



**APJ ABDUL KALAM TECHNOLOGICAL
UNIVERSITY**

**CURRICULUM
S3 & S4**

**BACHELOR OF HOTEL MANAGEMENT &
CATERING TECHNOLOGY
(BHMCT)
2018**

Sr No	Course Code	Course Name	Teaching Scheme (Hours)		Evaluation Scheme (Marks)				Credit	Exam slot
			L	P	Internal		ESE	Total		
					CA	IE				
YEAR 2								SEMESTER 3		
Theory										
1	FPT203	Food Production Operations-I	3		15	15	70	100	3	A
2	FBST203	Food & Beverage Service Operations-I	2		15	15	70	100	2	B
3	ACOT203	Accommodation Operations-II	2		15	15	70	100	2	C
4	FROT203	Front Office Operations-II	2		15	15	70	100	2	D
5	HACT203	Hotel Accounting	3		15	15	70	100	3	E
6	FBM203	Food & Beverage Management and Control-I	2	2	15	15	70	100	3	F
Practical / Project										
1	FPP203	Food Production Practice -III		4	15	15	70	100	2	S
2	BACP203	Bakery & Confectionery Practice -I		4	15	15	70	100	2	T
3	FBSP203	Food & Beverage Service Practice-III		4	15	15	70	100	2	U
4	ACOP203	Accommodation Operations Practice -III		4	15	15	70	100	2	V
5	FROP203	Front Office Operations Practice -III		4	15	15	70	100	2	W
	TOTAL(36 Hrs)		14	22				1100	25	

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

FOOD PRODUCTION OPERATIONS-I			
Course code: FPT203		Semester : 3	
Duration :45 Hrs		Maximum Marks :100 Marks	
Teaching Scheme Theory :3 Hrs /Week Credit : 3		Evaluation Scheme Internal Exam: 15 Marks Assignment/ Quiz/Mini Project:15 Marks End Semester Exam: 70 Marks	
Sl no	Topic	Hours	End sem exam marks in %
	BASIC INDIAN COOKERY		
1.	Commodities <ul style="list-style-type: none"> • Thickening Agents <ul style="list-style-type: none"> ○ Role of thickening agents in Indian cuisine, ○ Types of thickening agents • Raising Agents <ul style="list-style-type: none"> ○ Classification ○ Role ○ Action and reactions • Shortening agents <ul style="list-style-type: none"> ○ Role ○ Types ○ Advantages and disadvantages • Sugar <ul style="list-style-type: none"> ○ Importance ○ Types ○ Cooking of sugar 	6	15
2.	REGIONAL INDIAN CUISINE <ul style="list-style-type: none"> • Introduction to regional Indian cuisine, • heritage of Indian cuisine, factors that affect • eating habits in different parts of the country, • cuisine and its highlights of different • states/regions/communities to be discussed under: • geographic location, historical • background, seasonal availability, • special equipment, staple diets, • specialty cuisine for festivals and special occasions 	6	15
3.	STATES CUSINES Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya	12	25

	Pradesh, Maharashtra, Bengal, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh		
4.	COMMUNITIES Parsee, Chettinad, Hyderabad, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri	6	10
5.	DISCUSSIONS Indian Breads, Indian Sweets, Indian Snacks	6	10
	BAKERY AND CONFECTIONERY		
6.	Sponges-Basic preparation methods- types of sponges- petit fours-preparation of syrups & glazes-steps involved in preparing large cakes- Wedding cakes, birthday cakes, gateaux basic preparation	3	10
7.	Cake making methods- cake formula balance-common faults in cakes, Cake decoration- colour-design-templates- texture- equipment- wedding cake proportion	3	10
8.	Icings, Fillings and Glazes_ Different types of Icings, - casting moulds- monogram- lettering- stencils-modern cake decoration with royal icing, Fillings and Glazes and their uses.	3	5

References

- A Taste of India, Madhur Jaffrey, Pavillion
- Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins
- Prashad , Cooking with Masters, J.Inder Singh Kalra, Allied
- Zaika, Sonya Atal Sapru, Harper Collins
- Punjabi Cuisine, Premjit Gill
- Hyderabad Cuisine, Pratibha Karan, Harper Collins
- Modern Cookery for Teaching & Trade, Ms. Thangam Philip, Orient Longman
- Wazwaan, Rocky Mohan, Roli & Janssen

End Semester Examination Pattern:

There will be Four parts; Part A,B,C&D.

Part A contains 10 questions each 2 questions from module 1 to 5, having 1 mark for each question. Students should answer all questions.

Part B contains 10 questions each 2 questions from module 1 to 5, having 2 marks for each question. Students should answer all questions.

Part C Contains 08 questions with three questions from module 3, each questions from module 1,2,4,5,&6,having 5 marks for each question. Students should answer any four questions .

Part D Contains two set of questions, first set contain 08 questions with each questions from module 1 to 8, having 10 marks for each question. Students should answer any three questions, second set of question contains 02 questions with one question from module 1and second question from module 3 having 10 marks for each question, Students should answer both questions.

Reg.No.....

Name.....

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

**THIRD SEMESTER BACHELOR OF HOTEL MANAGEMENT AND CATERING
TECHNOLOGY (BHMCT) EXAMINATION**

FPT203

Food Production Operations-I

PART A

Answer all questions, each carries 1 marks.

1X10=10

1. Write any two thickening agent in Indian cuisine. (1)
2. Write any two chemical raising agents. (1)
3. What is mean by Phirni ? (1)
4. What is Chorizos ? (1)
5. Goan cuisine is influenced by _____. (1)
6. The staple food of Bengal is _____ and _____. (1)
7. What is Kachori ? (1)
8. what is Bati? (1)
9. What is Chicken Farcha ? (1)
10. What is chettinadu ? (1)

PART B

Answer all questions, each carries 2 marks.

2X10=20

11. Explain the role of thickening agent in Indian cuisine. (2)
12. What is shortening agents ? (2)
13. Write any 3 special equipment used in Indian cuisine. Explain it. (2)
14. What is Tandoor? (2)
15. What is Sorpotel ? (2)
16. What are the significant of north Gujarat cuisine. (2)
17. Explain Lachcha Paratha. (2)
18. What is Sheermal ? (2)
19. What is HYDERABADI HALEEM ? (2)
20. What is mean by BAGHARA BAINGAN ? (2)

PART C

Answer any four questions, each carries 5 marks.

4X5=20

21. Explain any 5 thickening agent. (5)
22. What are the factors affecting the eating habit of Indian Cuisine ? (5)
23. Write a short note on goan cuisine. (5)
24. What are the eating habits of bangal cuisine ? (5)
25. What are the staple diets of Gujarat cuisine ? (5)
26. Write a short note on parsee cuisine. (5)

27. Explain any 4 Indian sweets and explain it. (5)
 28. What is **Genoise** ? (5)

PART D

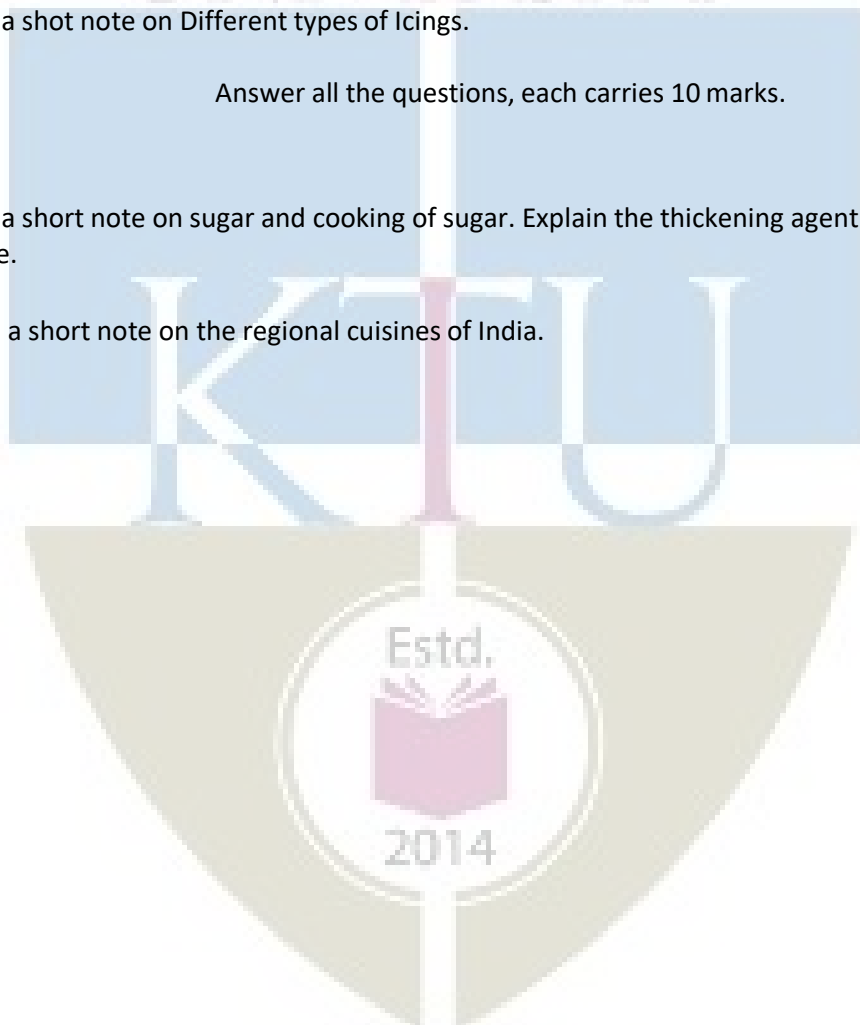
Answer any three questions, each carries 10 marks.

3X10=30

29. Explain the role and important of thickening agent, raising agent , shortening agent & sugar. (10)
 30. Write a shot note on heritage of Indian & cuisine factors that affect the eating habits. (10)
 31. Explain the significant & staple diet of **Andhra Pradesh Cuisine & Gujarati Cuisine.** (10)
 32. Write down any 5 indian sweets , bread & snakes . Explain it. (10)
 33. Write a short note on Chettinad & Hyderabadi cuisine. (10)
 34. Explain the different type of types of sponges. What is petit fours ? (10)
 35. Explain the common faults in cakes making and Cake making methods. Write down the roll of each ingredients in cake making, (10)
 36. Write a shot note on Different types of Icings. (10)

Answer all the questions, each carries 10 marks.

37. Write a short note on sugar and cooking of sugar. Explain the thickening agent used in Indian cuisine. (10)
 38. Write a short note on the regional cuisines of India. (10)



FOOD PRODUCTION PRACTICE -III			
Course code: FPP203		Semester :3	
Duration :60 Hrs		Maximum Marks:100 Marks	
Teaching Scheme Practical: 4 Hrs/Week Credit : 2		Evaluation Scheme Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
Sl no	Topic	Hours	End sem exam marks in %
	BASIC INDIAN MENU QTK		
1.	Maharashtrian MENU -1 Masala Bhat Kolhapuri Mutton Batata Bhajee Masala Poori Koshimbir Coconut Poli	4	
	MENU-2 Moong Dal Khichdee Patrani Macchi Tomato Saar Tilgul Chapatti Amti Basundi	3	
2.	Awadh MENU-1 Yakhni Pulao Mughlai Paratha Gosht Do Piazza Badin Jaan Kulfi with Falooda	4	
	MENU-2 Galouti Kebab Bakarkhani Gosht Korma Paneer Pasanda Muzzafar	3	
3.	Bengali MENU-1 Ghee Bhat Macher Jhol Aloo Posto Mishti Doi	4	

	MENU-2 Doi Mach Tikoni Paratha Baigun Bhaja Payesh	3	
4.	Goan MENU-1 Prawn Pulao Mutton Vindaloo Beans Foogath Doldol	4	
	MENU-2 Coconut Pulao Caldeen Cabbage Foogath Bibinca	3	
5.	Punjabi MENU-1 Amritsari Macchi Rajma Masala Pindi Chana Bhatura Row Di Kheer	3	
	MENU-2 Tandoori Roti Tandoori Murgh Dal Makhani Pudina Chutney Baingan Bharta Sooji Da Halwa	4	
6.	South Indian MENU-1 Meen Poriyal Curd Rice Thoran Rasam Pal Payasam	4	
	MENU-2 Lime Rice Meen Moilee Olan Malabari Paratha Parippu Payasam	3	

7.	Rajasthani MENU-1 Gatte ka Pulao Lal Maas Makki ka Soweta Lasun Chutney Dal Halwa	4	
8.	Gujarati MENU-1 Sarki Brown Rice Sali Murgh Gujarati Dal Methi Thepla Shrikhand	3	
	MENU-2 Gujarati Khichdi Oondhiyu Batat nu Tamatar Osaman Jeera Poori Mohanthal	4	
9.	Hyderabadii MENU-1 Sofyani Biryani Methi Murgh Tomato Kootu Hare Piaz ka Raitha Double ka Meetha	4	
	MENU-2 Kacchi Biryani Dalcha Mirchi Ka Salan Mix vegetable Raitha Khubani Ka Meetha	3	

BAKERY & CONFECTIONERY PRACTICE -I			
Course code: BACP203		Semester :3	
Duration : 60 Hrs		Maximum Marks :100 Marks	
Teaching Scheme Practical : 4 Hrs/Week Credit : 2		Evaluation Scheme Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
SI no	TOPIC BAKERY AND CONFECTIONERY	Hours	End sem exam marks in %
1.	BAKERY EQUIPMENT, MEASURING INGREDIENTS TYPES OF FLOUR IDENTIFICATION	8	
2.	BASIC BREAD DOUGH PREPARATION	8	
3.	DIFFERENT TYPES OF BREAD & BREAD ROLLS	8	
4.	DIFFERENT TYPES OF DOUGH NUT	8	
5.	BASIC SPONGE CAKE	7	
6.	DIFFERENT TYPES OF COOKIES	7	
7.	FRUIT CAKE PREPARATION	8	
8.	DIFFERENT TYPES OF PUFF PASTRY	6	

FOOD & BEVERAGE SERVICE OPERATIONS-I			
Course code: FBST203		Semester : 3	
Duration : 30 Hrs		Maximum Marks :100 Marks	
Teaching Scheme Theory : 2 Hrs/Week Credit : 2		Evaluation Scheme Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
Sl no	Topic	Hours	End sem exam marks in %
1	Alcoholic beverage Introduction and definition Classification	4	15
2	Beer A introduction and definition B types of beer C production of beer D storage	6	15
3	Wines Classification with examples Table/still/ natural Sparkling and method of preparation Fortified Aromatised Production of each classification Viticulture Vinification	6	20
4	Principle wine regions and wines of France Germany Italy Spain Portugal U.S.A Australia New world wines India China South Africa Algeria Newzealand	10	30

5	Food and wine harmony Storage of wines Wine terminology (English and French)	2	10
6	Aperitifs Introduction and definition Different types of aperitifs	2	10

References

- Food & Beverage Service Training Manual-Sudhir Andrews
- Food & Beverage Service –Lillicrap & Cousins
- Modern Restaurant Service –John Fuller
- Food & Beverage Service Management-Brian Varghese
- Introduction F& B Service-Brown, Heppner & Deegan
- Professional Food & Beverage Service Management –Brian Varghese
- The World Of Wines, Spirits & Beers-H.Berberoglu
- Beverage Book –Andrew, Dunkin & Cousins
- Professional Guide to Alcoholic Beverages—Lipinski
- Alcoholic Beverages –Lipinski & Lipinski
- Food Service Operations – Peter Jones & Cassel
- Master Dictionary of Food & Wine-Joyce Rubash
- New york Bartenders Guide- BD &L
- Mr. Boston's Bartender & Party Guide –Warner
- Menu planning –John Kivela
- The Restaurant (From Concept to Operation)-Lipinski
- Professional Food Service- Sergio Andrioli & Peter Douglas
- Bar & Beverage Book – Costas Katsigris, Mary Porter, Thomas
- Profitable Menu Planning- John Drysale

End Semester Examination Pattern:

There will be Four parts; Part A,B,C&D.

Part A contains 10 questions each 2 questions from module 1 to 5, having 1 mark for each question. Students should answer all questions.

Part B contains 10 questions each 2 questions from module 1 to 5, having 2 marks for each question. Students should answer all questions.

Part C Contains 08 questions with three questions from module 4, each questions from module 1,2,3,5,&6,having 5 marks for each question. Students should answer any four questions .

Part D Contains two set of questions, first set contain 08 questions with two questions from module 3, three questions from module 4, each questions from module 1,2,5,6 having 10 marks for each question. Students should answer any three questions, second set of question contains 02 questions with one question from module 3 and second question from module 4 having 10 marks for each question, Students should answer both questions.

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THIRD SEMESTER BACHELOR OF HOTEL MANAGEMENT &
CATERING TECHNOLOGY (BHMCT) EXAMINATION

Course Code: FBST203

Course Name: FOOD & BEVERAGE SERVICE OPERATIONS-I

Max. Marks: 100

Duration: 3 Hours

PART A

Answer all questions, each carries 1 marks.

- 1_____is a fermented liquid used in distillation
- 2 wine is an alcoholic beverage obtained from_____
- 3_____is the process of converting vapour to liquid by cooling
- 4 chaptalization is the addition of_____
- 5 _____is the traditional glass for the service of sherry
- 6 wild yeast are killed when the alcohol level reaches_____
- 7_____is the process of mixing wine of different years
- 8_____is an example for fortified wine
- 9 Ethyl alcohol evaporates at_____
- 10_____is an organic compound present in stalk,seed,and skin of grapes

PART B

Answer all questions, each carries 2 marks.

- 11 Define fermentation
- 12 Explain type of yeast used in fermentation
- 13 what is tannin
- 14 write down two examples for fermented drink

15 Define dry wine

16 write down two varieties of white grapes

17 what is must

18 Define sparkling wine

19 what is ageing

20 Define hocks

PART C

Answer any four questions, each carries 5 marks.

21 Explain the steps involved in vinification process

22 Explain hops role in beer making

23 Explain aromatized wine

24 Define still wine

25 Classify alcoholic beverages with the help of a chart.

26 Explain Fortified wine

27 explain Different types of aperitifs

28 List ten international beer brands with their country of origin.

Part D

Answer any three questions, each carries 10 marks.

29 Explain classification of wine

30 Explain the production of sparkling wine

31 Explain types of beer

32 Difference between young Chianti and aged Chianti

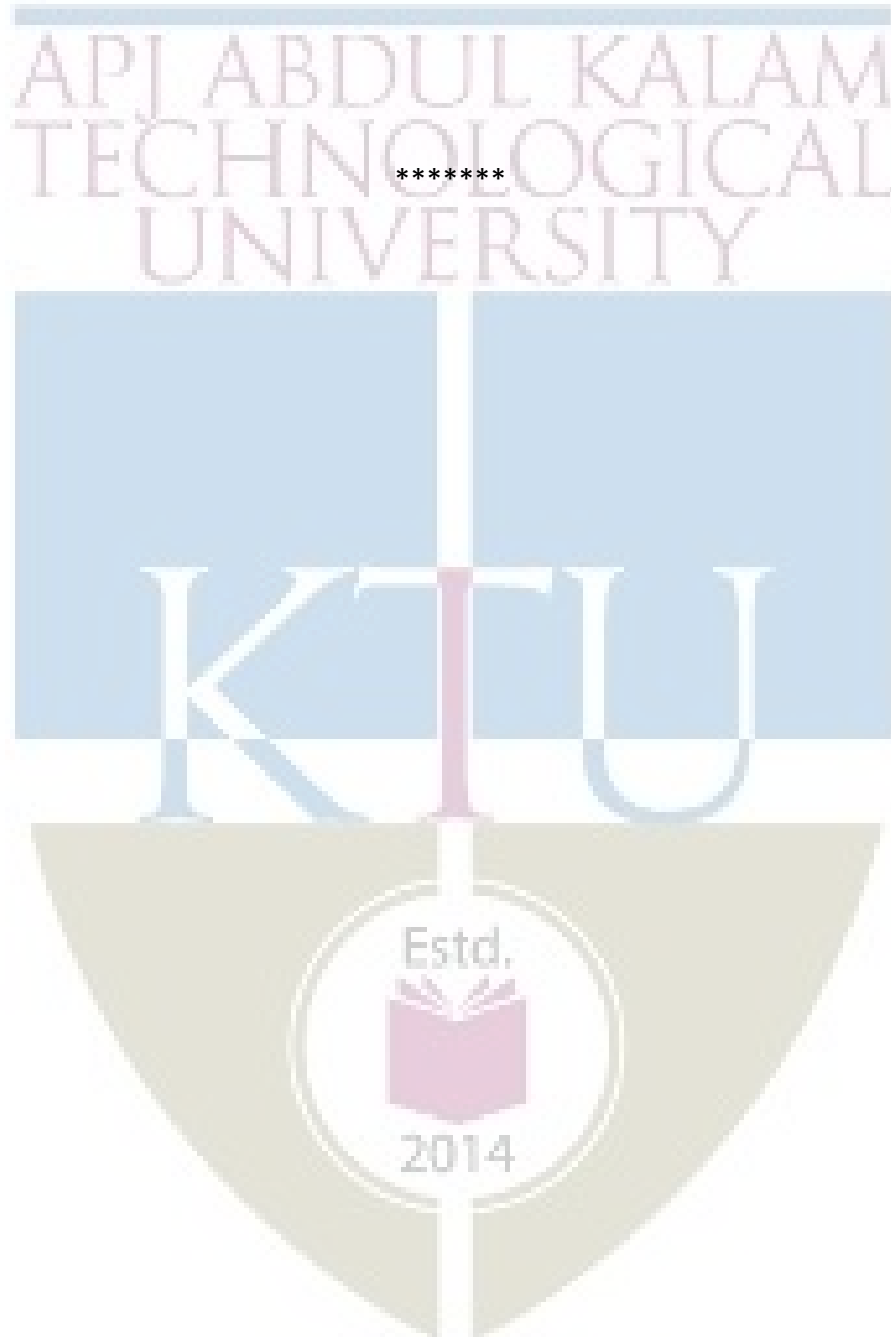
33 Write an essay on 'Food & wine Harmony'

34 Explain the production of beer with the help of a flow chat

Answer the questions, each carries 10 marks.

35 Classify the Wine region of France

36 Describe the manufacture of white wine from white grapes. Give six white grape varieties.



FOOD & BEVERAGE SERVICE PRACTICE -III			
Course code: FBSP203		Semester :3	
Duration : 60 Hrs		Maximum Marks :100 Marks	
Teaching Scheme Practical : 4Hrs/week Credit : 2		Evaluation Scheme Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
Sl no	Topic	Hours	End sem exam marks in %
1.	• Service of Beer: Draught Beers / Bottled & Canned Beers		
2.	• Service of Wines: Red wine / White/Rose wine / Sparkling wines / Fortified wines / Aromatized wines		
3.	• Service of different types of Aperitifs		

ACCOMMODATION OPERATIONS -II

Course code: ACOT203		Semester : 3	
Duration : 30 Hrs		Maximum Marks :	
Teaching Scheme Theory : 2 Hrs/Week Credit : 2		Evaluation Scheme Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
Sl. No	Topic	Hours	End sem. Exam marks
01	LINEN ROOM <ul style="list-style-type: none"> Activities of the Linen Room Layout and equipment in the Linen Room Selection criteria for various Linen Items & fabrics suitable for this purpose Purchase of Linen Calculation of Linen requirements Linen control-procedures and records Stocktaking-procedures and records Recycling of discarded linen Linen Hire 	8	30
02	UNIFORMS <ul style="list-style-type: none"> Advantages of providing uniforms to staff Issuing and exchange of uniforms; type of uniforms Selection and designing of uniforms Layout of the Uniform room 	3	10
03	SEWING ROOM <ul style="list-style-type: none"> Activities and areas to be provided Equipment provided 	3	10
04	LAUNDRY <ul style="list-style-type: none"> Commercial and On-site Laundry Flow process of Industrial Laundering-OPL Stages in the Wash Cycle Laundry Equipment and Machines 	10	30

	<ul style="list-style-type: none"> • Layout of the Laundry • Laundry Agents • Dry Cleaning • Guest Laundry/Valet service • Stain removal 		
05	FLOWER ARRANGEMENT <ul style="list-style-type: none"> • In hotels • Equipment and material used • Styles of flower arrangement • Principles of design as applied to flower arrangement 	3	10
06	HORTICULTURE <ul style="list-style-type: none"> • Introduction • Essential components of horticulture • Indoor plans • Care of indoor plans • Placement of indoor plants • Professional maintenance of indoor plants 	3	10

References

- Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
- The Professional Housekeeper, Tucker Schneider, VNR
- Professional Management of Housekeeping Operations, Martin Jones, Wiley
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret
- Lennox, ELBS
- Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson
- Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

End Semester Examination Pattern:

There will be Four parts; Part A,B,C&D.

Part A contains 10 questions each 2 questions from module 1 to 5, having 1 mark for each question. Students should answer all questions.

Part B contains 10 questions each 2 questions from module 1 to 5, having 2 marks for each question. Students should answer all questions.

Part C contains 08 questions with three questions from module 1, two questions from module 4, each questions from module 2,3&6,having 5 marks for each question. Students should answer any four questions .

Part D contains two set of questions, first set contain 08 questions with two questions from module 1, three questions from module 4, each questions from module 1,2,5, having 10 marks for each question. Students should answer any three questions, second set of question contains 02 questions with one question from module 1 and second question from module 4 having 10 marks for each question, Students should answer both questions.

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APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
THIRD SEMESTER BACHELOR OF HOTEL MANAGEMENT &
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Course Code: ACOT203

Course Name: ACCOMMODATION OPERATIONS -II

Max. Marks: 100

Duration: 3 Hours

Part A contains 10 questions having 1 mark for each question.

Students should answer all questions

1. What is Flax? (1)
2. Expand RLCS (1)
3. Explain made to measure uniform (1)
4. Providing_____ for hotel staff is one way of ensuring proper grooming. (1)
5. Room is part of laundry or linen room.(1)
6. Who is a tailor? (1)
7. What is commercial laundry? (1)
8. What is sorting? (1)
9. What is Kenzan? (1)
10. What is repotting? (1)

Part B contains 10 questions having 2 marks for each question.

Students should answer all questions

9 Define monogramming. (2)

10 Define stocktaking in linen room. (2)

13 Why is uniform provided to hotel staff? (2)

14 What are the 2 methods of measuring uniforms? (2)

15 Who is upholsterer? (2)

16 Explain 2 activities of sewing room. (2)

17 Explain the term COLLECTION in laundry. (2)

18 Explain marking in laundry. (2)

19 Explain 2 types of mechanics used in flower arrangements. (2)

20 Name 2 styles of flower arrangements.

Part C Contains 08 questions having 5 marks for each question. Students should answer any four questions

21 Explain storage of linen in Linen Room. (5)

22 Write a short note on equipments used in linen room. (5)

23 List advantages and disadvantages of Linen Hire. (5)

24 Write a short note on off premises laundry. (5)

25 What is dry cleaning? (5)

26 List the advantages of providing uniforms to staff. (5)

27 Explain duties & responsibilities of tailor and upholsterer.

28 Write a short note on Bonsai. (5)

Part D Contains two set of questions, first set contain 06 questions having 10 marks for each question. Students should answer any three questions, second set of question contains 02 questions having 10 marks for each question, Students should answer both questions

29 Explain essential features of linen room. (10)

30 List and explain activities of linen room. (10)

31 Explain the different stages in wash cycle. (10)

32 Explain the different types of equipments and machines used in laundry room. (10)

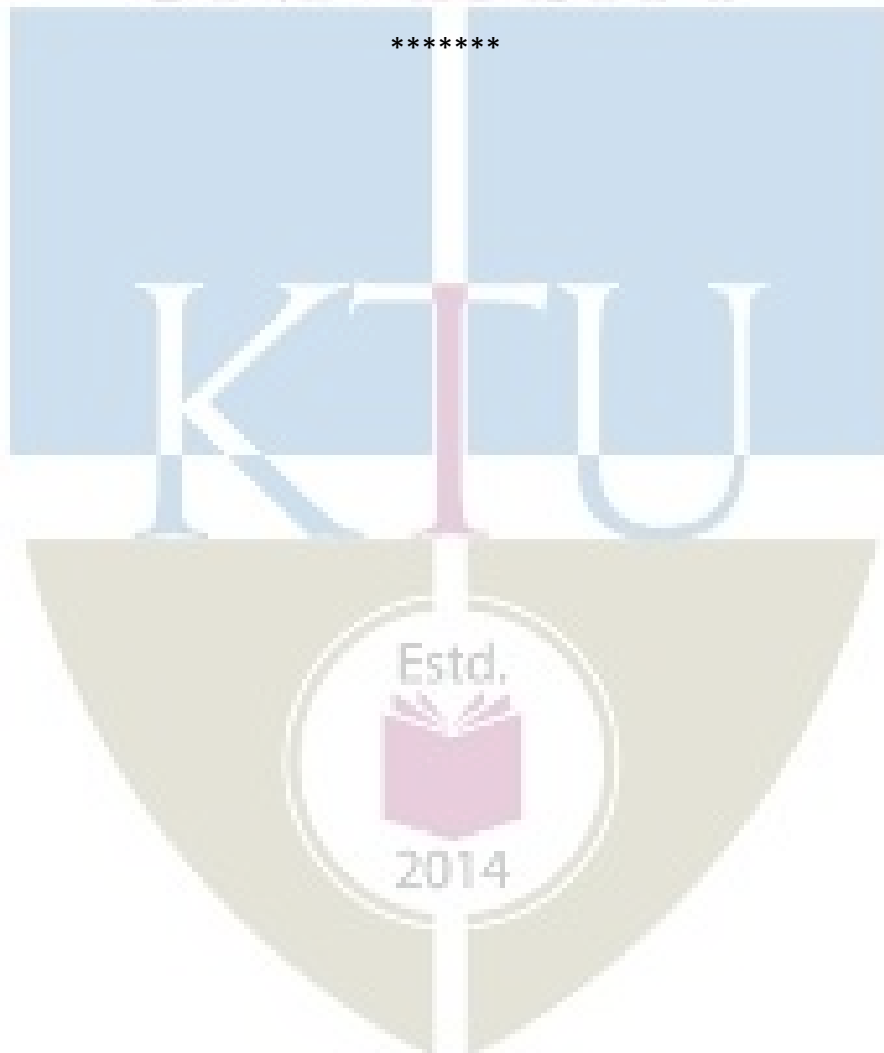
33 List the laundering agents used in laundry department. (10)

34 Explain the care and conditioning of plants material. (10)

Answer the questions, each carries 10 marks.

35 Draw and explain the linen cycle. (10)

36 Explain the process of handling guest laundry. (10)



ACCOMMODATION OPERATIONS PRACTICE-III

Course code: ACOP203		Semester :3	
Duration :60 Hrs		Maximum Marks:100 Marks	
Teaching Scheme Practical : 4Hrs/week Credit : 2		Evaluation Scheme Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
Sl no	Topic	Hours	End sem exam marks in %
1.	Layout of linen and uniform room / laundry	16	
2.	Laundry Machinery and Equipment	20	
3.	Stain removal	12	
4.	Flower Arrangement	6	
5.	Selection and Designing of Uniform	6	

FRONT OFFICE OPERATIONS-II			
Course code: FROT203		Semester : 3	
Duration :30 hrs		Maximum Marks: 100 Marks	
Teaching Scheme Theory : 2 hours/week Credit : 2		Evaluation Scheme Internal Exam: 15 marks Assignment/ Quiz/Mini Project: 15 marks End Semester Exam: 70 marks	
Sl no	Topic	Hours	End sem exam marks in %
1.	Front Office Accounting Hotel credit Management (including Credit cards) Foreign Currency awareness and handling procedures The Guest folio Tracking Transactions- account allowance	06	25
2.	Front Office cash/Check Out & Settlement Role of Front Desk Cashier Importance of Front Office Cash Duties & Responsibilities of Front Desk cashier Guest Accounting cycle Check Out & Settlement Check out options Unpaid Account Balances	9	30
3.	Credit Control Meaning- objective, hotel credit policy regarding guaranteed bookings/ corporate account holders/credit card users Control measures at the time of: reservation, check-in, during stay, check-out, after departure	6	20
4.	Night Auditing – Importance & functions of night audit, Operating modes: Non automated, semi-automated, automated. Night audit process , the night audit reports –generations& utility. Verifying the night audit.	9	25

References

1. Front Office Operations by Collin Dix & Chris Braid
2. Hotel from Office management by James Bardi
3. Managing front Office Operations by Kasava & Books
4. Front Office training Manual by Sudhir Andrews
5. Managerial Accounting and hospitality Accounting by Raymond S Schmidgall
6. Managing Computers in Hospitality Industry by Michael Kasava and Cahell
7. Front Office Operations & management- Jatashankar Tewari

End Semester Examination Pattern:

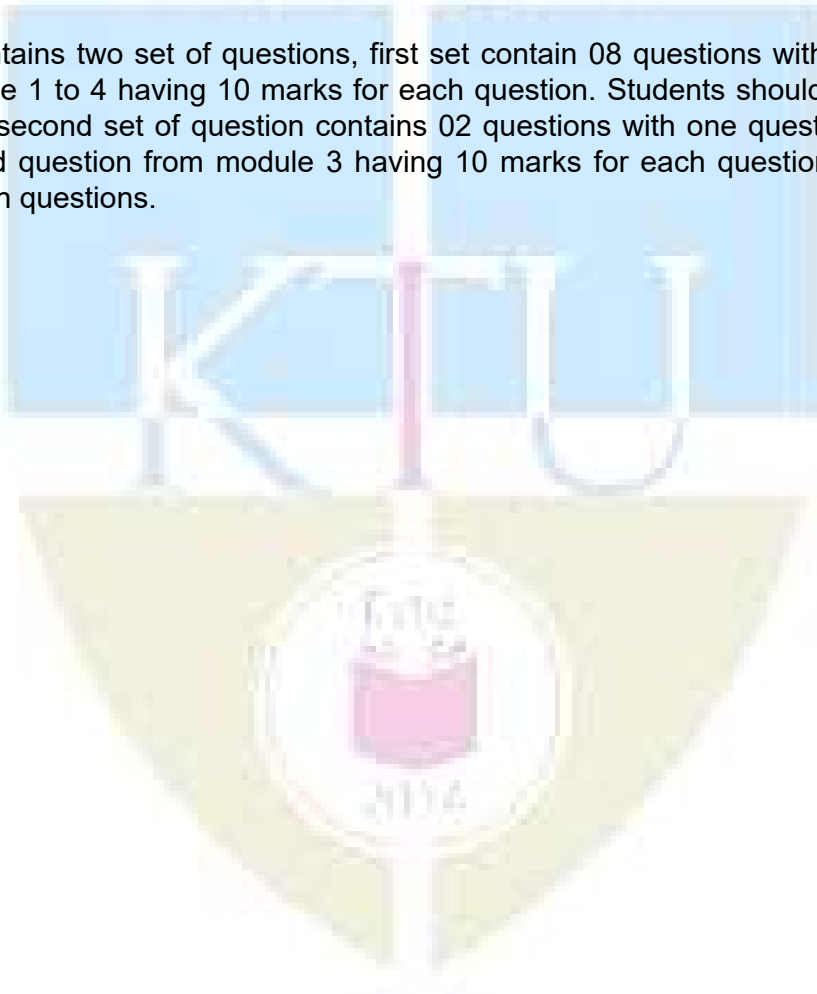
There will be Four parts; Part A,B,C&D.

Part A contains 10 questions each 3 questions from module 1&2 and each question from module 3&4, having 1 mark for each question. Students should answer all questions.

Part B contains 10 questions each 3 questions from module 1&2 and each question from module 3&4, having 2 mark for each question. Students should answer all questions.

Part C Contains 08 questions, each 2 questions from module 1 to 4 having 5 marks for each question. Students should answer any four questions .

Part D Contains two set of questions, first set contain 08 questions with each 2 questions from module 1 to 4 having 10 marks for each question. Students should answer any three questions, second set of question contains 02 questions with one question from module 1 and second question from module 3 having 10 marks for each question, Students should answer both questions.



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APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

Third semester BHMCT examinations

Course Code: FROT203**Course Name: FRONT OFFICE OPERATIONS-II**

Max. Marks: 100

Duration: 3 Hours

PART A*Answer all questions, each carries 1 marks.*

Marks

- | | | |
|----|---|-----|
| 1 | is nothing but conducting financial inspection of the organization. | (1) |
| 2 | POS stands for..... | (1) |
| 3 | occurs when a cashier pays out more than he receives | (1) |
| 4 | responsible for managing the safe deposit locker. | (1) |
| 5 | ECO stands for | (1) |
| 6 | FOAS stands for | (1) |
| 7 | responsible for balancing all front office accounts | (1) |
| 8 | transaction rectifies a posting error on a folio | (1) |
| 9 | Account assigned to more than one person or guest room | (1) |
| 10 | FCEC stands for..... | (1) |

PART B*Answer all questions, each carries 2 marks.*

- | | | |
|----|------------------------------|-----|
| 11 | What is cross reference? | (2) |
| 12 | What is credit limit? | (2) |
| 13 | What is cash bank? | (2) |
| 14 | What is city account? | (2) |
| 15 | What is overages? | (2) |
| 16 | What is high balance report? | (2) |
| 17 | What is floor limit? | (2) |
| 18 | What is ledger? | (2) |

- 19 What is accounting? (2)
20 What is travel agent voucher? (2)

PART C

Answer any four questions, each carries 5 marks.

- 21 Explain the various types of vouchers used in hotel. (5)
22 Write the importance of night auditing? (5)
23 Write a short note on account allowance. (5)
24 Write a note on unpaid account balances. (5)
25 Explain the different types of folios. (5)
26 Explain briefly about the various mode of bill settlement. (5)
27 Write briefly about the duties and responsibilities of night auditor (5)
28 Explain the importance of credit control during the guest stay. (5)

PART D

Answer any three questions, each carries 10 marks.

- 29 Explain in detail the various check out options in hotel. (10)
30 Explain the different types of night auditing reports (10)
31 Explain the duties and responsibilities of a cashier in detail. (10)
32 Explain in detail the checkout procedure in hotel. (10)
33 Explain in detail the various credit control measures taken during guest cycle. (10)
34 Explain the various procedures for cash control in hotel? (10)

Answer the questions, each carries 10 marks.

- 35 Explain the procedure of handling foreign currency in front office. (10)
36 Explain the different operating modes in night auditing (10)

Estd.
2014

FRONT OFFICE OPERATIONS PRACTICE-III

Course code: FROP203		Semester :3	
Duration : 60 Hrs		Maximum Marks: 100 Marks	
Teaching Scheme Practical : 4 Hrs/Week Credit : 2		Evaluation Scheme Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
Sl no	Topic	Hours	End sem exam marks in %
1	Reservation procedure, identification of rooms through the use of conventional and destiny charts.		
2.	Role play of the following staffs Doorman, Bellboy, Receptionist, Information assistant, Cashier. 5. Dealing with guest mail and messages, hotel mail, staff mail.		
3.	Modes of bill settlement.		
4.	Places of interest in and around Kerala. General awareness about the places of interest in India.		

HOTEL ACCOUNTING			
Course code: HACT203		Semester : 3	
Duration : 45 Hrs		Maximum Marks :100 Marks	
Teaching Scheme Theory : 3 Hrs/Week Credit : 3		Evaluation Scheme Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
Sl. No	Topic	Hours	End sem. Exam marks
01	HOTEL ACCOUNTING <ul style="list-style-type: none"> • Definition accounting • Importance of accounting in hotel business • Classification of accounts • Accounting equation, journalizing, posting and ledgers • Trial balance preparation • Trading accounts • Profit and loss account • Balance sheet(simple) • Revenue and capital expenditure 	9	25
02	UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS <ul style="list-style-type: none"> • Uniform system of accounts for hotels • Advantages of Uniform system of accounts • Difficulties in implementing the Uniform system of accounts • Removal of difficulties in implementing the Uniform system of accounts • Contents of the income statement • Practical problems 	12	25
03	INTERNAL CONTROL <ul style="list-style-type: none"> • Definition and objectives of internal control 	6	10

	<ul style="list-style-type: none"> • Various types of internal control • Characteristics of internal control • Implementation and review of internal control 		
04	INTERNAL AUDIT AND STATUTORY AUDIT <ul style="list-style-type: none"> • An introduction to internal and statutory audit • Distinction between internal audit and statutory audit • Implementation and review of internal audit 	6	15
05	DEPARTMENTAL ACCOUNTING <ul style="list-style-type: none"> • An introduction to departmental accounting • Allocation and apportionment of expenses • Advantages of allocation • Draw backs of allocation Practical problems	12	25

Reference Text Books

- Comprehensive Accountancy, S.A. Siddiqui
- A Complete Course in Accounting Volume – I, N.D. Kapoor
- Double-Entry Book-Keeping, R.C. Chawla & C. Juneja
- Introduction to Accountancy, T.S. Grewal

End Semester Examination Pattern:

There will be Four parts; Part A,B,C&D.

Part A contains 10 questions each 2 questions from module 1 to 5, having 1 mark for each question. Students should answer all questions.

Part B contains 10 questions each 2 questions from module 1 to 5, having 2 marks for each question. Students should answer all questions.

Part C Contains 08 questions with three questions from module 2, two questions from module 4 each questions from module 1,3,5, having 5 marks for each question. Students should answer any four questions .

Part D Contains two set of questions, first set contain 08 questions with each 2 questions from module 1,2,4,5, having 10 marks for each question. Students should answer any three questions, second set of question contains 02 questions with one question from module 2 and second question from module 5 having 10 marks for each question, Students should answer both questions.

Reg.No.....

Name.....

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
THIRD SEMESTER BACHELOR OF HOTEL MANAGEMENT AND CATERING
TECHNOLOGY (BHMCT) EXAMINATION

COURSE CODE: HACT203

COURSE NAME: HOTEL ACCOUNTING

Part A contains 10 questions having 1 mark for each question.

Students should answer all questions

1. The uniform system of accounting the activities of a hotel is divided into two main departments. The first is operated or revenue earning departments and _____
2. The hotel principles are followed by _____ entry system
3. Accounting is the process of recording, classifying and _____ of business transactions.
4. Gross profit =?
5. Individuals working in internal audit are called _____
6. A statutory audit is a legally required check of the accuracy of the _____
7. The departmental allocation is divided into _____ method.
8. Direct allocation method is a technique for charging the cost of _____ department.
9. Internal control program _ control environment _ risk assessment _ control activities _____?
10. Effective internal control reduces the _____

Part B contains 10 questions having 2 marks for each question.

Students should answer all questions.

11. Explain cash in hand, cash at bank, bills receivable.
12. What is the content of Balance sheet in uniform system of accounts?
13. Write any three sentences describing internal control weakness.
14. What is accounting equation?
15. Write any two difficulties in implementing the uniform system of accounts.
16. Explain intangible assets.
17. What are the importance of internal control

18. Explain vouching
19. Define departmental accounting
20. Write any two advantages of allocation

Part C contains 08 questions having 5 marks for each question.

Students should answer any four questions.

21. What are the content of income statement
22. What are the difficulties of uniform system of accounting?
23. State the advantages of uniform system of accounts?
24. Difference between internal audit and statutory audit.
25. Define internal audit
26. From the following transactions, pass journal entries.

1. Raju started business with	10000
2. Purchased furniture	2000
3. Purchased goods	6000
4. Sold goods	3000
5. Purchased from Anil	2500
6. Sold to Raja	3000
7. Paid to Somu	7000
8. Recevied from Raja	3550
9. Paid rent	200
10. Recevied commission	100

27. Methods of allocation
28. What are the characteristics of internal control?

Part D contains two set of questions, First set contains 06 questions having 10 marks for each questions. Students should answer any three questions, second set of questions 02 questions having 10 marks for each question. Students should answer both questions.

29. Write the difference between Trial Balance, Balance sheet and Profit and loss account, Balance sheet.
30. Prepare Trading and Profit and loss Account of Sumesh for the year ended 31st March, 2012 from the following particulars.

PARTICULARS	Dr	Cr
Opening stock	8000	
Rent and rates	300	
Trade expenses	600	
Sales return	600	
Sales		82000
Purchases	50000	
Purchases returns		300
Carriage inwards	200	
Discount allowed	40	
Discount received		50
Commission	10	
Salaries	2000	
Legal charges	50	
Audit fee	60	
Bank charges	40	
Interest on investments		260
Repairs	260	
postages	50	
wages	500	

Closing stock is valued at \$ 1000

31. What are the content and format of income statement explain?
32. What is uniform system of hotel accounts and removal of difficulties in implementing the uniform system
33. What are the implementation and review of internal audit
34. What is an audit and types of audit explain?

Answer the questions, each carries 10 marks.

35. What is departmental accounting and explain its advantages.
36. What is Income statement? Explain the reason why income statement is prepared?

FOOD & BEVERAGE MANAGEMENT AND CONTROL-I			
Course code: FBM203		Semester : 3	
Duration :60 hrs		Maximum Marks	
Teaching Scheme		Evaluation Scheme	
Theory : 4 hrs/week		Internal Exam: 15 Marks	
		Assignment/ Quiz/Mini Project: 15 Marks	
Credit : 3		End Semester Exam: 70 Marks	
Sl no	Topic	Hours	End sem exam marks in %
1.	Food Cost Control Introduction to cost control Define cost control Objectives and advantages of cost control Basic costing Food costing	5	10
2.	Food Control Cycle <u>Purchasing control</u> <ul style="list-style-type: none"> • Aims of purchasing policy • Job description of purchase manager/ personnel • Types of food purchase • Quality purchasing • Food quality factors or different commodities • Definition of yield • Test to arrive at Standard Yield • Definition of Standard Purchase Specification • Advantages of standard yield and standard purchase specification • Purchasing procedure • Different methods of food purchasing • Sources of supply • Purchasing by contract • Periodical purchasing • Open market purchasing • Standing order purchasing • Centralised purchasing • Methods of purchasing in hotels • Purchase order forms • Ordering cost • Carrying cost • Economic order quantity • Practical problems 	15	25

3.	Receiving Control <ul style="list-style-type: none"> • Aims of receiving • Job description of receiving clerk/Personnel • Equipment required for receiving • Documents by the supplier(including formats) • Delivery notes • Bills/ Invoices • Credit notes • Statements • Records maintained in the receiving department • Good received book • Daily receiving report • Meat Tags • Receiving procedure • Blind receiving • Assessing the performance of the receiving department • Frauds in the receiving department • Hygiene and cleanliness in the receiving areas 	12	25
4.	Storing & Issuing Control <ul style="list-style-type: none"> • Storing control • Aims of store control • Job description of food store room clerk/personnel • Storing control • Facilities and equipment • Arrangement of food • Location of storage facilities • Security • Stock control • Two types of foods received- direct stores (perishables & non-perishables) • Stock records maintained (Bin cards, Stock record cards, books) • Issuing control • Requisitions • Transfer notes • Perpetual inventory method • Monthly inventory / stock taking 	12	15

	<ul style="list-style-type: none"> • Pricing of commodities • Stock taking and comparison of actual physical inventory Vs. Book value • Stock levels • Practical problems • Hygiene and cleanliness of area 		
5.	Production Control <ul style="list-style-type: none"> • Aims and objectives • Forecasting • Fixing of standards <ul style="list-style-type: none"> ○ Definition of standards (quality and quantity) ○ Standard recipe (definition, objectives and various tests) ○ Standard portion size (Definition, objectives and equipment used ○ Standard portion cost (Objectives and cost cards) • Computation of staff meals 	10	15
6.	Cost Dynamics and Sales Concepts <ul style="list-style-type: none"> • Elements of cost • Classification of costs • Various sales concept • Uses of sales concept 	6	10

References

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

End Semester Examination Pattern:

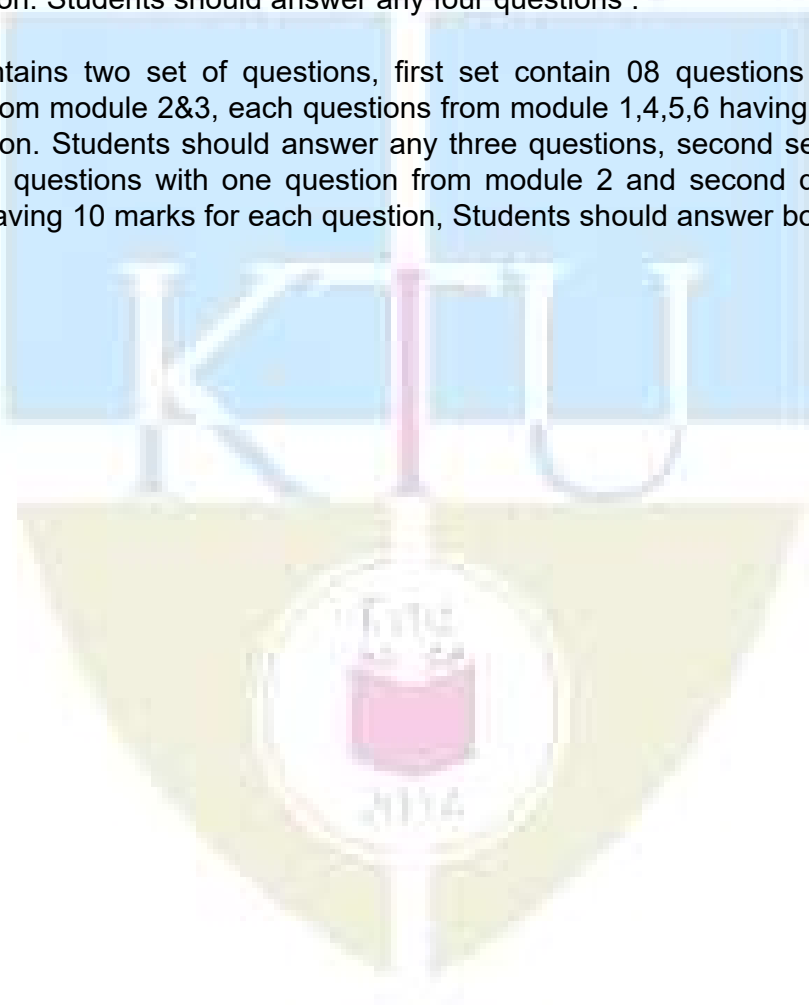
There will be Four parts; Part A,B,C&D.

Part A contains 10 questions each 2 questions from module 1 to 5, having 1 mark for each question. Students should answer all questions.

Part B contains 10 questions each 2 questions from module 1 to 5, having 2 marks for each question. Students should answer all questions.

Part C Contains 08 questions with each two questions from module 2&3, each questions from module 1,4,5,6 each questions from module 1,3,5, having 5 marks for each question. Students should answer any four questions .

Part D Contains two set of questions, first set contain 08 questions with each 2 questions from module 2&3, each questions from module 1,4,5,6 having 10 marks for each question. Students should answer any three questions, second set of question contains 02 questions with one question from module 2 and second question from module 3 having 10 marks for each question, Students should answer both questions.



Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
THIRD SEMESTER BACHELOR OF HOTEL MANAGEMENT &
CATERING TECHNOLOGY (BHMCT) EXAMINATION

Course Code: FBM203

Course Name: FOOD & BEVERAGE MANAGEMENT AND CONTROL-I

Max. Marks: 100

Duration: 3 Hours

PART A

Answer all questions, each carries 1 marks.

- 1 Cost control is the practice of identifying and reducing business expenses to increase _____ . (1)
- 2 The document which records the transfer of items between the departments is - _____ . (1)
- 3 _____ is a technique of predicting the volume of sales of the establishment for a specific future period. (1)
- 4 _____ is the net weight or value of a food item after it has been processed from raw or as purchased. (1)
- 5 _____ is the primary advantage of standard portion sizes. (1)
- 6 _____ note is issued when an invoice amount is overstated. (1)
- 7 _____ is concise descriptions of quality, size, weight or count factors desired for a particular item. (1)
- 8 _____ are summaries of all invoice and credit notes sent to the purchaser during the previous accounting period. (1)
- 9 _____ tags put on the butchery items mentioning all details of cuts, weights, price etc. (1)
- 10 _____ are costs which vary in proportion to the volume of sales. (1)

PART B

Answer all questions, each carries 2 marks.

- 11 Write down any four Equipments required for receiving. (2)
- 12 What you mean by Ordering cost. (2)
- 13 what is Standard purchase specification. (2)
- 14 What is blind receiving. (2)
- 15 What are the primary objectives of receiving control. (2)
- 16 Define the term 'perpetual inventory'. (2)
- 17 What is Statements. (2)
- 18 What is Initial forecasting. (2)
- 19 Define the term "cost control". (2)
- 20 List down any four non perishable food items. (2)

PART C

Answer any four questions, each carries 5 marks.

- 21 Write down the job description of a purchase manager. (05)
- 22 Explain quality purchase. (05)
- 23 Draw the format of delivery note. (05)
- 24 Explain Issuing control. (05)
- 25 List down Objectives and advantages of cost control. (05)
- 26 What is Standard Recipe? Explain its importance. (05)
- 27. Explain elements of cost. (05)
- 28 Write down the aims and objectives of store control. (05)

Part D

Answer any three questions, each carries 10 marks.

- 29 Explain methods of controlling food cost (10)
- 30 What you mean by yield? Mention its advantages. (10)
- 31 Explain documents given by the supplier in receiving control (10)
- 32 What are the different forms of frauds in receiving department. (10)
- 33 Explain the standard receiving procedure in a hotel. (10)
- 34 What are the factors you consider while choosing a location for store. (10)

Answer the questions, each carries 10 marks.

- 35 Explain different methods of food purchase. (10)
- 36 Explain records maintained in the receiving department. (10)



Question Paper pattern (Theory courses)

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

*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.



Sr No	Course Code	Course Name	Teaching Scheme (Hours)		Evaluation Scheme (Marks)				Credit	Exam slot
			L	P	Internal		ESE	Total		
					CA	IE				
YEAR 2								SEMESTER 4		
Theory										
1	FPT204	Food Production Operations-II	4		15	15	70	100	4	A
2	FBST204	Food & Beverage Service Operations-II	2		15	15	70	100	2	B
3	ACOT204	Accommodation Operations-III	2		15	15	70	100	2	C
4	FROT204	Front Office Operations-III	2		15	15	70	100	2	D
5	PMOB204	Principles of Management & Organizational Behavior	3		15	15	70	100	3	E
6	FBM204	Food & Beverage Management and Control-II	3		15	15	70	100	3	F
Practical / Project										
1	FPP204	Food Production Practice -IV		4	15	15	70	100	2	S
2	BACO204	Bakery & Confectionery Practice -II		4	15	15	70	100	2	T
3	FBSP204	Food & Beverage Service Practice-IV		4	15	15	70	100	2	U
4	ACOP204	Accommodation Operations Practice -IV		4	15	15	70	100	2	V
5	FROP204	Front Office Operations Practice -IV		4	15	15	70	100	2	W
	TOTAL(36 Hrs)		16	20				1100	26	

FOOD PRODUCTION OPERATIONS – II			
Course code: FPT 204		Semester : 4	
Duration : 60 Hrs		Maximum Marks :100 Marks	
Teaching Scheme Theory : 4 Hrs/Week Credit : 4		Evaluation Scheme Internal Exam: 15Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
SI no	Topic	Hours	End sem exam marks in %
	QUANTITY FOOD PRODUCTION		
1.	Equipment Equipment required for mass/volume feeding, heat and cold generating equipment, care and maintenance of this equipment, modern developments in equipment manufacture	8	10
2.	Menu Planning Basic principles of menu planning – recapitulation (s2), points to consider in menu planning for various volume feeding outlets such as industrial, institutional, mobile catering units, planning menus for: school/college students, industrial workers, hospitals, outdoor parties, theme dinners, transport facilities, cruise lines, airlines, railway. Nutritional factors for the above	12	15
3.	Indenting Principles of indenting for volume feeding, portion sizes of various items for different types of volume feeding, modifying recipes for indenting for large scale catering, practical difficulties while indenting for volume feeding	6	10
4.	Planning Principles of planning for quantity food production with regard to: space allocation, equipment selection & staffing	6	10

5.	VOLUME FEEDING • Institutional and industrial catering Types of institutional & industrial catering, problems associated with this type of catering, scope for development and growth • Hospital catering Highlights of hospital catering for patients, staff, visitors, diet menus and nutritional requirements • Off premises catering Reasons for growth and development, menu planning and theme parties, concept of a central production unit, problems associated with off-premises catering • Mobile catering Characteristics of rail, airline (flight kitchens and sea catering), branches of mobile catering • Quantity purchase & storage Introduction to purchasing, purchasing system, purchase specifications, purchasing techniques, storage	12	5
			5
			5
			10
BAKERY AND CONFECTIONERY			
6.	Chocolate and Sugar Confectionery, Liqueur Chocolate, toffees and boiled sweets, fudges, pulled sugar, blown sugar, pastilles .	8	10
7.	<ul style="list-style-type: none"> Hot sweets-Charlottes, fritters, pancakes, puddings, dumplings.. Cold sweets-Bavarois, mousse, fruit dessert – Savoury goods- basic preparation Toppings and fillings. 	8	15

References

- The Larder Chef, M.J.Leto & W.H.K.Bode
- Garnishes, Lyn Rutherford
- Modern Cookery (Vol-I) For Teaching & Trade Philip E.Thangam
- Professional Baking, Wayne Glasslen
- A Taste of India, Madhur Jaffrey
- Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins
- Prashad , Cooking with Masters, Jiggs Kalra
- Zaika, Sonya Atal Sapru, Harper Collins
- Punjabi Cuisine, Premjit Gill
- Hyderabad Cuisine, Pratibha Karan, Harper Collins

FOOD PRODUCTION PRACTICE – IV			
Course code: FPP204		Semester :4	
Duration : 60 Hrs		Maximum Marks :100 Marks	
Teaching Scheme		Evaluation Scheme	
Theory : 4 Hrs/week		Internal Exam: 15 marks	
		Assignment/ Quiz/Mini Project: 15 marks	
Credit : 2		End Semester Exam: 70 marks	
Sl no	Topic	Hours	End sem exam marks in %
	BASIC INDIAN MENU QTK		
1.	MENU-1 I. CHAPATHI II. KERALA FRIED CHICKEN III. NEICHORU IV. KANAVA THORAN V. SEMIYA PAYASAM	6	
2.	MENU-2 I. PKULKA II. BAGARABAINGAN III. HYDERABADI MUTTON BIRYANI IV. HYDERABA DIKHATTI DAL V. BESAN LADOO	6	
3.	MENU-3 I. ONION CUCUMBER SALAD II. ALOO PARATHA III. PANNER BUTTER MASALA IV. KASMIRIPULAO V. PURANPOLI OR NEIPOLI	6	
4.	MENU-4 I. POTATO BUTTER MASALA II. TANDOORI NAN III. VEGETABLE BIRYANI IV. BEEF CASHEW CUURY V. BALUSHAI	6	
5.	MENU-5 I. MULIGATWANY SOUP II. TOMATO RICE III. POTATO PODIMASH IV. CHICKEN CHETTINADU V. RAVA KESARI	6	
6.	MENU-6 I.PICKLED VEGITABLES II.BOONDI RAITHA III.COCONUT RICE		

	IV.TAMARIND FISHCURRY V.BOONDI LADOO	6	
7.	MENU-7 I. TANDOORI ROTI II. RAJMA MASALA III. PEAS PULAO IV. GOAN FISH CURRY V.GULAB JAMUN	6	
8.	MENU-8 I. SHEERMAAL ROTI II. BINDI MASALA III. VEG POLAO V. PRAWN MASALA VI.RAVA LADOO	6	
9.	MENU-9 I.DAL SHORBA II. VEGETABLE JALFRIZY III. PANEERPULAO IV. VEGETABLE KOFTA V. RASAGULLA	6	
10.	MENU-10 BINDI DRY FRY CURD RICE CUCUMBER SALAD MUSHROOM BUTER MASALA RASAMALAI	6	

BAKERY & CONFECTIONERY PRACTICE-II			
Course code: BACO204		Semester :4	
Duration : 60 Hrs		Maximum Marks : Marks	
Teaching Scheme Practical: 4 Hrs/Week Credit : 2		Evaluation Scheme Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
Sl no	TOPIC BAKERY AND CONFECTIONERY	Hours	End sem exam marks in %
1	CHOCLATE SPONGE CAKE AND MUFFINS	8	
2	CARROT CAKE	7	
3	BUTTER CREAM CAKE ICING (DIFFERENT FLAVOURS)	8	
4	WHIPPED CREAM ICING	7	
5	FONDANT ICING AND CHOCLATE ICING	8	
6	CROISSANTS AND Pommes dauphine (CHOUX PASTRY)	7	
7	BLACK FOREST CAKE	8	
8	RED VELVET CAKE	7	

FOOD & BEVERAGE SERVICE OPERATIONS-II			
Course code: FBST204		Semester : 4	
Duration : 30 Hrs		Maximum Marks :100 Marks	
Teaching Scheme Theory : 2 Hrs/Week Credit : 2		Evaluation Scheme Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
Sl no	Topic	Hours	End sem exam marks in %
1.	SPIRITS <ul style="list-style-type: none"> • Introduction & Definition • Production of Spirit · Pot-still method • Patent still method • Production of : Whisky / Rum / Gin / Brandy / Vodka • Other alcoholic beverages: Absinthe / Ouzo/ / Aquavit / Silvovitz / Arrack / Fenni / Grappa / Calvados / Cider / Tequilla / Sake / Perry 	12	40
2.	LIQUEURS <ul style="list-style-type: none"> • Definition & History • Production of Liqueurs • Name and country of origin & flavor • Service 	8	25
3.	COCKTAILS & MIXED DRINKS <ul style="list-style-type: none"> • Definition and History • Classification • Preparation and Service of Popular Cocktails 	4	15
4.	BAR OPERATIONS <ul style="list-style-type: none"> • Types of Bar : Cocktail / Dispense • Area of Bar: Front Bar / Back Bar / Under Bar (Speed Rack, Garnish Container, Ice well etc.) <ul style="list-style-type: none"> • Bar Staffing • Opening and closing duties 	6	20

References

- Food & Beverage Service Training Manual-Sudhir Andrews
- Food & Beverage Service –Lillicrap & Cousins
- Modern Restaurant Service –John Fuller
- Food & Beverage Service Management-Brian Varghese
- Introduction F& B Service-Brown, Heppner & Deegan
- Professional Food & Beverage Service Management –Brian Varghese
- The World Of Wines, Spirits & Beers-H.Berberoglu
- Beverage Book –Andrew, Dunkin & Cousins

- Professional Guide to Alcoholic Beverages—Lipinski
- Alcoholic Beverages –Lipinski & Lipinski
- Food Service Operations – Peter Jones & Cassel
- Master Dictionary of Food & Wine-Joyce Rubash
- New york Bartenders Guide- BD &L
- Mr. Boston's Bartender & Party Guide –Warner
- Menu planning –John Kivela
- The Restaurant (From Concept to Operation)-Lipinski
- Professional Food Service- Sergio Andrioli & Peter Douglas
- Bar & Beverage Book – Costas Katsigris, Mary Porter, Thomas •
- Profitable Menu Planning- John Drysale



FOOD & BEVERAGE SERVICE PRACTICE-IV			
Course code: FBSP204		Semester :4	
Duration : 60 Hrs		Maximum Marks:100 Marks	
Teaching Scheme Practical : 4 Hrs/Week Credit : 2		Evaluation Scheme Internal Exam: 15 MARKS Assignment/ Quiz/Mini Project: 15 MARKS End Semester Exam: 70 MARKS	
Sl no	Topic	Hours	End sem exam marks in %
1	• Service of Spirits (Whisky, Vodka, Rum, Gin, Brandy & Tequila)	30	
2.	• Service of Liqueurs	10	
3.	• Preparation of Cocktails	20	

ACCOMMODATION OPERATIONS-III			
Course code: ACOT204		Semester : 4	
Duration : 30 Hrs		Maximum Marks :	
Teaching Scheme Theory : 2 Hrs/Week Credit : 2		Evaluation Scheme Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
S.No	Topic	Hours	End sem. Exam marks
01	Housekeeping in Institutions and facilities other than hotels	6	30
02	Contract Services <ul style="list-style-type: none"> • Types of contract services • Guidelines for hiring contract services • Advantages and disadvantages of contract services 	6	20
03	Energy and Water conservation in Housekeeping operations	12	30
04	First Aid	6	20

References

- Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
- The Professional Housekeeper, Tucker Schneider, VNR
- Professional Management of Housekeeping Operations, Martin Jones, Wiley
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox,
- ELBS
- Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson
- Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

ACCOMMODATION OPERATIONS PRACTICE-IV

Course code: ACOP204		Semester :4	
Duration : 60 Hrs		Maximum Marks	
Teaching Scheme Practical : 4 Hrs/Week Credit : 2		Evaluation Scheme Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70Marks	
Sl no	Topic	Hours	End sem exam marks in %
1	First Aid		



FRONT OFFICE OPERATIONS-III			
Course code: FROT204		Semester : 4	
Duration : 30 hrs		Maximum Marks	
Teaching Scheme Theory : 2 hours Credit : 2		Evaluation Scheme Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 marks End Semester Exam: 70 Marks	
Sl no	Topic	Hours	End sem exam marks in %
1.	GUEST COMPLAINT HANDLING A. Process B. Thumb rule C. Common complaints and their types D. Role of emotions in situation handling	6	30
2.	Computer Applications in Front Office department Property management System PMS Application in Front Office Reservations module Front Desk Module Rooms Module Cashier Module Night Audit Module	6	20
3.	Front Office and Guest Safety and Security Importance of security systems Safe deposit Key control Emergency situations	12	30
4.	Managing Human Resources in Front Office Importance of Human resource in the Hospitality Industry Basic Human Resource Activities Job Analysis Recruitment, Selection, Orientation ,Training	6	20

References

- Front office operations by Colin Dix & Chirs Baird
- Hotel from office management by James Bardi
- Managing front office operations by Kasavana & Brooks
- Front office training manual by Sudhir Andrews
- Managerial accounting and hospitality accounting by Raymond S Schmidgall
- Managing computers in hospitality industry by Michael Kasavana and Cahell
- Principles of Hotel Front Office Operations , Sue Baker& Jeremy Huyton,
- Continuum

- Front Office Procedures, social Skills and Management, Peter Abott & Sue
- Lewry, Butterworth Heinemann
- Front Office Operations & management- Jatashankar Tewari



FRONT OFFICE OPERATIONS PRACTICE-IV

Course code: FROP204		Semester :4	
Duration : 60 hrs		Maximum Marks	
Teaching Scheme Practical : 4 hours Credit : 2		Evaluation Scheme Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
Sl no	Topic	Hours	End sem exam marks in %
1.	Complaint handling role play	24	
2.	Front office emergency procedures	36	

PRINCIPLES OF MANAGEMENT & ORGANIZATIONAL BEHAVIOUR			
Course code: PMOB204		Semester : 4	
Duration : 45 hours		Maximum Marks	
Teaching Scheme Theory : 3 hours Credit : 3		Evaluation Scheme Internal Exam: 15 Marks Assignment/ Quiz/Mini Project: 15 Marks End Semester Exam: 70 Marks	
Sl no	Topic	Hours	End sem exam marks in %
1.	<ul style="list-style-type: none"> • Definition, Why management is important A typical day in the life of a Manager at Hotel Universe • Orientation to management thought process 	6	15
2.	<ul style="list-style-type: none"> • Evolution - Development -School of Management, Management defined Role of Manager • Professional Manager and his tasks • Managerial skills -Roles - Levels 	6	15
3.	<ul style="list-style-type: none"> • Managerial Ethics and Organization Culture • Management Processes 44 Planning • Illustrative Case Study • Planning and Management Process • Mission - Objectives - goals • Urgent and Important Paradigms 	12	20
4.	<ul style="list-style-type: none"> • Planning process in detail • Types and Levels of Plans • Why Plans Fail • Problems solving and Decision making • Time Management Organising • Organising and Organization Structure • Organization chart • Principles of organisation • Scalar Principle • Departmentation 	12	25
5.	<ul style="list-style-type: none"> • Unity and Command • Centralization and Decentralization • Authority and Responsibility • Delegation Leading and Motivation • Creating a committed work force 	9	25

References

- Organisational Behaviour & principles & practice of Management- Pardeshi P C , Nirali Publishers
- Human Relations & Organisational behaviour: Global Perspective

FOOD & BEVERAGE MANAGEMENT AND CONTROL-II			
Course code: FBM204		Semester : 4	
Duration : 45 hours		Maximum Marks: 100	
Teaching Scheme		Evaluation Scheme	
Theory : 3 hours		Internal Exam: 15 marks	
		Assignment/ Quiz/Mini Project: 15 Marks	
Credit : 3		End Semester Exam: 70 Marks	
Sl no	Topic	Hours	End sem exam marks in %
1.	Sales Control <ul style="list-style-type: none"> • Sales- ways of expressing selling, calculating selling price, factors to be considered while fixing selling price. • Matching costs with sales • Billing procedure—cash and credit sales • Cashier's sales summary sheet 	9	15
2.	Inventory Control <ul style="list-style-type: none"> • Importance • Objectives • Method • Levels and technique • Perpetual Inventory • Monthly Inventory • Pricing of commodities • Comparison of physical and perpetual inventory 	15	30
3.	Beverage Control <ul style="list-style-type: none"> • Purchasing & Receiving • Storing & Issuing • Production control • Standard recipe & Standard portion size • Bar frauds • Books maintained • Beverage control 	9	30
4.	Cash Control <ul style="list-style-type: none"> • Procedure of cash control • Machine system • ECR • NCR 	12	25

	<ul style="list-style-type: none"> • Preset machines • POS • Reports • Thefts • Cash handling 		
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References

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

Question Paper pattern (Theory courses)

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

*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.