characteristics, ingredients used , equipments used.

Unit-II

Italian cuisine: characteristics, ingredients used , equipments used, Dishes with recipes & preparations method.

Japanese cuisine: characteristics, ingredients used , equipments used, Dishes with recipes & preparations method.

Russian cuisine: characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Unit- III

Spanish cuisine: characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Mediterranean cuisine characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Greek – characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Unit –IV

Scandinavian cuisines: Characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Mediterranean cuisine characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Mexican cuisine: characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

American cuisine: characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Unit –V.

Fusion cuisine: Characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Eclectic cuisine-Characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

World marche - Characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Reference Text:

The Asian cook book by Charmie Solomon

Text books: La rouse gastronomique

Theory of catering by Ronald kinton, Victor cesrani, and David fosket.

SEMESTER - IV

PAPER- Paper XI : FOOD & BEVERAGE SERVICE – IV
(For the students admitted during 2007- 2008 onwards)

Unit - I

Wines: Meaning, classification of wines production (Red, white, rose sparkling wine production, Aromatized & herbal wines: Meaning & production factors influencing the quality of the wine.

Unit - II

Wines of France: Classification of French wines, important communes & their wines of Bordeaux, Burgundy, Alsace, Loire and Champagne.

Champagne: Importance, production method, styles of champagne and bottle sized - terms.

Wines of Germany: Classification of German wines wine producing regions & wines of Germany.

Unit III

Wines of Italy: classification of Italian wines, and wine producing regions. Famous wines of Italy.

Wines of South Africa, California, Australia, Spain, Portugal - Regions and famous wines.

Production & styles of Sherry, Port, Madeira, Marsala

Wine & food: Wines served with different sources of the meal, suggestions for food & wines combination.

Examples of wines served with: Shell fish, soup, pasta, Fish, Red, and Pink & White meat, cheese, sweet and dessert.

Unit IV

Cocktail - Meaning, types of curtail, points observed while making cocktails,

Recipes of Whisky, rum, Gin, Brandy, Vodka, Tequila, Champagne based cocktails. (Given in reference text only) Mocktails - Meaning and recipes of famous mock) spirit coffee - Meaning,

Method of preparation and examples of some spirit coffee (Irish,, Scandinavian, Monk's, Royal, Dutch, Mexican, German, Italian, Caribbean, Calypso, etc)

Unit - V

Beverage list - meaning & important. Method & order of clisting & pricing beverages.

Dispense bar: Meaning, glassware & equipment used in the dispense bar, Garnishes & Kitchen supplies used in dispense bar.

Stocking of alcoholic beverages and bar control

Bar Design: Space requirement of bar counter seating area and bar stools. Lighting arrangements and interiors designing of bar.

REFERENCE TEXT

1. Modern restaurant Service – A manual for students and Practitioners – John Fuller – Hutchinson
2. Food & Beverage Service – Dennis.R. Lillicrap & John.A.Cousins – ELBS
3. Food & Beverage Service Training Manual – Sudhir Andrews – Tata McGraw-Hill
4. The Students Guide to Food and Drink – John Cousins & Andrew Durkan – Hodder & Stoughton
5. The Hamlyn Book of Wines – The Hamlyn Publishing Group Ltd.
6. Table & Bar – Jeffery Clarke
7. The Beverage Book - John Cousins & Andrew Durkan – Hodder & Stoughton
8. The International Guide to Drinks – United Kingdom Bar tenders Guild

SEMESTER – IV

GROUP – A CORE

PAPER –XII : FOOD SAFETY & MICROBIOLOGY (For the students admitted during 2007-2008 onwards)

UNIT –I

Safety : Importance of safety – Accidents from structural inadequacies – Accidents from improper placement of equipment in spaces – Accidents due to nature and behavior of people at work – Accidents from improper selection, installation, maintenance and storage of equipment – Safety procedure – Training – Safety engineering – Enforcement of safety – Safety education.

UNIT –II

Introduction to microbiology: Relation of microbiology to hygiene – classification of micro – organisms. Factors affecting the growth of micro – organism.

Bacteria: Morphology –size, shape structure, reproduction, beneficial and harmful effect of bacteria.

Yeast: Morphology – size, shape, structure, reproduction, beneficial and harmful effect of yeast.

Mold: classification – Rhizopus, Mucor, Aspergillus, Penicillium, reproduction.

UNIT –III

Food hygiene & General hygiene : Introduction – types of food contamination – food contamination in meat, poultry, game, raw vegetables & fruits, cereals, dairy products, fish – shellfishes –destroying micro – organisms in food.

UNIT – IV

Food – borne infection & diseases: food poisoning by micro – organism.

Food intoxication: Botulism – Organism, toxin, foods involved, diseases caused. Prevention of outbreaks. Staphylococcus intoxication – enterotoxin, foods involved, prevention of outbreaks.

Mycotoxins – Aflatoxin its significance in food.

Food infection: Salmonellosis – source of salmonella, foods involved, prevention of outbreaks.
Clostridium perfringens gastroenteritis – foods involved, prevention of outbreaks.
Enteropathogenic Escherichia coli, Shigellosis – effect.

UNIT – V

Food hygiene regulation: Equipment – requirement for food premises – food safety Act – Offence.

Food sanitation, control & inspection: Inspection of drinking water, plant water, sewage water, equipment, cleaning, sanitizing.

HACCP: Health analysis – critical control points, health of employees.

REFERENCE TEXT:

1. Managing Food Hygiene – Nicholas Johns – Macmillan Publication 1991.
2. Food Microbiology – W.C. Frazier / D.C. Westhoff – MacGraw Hill 1978.
3. Catering Management An Integrated Approach – Mohini Sethi, Surject Malhan – New Age International.

Paper XIII : COMPUTER APPLICATIONS IN HOTEL INDUSTRY

Unit- 1

Computer appreciation and dos, introduction, characteristics, history, generations, classifications, application of computer, hardware and software, operating systems, computer languages. DOS file, directory, Changing the directory, creating a new directory, copying files, deleting files, changing filename, date and time, type, print.

Windows 2000, windows basics, introduction, starting windows, using mouse, moving & designing windows, maximizing, minimizing and restoring windows using menus in windows.

Unit- 2

Word, introduction to word, editing a document, move and copy text and help system, formatting text & paragraph, finding & replacing text and spell checking, using tabs, enhancing documents, columns, tables & other features, using graphics, templates & wizards using mail merge, miscellaneous features of word.

Unit- 3

Introduction of worksheet & excel, getting started with excel, editing cells and using commands and functions, moving and copying, inserting and deleting rows & columns, getting help and formatting a worksheet, printing the worksheet, creating charts, using date and time and addressing modes, naming ranges and using statistical, math and financial functions. Database in a worksheet, additional formatting commands and drawing tool bar, miscellaneous commands and functions, multiple worksheets and macros.

Unit- 4

Power point basics editing text adding subordinate points, deleting slides, working in outline view, using design templates, adding graphs, adding organization Charts, running an electronic slide show, adding special effects.

Unit- 5

Access basics, creating a table, entering and adding records, changing a structure, working with records, creating forms, establishing relationship using queries to extract information, using reports to print information.

SEMESTER – IV

GROUP – B ALLIED

PAPER- IV

FRONT OFFICE OPERATIONS –II

subject code

(for the students admitted during 2007-2008)

UNIT – I

Front Office Salesmanship: Upgrading; Front office reception as a sales department: guidelines to selling – by telephone, face to face; selling to the business person, conference and group business – How to compete in the market.

Guest relation and social skills: The role of Guest relations officer; types of guest problems; Skills necessary for dealing with problems; solving problems; handling complaints; course of action to take when handling problems; follow up action; telephone handling skills.

UNIT – II

Flow of guest information between sections of front office and other departments; importance of log book; reservations; reception; mail and information; bell desk; front office cashier; telephones; housekeeping department; sales department; engineering department; accounts department.

Information/ bell desk/ concierge : Functions of the information department; handling guest mail and messages; registered and insured mail ; guest tickets and special requests ; information binder ; Lobby hierarchy; duties of the bell desk; luggage handling ; running errands; vending stamps; scanty luggage guest; control on bell captain; concept of concierge.

UNIT – III

Functions of front office accounting systems: Guest accounting cycle; the check out procedure; settlement of guest accounts; late check outs, methods of accounts settlement and procedure for accepting such settlements.

Cash settlement – local currency, foreign currency, traveler’s cheque, personal cheque, bank credit cards; credit settlement; settlement of corporate account ; travel agents vouchers.

Creating a good and lasting impression; updating front office records.

Room status/ room rack; alphabetical guest register; arrival / departure register; departure information notice; guest history cards.

UNIT –IV

Credit control : Meaning ; Objectives ; hotel credit control policy ; accounts settled by credit card or charge card ; credit control measures required when receiving reservations; credit control measures at check – ins; credit control measures during occupancy; credit control measures by other sales department ; credit control measures at check – out; credit control measures after guest departure; preventing walk –outs.

UNIT – V

Forecasting: Importance of forecast, how to forecast, useful forecasting data; format of reservation forecast; calculation of reservation forecast (room revenue).

Tariffs: Establishing room rates; the rule of thumb approach; Hubbart formula, differential room rates, seasonal rates.

Yield management: Concept of yield management; hospitality application; measuring yield; formulas.

Differential rates – Potential average single rate, multiple rates, potential average double rate, multiple occupancy percentage, and rate spread, potential average rate, room rate achievement factor. Booking horizons (booking lead time) using booking forecast, to maximize yield; multiple rates; displacement to transient business.

REFERENCE TEXT:

1. Basic hotel front office procedures – Peter Renner – Van Nostrand Reinhold.
2. Managing front office operation – Michael L. Kasavana – Education Institute AHMA.
3. Hotel & Motel Front desk Personnel – Grace Paige and Jane Paige – Van Nostrand Reinhold.
4. Principles of Hotel Front Office Operations – Sue Baker, Pam Bradley & Jeremy Huyton – Cassell.
5. Front office Procedures, social skills and management – Petrabbol & Sue Lowry – Butterworth Huneman.

Practicals : Computer applications in Hotel Industry

MS-DOS

Creating directories, sub-directories, files, listing, the sub-directories and files page wise, displaying the contents of the files.

Copying, renaming, deleting the files, changing and removing a directory.

MS-WORD

Text manipulation, changing the font size, font type, and font style, making the text bold, underlining the text, aligning the text (Centre, justify, left, right), cut, copy, paste.

Paragraph indenting & spacing, bullets & numbering, spelling & grammar check, inserting a picture from clip art, auto shapes, and word art.

Table manipulation- creating tables, inserting & deleting rows & columns, changing width & height, changing table borders. Mail merge concept, printing formats.

MS-EXCEL

Entering the data, changing the fonts, changing row heights & column width, formatting the data, sorting the data.

Formula processing- creating simple formula, using function (ABS, SQRT, LEN, SUM, ROUND, AVG, COUNT, CONCATENATE, FIND).

Inserting & Formatting charts, inserting pictures, printing formats.

MS-POWER POINT

Creating simple presentations, saving, opening and existing presentation, creating a presentation using Auto content wizard & template.

Using various auto- layouts, charts, table, bullets & clip art.

Viewing an existing document in various views-outline view, slide view, slide show view, slide sorter view and note pages view.

SEMESTER-VI

PAPER-XIV

FOOD & BEVERAGE MANAGEMENT

(For the students admitted during 2007 - 2008 onwards)

UNIT-I

Food & Beverage Management: Introduction - Food & Beverage function - Responsibilities & objectives of F&B department - Constraints of food & beverage management - Cost & market orientation (Cost structure & profitability, demand for product, capital intensity, nature of the product).

The meal / drink experience: Food & drink, variety in menu choice, level of service, value for money, interior design, atmosphere & mood, expectation & identification, location / accessibility and staff.

UNIT-II

Purchasing: The nature of purchasing - The main duties of purchase manager -Importance of purchase functions - The purchasing procedure - The selection of a supplier - supplier rating - Aids to purchasing - The purchasing of food & beverages -Standard purchase specification: Meaning & objective - The purchase specification for food & beverages.

Receiving: Objective - Receiving procedure - Receiving of expensive commodities - Returnable containers - Blind receiving - Dispatch to stores or user department -Clerical procedures & forms used.

UNIT-III

Storing & issuing: Storing & issuing of food & beverages.

Stock taking of food & beverages - Stock turnover - Stock levels.

Food control: Objectives of food cost control - The essentials of a control system -

Calculation of food cost - Methods of food control -Food. control check list -

Obstacles to food cost control.

Beverage Control: Objectives of beverage control - Calculation of beverage cost -

Methods of beverage control - Beverage control checklist.

UNIT-IV

Elements of cost: Cost defined, basic concepts of profit, control aspect, pricing aspects.

Cost dynamics: Fixed & variable costs - Break even charts - Turn over & unit costs. Variance analysis: Standard cost - Standard costing - Cost Variances - Material Variances - Overhead variances - Labour variances - Fixed overhead variances - Sales variance.

UNIT-V

Selling: The pricing problem - Pricing objectives - 4 pricing problems - Practical applications of pricing - Fixed selling price - En pension terms - Control of cash & credit sales - Control by selling price - Aids to pricing. Sales control: Manual system and Machine system.

Operating yard stick: Total food & beverage sales - Departmental profit - Ratio of food & beverage sales - Departmental profit - Ratio of food & beverage sales to total sales - Average spending power - Sales mix - Payroll costs - Index of productivity -Stock turnover - Sales per seat available - Rate of seat turnover - Sales per Waiter.

REFERENCE TEXT:

- 1) Food & Beverage Management - Bernard Davis & Sally Stone - ELBS.
- 2) Profitable Food & Beverage Management - Richard Kotas & Chandana Jayawardena - Hodder & Stoughton.
- 3) Food Cost Control - Richard Kotas & Bernard Davis - International Text Book Company.
- 4) Food Costing & Budgeting - Boardman - Heineman.
- 5) Food & Beverage Operations - David Fearn - Newnes, Butterworth.
- 6) Cost Accounting, Principles & Practice - S.P. Jain & K.L. Narang - Kalyani Publishers.
- 7) Food & Beverage Operations, Cost control & System Management - Charles Levinson, Prentice Hall.
- 8) Principles of Food, Beverage and Labour Cost Control - Paul R. Dittmer -John Wiley & Sons.

SEMESTER - VI

GROUP - A CORE

PAPER- XV

FOOD SERVICE FACILITIES PLANNING (For the students admitted during 2007-2008 onwards)

UNIT-I

Food service facilities planning: Introduction, Design & layout.

Planning: Characteristics, scope, objectives, facilitating production, materials handling, space utilization, maintenance and cleaning, cost control, investment in equipment; labour utilization, supervision, flexibility.

UNIT-II

The planning process: Preliminary planning information, prospectus, commissioning planners, developing the concept, equipment requirements, space requirements, developing preliminary plans, preparation of final plans, preparing specifications, bidding & awarding contracts, constructions.

Preparing the prospectus: Importance, customer & user characteristics, development of the menu, service, atmosphere, operational characteristics. The feasibility study: Importance, the market survey, site analysis, cost estimates, operating capital, projected income.

UNIT-III

Functional planning: Functions, concepts of flow, functional requirements, receiving, storage, preparation, cooking, baking, serving, dishwashing, pot & pan washing, waste disposal, other requirements.

Planning the atmosphere: Atmosphere & mood, color, lighting, acoustics, noise and music, climate control, furnishings, exterior design, advertising & public relations.

UNIT-IV

Work place design: Developing work places, work place environment, concepts of motion economy, materials handling, designing safe work places. Equipment requirements: Methods, equipments check list, broilers, griddles, ovens, ranges, steam-jacketed kettles, steamers, ware washing equipments. Waste disposals, equipment selection.

UNIT-V

Space requirements: Introduction, space estimates, total facility size, dining areas, production areas, space calculations, receiving area, storage areas, serving areas dining areas.

Layout facilities: Space arrangement, flow, other criteria for layout, layout configurations, relationship charts for layout, layout guides, layout of storage areas, layout of main cooking areas, layout of preparation areas, layout of serving areas, layout of dishwashing areas.

REFERENCE TEXT:

1. How to Plan & Operate a Restaurant - Dukas.P - Hayden book Co.
2. Profitable Food & Beverage Management Planning - Green E.F., Drake G.G. and Sweeney F.J -- Hayden book Co.
3. Financial Management for the Hospitality Industry - Caiman M.M - Cbt Publishing Co.
4. Quantity Food Production, Planning & Management - Knight.J and Kotschevar L.H - CBI Publishing Co.
5. Sound, Noise & Vibration Control - Yerges L.F - Van Nostrand Reinhold.
6. Work Analysis and Designs for Hotels, Restaurants & Institutions - Kazarian E.A - AVI Publishing Co.
7. A Modern Guide to Food Service Equipments - Avery A.C - CR1 Publishing Co.
8. Food Service Planning: Equipment & Layout - Kotschcvar l.h & Terrell.M.E - John Willey & Sons.
9. Systematic Layout Planning - Muther. R - Cahners Publishing Co
10. Food Service Facilities Planning - Edward A. Kazarian - Van Nostrand Reinhold.

SEMESTER-VI

GROUP-A CORE

PAPER-XVI FOOD PRODUCTION & PATISSERIE - V

(For the students admitted during 2007 - 2008 onwards)

UNIT-I

Larder: Essentials of larder control, Importance and functions of larder in main kitchen, relationship with other section of main kitchen, Duties and responsibilities of Larder chef, Equipments and tools used in larder, Floor plan or layout of a larder.

UNIT-II

Force meat: Meaning, uses types and recipes.

Panada: Meaning, uses, types and recipes.

Compound butters: Meaning, uses, types and recipes and examples.

Marinade: Different types and uses.

Brine: Types and uses.

Aspic jelly: Uses and preparation.

Chaud Froid: Uses and preparation.

Sauces: Types and preparation.

UNIT-III

Garnishes: Importance, names of garnishes used with soup, fish, beef, veal, poultry and game.

Cold Preparation: Galantine, Ballotine, terrine, Pate terrine, mousse, souffle, mousselines, quenelles etc. Recipes for the above.

Ice carving: Equipment, ice preparation, making a template, melting effects, storage.

UNIT-IV

Kitchen organization: Allocation of work - Job description/Duty rosters, production planning production scheduling, production quality & quantity control, forecasting, budgeting.

Kitchen stewarding: Importance of kitchen stewarding, Organization of the kitchen stewarding department, equipments found in kitchen stewarding department, work flow in kitchen stewarding, garbage disposal.

UNIT-V

Kitchen Management: Objectives, Meal production, Indenting, purchasing, storing, cost control, yield, portion control.

Standard Recipe - Importance of standard recipe. Advantages and disadvantages. Left over utilization.

REFERENCE TEXT:

1. Practical cookery - Ronald Kinton & Victor Ceserani - Hodder Starghton.
2. Theory of Catering - Ronald Kinton & Victor Ceserani - Hodder Starghton.
3. Food & Beverage Management - Bernard Davis & Sally stone - ELBS.
4. The Professional Chef (TV Edition) - Le Roi A. Polsom.
5. Larousse Gastronomique - Cookery Encyclopedia - Paul Hamyln.
6. The Book of Ingredients - Jain Grigson
7. Professional Cooking - Wayne Gisslen
8. The New Catering Reporter (Vol.1)-H.LCracknell and G.Noble.
9. The Complete Guide to Art of Modern Cookery - Escoffier.
10. The Cookery Year - Readers Digest Association Ltd.
11. Practical Professional Cookery - Cracknell & Kaullmann.

12. Contemporary Cookery - Caserani & Kinton and Foskett.
13. Cookery an Introduction - Caserani & Kinton.
14. Chef Manual Of Kitchen Management - John Fuller.
15. Le Repertoire de la Cuisine - Jaggi Ceon & Sons.
16. Food Fundamentals - William Margaret.

SEMESTER - VI

PAPER-XVII FOOD & BEVERAGE SERVICE – V Subject Code:
(For the students admitted during 2007- 2008 onwards)

UNIT-I

Guendon Service: Introduction, Mise en place for gueridon. Special equipments used, care & maintenance of equipment, taking the order, method of serving the dish at the table, carving and jointing at the table, carving trolley, dishes prepared on the gueridon, flambeing.

UNIT-II

Function catering: Introduction, types of function, function service staff and responsibilities, service methods in function catering, booking and organization of functions, function menus, wines tabling, seating arrangements, banquets lay-outs. Instructions to service staffs, order of service for a formal function, reception and ordering of wines. Weddings organization - procedure at a wedding buffet, reception, family line-up, procedure for toasts. Planning of buffets - both sit down and fork buffets, procedures required for exhibitions, seminars, fashion shows, trade fairs etc.

UNIT-III

Outdoor catering: Meaning, preliminary survey of the place and comfort of party, hiring of service personnel, making a list of service equipment required, setting" up counters and allotting stations.
Specialized forms of service: Hospital tray service, Airline service, Railway service.

UNIT-IV

Menu Engineering: Meaning, Menu Engineering Terminology, Menu Engineering Worksheet, Remedial action, Problems and Limitations.
Menu Merchandising: Methods of pricing menus, Shape & fold of menu,,Size of menu, Type & colour of paper or card, Typefaces, Layout, Printing & reprinting.

UNIT-V

Budgeting for the F&B Department: Budgeting control, the budgeting cycle, limiting factors, sales forecasting.
Staff organization and training: Staff organization, level of demand, duty rota, staff training, terms used in training, planning of training.
Customer relation: Introduction, minimizing customer relation problems, customer satisfaction.
Social skills.

REFERENCE TEXT:

1. Modern Restaurant Service, A manual for students & Practitioners - John Fuller - Hutchinson.
2. Food & Beverage Service - Dennis R. Lillicrap & John A. Cousins - ELBS.
3. Food & Beverage Service Training Manual - Sudhir Andrews - Tata McGraw-Hill.
4. Food & Beverage Management - Bernard Davis & Sally Stone - ELBS.
5. Profitable Food & Beverage Management - Richard Kotas & Chandana Jayawardena - Hodder & Stoughton.

SEMESTER - VI

PAPER-XVIII HUMAN RESOURCE MANAGEMENT

(For the students admitted during 2007 - 2008 onwards)

UNIT-I

Human Resource Management - Meaning, nature, scope, and objective - Functions of Human Resource Department - The role of HR Manager - Organization of HR Department - HR policies & procedures.

UNIT-II

Manpower planning - Concept, organization & practice, Manpower planning techniques - Short term and long term planning.

Recruitment & Selection - Job analysis - Description - Job specification - Selection Process - Tests & Interviews—Placement & Induction.

UNIT-III

Performance appraisal - Job evaluation & merit rating - Promotion - Transfer and demotion - Human relations - Approaches to good human relations - Job satisfaction - morale and discipline - Labour turnover - Punishment

UNIT-IV

Wages and salary administration - Development Sound Compensation structure. Direct & Indirect costs, Fringe benefits, CTC (Cost to Company) Concepts & its implications - Regulatory provisions - Incentive system - Labour welfare and social security - Safety, health & security - retirement benefits to employees.

UNIT-V

Industrial relations - Trade unionism - Grievance handling - Developing Grievance Handling System - Managing conflicts - Collective bargaining and workers participation.

REFERENCE TEXT

1. Personnel Management - C.B.Mamoria - Himalaya Publishing House.
2. Personnel Management in Indian Organizations - Pramod Verma.
3. Personnel Management - Edwin B.Flippo - Tata McGraw Hill.
4. Personnel Management & Industrial Relations - Tripathi - Sultan Chand & Sons.

SEMESTER – VI

PRAC-VI FOOD PRODUCTION & PATISSERIE - III

(For the students admitted during 2007 - 2008 onwards)

DEMONSTRATION ON THE FOLLOWING:

- (a) Ice carving
- (b) Vegetable carving
- (c) Butter carving
- (d) Aspic Jelly preparation and presentation
- (e) Forcemeat
- (f) Panades
- (g) Galantine
- (h) Ballotine
- (i) Pate terrine

CONTINENTAL CUISINE (INDIVIDUAL)

To formulate 20 sets of menu consisting of 6 dishes from the following courses mentioned below:

Hors-doeuvre - Simple or Compound

Soup

Egg

Pasta/rice Fish

Mutton/Veal/Beef/Pork Poultry/Furred game/Feathered game Potatoes

Vegetables/Salads

Sweet

Savoury

International cuisine Menu

Sri Lankan – 2 set

Malaysian – 1 set

Japanese - 1 set

Italian - 2 set

Spanish - 1 set

Mexican - 1 set

Mediterranean – 1 set

American - 1 set

REFERENCE TEXT:

1. Practical cookery - Ronald Kinton & Victor Ceserani - Hodder Starghton. '
2. The Professional Chef (IV Edition) - Le Roi A. Pdlson.
3. Larousse Gastronomique - Cookery Encyclopedia - Paul Hamyln.
4. Professional Cooking - Wayne Gisslen

SEMESTER-VI

GROUP-A CORE

PRAC-VII FOOD & BEVERAGE SERVICE - 111

(For the students admitted during 2007 - 2008 onwards)

1. Recollecting I and II year portions.
2. Preparing duty rota.
3. Banquets:
 - (a) Booking procedure
 - (b) Preparing banquet menus
 - (c) Space area requirements
 - (d) Table plans/Arrangements
 - (e) Service toasting
 - (f) Informal banquets (Viz., Reception, Cocktail parties, Seminar, Exhibitions, Fashion shows, Trade fair, Wedding, Outdoor catering etc)
4. Buffets:
 - (a) Area requirements
 - (b) Planning & Organization
 - (c) Sequence of food (Indian & Continental)
 - (d) Types of buffet display
 - (e) Equipment supplies
 - (f) Checklist.
5. Gueridon Service:
 - (a) Types of trollies
 - (b) Gueridon equipment
 - (c) Gueridon ingredients
 - (d) Service of courses and dishes from gueridon.

UNIT III:

Biscuits_ meaning and preparation

Cookies_ Production, Sandwich Cookies, Ice box Cookies, bar Cookies, macaroons, wafers and lace cookies, assorted cookies

UNIT IV:

Different types of Paste: Short crust, Sweet crust, Rough puff, puff paste, choux paste, Suet paste_ preparation, faults and products of the above pastes.

UNIT V:

Icings, Fillings and Glazes_ Different types of Icings, Fillings and Glazes and their uses, Chocolate and Sugar Confectionery, Liqueur Chocolate, toffees and boiled sweets, fudges, pulled sugar, blown sugar, pastilles and petit fours.

Reference:

The new International Confectioner. Edited by Wilfred J.France. F.Inst.BB. (Unit V)

Pub: Virtue and company

Practical baking_ William J Sultan (Unit III) Pub: Van Nostrand Reinhold

Professional baking_ Wayne Gisslen (Unit I & II) Pub: John Wiley and Sons

Practical cookery_ Kinton and Ceserani (Unit IV) Pub: Hodder and Stoughton

**DIPLOMA – PAPER II
BAKERY AND CONFECTIONERY - II**

Unit-I

Basic paste-Short crust paste, puff paste, rough puff paste, Sugar paste, suet paste, choux paste. Recipe For the above paste . Possible reasons for faults in the above pastes.

Unit-II

Pies- Introduction , production of pies. Rolling a pie dough and lining pans ,preparation of fillings for pies. Production of fruit pies and common problems with fruit pies, preparation of cream and chiffon. Common problems.

Tarts and tartlets- procedure for making tarts shells, variations. Strudel& phylo- preparation, baked meringues- procedure for making meringues.

Unit-III

Cake making methods- cake formula balance- common faults in cakes, Cake decoration- colour-design-templates- texture- equipment- wedding cake proportion- casting moulds- monogram-lettering- stencils- modern cake decoration with royal icing.

Sponges-Basic preparation methods- types of sponges- petit fours-preparation of syrups &glaces-steps involved in preparing large cakes- Wedding cakes, birthday cakes, gateaux basic preparation

Unit IV

Icings- basic ingredients used- classification. Fondant preparation- types- parfait icing- royal icing;

Chocolate and Sugar Confectionery, Liqueur Chocolate, toffees and boiled sweets, fudges, pulled sugar, blown sugar, pastilles .

Unit V

Hot sweets-Charlottes, fritters, pancakes, puddings, dumplings.,

Cold sweets-Bavarois, mousse, fruit dessert - method of preparation.

Savoury goods- basic preparation- toppings- fillings- piping- examples of piping equipment & procedures..

DIPLOMA – PRACTICAL BAKERY AND CONFECTIONERY

Yeast Goods

Crisp crusted Bread

Soft crusted Bread

Sour dough white bread

Baba and Savarin

Danish Pastry

Brioche

Croissants

Bread rolls

Muffins

Dough nuts

Cookies

Biscuits

Puff paste, Sweet crust, cakes:

Puff Pastry

Fruit flan

Custard Flan

Fruit Pies

Tarts.

Sponge cakes

Plum cakes

Swiss rolls

Genoise sponge

Chiffon cakes

Petit fours

Chocolates

Reference:

Professional Baking
Wayne Giessien
Pub : John wiley & sons

Practical Baking - Vth edition
William J. Sultan
Pub : Van Nostrand reinhold

New International Confectioner
Wilfred J. France
Pub : Virtue & company

**DIPLOMA PAPER
BAR MANAGEMENT**

- UNIT-I : Introduction to bar operations , Bar layout, Design Space, Bar equipments & supplies.
- UNIT II : various types of bar hence purchase procedures for bar.
- UNIT III : Records of ledgers maintained in the bar, bar costing, bar procedures.
- UNIT IV : Bar tending - How to operate a successful bar.
Bar sales - How to increase bar sales Bar customer requirements, bar control procedures..
- UNIT V : Cocktails – Preparation methods, recipes, types.
Juggling - Art of juggling.

- REF. BOOK THEORY:** 1. How to operate a successful Bar. By Christopher Egeston Thomas. Publisher – John Wiley & Sons.
2. The restaurant from concept to operation by John Walker & Donaland. Publisher – John Wiley & Sons.
3. Food & Beverage Management by Bernard Davis & Hundberg & Sally Stone. Publisher – Heinemann publications.

BAR MANAGEMENT PRACTICAL

1. Compiling a alcoholic beverage list
2. Service of Wires.
3. Service of spirits.
4. Service of Specality coffee.
5. Service of Liquors.
6. Service of Mocktails.
7. Service of Cocktail.
8. Bar tending procedures..

- REF. BOOK PRACTICAL :** **Food and beverage service by Dennis Lilicrap & John cousins.**
Publisher – ELBS.

Food Production Patisserie –III
Model Question paper

Max -100 marks

SECTION A 10x1=10

Give Short Answers.

1. What is Cooking by dry heat ?
2. Name any dish prepared using green gravy?
3. Which is the savoury barbecue done on iron rods?
4. In which Goan dish a combination of three sets of masalas are used?
5. What is pathri?

Fill in the Blanks.

6. _____ is an ingredient on which the other ingredients are based.
7. Murgh Tikka marination time is _____
8. Gravy used for preparing paneer Makhani is _____
9. Pesarattu dosas are famous dish of _____
10. The masala used for Bhel puri is _____

Section B

5x6=30

Answer the Following:

11a. What is thickening agent? Give two examples.

<or>

11b. What is Dhum cooking? Give two examples.

12.a. List out the dishes prepared by using white gravy

12.b List out the dishes prepared by using brown gravy?

13.a. . What is Paneer ka Tikka ?

<or>.

13.b Give the marination ingredients for Murgh Malai.

14.a List the ingredients used in Chettinadu cuisine.

<or>.

14.b List the ingredients used in Andhra Pradesh cuisine.

15.a. Name the Onam festival dishes.

<or>

15.b. Name the ingredients used for Chaat masala.

5x12=60marks

Section C

Answer the following:

16.a Give recipe for white gravy. Give example of one dish with the method of preparation?.

<or>

16.b Give the recipe for yellow gravy. Give example of one dish with the method of preparation?.

17.a Explain four thickening agents and their uses in Indian cookery?

Or

17.b. Write a brief note on the religious influences of a-Hindus b-Muslims,c-Christians,d-Jains..

18.a. Give recipe for Tandoori Naan.and method of preparation?

or

18.b Give recipe for Tandoori fish. and method of preparation?

19.a. Give the recipe for “Sarson ka Saag.”and method of preparation?

or

19.b Give the recipe for Dhansak. method of preparation?

20.a Give the recipe for any one breakfast dish and method of preparation?

20.b. Give the recipe for Chaat masala and method of preparation?

MODEL QUESTION PAPER - 2007-2008 Batch onwards

II Year – B.Sc., Catering Science & Hotel Management
FOOD & BEVERAGE SERVICE – III

Max Marks : **100**

Max Time : **3 Hrs**

SECTION – A

(10 X 1 = 10 Marks)

1. Maitre d’ Hotel Butter means _____.
2. Havana is famous for _____.
3. Lager is a type of _____.
4. VSOP means _____.
5. Perry is made from _____.
6. What is a Lounge?
7. What is triplicate system of Checking?
8. Brief Gay Lussac scale.
9. What is a double malt?
10. What is Vermouth?

SECTION – B

(5 X 6 = 30 Marks)

11. Brief the procedure of breakfast service in room service.

(or)

List a menu for afternoon tea service and brief the service procedure.

12. Write a note on important tobacco producing countries of the world.

(or)

Write a brief note on Checking of wines and other drinks.

13. Brief about the types of Beer, sizes of draught beer containers and beer mixed drinks.

(or)

Explain in brief about the Spirit strength calculation methods.

14. What is a malt whisky? List and brief the styles of Whisky.

(or)

All Cognac are Brandy but all Brandies are not Cognac- Discuss

15. Explain the meaning, types , production and styles of Vermouth.

(or)

List the Production and styles of Cider and perry.

SECTION – C

(5 X 12 = 60 Marks)

16. Explain in detail about the Full and Partial room Service and brief the room service trolley set up.

(or)

Explain in detail about the organization and procedure of Lounge Service.

17. Explain the method of making a bill and settling the account.

(or)

Explain the Quality, Service procedure Strength and sizes of Cigars.

18. Explain in detail about the manufacturing process of Beer.

(or)

Explain in detail about Pot Still & Patent Still methods of Spirit production.

19. Explain the production and styles of Cognac and Armagnac.

(or)

Explain the production and styles of Tequila and other spirits.

20. Explain in detail about the meaning of any 6 Aperitifs & Digestives.

(or)

What is a Liqueur? Tabulate the Colour, Flavour and country of Origin of any 12 Liqueurs.

----X---X---

THIRD SEMESTER

TOURISM MARKETING MANAGEMENT

Time : Three hours

Maximum : 100 marks

SECTION A – (10X1=10 MARKS)

1. ----- Comes under Adventure tourism?
2. ----- tourism refers to tourism undertaken to know the culture.
3. The first organized travel agent in the world is -----.
4. Expansion of WATA -----
5. ----- is a type of tour were the itineraries facilities offered at a fixed price.

6. PARS means Programmed Airlines reservation system. True / False.
7. A tourism product may be defined as the some of composite product. True/False.
8. Customer satisfaction leads to Marketing generate. True / False.
9. Who is a tourist?
10. What is Videotex?

SECTION B – (5 X 6 =30 marks)

11. (a) Write the concept of tourism.
(Or)
(b) Write the barriers to travel.
12. (a) Give a short note on tourism promotion.
(Or)
(b) Write a short note on marketing process.
13. (a) Write a short note on Thomas cook.
(Or)
(b) Write a short note on American express.
14. (a) Mention any three element in tourism brochures and write a note on it.
(Or)
(b) Give a short note on booking condition with the tour operator.
15. (a) Write a short note on video tex system.
(Or)
(b) Write the role of computer in railways.

SECTION C – (5X12=60 marks)

16. (a) Write the forms of tourism.
(Or)
(b) Write the factor influencing tourism development.
17. (a) Brief the neat sketch for marketing in tourism.
(Or)
(b) Enumerate the special features of tourism marketing.
18. (a) Give a brief note on modern travel agency.
(Or)
(b) Write the WATA guidelines.
19. (a) Give a brief note on package tour.
(Or)
(b) Write about tour brochure.

20. (a) Write the role of communication in travel business.
(Or)
(b) Write the use of computer by airlines.

Third semester
FRONT OFFICE OPERATIONS – I

Time: Three hours

maximum: 100 marks

Answer all questions.

SECTION A – (10x 1= 10 marks)

1. Expand CVGR.
2. Define forecasting.
3. What is over booking?
4. Define room rate.
5. Give the formula for yield.
6. The front office cashier comes under non supervisory category. (True/False).

7. Guaranteed reservation blocking few room. (True/False).
8. Accepting more reservation than the available rooms is -----.
9. Online authorization is related to -----.
10. A hotel which do not have any affiliation or contract through any other property is -----
---.hotel.

SECTION B (5X6=30 marks)

- 11.(a) Write the attributes of the front office staff.
(Or)
(b) Write the classification of hotel based on cliental.
- 12(a) Write about business centre in a hotel.
(Or)
(b) Write the duties of telephone operator.
6. (a) Write a note on guaranteed reservation.
(Or)
(b) Write a note on non – guaranteed reservation.
7. (a) Write a short note on special request.
(Or)
(b) Write about guest history record.
8. (a) How to deal with lost and found?
(Or)
(b) Write the handling of grand master key.

SECTION C – (5x12 = 60)

9. (a) Brief the different types of rates.
(Or)
(b) Write the function of front office department.
10. (a) Brief about guest cycle.
(Or)
(b) Write the duties of night auditor.
11. (a) Give a brief note on sources of reservation.
(Or)
(b) Give a note on:
(i) Credit card guaranteed reservation
(ii) Advance deposit reservation
12. (a) Give an elaborate note on check in procedure.
(Or)
(b) Elaborate the main duties of the reception department.
13. (a) Give a brief note on type of folios.
(Or)
(b) Write the check out procedure.

Food Production and Patisserie –IV
Model Question Paper

SECTION A 10x1=10

Give Short Answers.

1. In Which Chinese Cooking style deep frying is popular?
2. In Malaysian cuisine Nasi kunyit means?
3. Which is the typical curry of Srilanka?
4. What is Gumbo?
5. What is Rullepoelse in Danish cuisine means?

Fill in the blanks:

6. Satayas are popular in ----- cuisine.
7. Miso in Japanese cuisine is known as-----.
8. Sauerkraut is ----- .
9. Filo (phyllo) is a thin paste used for-----.
10. Cheese melted with white wine, eaten off with chunks of bread is known as -----.

Section B **5x6=30**

11.a. List out the ingredients used in Chinese cooking.

or

11.b Write in brief the features of Malaysian cuisine.

12.a Write in brief about the features of Japanese cuisine

Or

12.b. Write in brief about the features of Thai cuisine?

13.a Germany is known as the land of charcuterie explain briefly.

or

13.b. Write a brief note on three Russian rituals.

14.a Write a brief note on the role of refinements & subtleties in Spanish cuisine.

Or

14.b. Write a brief note on the types of cheese used in Greek cuisine.

15.a. Explain briefly the role of dairy products in Scandinavian cuisine.

or

15.b. Explain the various meat preparation methods in Norwegian cuisine.

Section –c **5x12=60**

16.a. Explain the regional styles of cooking in Chinese cuisine in detail?

Or

16.b. Give the recipe and method of preparation of any three Malaysian dishes?

17.a. Write about the characteristics of Japanese cuisine.

or

17.b. Write the influence of Portuguese cuisine, Malaysian cuisine and Indian cuisine on Srilankan cuisine?

18.a. List out in detail the various types of pastas used in Italian cuisine?

or

18.b. Explain in detail the regional variations of Russian cuisine or former Soviet Union with reference to:

a) Georgia cuisine b) Armenian cuisine

c) Ukraine cuisine d) Lithuania cuisine

19.a. Give a detailed note on the characteristics of Mexican cuisine with reference to

a) Aztec civilization b) Influence of Spanish cuisine on Mexican cuisine

c) The products made from corn meal.

or

19.b. Give a detailed note on the characteristics of Greek cuisine with reference to

a) Meat & fish dishes b) Vegetables c) other specialties.

20.a. Write short note on the following

a) Norwegian breakfast

b) Danish parsley chicken

c) Shish kebab

d) eclectic cuisine.

Or

20.b. What is world Marche and what are its features

MODEL QUESTION PAPER - 2007-2008 Batch onwards

FOOD & BEVERAGE SERVICE – IV

Max Marks : **100**
Max Time : **3 Hrs**

SECTION – A

(10 X 1 = 10 Marks)

1. Colour of wine is obtained from the _____ of grapes.
2. AOC means_____.
3. Asti Spumante is a _____.
4. Planters Punch is a _____ based Cocktail.
5. One Large peg is equal to _____ ml.
6. Define wine.
7. What is Eiswein?
8. List 2 wines suggested with Pasta Course.
9. What is built-in Cocktail?
10. List 3 types of Glassware used to serve Champagne.

SECTION – B

(5 X 6 = 30 Marks)

11. Draw the classification of wines & List the well known grape varieties used in wine production.

(or)

Write in detail about the factors affecting the quality of the wines

12. List and explain the classification of French Wines.

(or)

List and explain about the varieties of QmP wines of Germany.

13. Explain in brief about the manufacturing process of Sherry in Solera system and list the styles of Sherry.

(or)

Compile a 6 course Continental Lunch menu suggesting wines for 2 courses and explain the service procedure of suggested wines.

14. What is a Mocktail? Give recipes for 4 famous Mocktails.

(or)

What do you mean by Spirit Coffee? Give the method of preparation of any 4 spirit Coffees.

15. Brief the various equipments, garnishes and kitchen supplies used in a dispense bar.

(or)

List and brief the usage of at least 15 varieties of Glassware used in a bar.

SECTION – C

(5 X 12 = 60 Marks)

16. Explain in detail about the manufacturing process of Red & White wine.

(or)

What do you mean by aromatized and herbal wines? Explain the manufacturing process.

17. Explain in detail about the step-by-step manufacturing process of Champagne and list & Brief the styles of Champagne.

(or)

List the Explain the important communes of French wines. Give 2 examples of each region.

18. Classify the Wines of Italy and brief about the wine producing regions of Italy.

(or)

Write Short notes on

- (i) Wine production in India & its famous wines.
- (ii) Wines of South Africa, California & Australia.
- (iii) Styles of Port & Sherry.

19. Explain the types of Cocktail preparations and list the points to be remembered while making cocktails.

(or)

Give any 2 recipes each of all regular spirits base.

20. Structure and Design a Beverage list with Pricing.

(or)

Explain in detail about the various aspects to be considered while designing a bar.

----X---X---

Fourth semester

FOOD SAFETY AND MICROBIOLOGY

Time: Three hours

maximum: 100 marks

SECTION A – (10x 1= 10marks)

Answer all questions.

1. Infections are caused by -----
2. HACCP means to ensure-----
3. The study of Microbiology is about -----.
4. The food poisoning bacteria which is often found in the human mouth and throat is-----
-----.
5. ----- contamination of food is due to water conveyed through pipes, contact with machines, equipment, packing etc.

6.----- is the transfer of pathogenic bacteria from a contaminated source to an uncontaminated source.

7. Staphylococcus is the bacteria present in the egg shell (True/False).

8 Any illness caused by toxins of microorganism in the food is food poisoning.(True/False).

9.According to the food hygiene regulations at what temperature the cooked food prior to service must to kept ?

10.Name the enzyme present in the yeast?

SECTION B – (5 x 6 = 30 marks)

11.(a) Explain the importance of safety.

(Or)

(b) What are the causes of accidents?

12 .(a) Write about the beneficial effect of yeast.

(Or)

(b) What are the factors affecting the growth of Microorganism

13.(a) Explain the term “Pasteurization”.

(Or)

(b)Write short notes on

(i) Asepsis (ii) Dehydration

14.(a) Explain the term “ Food poisoning” and “ Food infection”

(Or)

(b) Describe the Prevention of food poisoning.

15.(a) List some of the useful safety devices and explain few sentences about it.

(Or)

(b) What are the various reasons for the existence of food laws?

SECTION C (5x12=60 marks)

Answer all questions.

16 (a) write the behavior and attitudes which increase the potential for accidents at work.

(Or)

(b) What are the points to be considered to ensure a healthy environment?

17.(a) Explain in detail the growth characteristics of bacteria.

(Or)

(b) Write briefly the economic importance of mold.

18.(a) Explain briefly about the “Canning of fruits”.
(Or)

(b) How the yeast fermentation takes place?

19.(a) Name some of the disease caused by food poisoning and explain in detail.
(Or)

(b) How to prevent the disease “Shigella”? What treatment can be given to cure this disease?

20.(a) Explain in detail the term “Enforcement of Safety”.
(Or)

(b) Explain the waste disposal

FOURTH SEMESTER
Allied – Front Office Operations- II

Time: Three hours

maximum: 100 marks

SECTION A – (10x1= 10 marks)
Answer all the questions.

1. The type of hotel which provides gambling facility is -----
hotel.
- 2.. The guest is assured a room which will be held until checkout time is -----
reservation.
- 3 . A record of the charges incurred and credits acquired by the guest during
occupancy is known as-----.
4. SIT is special interest tour . (True/False)
5. A guest who does not arrive on the scheduled date of arrival is no
show.(True/False).
- 6.. Define late check out.
- 7.. Expand DND.
8. Expand EPABX.
9. Define CP.
- 10..Define paging..

SECTION B – (5x 6 = 30 marks)

14. (a) Write the role of guest relation officer.
(Or)

(b) Write six points about how to complete in the market.

15. (a) Write the importance of log book.
(Or)

(b)Write about bell desk.

16. (a) Write about credit settlement.

- (Or)
(b) Write about travel agency voucher.
17. (a) Write six points about hotel credit control policy.
(Or)
(b) Write the meaning and objectives of credit control in a hotel.
18. (a) Write the format of reservation forecast.
(Or)
(b) Write the importance of forecasting.

SECTION C – (5 x 12 = 60 marks)
Answer the following questions.

19. (a) Brief about telephone handling skills.
(Or)
(b) Explain about front office reception as a sales department.
20. (a) Write the flow of guest information between front office and housekeeping department.
(Or)
(b) Write the concept of concierge.
21. (a) Give 12 points regarding creating a good and lasting impression.
(Or)
(b) Write about the updating of front office records.
22. (a) Give a brief note on credit control measures at check out.
(Or)
(b) Give an elaborate note on credit control measures after departure.
23. (a) Write the concept of yield management.
(Or)
(b) Brief about forecasting regarding room revenue.

SIXTH SEMESTER
FOOD SERVICE, FACILITIES AND PLANNING
TIME : THREE HOURS MAXIMUM : 100 MARKS
Answer all questions
Section A – (10x1 =10 marks)

1. ----- provides the foundation for planning space requirements and equipment layouts the restaurant.
2. Preliminary decisions needed to plan food service facilities are-----

3. ----- is prepared by a consulting firm and reviewed by the Hotel Management Company.
4. Provide a desk for the host, service stations and flexible mix of table size is known as -----
5. The receiving area consist of an area outside the restaurant, called as-----
6. The number of seats with in a dining room and the number and sizes of tables should be based on the restaurant's -----market share.
7. The arrangement of tables on Breath wise rather than straight lines will increase the number of seats per square foot. True / False.
8. U shaped configuration is suitable when space limited. True / False.
9. What is Service station?
10. Give the Environmental Factors that should be considered while planning a restaurant.

SECTION B – (5X6 =30 marks)

11. (a) What do you mean by Layout?
(Or)
(b) Write the objectives of Facility planning?
12. (a) Explain the work “ Market survey”.
(Or)
(b) What is operating capital ?
13. (a) Write the importance of Lighting.
(Or)
(b) Write the effect of noise and music in Food outlets.
14. (a) Explain the term steam – Jacketed Kettles.
(Or)
(b) Write the advantages of safe work places.
15. (a) What is the space requirements of a receiving area of a 5 Star Hotel?
(Or)
(b) What do you mean by space arrangement?

SECTION C– (5X12 =60 marks)

16. (a) How does the menu affect restaurant's Layout ?
(Or)
(b) What are the regulations that influences restaurant's design?
17. (a) Who are the typical members of a project planning team ? write about their roles.
(Or)
(b) Write a note on :
 - (i) Site analysis
 - (ii) Operating capital
 - (iii) Projected income

18. (a) What are the design factors for food and Non – Food storage?
(Or)
(b) What should a designer keep in mind when planning a restaurant?
19. (a) Explain the importance of Designing safe work places.
(Or)
(b) Write the role of waste disposals and importance of waste management.
20. (a) Draw the layout of a storage areas and receiving area.
(Or)
(b) Draw the layout of a preparation areas with stewarding facilities.

**Food Production & Patisserie-V
Model Question Paper**

Max: 100 Marks
Time:3 hrs

Section-A (10X1=10marks)

Answer the following

1. What is salt petre?
2. What is deuxelle mixture?
3. List out any two compound butters.
4. List out any two types of panda.
5. What is an aspic jelly?

Fill in the blanks

6. Chaud froid sauce is prepared by_____.
7. Quenelles are_____.
8. The garnish for consomme celestine is_____.
9. The term galantine refers to_____.
10. The other name for parsley butter is_____.

Section-B (5X6=30marks)

- 11 a. What are the types of brine solution.
or
- 11 b. List out the different types of marinades.
- 12 a. Explain in brief how templates are made?
or
- 12 b. List out the responsibilities of larder chef.
- 13 a. Write in brief how a ballontine is prepared?
or
- 13 b. What is standard recipe?
- 14 a. List out the various equipments used in stewarding department.

or

14 b. Write in brief about the preparation of mayonnaise.

15 a. What are the objectives of meal production?

or

15 b. What do you mean by singeing & trussing?

Section-C (5X12=60marks)

16 a. Draw the layout of larder kitchen of a five star hotel.

or

16 b. What are garnishes? What is its importance? List out the garnishes for fish, beef, game.

17 a. Give the organization chart of kitchen stewarding department

or

17 b. What is standard recipe? What are its advantages & disadvantages.

18 a. What is a marinade? How do you prepare uncooked marinade for beef?

or

18 b. Write in detail how volume forecasting & budgeting is done.

19 a. Write in detail about the preparation of cold mousse? Give the recipe for ham mousse.

or

19 b. Explain in detail how templates are made.

20 a. What is a panda? Give the recipe for frangipane panda.

or

20 b. Explain the following

- a. Pate
- b. Terrine
- c. Mousseline
- d. Indenting
- e. Cost control
- f. Portion control

Food & Beverage Service-V Model Question Paper

Max: 100 marks

Time: 3 hrs

Section-A (10X1=10 marks)

Answer the following

1. In which year was the first flambéed dish introduced?
2. What is new cuisine 2000?
3. What is the suggested area allowance for outdoor parties?
4. What is engagement package?
5. What is sales per seat?

Fill in the blanks

6. The other name for limited A la carte menu is_____.
7. The term which is used to cover catering, cabin requirements in a airline is_____.
8. Dinner for old boys is a _____ type of function.

9. The majority of staffs employed in outdoor catering are _____.
10. The mistakes by staff in order is a symptom of _____.

Section-B (5X6=30 marks)

- 11 a. Explain the unisen place for gueridon.
or
- 11 b. What is a sales forecast?
- 12 a. List out the terms used in training.
or
- 12 b. What are the problems that arise in outdoor catering?
- 13 a. What are the advantages of ganymede tray service?
or
- 13 b. Kist out the various menu pricing methods.
- 14 a. What is a gueridon checklist? Explain.
or
- 14 b. What are the limitations in a budgeting cycle?
- 15 a. Write a short note on railway service.
or
- 15 b. List out the basic points to be noted in a function prospectus after confirming a booking.

Section-C (5X12=60 marks)

- 16 a. Explain how a saddle of lamb is carved?
or
- 16 b. Give a format of function confirmation.
- 17 a. What is menu merchandising? and what are the factors to be considered when printing a menu.
or
- 17 b. List out in detail the points to be included for an outdoor catering initial survey.
- 18 a. Write in detail regarding the present training needs for staff.
or
- 18 b. GIve a wokplace for a dinner party of paxs 110 guest, top table is guest with 3 springs required.
- 19 a. Write in detail about airline catering service.
or
- 19 b. What are the special equipments in gueridon? Explain each.
or
- 20 a. Explain in detail how customers problems can be minimized?
or
- 20 b. GIve a detailed note on carving with regard to selection of tools, carving hygiene & methods of carving.

- (b) Describe the various functions of HRM.
17. (a) Briefly discuss the steps involved in Manpower planning in a hotel industry?
(Or)
(b) Describe the practices of recruitment followed in India.
18. (a) Discuss the various types of interviews for selection of individuals.
(Or)
(b) What do you understand by job analysis? What is its importance's in HRM ?
19. (a) How is job evaluation method useful for an hotel industrial undertaking?
(Or)
(b) Discuss the need and importance of worker's participation in management.
20. (a) Discuss the role of collective bargaining in HRM.
(Or)
(b) Explain the role of trade union in HRM.