

**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**  
**Bachelor of Hotel Management & Catering Technology**

**CURRICULUM**

SI No	Course Code	Course Name	Teaching Scheme (Hours)		Evaluation Scheme (Marks)				Credit	Exam slot
			L	P	Internal		ESE	Total		
					CA	IE				
YEAR 1								SEMESTER 1		
Theory										
1	FPT101	Foundation Course in Food Production-I	4		15	15	70	100	4	A
2	FBST101	Foundation Course in Food & Beverage Service-I	4		15	15	70	100	4	B
3	ACOT101	Foundation Course in Accommodation Operations	2		15	15	70	100	2	C
4	FROT101	Foundation Course in Front Office Operations	2		15	15	70	100	2	D
5	AOCT101	Application of Computers	2		15	15	70	100	2	E
6	COMT101	Communication	2		15	15	70	100	2	F
Practical / Project										
1	FPP101	Food Production Practice - I		4	15	15	70	100	2	S
2	FBSP101	Food & Beverage Service Practice-I		4	15	15	70	100	2	T
3	ACOP101	Accommodation Operations Practice - I		4	15	15	70	100	2	U
4	FROP101	Front Office Operation Practice-I		4	15	15	70	100	2	V
5	AOCP101	Computer Application Lab		4	15	15	70	100	2	W
	TOTAL(36 Hrs)		16	20				1100	26	

L-Lecture hours, P-Practical hours, CA-Class Assessment(Tutorial/Assignment/Mini Project/Record), IE-Internal Exam, ESE-End Semester Exam

SI No	Course Code	Course Name	Teaching Scheme (Hours)		Evaluation Scheme (Marks)				Credit	Exam Slot
			L	P	Internal		ESE	Total		
					CA	IE				
YEAR 1					SEMESTER 2					
Theory										
1	FPT102	Foundation Course in Food Production-II	4		15	15	70	100	4	A
2	FBST102	Foundation Course in Food & Beverage Service-II	4		15	15	70	100	4	B
3	ACOT102	Accommodation Operations-I	2		15	15	70	100	2	C
4	FROT102	Front Office Operations-I	2		15	15	70	100	2	D
5	FSNT102	Food Science & Nutrition	2		15	15	70	100	2	E
6	BCOM102	Business Communication	2	4	15	15	70	100	4	F
Practical / Project										
1	FPP102	Food Production Practice-II		4	15	15	70	100	2	S
2	FBSP102	Food & Beverage Service Practice-II		4	15	15	70	100	2	U
3	ACOP102	Accommodation Operations Practice-II		4	15	15	70	100	2	V
4	FROP102	Front Office Operations Practice -II		4	15	15	70	100	2	W
	TOTAL(36 Hrs)		16	20				1000	26	

L-Lecture hours, P-Practical hours, CA-Class Assessment(Tutorial/Assignment/Mini Project/Record), IE-Internal Exam, ESE-End Semester Exam

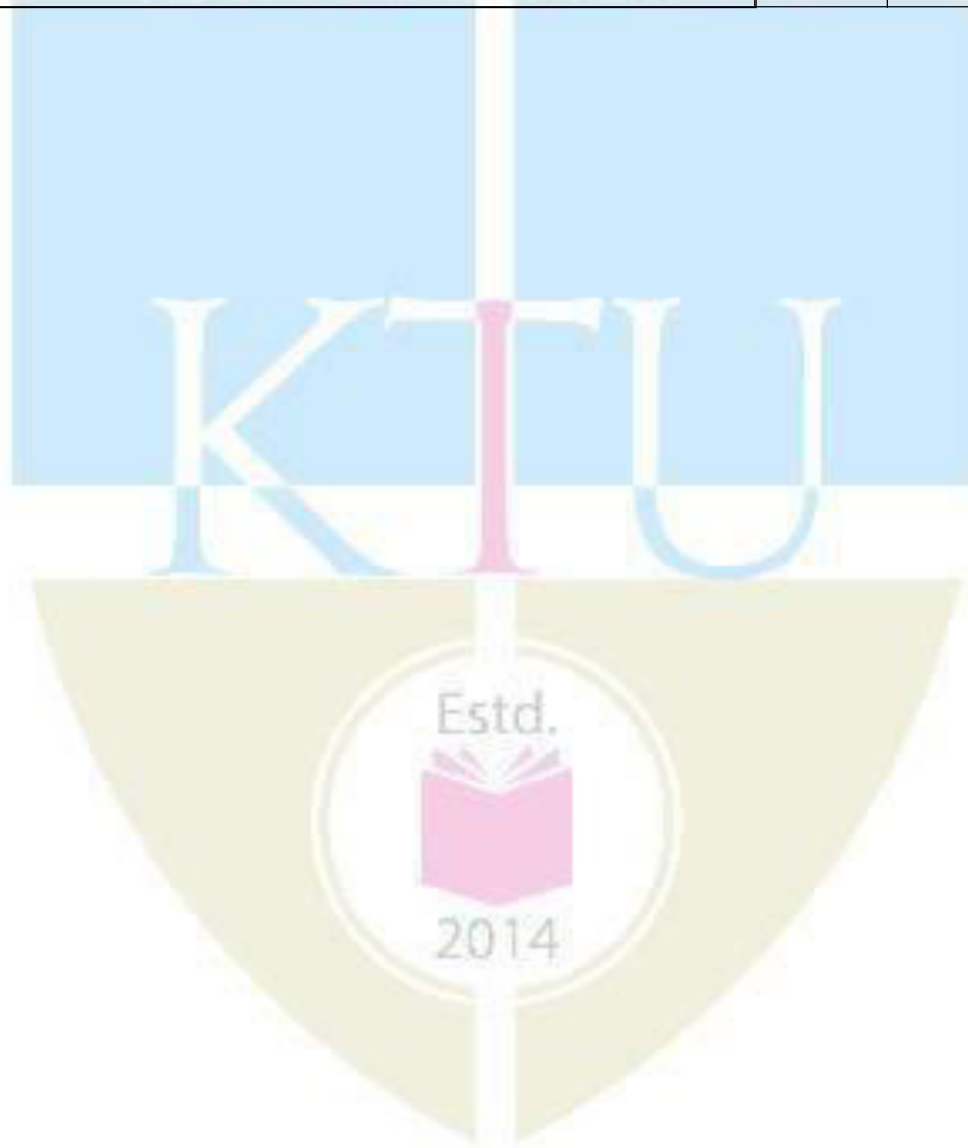
# SYLLABUS

## FOUNDATION COURSE IN FOOD PRODUCTION-I

<b>Course code: FPT101</b>		<b>Semester : I</b>	
<b>Duration : 60 hrs</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>	
Theory : 4 hrs/week		Internal Exam: 15 marks	
		Assignment/ Quiz/Mini Project: 15 marks	
Credit : 4		End Semester Exam: 70 marks	
S. No	Topic	Hours	End sem exam marks
01	<b>INTRODUCTION TO COOKERY</b> A. Levels of skills and experiences B. Attitudes and behaviour in the kitchen C. Personal hygiene D. Uniforms & protective clothing E. Safety procedure in handling equipment	04	5%
02	<b>CULINARY HISTORY</b> A. Origin of modern cookery	02	0%
03	<b>HIERARCHY AREA OF DEPARTMENT AND KITCHEN</b> A. Classical Brigade B. Modern staffing in various category hotels C. Roles of executive chef D. Duties and responsibilities of various chefs E. Co-operation with other departments	04	10%
04	<b>CULINARY TERMS</b> A. List of culinary (common and basic) terms B. Explanation with examples	04	5%
05	<b>AIMS &amp; OBJECTS OF COOKING FOOD</b> A. Aims and objectives of cooking food B. Various textures C. Various consistencies D. Techniques used in pre-preparation E. Techniques used in preparation	04	10%

06	<b>BASIC PRINCIPLES OF FOOD PRODUCTION - I</b> <b>i) VEGETABLE AND FRUIT COOKERY</b> A. Introduction – classification of vegetables B. Pigments and colour changes C. Effects of heat on vegetables D. Cuts of vegetables E. Classification of fruits F. Uses of fruit in cookery G. Salads and salad dressings <b>ii) STOCKS</b> A. Definition of stock B. Types of stock C. Preparation of stock D. Recipes E. Storage of stocks F. Uses of stocks G. Care and precautions	06	15%
	<b>iii) SAUCES</b> A. Classification of sauces B. Recipes for mother sauces C. Storage & precautions	04	5%
07	<b>METHODS OF COOKING FOOD</b> A. Roasting B. Grilling C. Frying D. Baking E. Broiling F. Poaching G. Boiling <ul style="list-style-type: none"> <li>Principles of each of the above</li> <li>Care and precautions to be taken</li> <li>Selection of food for each type of cooking</li> </ul>	16	20%
08	<b>SOUPS</b> A. Classification with examples B. Basic recipes of Consommé with 10 Garnishes	4	10%
09	<b>EGG COOKERY</b> A. Introduction to egg cookery B. Structure of an egg C. Selection of egg D. Uses of egg in cookery	4	5%
<b>TOTAL</b>		60	100%
<b>Text Books</b> <ol style="list-style-type: none"> <li>Culinary Institute of America, The Professional Chef, Wiley Publishers, 2011</li> <li>Jane Grigson, The Book of Ingredients, London Mermaid Books, 1993</li> <li>John Fuller, Chef's Manual of Kitchen Management , Harper Collins Distribution Services, 1962</li> <li>K Arora, Theory of Catering, Frank Brothers, 2007</li> <li>K T Acharya, Indian Food: A Historical Companion, , Oxford India, 1998</li> </ol>			

6. Parvinder S Bali , Food Production Operations, Oxford University Press, 2014		
7. Thangam Philip Modern Cookery for Teaching & Trade, Vol. I, Orient Longman, 2010		
8. Victor Ceserani & Ronald Kinton ,Theory of Catering, , ELBS, 2008		
9. Victor Ceserani & Ronald Kinton, Practical Cookery, ELBS, 1990		
10. Walter Bickel, Herrings Dictionary of Classical & Modern Cookery, Culinary & Hospitality Industry Publication Services, 1994		
11. Wayne Gislen & Le Cordon Bleu, Professional Cooking, John Wiley & Sons, 2007		



**FOOD PRODUCTION PRACTICE-I**

<b>Course code: FPP101</b>		<b>Semester : I</b>	
<b>Duration : 60 hrs</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>	
Practical :4 hrs/week		Internal Exam: 15 marks	
Credit : 2		Assignment/ Mini project/ Record work: 15 marks	
		End Semester Exam: 70 marks	
<b>S.No</b>	<b>Topic</b>	<b>Method</b>	<b>Hours</b>
1	i) Equipment - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstration by instructor and applications by students	04
2	i) Vegetables - classification ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstration by instructor and applications by students	04
3	Identification and Selection of Ingredients - Qualitative and quantitative measures.	Market survey/tour	04
4	i) Basic Cooking methods and pre-preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)	Demonstration by instructor and applications by students	04
5	i) Stocks - Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungi stock	Demonstration by instructor and applications by students	04
6	Sauces - Basic mother sauces <ul style="list-style-type: none"> <li>• Béchamel</li> <li>• Espagnole</li> <li>• Veloute</li> <li>• Hollandaise</li> <li>• Mayonnaise</li> <li>• Tomato</li> </ul>	Demonstration by instructor and applications by students	04



7	Egg cookery - Preparation of variety of egg dishes <ul style="list-style-type: none"> <li>• Boiled ( Soft &amp; Hard)</li> <li>• Fried ( Sunnyside up, Single fried, Bull's Eye, Doublefried)</li> <li>• Poaches</li> <li>• Scrambled</li> <li>• Omelette (Plain, Stuffed, Spanish)</li> <li>• En cocotte (eggs Benedict)</li> </ul>	Demonstration by instructor and applications by students	04
8	<b>Demonstration &amp; Preparation of simple menu</b>	Demonstration by instructor and applications by students	04
9	Simple Salads & Soups: <ul style="list-style-type: none"> <li>• Cole slaw,</li> <li>• Potato salad,</li> <li>• Beet root salad,</li> <li>• Green salad,</li> <li>• Fruit salad,</li> <li>• Consommé</li> </ul> Simple Egg preparations: <ul style="list-style-type: none"> <li>• Scotch egg,</li> <li>• Assorted omelletes,</li> <li>• Oeuf Florentine</li> <li>• Oeuf Benedict</li> <li>• Oeuf Farci</li> <li>• Oeuf Portugese</li> <li>• Oeuf Deur Mayonnaise</li> </ul> Simple potato preparations <ul style="list-style-type: none"> <li>• Baked potatoes</li> <li>• Mashed potatoes</li> <li>• French fries</li> <li>• Roasted potatoes</li> <li>• Boiled potatoes</li> <li>• Lyonnaise potatoes</li> <li>• Allumettes</li> </ul> Vegetable preparations <ul style="list-style-type: none"> <li>• Boiled vegetables</li> <li>• Glazed vegetables</li> <li>• Fried vegetables</li> <li>• Stewed vegetables</li> </ul>	Demonstration by instructor and applications by students	28
		<b>TOTAL</b>	<b>60</b>

## MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS	100	PASS MARKS	40
DURATION	04.30 HRS		
Indenting	: 30 minutes before the practical		
Scullery	: 30 minutes after the practical		

All menu items to be made from the prescribed syllabus only

### Part – A (Cookery)

1. One simple salad OR soup	20
2. One simple sauce	10
3. One simple egg preparation	20
4. One simple vegetable or potato preparation	10
3. One dessert hot or cold	10
4. Journal	10
	<b>80</b>

### Part – B (General Assessment)

1. Uniform & Grooming	05
2. Indenting and plan of work	05
3. Scullery, equipment cleaning and Hygiene	05
4. Viva	05
	<b>20</b>

### Parameters of Dish Assessment

A) Temperature	20%
B) Texture / Consistency	20%
C) Aroma / Flavour	20%
D) Taste	20%
E) Presentation	20%
	<u>100%</u>

### NOTE:

1. Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
2. Invigilation will be done by both internal and external persons.
3. Extra ingredients may be made available in case of failure but of limited types and quantity (groceries and dairy products only). Only one extra attempt may be permitted.
4. Uniform and grooming must be checked by the examiners before commencement of examination.
5. Students are not allowed to take help from books, notes, journal or any other person.



**FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-I**

<b>Course code: FBST101</b>		<b>Semester : I</b>	
<b>Duration : 60 hrs</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>	
Theory :4 hrs/week		Internal Exam: 15 marks	
		Assignment/ Quiz/Mini Project: 15 marks	
Credit : 4		End Semester Exam: 70 marks	
<b>S.No</b>	<b>Topic</b>	<b>Hours</b>	<b>End sem exam marks</b>
01	<b>THE HOTEL &amp; CATERING INDUSTRY</b>  A. Introduction to the Hotel Industry and Growth of the hotel Industry in India B. Role of Catering establishment in the travel/tourism industry C. Types of F&B operations D. Classification of Commercial, Residential/Non-residential E. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. F. Structure of the catering industry - a brief description of each	08	20%
02	<b>DEPARTMENTAL ORGANISATION &amp; STAFFING</b>  A. Organisation of F&B department of hotel B. Principal staff of various types of F&B operations C. French terms related to F&B staff D. Duties & responsibilities of F&B staff E. Attributes of a waiter F. Inter-departmental relationships (Within F&B and other department)	08	15%
03	<b>I FOOD SERVICE AREAS (F &amp; B OUTLETS)</b> A. Specialty Restaurants B. Coffee Shop C. Cafeteria D. Fast Food (Quick Service Restaurants) E. Grill Room F. Banquets G. Bar H. Vending Machines I. Discotheque  <b>II ANCILLIARY DEPARTMENTS</b>  A. Pantry B. Food pick-up area C. Store D. Linen room E. Kitchen stewarding	12	20%
		10	10%

04	<b>F &amp; B SERVICE EQUIPMENT</b>  Familiarization & Selection factors of: <ul style="list-style-type: none"> <li>- Cutlery</li> <li>- Crockery</li> <li>- Glassware</li> <li>- Flatware</li> <li>- Hollowware</li> <li>- All other equipment used in F&amp;B Service</li> </ul> <ul style="list-style-type: none"> <li>• French terms related to the above</li> </ul>	10       02	15%
05	<b>NON-ALCOHOLIC BEVERAGES</b>  Classification (Nourishing, Stimulating and Refreshing beverages) A. Tea <ul style="list-style-type: none"> <li>- Origin &amp; Manufacture</li> <li>- Types &amp; Brands</li> </ul> B. Coffee <ul style="list-style-type: none"> <li>- Origin &amp; Manufacture</li> <li>- Types &amp; Brands</li> </ul> C. Juices and Soft Drinks  D. Cocoa & Malted Beverages <ul style="list-style-type: none"> <li>- Origin &amp; Manufacture</li> </ul>	02  02  02  02  02	20%
<b>TOTAL</b>		60	100%
<b>Text Books</b> 1. Dennis Lillicrap & John Cousins , Food & Beverage Service, Hodder Education, 2010 2. John Fuller , Modern Restaurant Service, Nelson Thornes Ltd., 1990 3. Sudhir Andrews , Food & Beverage Service Training Manual, Tata McGraw Hill, 2013			

**FOOD & BEVERAGE SERVICE PRACTICE-I**

<b>Course code: FBSP101</b>		<b>Semester : I</b>
<b>Duration : 60 hours</b>		<b>Maximum Marks :100</b>
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>
Practical :4 hrs/week		Internal Exam: 15 marks
Credit : 2		Assignment/ Mini project/ Record work: 15 marks
		End Semester Exam: 70 marks
<b>S. No</b>	<b>Topic</b>	<b>Hours</b>
01	Food Service areas – Induction & Profile of the areas	04
02	Ancillary F&B Service areas – Induction & Profile of the areas	04
03	Familiarization of F&B Service equipment	08
04	Care & Maintenance of F&B Service equipment	04
05	Cleaning / polishing of EPNS items by: <ul style="list-style-type: none"> <li>- Plate Powder method</li> <li>- Polivit method</li> <li>- Silver Dip method</li> <li>- Burnishing Machine</li> </ul>	04
06	<b>Basic Technical Skills</b> Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Cleaning & polishing glassware	16
07	Tea – Preparation & Service	04
08	Coffee - Preparation & Service	04
09	Juices & Soft Drinks - Preparation & Service <ul style="list-style-type: none"> <li>• Mocktails</li> <li>• Juices, Soft drinks, Mineral water, Tonic water</li> </ul>	08
10	Cocoa & Malted Beverages – Preparation & Service	04
<b>TOTAL</b>		<b>60</b>

## MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS	100	PASS MARKS	40
DURATION	03.00HRS		

All Technical Skills to be tested as listed in the syllabus

		MARKS
1.	Uniform / Grooming	: 10
2.	Service Equipment Knowledge / Identification	: 20
3.	Care Cleaning & Polishing of service equipment	: 20
4.	Service skills / tasks	: 20
5.	Beverage service Tea / Coffee / Soft drinks	: 20
6.	Journal	: 10
		<b>100</b>

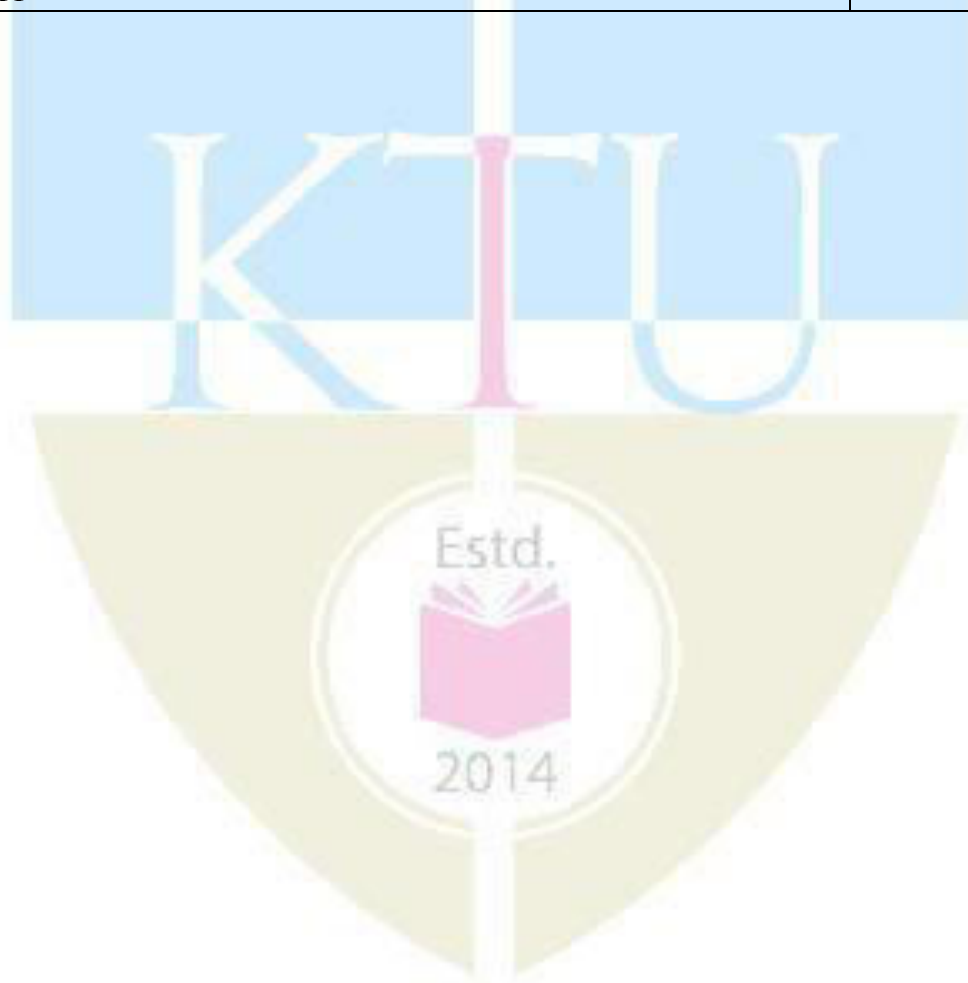
### NOTE :

1. Skill and knowledge of the students is to be assessed by assigning sets of tasks as listed in the practical syllabus under each category.
2. During table service each guest should pose one question to the candidate on the item being served. The invigilators may brief guests prior to service.

## FOUNDATION COURSE IN FRONT OFFICE OPERATIONS

<b>Course code: FROT101</b>		<b>Semester : I</b>	
<b>Duration : 30 hrs</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>	
Theory :2 hrs/week		Internal Exam: 15 marks	
		Assignment/ Quiz/Mini Project: 15 marks	
Credit : 2		End Semester Exam: 70 marks	
<b>S.No</b>	<b>Topic</b>	<b>Hours</b>	<b>End sem. exam marks</b>
01	<b>INTRODUCTION TO TOURISM, HOSPITALITY &amp; HOTEL INDUSTRY</b> A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth D. Brief introduction to hotel core areas with special reference to Front Office	03	10%
02	<b>CLASSIFICATION OF HOTELS</b> A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium	05	15%
03	<b>TYPES OF ROOMS</b> A. Single B. Double C. Twin D. Suits	02	5%
04	<b>TIME SHARE &amp; VACATION OWNERSHIP</b> A. What is time share? Referral chains & condominiums B. How is it different from hotel business? C. Classification of timeshares D. Types of accommodation and their size	03	10%
05	<b>FRONT OFFICE ORGANIZATION</b> A. Function areas B. Front office hierarchy C. Duties and responsibilities D. Personality traits	06	20%

06	<b>HOTEL ENTRANCE, LOBBY AND FRONT OFFICE</b> A. Layout B. Front office equipment (non automated, semi automated and automated)	05	20%
07	<b>BELL DESK</b> A. Functions B. Procedures and records	06	20%
<b>Total</b>		30	100
<b>Text Books</b> <ol style="list-style-type: none"> <li>1. Colin Dix &amp; Chris Baird, Front Office Operations, Trans Atlantic Publications, 1998.</li> <li>2. Jones, Housekeeping and Front Office, Hodder Arnold, 1986</li> <li>3. Kasavana &amp; Brooks , Managing Front Office Operations, Educational Institution AHMA, Pearson College Div, 2012</li> <li>4. Michael Kasavana &amp; Cahell, Managing Computers in the Hospitality Industry, Educational Institute of the American Hotel, 1997.</li> <li>5. Sudhir Andrews , Front Office Training manual, Tata McGraw Hill, 2011</li> </ol>			





**FRONT OFFICE OPERATIONS PRACTICE-I**

<b>Course code: FROP 101</b>		<b>Semester : I</b>
<b>Duration : 60 hours</b>		<b>Maximum Marks :100</b>
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>
Practical :4 hrs/week		Internal Exam: 15 marks
Credit : 2		Assignment/ Mini project/ Record work: 15 marks
		End Semester Exam: 70 marks
<b>S.No</b>	<b>Topic</b>	<b>Hours</b>
1	Appraisal of front office equipment and furniture	4
2	Rack, Front desk counter & bell desk	4
3	Filling up of various proforma	8
4	Welcoming of guest	4
5	Telephone handling	8
6	Role play: <ul style="list-style-type: none"> <li>• Reservation</li> <li>• Arrivals</li> <li>• Luggage handling</li> <li>• Message and mail handling</li> <li>• Paging</li> </ul>	8 8 4 8 4
<b>TOTAL</b>		<b>60</b>

**MARKING SCHEME FOR PRACTICAL EXAMINATION**

MAXIMUM MARKS      100      PASS MARKS      40  
DURATION      03.00 HRS

	<b>MARKS</b>
1. UNIFORM & GROOMING	10
2. COURTESY & MANNERS	10
3. SPEECH AND COMMUNICATION	10
4. TECHNICAL KNOWLEDGE	20
5. PRACTICAL SITUATION HANDLING	40
6. JOURNAL	10
	<b>100</b>

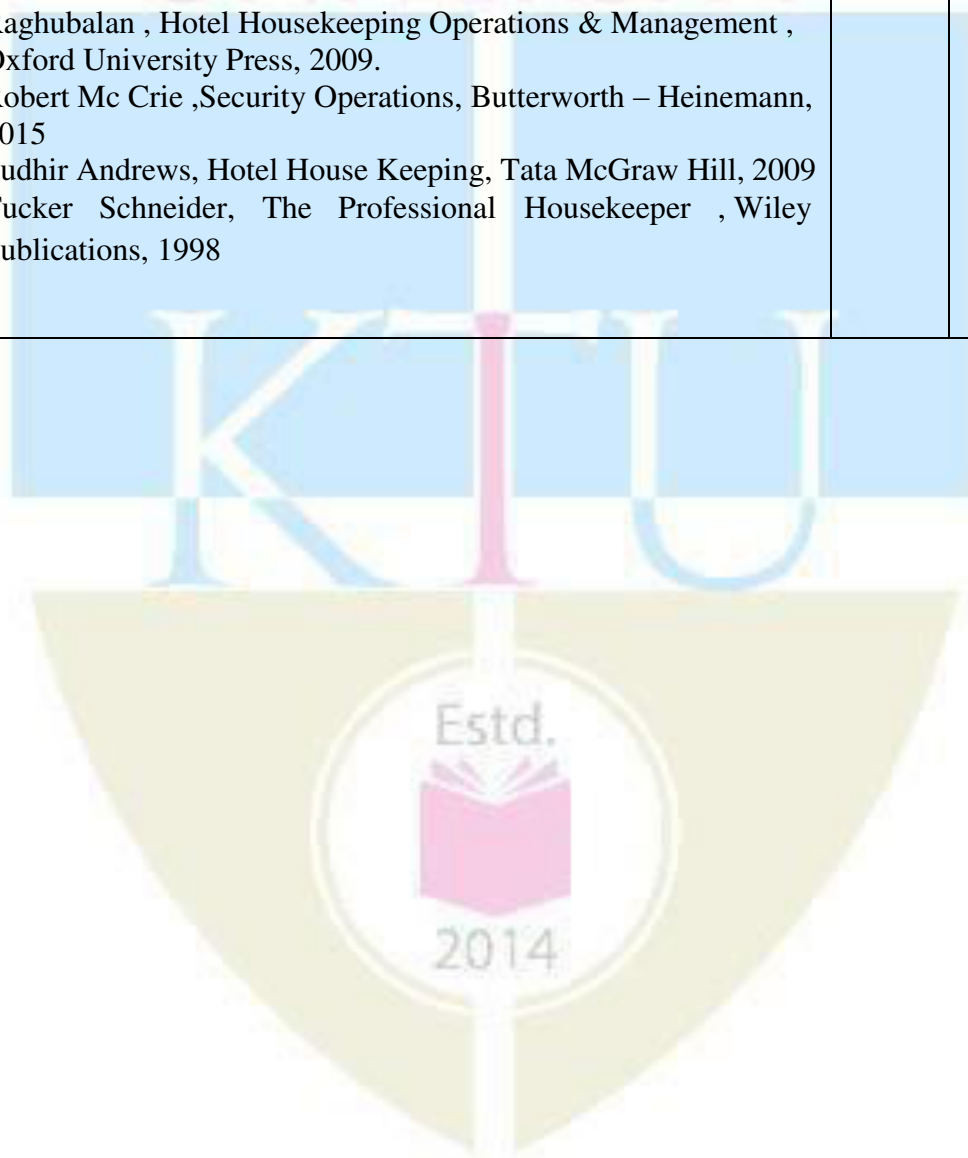
**Note:**

1. Speech, Communication, Courtesy and Manners should be observed throughout.
2. Technical questions to be prepared in advance, covering the entire syllabus.
3. Practical situations –situations be made representing all aspects of the syllabus.

## FOUNDATION COURSE IN ACCOMMODATION OPERATIONS

<b>Course code: ACOT101</b>		<b>Semester : I</b>	
<b>Duration : 30 hrs</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>	
Theory : 2 hrs/week		Internal Exam: 15 marks	
		Assignment/ Quiz/Mini Project: 15 marks	
Credit : 2		End Semester Exam: 70 marks	
S.No	Topic	Hours	End sem. Exam marks
01	<b>THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION</b> Role of Housekeeping in Guest Satisfaction and Repeat Business	02	5%
02	<b>ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT</b> A. Hierarchy in small, medium, large and chain hotels B. Identifying Housekeeping Responsibilities C. Personality Traits of housekeeping Management Personnel. D. Duties and Responsibilities of Housekeeping staff E. Layout of the Housekeeping Department	08	25%
03	<b>CLEANING ORGANISATION</b> A. Principles of cleaning, hygiene and safety factors in cleaning B. Methods of organising cleaning C. Frequency of cleaning daily, periodic, special D. Design features that simplify cleaning E. Use and care of Equipment	04	15%
04	<b>CLEANING AGENTS</b> A. General Criteria for selection B. Classification C. Polishes D. Floor seats E. Use, care and Storage F. Distribution and Controls G. Use of Eco-friendly products in Housekeeping	05	20%
05	<b>COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES</b> A. Metals B. Glass C. Leather, Leatherites, Rexines D. Plastic E. Ceramics F. Wood G. Wall finishes H. Floor finishes	05	15%

06	<b>INTER DEPARTMENTAL RELATIONSHIP</b> A. With Front Office B. With Maintenance C. With Security D. With Stores E. With Accounts F. With Personnel G. Use of Computers in House Keeping department	02	10%
07	<b>USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT</b>	04	10
<b>TOTAL</b>		30	100%
<b>Text Books</b> 1. Joan C Branson & Margaret Lennox, Hotel Hostel and Hospital Housekeeping (ELBS), Hodder Arnold, 1988. 2. Jones, Housekeeping and Front Office, Hodder Arnold H&S, 1986 3. Raghubalan , Hotel Housekeeping Operations & Management , Oxford University Press, 2009. 4. Robert Mc Crie ,Security Operations, Butterworth – Heinemann, 2015 5. Sudhir Andrews, Hotel House Keeping, Tata McGraw Hill, 2009 6. Tucker Schneider, The Professional Housekeeper , Wiley Publications, 1998			



**ACCOMMODATION OPERATIONS PRACTICE-I**

<b>Course code: ACOP101</b>		<b>Semester : I</b>
<b>Duration : 60 hours</b>		<b>Maximum Marks :100</b>
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>
Practical : 4 hrs/week		Internal Exam: 15 marks
Credit : 2		Assignment/ Mini project/ Record work: 15 marks
		End Semester Exam: 70 marks
<b>S.No</b>	<b>Topic</b>	<b>Hours</b>
01	Sample Layout of Guest Rooms <ul style="list-style-type: none"><li>• Single room</li><li>• Double room</li><li>• Twin room</li><li>• Suite</li></ul>	04
02	Guest Room Supplies and Position <ul style="list-style-type: none"><li>• Standard room</li><li>• Suite</li><li>• VIP room special amenities</li></ul>	08
03	Cleaning Equipment-(manual and mechanical) <ul style="list-style-type: none"><li>• Familiarization</li><li>• Different parts</li><li>• Function</li><li>• Care and maintenance</li></ul>	08
04	Cleaning Agent <ul style="list-style-type: none"><li>• Familiarization according to classification</li><li>• Function</li></ul>	04



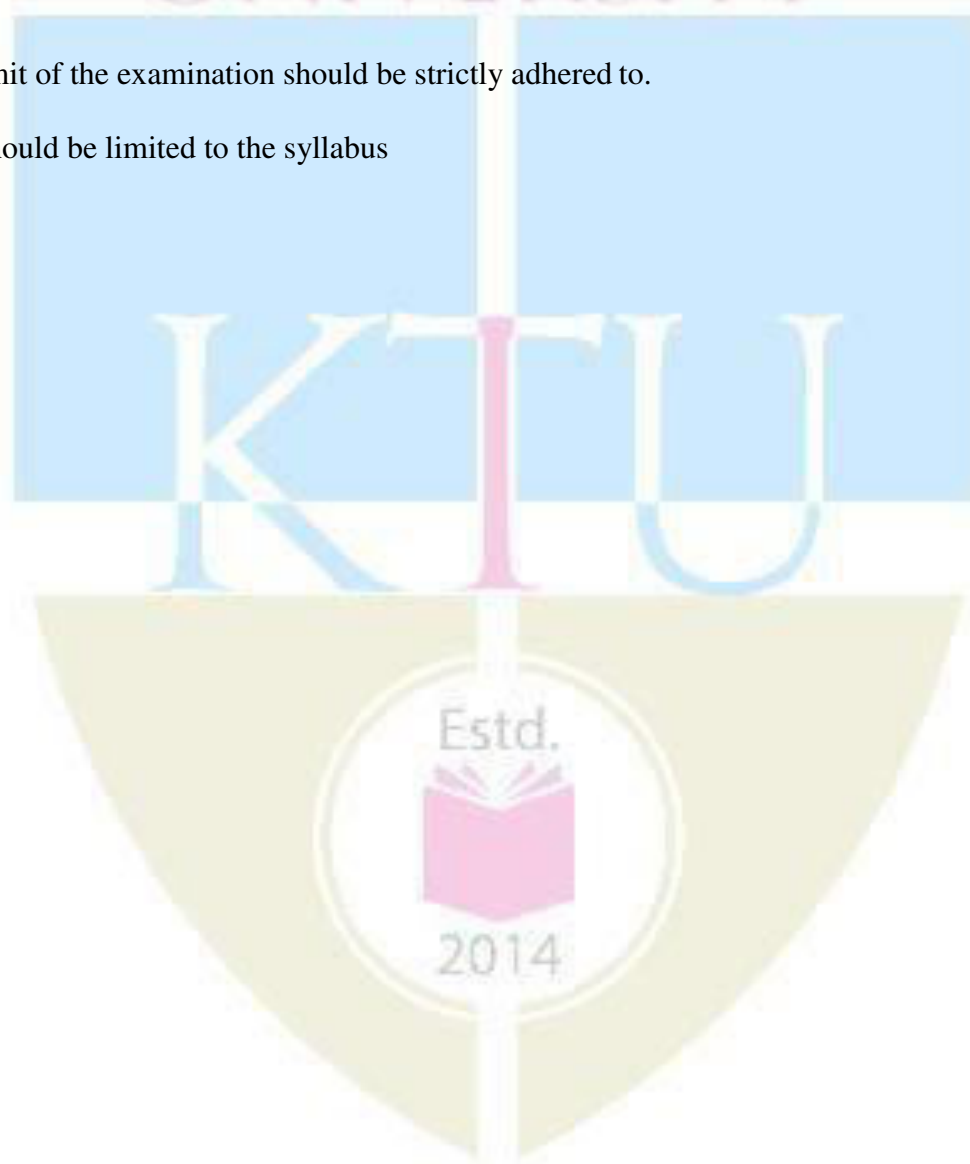
05	Public Area Cleaning (Cleaning Different Surface) <b>A. WOOD</b> <ul style="list-style-type: none"> <li>polished</li> <li>painted</li> <li>Laminated</li> </ul> <b>B. SILVER/ EPNS</b> <ul style="list-style-type: none"> <li>Plate powder method</li> <li>Polivit method</li> <li>Proprietary solution (Silvo)</li> </ul> <b>C. BRASS</b> <ul style="list-style-type: none"> <li>Traditional/ domestic 1 Method</li> <li>Proprietary solution 1 (brasso)</li> </ul> <b>D. GLASS</b> <ul style="list-style-type: none"> <li>Glass cleanser</li> <li>Economical method(newspaper)</li> </ul> <b>E. FLOOR</b> - Cleaning and polishing of different types <ul style="list-style-type: none"> <li>Wooden</li> <li>Marble</li> <li>Terrazzo/ mosaic etc.</li> </ul> <b>F. WALL</b> - care and maintenance of different types and parts <ul style="list-style-type: none"> <li>Skirting</li> <li>Dado</li> <li>Different types of paints(distemper Emulsion, oil paint etc)</li> </ul>	28
06	Maid's trolley <ul style="list-style-type: none"> <li>Contents</li> <li>Trolley setup</li> </ul>	04
07	Familiarizing with different types of Rooms, facilities and surfaces <ul style="list-style-type: none"> <li>Twin/ double</li> <li>Suite</li> <li>Conference etc</li> </ul>	04
<b>TOTAL</b>		<b>60</b>

## MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS	100	PASS MARKS	40
DURATION	03.00HRS		

		MARKS
1.	UNIFORM & GROOMING	: 10
2.	GUEST ROOM SUPPLIES & POSITION	: 10
3.	SURFACE CLEANING (TWO DIFFERENT SURFACES)	: 30
4.	MAIDS TROLLEY	: 10
5.	CARE & CLEANING OF EQUIPMENT	: 10
6.	VIVA	: 20
7.	JOURNAL	: 10
		<b>100</b>

1. Time limit of the examination should be strictly adhered to.
2. Tasks should be limited to the syllabus





**APPLICATION OF COMPUTERS**

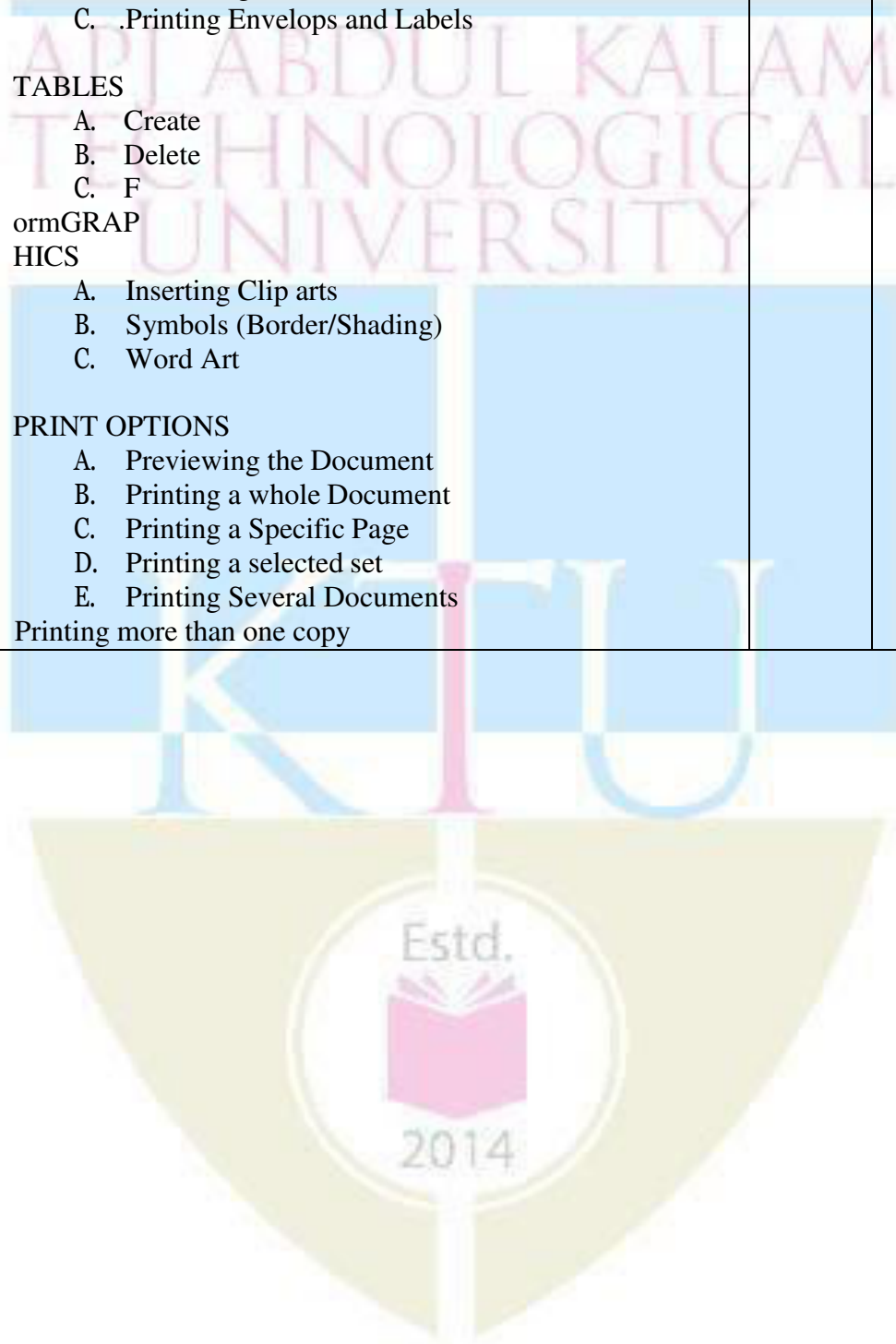
<b>Course code: AOCT101</b>		<b>Semester : I</b>	
<b>Duration : 30 hrs</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>	
Theory : 2 hrs/week		Internal Exam: 15 marks	
		Assignment/ Quiz/Mini Project: 15 marks	
Credit : 2		End Semester Exam: 70 marks	
<b>S.No</b>	<b>Topic</b>	<b>Hours</b>	<b>End sem. Exam marks</b>
01	<b>COMPUTER FUNDAMENTALS - THEORY</b>	06	05%
	INFORMATION CONCEPTS AND PROCESSING		
	<ul style="list-style-type: none"> <li>A. Definitions</li> <li>B. Need, Quality and Value of Information</li> <li>C. Data Processing Concepts</li> </ul>		10%
	<b>ELEMENTS OF A COMPUTER SYSTEM</b> <ul style="list-style-type: none"> <li>A. Definitions</li> <li>B. Characteristics of Computers</li> <li>C. Classification of Computers</li> <li>D. Limitations</li> </ul>		
	<b>HARDWARE FEATURES AND USES</b>		
	<ul style="list-style-type: none"> <li>A. Components of a Computer</li> <li>B. Generations of Computers</li> <li>C. Primary and Secondary Storage Concepts</li> <li>D. Data Entry Devices</li> <li>E. Data Output</li> </ul>		10%
	<b>Devices SOFTWARE CONCEPTS</b>		
	<ul style="list-style-type: none"> <li>A. System Software</li> <li>B. Application Software</li> <li>C. Language Classification</li> <li>D. D. Compilers and Interpreters</li> </ul>		10%
02	<b>OPERATING SYSTEMS/ENVIRONMENTS - THEORY</b>	06	20%
	<b>BASICS OF MS-DOS</b>		
	<ul style="list-style-type: none"> <li>A. Internal commands</li> <li>B. External commands</li> </ul>		15%
	<b>INTRODUCTION TO WINDOWS</b>		
<ul style="list-style-type: none"> <li>A. GUI/Features</li> <li>B. What are Windows and Windows 95 and above?</li> <li>C. Parts of a Typical Window and their Functions</li> </ul>			

03	<b>NETWORKS – THEORY</b> <p>A. Network Topology</p> <ul style="list-style-type: none"> <li>• Bus</li> <li>• Star</li> <li>• Ring</li> </ul> <p>B. Network Applications</p> <p>C. Types of Network</p> <ul style="list-style-type: none"> <li>• LAN</li> <li>• MAN</li> <li>• WAN</li> </ul> <p>D. Network Configuration Hardware</p> <ul style="list-style-type: none"> <li>• Server</li> <li>• Nodes</li> </ul> <p>E. Channel</p> <ul style="list-style-type: none"> <li>• Fibre optic</li> <li>• Twisted</li> <li>• Co-axial</li> </ul> <p>F. Hubs</p> <p>G. Network Interface Card</p> <ul style="list-style-type: none"> <li>• Arcnet</li> <li>• Ethernet</li> </ul> <p>H. Network Software</p> <ul style="list-style-type: none"> <li>• Novel</li> <li>• Windows NT</li> </ul>	18	30%
<b>TOTAL</b>		30	100%
<b>Text Books</b> <ol style="list-style-type: none"> <li>1. Lonnie E Moseley, David M Boodey , Mastering Microsoft Office, Sybex, 1997</li> <li>2. V Rajaraman , Fundamentals of Computers, , Prentice Hall India, 2014</li> </ol>			

**COMPUTER APPLICATION LAB**

<b>Course code: AOCP101</b>		<b>Semester : I</b>	
<b>Duration : 60 hours</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>	
Practical : 4 hrs/week		Internal Exam: 15 marks	
Credit : 2		Assignment/ Mini project/ Record work: 15 marks	
		End Semester Exam: 70 marks	
<b>S.No</b>	<b>Topic</b>	<b>Hours</b>	<b>End sem. Exam marks</b>
01	<b>WINDOWS OPERATIONS</b> A. Creating Folders B. Creating Shortcuts C. Copying Files/Folders D. Renaming Files/Folders E. Deleting Files F. Exploring Windows G. Quick Menus	05	15%
02	<b>MS-OFFICE 2007 MS WORD</b>  <b>CREATING A DOCUMENT</b> A. Entering Text B. Saving the Document C. Editing a Document already saved to Disk D. Getting around the Document E. Find and Replace Operations F. Printing the Document  <b>FORMATTING A DOCUMENT</b> A. Justifying Paragraphs B. Changing Paragraph Indents C. Setting Tabs and Margins D. Formatting Pages and Documents E. Using Bullets and Numbering F. Headers/Footers G. .Pagination  <b>SPECIAL EFFECTS</b> A. Print Special Effects e.g. Bold, Underline, Superscripts, Subscript B. Changing Fonts C. .Changing Case  <b>CUT, COPY AND PASTE OPERATION</b> A. Marking Blocks B. Copying and Pasting a Block	15	25%

	<p>C. Cutting and Pasting a Block</p> <p>D. Deleting a Block</p> <p>E. Formatting a Block</p> <p>F. Using Find and Replace in a Block</p> <p>USING MS-WORD TOOLS</p> <p>A. Spelling and Grammar</p> <p>B. Mail Merge</p> <p>C. .Printing Envelops and Labels</p> <p>TABLES</p> <p>A. Create</p> <p>B. Delete</p> <p>C. F</p> <p>ormGRAP</p> <p>HICS</p> <p>A. Inserting Clip arts</p> <p>B. Symbols (Border/Shading)</p> <p>C. Word Art</p> <p>PRINT OPTIONS</p> <p>A. Previewing the Document</p> <p>B. Printing a whole Document</p> <p>C. Printing a Specific Page</p> <p>D. Printing a selected set</p> <p>E. Printing Several Documents</p> <p>Printing more than one copy</p>		
--	---	--	--



03	<p><b>MS OFFICE 2007 MS-EXCEL</b></p> <ul style="list-style-type: none"> <li>A. How to use Excel</li> <li>B. Starting Excel</li> <li>C. Parts of the Excel Screen</li> <li>D. Parts of the Worksheet</li> <li>E. Navigating in a Worksheet</li> <li>F. Getting to know mouse pointer shapes</li> </ul> <p><b>CREATING A SPREADSHEET</b></p> <ul style="list-style-type: none"> <li>A. Starting a new worksheet</li> <li>B. Entering the three different types of data in a worksheet</li> <li>C. Creating simple formulas</li> <li>D. Formatting data for decimal points</li> <li>E. Editing data in a worksheet</li> <li>F. Using AutoFill</li> <li>G. Blocking data</li> <li>H. Saving a worksheet</li> <li>I. Exiting excel</li> </ul> <p><b>MAKING THE WORKSHEET LOOK PRETTY</b></p> <ul style="list-style-type: none"> <li>A. Selecting cells to format</li> <li>B. Trimming tables with Auto Format</li> <li>C. Formatting cells for: <ul style="list-style-type: none"> <li>- Currency</li> <li>- Comma</li> <li>- Percent</li> <li>- Decimal</li> <li>- Date</li> </ul> </li> <li>D. Changing columns width and row height</li> <li>E. Aligning text <ul style="list-style-type: none"> <li>- Top to bottom</li> <li>- Text wrap</li> <li>- Re ordering</li> </ul> </li> <li>Orientation F Using Borders</li> </ul> <p><b>GOING THROUGH CHANGES</b></p> <ul style="list-style-type: none"> <li>A. Opening workbook files for editing</li> <li>B. Undoing the mistakes</li> <li>C. Moving and copying with drag and drop</li> <li>D. Copying formulas</li> <li>E. Moving and Copying with Cut, Copy and Paste</li> <li>F. Deleting cell entries</li> <li>G. Deleting columns and rows from worksheet</li> <li>H. Inserting columns and rows in a worksheet</li> <li>I. Spell checking the worksheet</li> </ul>	15	25%
----	---	----	-----

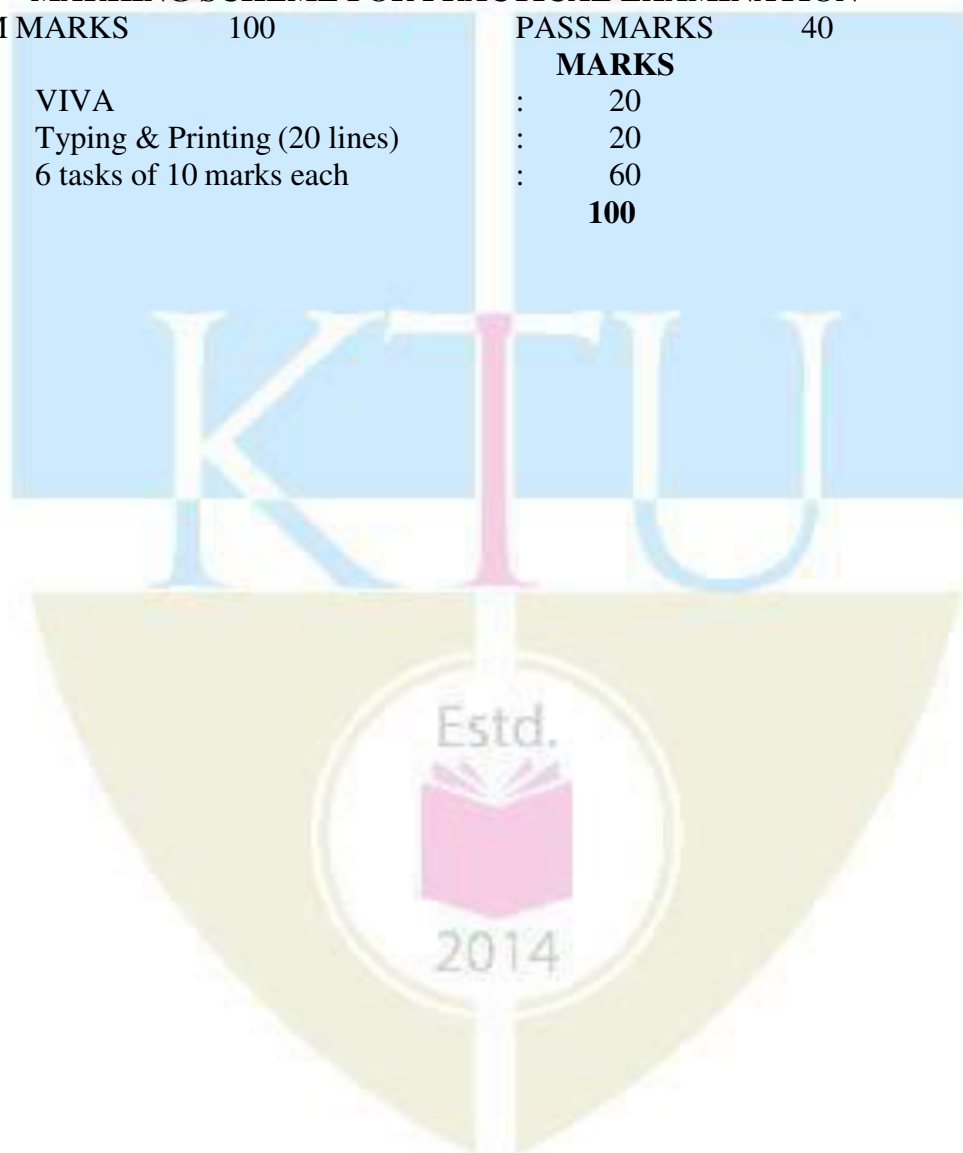
	<p><b>PRINTING THE WORKSHEET</b></p> <ul style="list-style-type: none"> <li>A. Previewing pages before printing</li> <li>B. Printing from the Standard toolbar</li> <li>C. Printing a part of a worksheet</li> <li>D. Changing the orientation of the printing</li> <li>E. Printing the whole worksheet in a single pages</li> <li>F. Adding a header and footer to a report</li> <li>G. Inserting page breaks in a report</li> <li>H. Printing the formulas in the worksheet</li> </ul> <p><b>ADDITIONAL FEATURES OF A WORKSHEET</b></p> <ul style="list-style-type: none"> <li>A. Splitting worksheet window into two four panes</li> <li>B. Freezing columns and rows on-screen for worksheet title</li> <li>C. Attaching comments to cells</li> <li>D. Finding and replacing data in the worksheet</li> <li>E. Protecting a worksheet</li> <li>F. Function commands</li> </ul> <p><b>MAINTAINING MULTIPLE WORKSHEET</b></p> <ul style="list-style-type: none"> <li>A. Moving from sheet in a worksheet</li> <li>B. Adding more sheets to a workbook</li> <li>C. Deleting sheets from a workbook</li> <li>D. Naming sheet tabs other than sheet 1, sheet 2 and so on</li> <li>E. Copying or moving sheets from one worksheet to another</li> </ul> <p><b>CREATING GRAPHICS/CHARTS</b></p> <ul style="list-style-type: none"> <li>A. Using Chart wizard</li> <li>B. Changing the Chart with the Chart Toolbar</li> <li>C. Formatting the chart's axes</li> <li>D. Adding a text box to a chart</li> <li>E. Changing the orientation of a 3-D chart</li> <li>F. Using drawing tools to add graphics to chart and worksheet</li> <li>G. Printing a chart with printing the rest of the worksheet data</li> </ul> <p><b>EXCEL's DATABASE FACILITIES</b></p> <ul style="list-style-type: none"> <li>A. Setting up a database</li> <li>B. Sorting records in a database</li> </ul>		
--	---	--	--



04	<b>MS OFFICE 2007 MS-POWER POINT</b> A. Making a simple presentation B. Using Auto content Wizards and Templates C. Power Points five views D. Slides - Creating Slides, re-arranging, modifying - Inserting pictures, objects - Setting up a Slide Show E Creating an Organizational Chart	20	25%
05	<b>Internet &amp; E-mail – PRACTICAL</b>	05	10%
<b>TOTAL</b>		60	100%

### MARKING SCHEME FOR PRACTICAL EXAMINATION

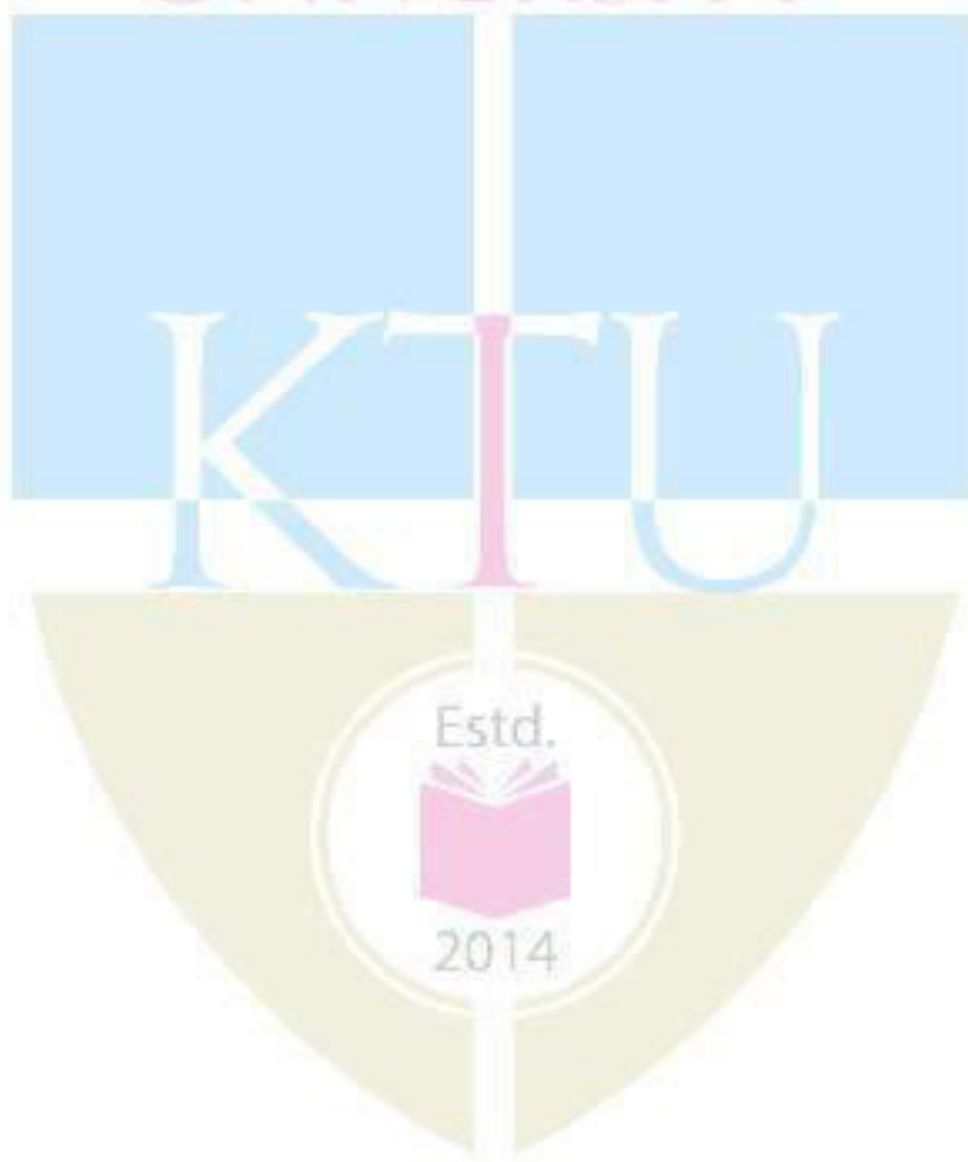
MAXIMUM MARKS	100	PASS MARKS	40
		<b>MARKS</b>	
1.	VIVA	:	20
2.	Typing & Printing (20 lines)	:	20
3.	6 tasks of 10 marks each	:	60
			<b>100</b>



## COMMUNICATION

<b>Course code: COMT101</b>		<b>Semester : I</b>	
<b>Duration : 30 hrs</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>	
Theory : 2 hrs/week		Internal Exam: 15 marks	
		Assignment/ Quiz/Mini Project: 15 marks	
Credit : 2		End Semester Exam: 70 marks	
S.No	Topic	Hours	End sem. Exam marks
01	<b>COMMUNICATION-TYPES &amp; PROCESS</b> <ul style="list-style-type: none"> <li>• Introduction, definitions</li> <li>• Process of communication</li> <li>• Types of communication- upward, downward, horizontal, vertical and diagonal, verbal and non-verbal, oral and written</li> <li>• Interpersonal communication- one-way/ two-way, medium of communication</li> </ul>	6	20%
02	<b>LISTENING</b> <ul style="list-style-type: none"> <li>• Need</li> <li>• Listening for content</li> <li>• Critical listening</li> <li>• Empathetic listening</li> <li>• Attentive listening</li> </ul>	6	20%
03	<b>WRITTEN COMMUNICATION SKILLS</b> <ul style="list-style-type: none"> <li>• Advantages and disadvantages</li> <li>• Note making and writing a log book</li> <li>• Comprehension and précis writing</li> </ul>	8	20%
04	<b>USING THE TELEPHONE</b> <ul style="list-style-type: none"> <li>A. The nature of telephone usage in the hotel industry</li> <li>B. Telephone etiquette</li> <li>C. Mobile etiquette</li> </ul>	4	20%
05	<b>NON VERBAL COMMUNICATION</b> <ul style="list-style-type: none"> <li>A. Definition, its importance and its inevitability</li> <li>B. Kinesics: Body movements, facial expressions, posture, eye contact etc.</li> <li>C. Proxemics in communication</li> <li>D. Paralanguage: Vocal behavior and its impact on verbal communication</li> <li>E. Communicative use of artifacts, furniture, plants, colors</li> </ul>	6	20%
	<b>TOTAL</b>	30	100
	<b>Text Books</b> <ol style="list-style-type: none"> <li>1. Ed Swick, Writing Better English for ESL Learners, McGraw Hill, 2009</li> <li>2. Francis O'Hara, Be My Guest Student's Book: English for the Hotel Industry, Cambridge University Press, 2002</li> </ol>		

	<ol style="list-style-type: none"> <li>3. Jil Hadfield, Intermediate Communication Games Teachers Resource Book (Methodology Games), Pearson, 2000</li> <li>4. Lawrence J. Zwier , Everyday English for Hospitality Professionals (with Audio CD), Compass Building, 2006</li> <li>5. Penny Ur , Grammar Practice Activities, Cambridge University Press, 1991</li> <li>6. Penny Ur, Andrew Wright, Five-Minute Activities: A Resource Book of Short Activities (Cambridge Handbooks for Language Teachers), Cambridge University Press, 1992</li> <li>7. Sharma RC &amp; Mohan K, Business Correspondence and Report Writing, Tata McGraw Hill, 2010</li> </ol>		
--	--	--	--



## FOUNDATION COURSE IN FOOD PRODUCTION-II

<b>Course code: FPT102</b>		<b>Semester : 2</b>	
<b>Duration : 60 hrs</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>	
Theory : 4 hrs/week		Internal Exam: 15 marks	
		Assignment/ Quiz/Mini Project: 15 marks	
Credit : 4		End Semester Exam: 70 marks	
S.No	Topic	Hours	End sem. Exam marks
01	<b>SOUPS</b> A. Basic recipes other than consommé with menu examples a. Broths b. Bouillon c. Puree d. Cream e. Veloute f. Chowder g. Bisque etc B. Garnishes and accompaniments C. International soups	04	10%
02	<b>SAUCES &amp; GRAVIES</b> A. Difference between sauce and gravy B. Derivatives of mother sauces C. Contemporary & Proprietary	06	10%
03	<b>MEAT COOKERY</b> A. Introduction to meat cookery B. Cuts of beef/veal C. Cuts of lamb/mutton D. Cuts of pork E. Variety meats (offals) F. Poultry (With menu examples of each)	08	15%
04	<b>FISH COOKERY</b> A. Introduction to fish cookery B. Classification of fish with examples C. Cuts of fish with menu examples D. Selection of fish and shell fish E. Cooking of fish (effects of heat)	06	10%
05	<b>RICE, CEREALS &amp; PULSES</b> A. Introduction B. Classification and identification C. Cooking of rice, cereals and pulses D. Varieties of rice and other cereals	02	5%



09	<b>BASIC INDIAN COOKERY</b>  i) <b>CONDIMENTS &amp; SPICES</b> A. Introduction to Indian food B. Spices used in Indian cookery C. Role of spices in Indian cookery D. Indian equivalent of spices (names) ii) <b>MASALAS</b> A. Blending of spices B. Different masalas used in Indian cookery <ul style="list-style-type: none"> <li>• Wet masalas</li> <li>• Dry masalas</li> </ul> C. Composition of different masalas D. Varieties of masalas available in regional areas E. Special masala blends	04	5%
10	<b>KITCHEN ORGANIZATION AND LAYOUT</b>  A. General layout of the kitchen in various organizations B. Layout of receiving areas C. Layout of service and wash up	04	10%
<b>TOTAL</b>		60	100%
<b>Text Books</b> 1. Culinary Institute of America, Mary Deirdre Donovan, Cooking Essentials for the New Professional Chef, Wiley, 1996 2. Fuller J. Barrie & Jenkins, Accompaniments & Garnishes from waiter; Communicate 3. Parvinder S Bali , Food Production Operations, Oxford University Press, 2009			





## FOOD PRODUCTION PRACTICE-II

<b>Course code: FPP102</b>		<b>Semester : 2</b>	
<b>Duration : 60 hrs</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>	
Practical : 4 hrs/week		Internal Exam: 15 marks	
Credit : 2		Assignment/ Mini project/ Record work: 15 Marks	
		End Semester Exam: 70 marks	
<b>S.No</b>	<b>Topic</b>	<b>Method</b>	<b>Hours</b>
1	<ul style="list-style-type: none"> <li>Meat –Identification of various cuts, Carcass demonstration</li> <li>Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope</li> <li>Fish-Identification &amp; Classification</li> <li>Cuts and Folds of fish</li> </ul>	Demonstration & simple applications	04
2	<ul style="list-style-type: none"> <li>Identification, Selection and processing of Meat, Fish and poultry.</li> <li>Slaughtering and dressing</li> </ul>	Demonstration- at Market & Slaughter house	04
3	<p>Preparation of menu</p> <p><b>Salads &amp; soups-</b> waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups</p> <p><b>Chicken, Mutton and Fish Preparations-</b> Fish orly, a la anglaise, colbert, meuniere, poached, baked Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks &amp; lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef</p> <p><b>Simple potato preparations-</b> Basic potato dishes</p> <p><b>Vegetable preparations-</b> Basic vegetable dishes</p> <p><b>Indian cookery-</b> Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations</p>	Demonstration by instructor and applications by students	52
<b>TOTAL</b>			<b>60</b>

## MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS:	100
PASS MARKS:	40
TOTAL TIME ALLOWED:	05.00 HRS
TIME ALLOWED FOR INDENTING & PLAN OF WORK:	30 Minutes
SCULLERY & WINDING UP:	30 Minutes

All menu items to be made from the prescribed syllabus only

### Part – A (Cookery)

1. One salad OR soup	10
2. One main course (Fish/Chicken/Mutton/Beef/Pork)	30
3. One potato preparation	10
4. One vegetable preparation	10
1. One dessert hot or cold	10
2. Journal	10
	<b>80</b>

### Part – C (General Assessment)

1. Uniform & Grooming	05
2. Indenting and plan of work	05
3. Scullery, equipment cleaning and Hygiene	05
4. Viva	05
	<b>20</b>

### PARAMETERS OF ASSESMENT OF EACH DISH

A) Temperature	20%
B) Texture / Consistency	20%
C) Aroma / Flavour	20%
D) Taste	20%
E) Presentation	20%
	<u>100%</u>

### NOTE:

1. Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
2. Invigilation will be done by both internal and external persons.
3. Each student will cook 04 portions of each dish/item.
4. Extra ingredients may be made available in case of failure but of limited types and quantity (groceries and dairy products only). Only one extra attempt may be permitted.
5. Uniform and grooming must be checked by the examiners before commencement of examination.

## FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-II

<b>Course code: FBST102</b>		<b>Semester : 2</b>	
<b>Duration : 60 hrs</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>	
Theory : 4 hrs/week		Internal Exam: 15 marks	
		Assignment/ Quiz/Mini Project: 15 marks	
Credit : 4		End Semester Exam: 70 marks	
S.No	Topic	Hours	End Sem. Exam Marks
01	<b>MEALS &amp; MENU PLANNING:</b>  A. Origin of Menu  B. Objectives of Menu Planning  C. Types of Menu  D. Courses of French Classical Menu <ul style="list-style-type: none"> <li>• Sequence</li> <li>• Examples from each course</li> <li>• Cover of each course</li> <li>• Accompaniments</li> </ul> E. French Names of dishes  F. Types of Meals <ul style="list-style-type: none"> <li>• Early Morning Tea</li> <li>• Breakfast (English, American Continental, Indian)</li> <li>• Brunch</li> <li>• Lunch</li> <li>• Afternoon/High Tea</li> <li>• Dinner</li> <li>• Supper</li> </ul>	02  04  02  08    04  04          	40%
02	<b>I. PREPARATION FOR SERVICE</b>  A. Organising Mise-en-scene B. Organising Mise en place  <b>II. TYPES OF FOOD SERVICE</b>  A. Silver service B. Pre-plated service C. Cafeteria service D. Room service E. Buffet service F. Gueridon service G. Lounge service	08          12	30%

03	<b>SALE CONTROL SYSTEM</b> <ul style="list-style-type: none"> <li>A. KOT/Bill Control System (Manual) <ul style="list-style-type: none"> <li>• Triplicate Checking System</li> <li>• Duplicate Checking System</li> <li>• Single Order Sheet</li> <li>• Quick Service Menu &amp; Customer Bill</li> </ul> </li> <li>B. Making bill</li> <li>C. Cash handling equipment</li> <li>D. Record keeping (Restaurant Cashier)</li> </ul>	10	20%
04	<b>TOBACCO</b> <ul style="list-style-type: none"> <li>A. History</li> <li>B. Processing for cigarettes, pipe tobacco &amp; cigars</li> <li>C. Cigarettes – Types and Brand names</li> <li>D. Pipe Tobacco – Types and Brand names</li> <li>E. Cigars – shapes, sizes, colours and Brand names</li> <li>F. Care and Storage of cigarettes &amp; cigars</li> </ul>	06	10%
<b>Total</b>		60	100%
<b>Text Books</b> <ol style="list-style-type: none"> <li>1. Dennis Lillicrap &amp; John Cousins, Food &amp; Beverage Service, Hodder Education, 2014</li> <li>2. John Fuller , Modern Restaurant Service , Copp Clark Pitman, 1983</li> <li>3. Sudhir Andrews , Food &amp; Beverage Service Training Manual, Tata McGraw Hill, 2013</li> </ol>			



**FOOD & BEVERAGE SERVICE PRACTICE-II**

<b>Course code: FBSP102</b>		<b>Semester : 2</b>
<b>Duration : 60 hours</b>		<b>Maximum Marks :100</b>
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>
Practical : 4 hrs/week		Internal Exam: 15 marks
Credit : 2		Assignment/ Mini project/ Record work: 15 marks
		End Semester Exam: 70 marks
<b>S.No</b>	<b>Topic</b>	<b>Hours</b>
01	<b>REVIEW OF SEMESTER -1</b>	04
02	<b>TABLE LAY-UP &amp; SERVICE</b>  Task-01: A La Carte Cover Task- 02: Tabled' HoteCover Task-03: English Breakfast Cover Task-04: American Breakfast Cover Task-05: Continental Breakfast Cover Task-06: Indian Breakfast Cover Task-07: Afternoon Tea Cover Task-08: High Tea Cover  <b>TRAY/TROLLEY SET-UP &amp; SERVICE</b>  Task-01: Room Service Tray Setup Task-02: Room Service Trolley Setup	16
03	<b>PREPARATION FOR SERVICE (RESTAURANT)</b>  A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties	04

04	<b>PROCEDURE FOR SERVICE OF A MEAL</b>  Task-01: Taking Guest Reservations Task-02: Receiving & Seating of Guests Task-03: Order taking & Recording Task-04: Order processing (passing orders to the kitchen) Task-05: Sequence of service Task-06: Presentation & Encashing the Bill Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests	08		
05	<b>Social Skills</b>  Task-01: Handling Guest Complaints Task-02: Telephone manners Task-03: Dining & Service etiquettes	04		
06	<b>Special Food Service - (Cover, Accompaniments &amp; Service)</b>  Task-01: Classical Hors d' oeuvre <table><tr><td><ul style="list-style-type: none"><li>• Oysters</li><li>• Caviar</li><li>• Smoked Salmon</li><li>• Pate de Foie Gras</li></ul></td><td><ul style="list-style-type: none"><li>• Snails</li><li>• Melon</li><li>• Grapefruit</li><li>• Asparagus</li></ul></td></tr></table> Task-02: Cheese Task-03: Dessert (Fresh Fruit & Nuts)	<ul style="list-style-type: none"><li>• Oysters</li><li>• Caviar</li><li>• Smoked Salmon</li><li>• Pate de Foie Gras</li></ul>	<ul style="list-style-type: none"><li>• Snails</li><li>• Melon</li><li>• Grapefruit</li><li>• Asparagus</li></ul>	12
<ul style="list-style-type: none"><li>• Oysters</li><li>• Caviar</li><li>• Smoked Salmon</li><li>• Pate de Foie Gras</li></ul>	<ul style="list-style-type: none"><li>• Snails</li><li>• Melon</li><li>• Grapefruit</li><li>• Asparagus</li></ul>			
	<b>Service of Tobacco</b>  • Cigarettes & Cigars			
07	<b>Restaurant French:</b> To be taught by a professional French language teacher.  <ul style="list-style-type: none"><li>• Restaurant Vocabulary (English &amp; French)</li><li>• French Classical Menu Planning</li><li>• French for Receiving, Greeting &amp; Seating Guests</li><li>• French related to taking order &amp; description of dishes</li></ul>	12		
<b>Total</b>		<b>60</b>		



## MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS	100	PASS MARKS	40
DURATION	03.00HRS		

All Technical Skills to be tested as listed in the syllabus

	MARKS
1. Uniform / Grooming	: 10
2. Misc-en-place	: 20
3. Service efficiency	: 20
4. Silver Service skills	: 20
5. Menu Knowledge	: 20
6. Journal	: 10
<b>TOTAL</b>	<b>: 100</b>

### Note:

1. Skill and knowledge of the students is to be assessed by assigning sets of tasks as listed in the practical syllabus under each category
2. A student should set up a table of 4 covers. The student must also ensure that sideboard contains everything necessary for service.
3. During table service each guest should pose one question to the candidate on the item being served. The invigilators may brief guests prior to service.

**ACCOMMODATION OPERATIONS-I**

<b>Course code: ACOT102</b>		<b>Semester : 2</b>	
<b>Duration : 30 hrs</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>	
Theory : 2 hrs/week		Internal Exam: 15 marks	
		Assignment/ Quiz/Mini Project: 15 marks	
Credit : 2		End Semester Exam: 70 marks	
<b>S.No</b>	<b>Topic</b>	<b>Hours</b>	<b>End sem. Exam marks</b>
01	<b>ROOM LAYOUT AND GUEST SUPPLIES</b>  A. Standard rooms, VIP ROOMS B. Guest's special requests	04	15%
02	<b>AREA CLEANING</b>  A. Guest rooms B. Front-of-the-house Areas C. Back-of-the house Areas D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.	06	20%
03	<b>ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT</b>  A. Reporting Staff placement B. Room Occupancy Report C. Guest Room Inspection D. Entering Checklists, Floor Register, Work Orders, Log Sheet. E. Lost and Found Register and Enquiry File F. Maid's Report and Housekeeper's Report G. Handover Records H. Guest's Special Requests Register I. Record of Special Cleaning J. Call Register K. VIP Lists	10	35%
04	<b>TYPES OF BEDS AND MATTRESSES</b>	02	5%
05	<b>PEST CONTROL</b>  A. Areas of infestation B. Preventive measures and Control measure	03 03	20%
06	<b>KEYS</b> A. Types of keys B. Computerized key cards C. Key control	02	5%
<b>TOTAL</b>		<b>30</b>	<b>100%</b>

Text Books		
1. Joan C Branson & Margaret Lennox ,Hotel Hostel and Hospital Housekeeping (ELBS), Hodder Arnold, 1988.		
2. Jones, Housekeeping and Front Office, Hodder Arnold H&S, 1986		
3. Margaret Kappa & Aleta Nitschke, Managing Housekeeping Operations, Educational Institute, Ameican Hotel & Motel Association, 1997		
4. Raghubalan , Hotel Housekeeping Operations & Management, Oxford University Press, 2009.		
5. Robert Mc Crie, Security Operations , Butterworth – Heinemann, 2011		
6. Rohert J. Martin & Thomas J.A. Jones , Professional Management of Housekeeping Operations (II) Edn.), Wiley Publications, 2007		
7. Sudhir Andrews, Hotel House Keeping, Tata Mc Graw Hill, 1985.		
8. Tucker Schneider, The Professional Housekeeper, Wiley Publications, 1998		

### ACCOMMODATION OPERATIONS PRACTICE-II

<b>Course code: ACOP102</b>		<b>Semester : 2</b>
<b>Duration : 60 hours</b>		<b>Maximum Marks :100</b>
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>
Practical : 4 hrs/week		Internal Exam: 15 marks
Credit : 2		Assignment/ Mini project/ Record work: 15 marks
		End Semester Exam: 70 marks
S.No.	Topic	Hours
01	Review of semester 1	4
02	<p>Servicing guest room(checkout/ occupied and vacant)</p> <p><u>ROOM</u></p> <p>Task 1- open curtain and adjust lighting</p> <p>Task 2-clean ash and remove trays if any</p> <p>Task 3- strip and make bed</p> <p>Task 4- dust and clean drawers and replenish supplies</p> <p>Task 5-dust and clean furniture, clockwise or anticlockwise</p> <p>Task 6- clean mirror</p> <p>Task 7- replenish all supplies</p> <p>Task 8-clean and replenish minibar</p> <p>Task 9-vaccum clean carpet</p> <p>Task 10- check for stains and spot cleaning</p> <p><u>BATHROOM</u></p> <p>Task 1-disposed soiled linen</p> <p>Task 2-clean ashtray</p> <p>Task 3-clean WC</p> <p>Task 4-clean bath and bath area</p> <p>Task 5-wipe and clean shower curtain</p> <p>Task 6- clean mirror</p> <p>Task 7-clean tooth glass</p> <p>Task 8-clean vanitory unit</p> <p>Task 9- replenish bath supplies</p> <p>Task 10- mop the floor</p>	12

03	<p>Bed making supplies (day bed/ night bed)</p> <p>Step 1-spread the first sheet(from one side)</p> <p>Step 2-make miter corner (on both corner of your side)</p> <p>Step 3- spread second sheet (upside down)</p> <p>Step 4-spread blanket</p> <p>Step 5- Spread crinkle sheet</p> <p>Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)</p> <p>Step 7- tuck the folds on your side</p> <p>Step 8- make miter corner with all three on your side</p> <p>Step 9- change side and finish the bed in the same way</p> <p>Step 10- spread the bed spread and place pillow</p>	16
04	<p>Records</p> <ul style="list-style-type: none"> <li>• Room occupancy report</li> <li>• Checklist</li> <li>• Floor register</li> <li>• Work/ maintenance order]</li> <li>• Lost and found</li> <li>• Maid's report</li> <li>• Housekeeper's report</li> <li>• Log book</li> </ul>	8
	<ul style="list-style-type: none"> <li>• Guest special request register</li> <li>• Record of special cleaning</li> <li>• Call register</li> <li>• VIP list</li> <li>• Floor linen book/ register</li> </ul>	
05	Guest room inspection	4
06	<p>Minibar management</p> <ul style="list-style-type: none"> <li>• Issue</li> <li>• stock taking</li> <li>• checking expiry date</li> </ul>	4
07	<p>Handling room linen/ guest supplies</p> <ul style="list-style-type: none"> <li>• maintaining register/ record</li> <li>• replenishing floor pantry</li> <li>• stock taking</li> </ul>	8
08	<p>Guest handling</p> <ul style="list-style-type: none"> <li>• Guest request</li> <li>• Guest complaints</li> </ul>	4

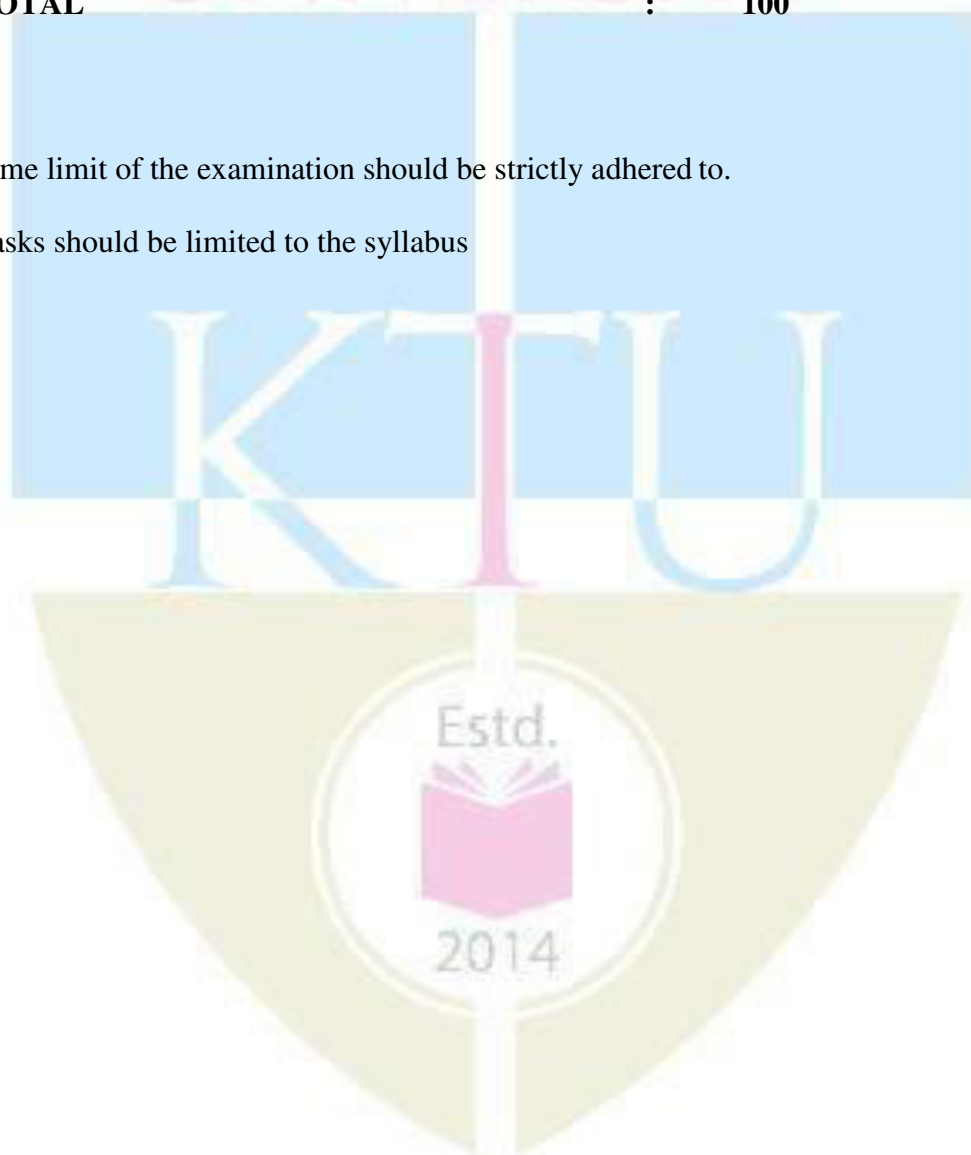
## MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS	100	PASS MARKS	40
DURATION	03.00HRS		

	MARKS
1. Uniform & Grooming	10
2. Bed Making	20
3. Two different Tasks (2x10=20)	20
4. Plan of Work	10
5. Guest Handling (Situation)	10
6. Viva	20
7. Journal	10
<b>TOTAL</b>	<b>100</b>

### Note

1. Time limit of the examination should be strictly adhered to.
2. Tasks should be limited to the syllabus



**FRONT OFFICE OPERATIONS-I**

<b>Course code: FROT102</b>		<b>Semester : 2</b>	
<b>Duration : 30 hrs</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>	
Theory : 2 hrs/week		Internal Exam: 15 marks	
		Assignment/ Quiz/Mini Project: 15 marks	
Credit : 2		End Semester Exam: 70 marks	
<b>S.No</b>	<b>Topic</b>	<b>Hours</b>	<b>End sem. Exam marks</b>
01	<b>TARIFF STRUCTURE</b> <ul style="list-style-type: none"> <li>A. Basis of charging</li> <li>B. Plans,competition,customer's profile,standards ofservice&amp; amenities</li> <li>C. Hubbart formula</li> <li>D. Different types of tariffs <ul style="list-style-type: none"> <li>• Rack Rate</li> <li>• Discounted Rates for Corporates, Airlines, Groups &amp; Travel Agents</li> </ul> </li> </ul>	04	10%
02	<b>FRONT OFFICE AND GUEST HANDLING</b> <ul style="list-style-type: none"> <li>• Introduction to guest cycle</li> <li>• Pre arrival</li> <li>• Arrival</li> <li>• During guest stay</li> <li>• Departure</li> <li>• After departure</li> </ul>	04	10%
03	<b>RESERVATIONS</b> <ul style="list-style-type: none"> <li>A. Importance of reservation</li> <li>B. Modes of reservation</li> <li>C. Channels and sources (FITs, Travel Agents, Airlines, GITs)</li> <li>D. Types of reservations (Tentative, confirmed, guaranteed etc.)</li> <li>E. Systems (non automatic, semi automatic fully automatic)</li> <li>F. Cancellation</li> <li>G. Amendments</li> <li>H. Overbooking</li> </ul>	07	25%
04	<b>ROOM SELLING TECHNIQUES</b> <ul style="list-style-type: none"> <li>A. Up selling</li> <li>B. Discounts</li> </ul>	02	05%



05	<b>ARRIVALS</b> <ul style="list-style-type: none"> <li>A. Preparing for guest arrivals at Reservation and Front Office</li> <li>B. Receiving of guests</li> <li>C. Pre-registration</li> <li>D. Registration (non automatic, semi automatic and automatic)</li> <li>E. Relevant records for FITs, Groups, Air crews &amp; VIPs</li> </ul>	05	20%
06	<b>DURING THE STAY ACTIVITIES</b> <ul style="list-style-type: none"> <li>A. Information services</li> <li>B. Message and Mail Handling</li> <li>C. Key Handling</li> <li>D. Room selling technique</li> </ul>	06	20%
	<ul style="list-style-type: none"> <li>E. Hospitality desk</li> <li>F. Complaints handling</li> <li>G. Guest handling</li> <li>H. Guest history</li> </ul>		
07	<b>FRONT OFFICE CO-ORDINATION</b> <p>With other departments of hotel</p>	02	10%
<b>TOTAL</b>		30	100
<b>Text Books</b> <ol style="list-style-type: none"> <li>1. Colin Dix &amp; Chris Baird , Front Office Operations, Trans-Atlantic Publications, 1998</li> <li>2. Jones, Housekeeping and Front Office, Hodder Arnold H&amp;S, 1986</li> <li>3. Kasavana &amp; Brooks, Managing Front Office Operations, Educational Institution AHMA, 2009</li> <li>4. Michael Kasavana &amp; Cahell, Managing Computers in the Hospitality Industry, Educational Institution AHMA, 1997</li> <li>5. Sudhir Andrews, Front Office Training manual, Tata Mac Graw Hill, 2011</li> </ol>			



**FRONT OFFICE OPERATIONS PRACTICE-II**

<b>Course code: FROP 102</b>		<b>Semester : 2</b>
<b>Duration : 60 hours</b>		<b>Maximum Marks :100</b>
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>
Practical : 4 hrs/week		Internal Exam: 15 marks
Credit : 2		Assignment/ Mini project/ Record work: 15 marks
		End Semester Exam: 70 marks
<b>S.No.</b>	<b>Suggested tasks on a Property Management System(PMS)</b>	
1	Hot function keys	
2	Create and update guest profiles	
3	Make FIT reservation	
4	Send confirmation letters	
5	Printing registration cards	
6	Make an Add-on reservation	
7	Amend a reservation	
8	Cancel a reservation-with deposit and without deposit	
9	Log onto cashier code	
10	Process a reservation deposit	
11	Pre-register a guest	
12	Put message and locator for a guest	
13	Put trace for guest	
14	Check in a reserved guest	
15	Check in day use	
16	Check –in a walk-in guest	
17	Maintain guest history	

**MARKING SCHEME FOR PRACTICAL EXAMINATION**

MAXIMUM MARKS      100      PASS MARKS      40  
DURATION      03.00 HRS

		<b>MARKS</b>
1.	Uniform & Grooming	: 10
2.	Courtesy & Manners	: 10
3.	Speech & Communication	: 10
4.	Technical Knowledge	: 20
5.	Four Tasks on PMS (4x10=40)	: 40
6.	Journal	: 10
	<b>TOTAL</b>	<b>: 100</b>

**Note:**

1. Speech, Communication, Courtesy and Manners should be observed throughout.
2. PMS tasks as per syllabus.

## FOOD SCIENCE & NUTRITION

<b>Course code: FSNT102</b>		<b>Semester : 2</b>	
<b>Duration : 30 hrs</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>	
Theory : 2 hrs/week		Internal Exam: 15 marks	
		Assignment/ Quiz/Mini Project: 15 marks	
Credit : 2		End Semester Exam: 70 marks	
S.No	Topic	Hours	End Sem. Exam marks
01	<b>BASIC ASPECTS</b> <ul style="list-style-type: none"> <li>Definition in terms of health, nutrition and nutrients</li> <li>Importance of food and nutrients</li> <li>Definition and scope of food science</li> </ul>	02	5%
02	<b>A. CARBOHYDRATES</b> <ul style="list-style-type: none"> <li>A. Introduction and classification</li> <li>B. Effect of energy and factors affecting energy</li> <li>C. Dietary sources and functions</li> <li>D. Effect of cooking (gelatinisation and retrogradation)</li> <li>E. Factors affecting texture of carbohydrates (Stiffness of CHO gel &amp; dextrinization)</li> <li>F. Uses of carbohydrates in food preparations</li> <li>G. Health issues with carbohydrates- Underweight and obesity</li> </ul>	04	15%
03	<b>B. FAT &amp; OILS</b> <ul style="list-style-type: none"> <li>A. Classification (based on the origin and degree of saturation)</li> <li>B. Dietary sources and functions</li> <li>C. Effect of heating on fats &amp; oils with respect to smoke point</li> <li>D. Auto oxidation (factors and prevention measures)</li> <li>E. Flavor reversion</li> <li>F. Refining, Hydrogenation &amp; winterization</li> <li>G. Commercial uses of fats (with emphasis on shortening value of different fats)</li> </ul>	05	15%
04	<b>C. PROTEINS</b> <ul style="list-style-type: none"> <li>A. Basic structure and properties</li> <li>B. Type of proteins based on their origin (plant/animal)</li> <li>C. Effect of heat on proteins (Denaturation, coagulation)</li> <li>D. Functional properties of proteins (Gelation, Emulsification, Foamability, Viscosity)</li> <li>E. Commercial uses of proteins in different food preparations (like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Souffles, Custards, Soups, Curries etc.)</li> </ul>	04	15%

05	<b>VITAMINS, MINERALS AND WATER</b>  A. Definition and classification of vitamins B. Dietary sources and functions of vitamins C. Definition and classification of minerals D. Dietary sources and functions of minerals E. Water-its role in nutrition	04	10%
05	<b>E. FOOD PROCESSING</b>  A. Definition B. Objectives C. Types of treatment D. Effect of factors like heat, acid, alkali on food constituents	02	5%
06	<b>E. EVALUATION OF FOOD</b>  A. Objectives B. Sensory assessment of food quality C. Methods D. Introduction to proximate analysis of Food constituents E. Rheological aspects of food	02	10%
07	<b>F. EMULSIONS</b>  A. Theory of emulsification B. Types of emulsions C. Emulsifying agents D. Role of emulsifying agents in food emulsions	03	10%
08	<b>G. COLLOIDS</b> • Definition • Application of colloid systems in food preparation	01	5%
09	<b>H. FLAVOUR</b> • Definition • Description of food flavors (tea, coffee, wine, meat, fish spices)	01	5%
10	<b>I. BROWNING</b> • Types (enzymatic and non-enzymatic) • Role in food preparation • Prevention of undesirable browning	02	5%
<b>TOTAL</b>		30	100%
1. H Robinson , Normal and Therapeutic Nutrition, Macmillan, USA, 1990 2. Indian Council of Medical Research, Nutritive Value of Indian Foods, 2016 3. Janet D Ward and Larry Ward, Principles of Food Science, Goodheart –Willcox, 2013 4. M Swaminathan , Food Science, Chemistry and Experimental foods, , The Bangalore Printing & Publishing Co. Ltd., 1987 5. Manay & Shalakshara Swamy, Food Facts and Principles, New Age Publishers, 2008			

## BUSINESS COMMUNICATION

<b>Course code: BCOM102</b>		<b>Semester : 2</b>	
<b>Duration : 90 hrs</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b>		<b>Evaluation Scheme</b>	
Theory : 2 hrs/week Practical : 4 hrs/week (Soft Skill)		Internal Exam: 15 marks	
		Assignment/ Quiz/Mini Project: 15 marks	
Credit : 4		End Semester Exam: 70 marks	
S.No	Topic	Hours	End Sem. Exam marks
01	<b>BUSINESS COMMUNICATION</b> A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers	7(T) 12(P)	20%
02	<b>LISTENING ON THE JOB</b> A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening E. Listening computerization and note taking	6(T) 12(P)	20%
03	<b>WRITTEN COMMUNICATION</b> A. Business report, business presentation B. Formal letter-drafting, formats, style of writing C. Letter writing- enquiry, complaint, apology, order, application accompanied by bio-data, appreciation, resignation. D. Short formal reports- incidents, events, visits, memo, notice, circular	7(T) 12(P)	20%
04	<b>INTERVIEWS</b> A. Interviews- types and uses B. Techniques of handling interviews of different types C. Group discussions, stress interviews D. Aptitude tests E. Traits of a good interviewee	4(T) 8(P)	15%
05	<b>MEETINGS</b> A. Handling meetings, types of meetings B. Structure of a meeting—agenda and minutes of a meeting C. Conducting a meeting	4(T) 8(P)	15%



06	<b>SPEECHES AND GROUP PRESENTATION</b> A. Drafting a speech, presentation, personal grooming B. Paragraphs and creative writing, extempore speaking C. Planning a presentation- mind mapping, theme, subject, handling questions and feedback	2(T) 8(P)	10%
<b>TOTAL</b>		30(T)+ 60(P)	100%
1. Bovee, Scribner and Thill, Business Communication Essential, Pearson, 2015 2. Ed Swick , Writing Better English for ESL Learners, McGraw Hill, 2009 3. Gartside , Model Business Letters, Prentice Hall, 1998 4. John V Thill, Excellence in Business Communication, Pearson, 2014 5. Sharma RC & Mohan K , Business Correspondence and Report Writing, , Tata McGraw Hill, 2010			

#### Question Paper Pattern (Theory courses)

Part	Question Type	No of questions	No of questions to be answered	Marks for each	Maximum marks
<b>A</b>	One word answer/Fill in the blank	10	10	1	10
<b>B</b>	Short answer	10	10	2	20
<b>C</b>	Short essay	8	4	5	20
<b>D</b>	Long essay	6	3	10	30
<b>D</b>	Long essay	2	2	10	20
<b>TOTAL</b>					<b>100*</b>

\*Marks scored by the students out of 100 should be multiplied by 0.7 to convert the marks out of 70 and added to internal assessment marks out of 30 for awarding grade.