

**Subject : Food Production Principles - I**

**Subject Code : 150101**

**Subject Credits : 02 (Th) 04 (Pr)**

**Semester : I**

**Hours per week : 02 (Th) 08 (Pr)**

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

**Course outcomes:**

C1 Introduction to the art of cookery and the basic cooking techniques.

C2 Knowledge of food & kitchen safety practices.

C 3 Identify and apply various cooking methods and technique

C 4 Classify kitchen brigade and equipment used

		Hours	Marks
<b>Chapter – 1</b>	<b>Introduction to cookery</b>	<b>04</b>	<b>05</b>
1.1	Origin of Modern Cookery practices		
1.2	Factors influencing eating habits,		
1.3	Attitudes and behavior in Kitchen		
1.4	Personal Hygiene & food Safety		
1.5	Aims & objective of cooking		
<b>Chapter – 2</b>	<b>Safety practices &amp; procedures</b>	<b>04</b>	<b>05</b>
2.1	Kitchen Accidents, types (cuts, burn, scald & Falls) – Meaning, types and preventive measures for each type of accident		
2.2	Preventive measures for each type of accident.		
2.3	First aid- meaning, importance, and basic rules		
2.4	Fire Prevention - Types, types of Extinguishers, Precautions		
<b>Chapter – 3</b>	<b>Methods of Cooking</b>	<b>10</b>	<b>15</b>
3.1	<b>Heat Transfer Principles</b> – Conduction, Convention, Radiation		
3.2	<b>Moist methods of cooking</b>		

3.2.1	Steaming		
3.2.1	Braising		
3.2.3	Poaching		
3.2.4	Boiling – Blanching, Simmering, Parboiling		
3.3	<b>Dry methods of cooking</b>		
3.3.1	Baking		
3.3.2	Roasting – Oven, Split, Pot, Tandoor, Barbecue		
3.3.3	Grilling/Broiling		
3.4	<b>Frying</b>		
3.4.1	Types of frying medium		
3.4.2	Sautéing		
3.4.3	Shallow frying		
3.4.4	Deep Frying		
3.4.5	Pressure Frying		
<b>Chapter- 4</b>	<b>Equipments and Fuel used in Kitchen</b>	<b>04</b>	<b>05</b>
4.1	Classification of Kitchen Equipments – by size or mode of use		
4.2	Selection criteria for Kitchen Equipments		
4.3	Properties, Advantages &dis-advantages of various materials used in tools &equipment.		
4.4	Fuel - Classification,Types, Advantages &Disadvantages		
<b>Chapter –5</b>	<b>Kitchen Organization Structure</b>	<b>04</b>	<b>05</b>
5.1	Classical kitchen Brigade for 5 star & 3 star hotel		
5.2	Duties & responsibilities of various Chefs		
5.3	Liaison of Kitchen with other department		
5.4	Kitchen stewarding – Importance, Hierarchy		
<b>Chapter – 6</b>	<b>Convenience Foods</b>	<b>04</b>	<b>05</b>
6.1	Definition and Characteristics		
6.2	Processing methods		
6.3	Advantages & Disadvantages		
	<b>Total</b>	<b>30</b>	<b>40</b>

### Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Hindi equivalents of major food commodities
2. Chart of presentation of cooking technique
3. Chart of presentation on kitchen brigade.
4. Chart related to food and kitchen safety.

### Practicals:

1. Minimum *24 Individual Practicals* to be conducted during the semester.
2. The practical should comprise of the following:
  - Introduction to various kitchen equipments, tools and their usage. Safety precaution to be taken while handling equipment. Hygiene & Safety practices to be observed in kitchen, introduction to various commodities. – 1 Practical
  - Demonstration of Food pre-preparation and cooking methods – 1 Practical  
**Preparation Methods** –Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing, (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marinating (meat, fish, chicken), Sprouting (pulses & legumes), Blanching, Filleting of fish, Deboning & jointing poultry  
**Methods of Mixing** – Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring
  - Indian Breakfast/Snack item. – 2 Practicals
  - Continental menu-10 practical consisting of appetizer/soup, main course with starch and vegetables and dessert
  - Basic Indian menu consisting of a Meat, Vegetable, Rice, Dal/Raita, Bread and Sweet Preparation. – 10 practicals

### Practical Examination: (Internal & External)

Exams to be conducted on Indian menus consisting of a Meat, Vegetable, Rice, Dal/Raita, Bread and Sweet Preparation

### Reference Books

1. Practical Cookery- Victor Ceserani& Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani& Ronald Kinton, ELBS
3. Theory of Cookery- Mr. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I- Ms. Thangam Philip, Orient Longman.
5. The Professional Chef (4th Edition)- Le Rol A. Polsom

6. Success in Principles of Catering - Michael Colleer & Colin Saussams

7. Prashad – Indersingh Kalra and Pradeep Das Gupta

**Subject** : Principles of Food & Beverage Service - I  
**Subject Code** : 150102  
**Subject Credits** : 02 (Th) 02 (Pr)  
**Semester** : I  
**Hours per week** : 02 (Th) 04 (Pr)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

Chapter No	Topic	Hours	Marks
<b>Chapter 1</b>	<b>Food &amp; Beverage Service Industry</b>	<b>6</b>	<b>8</b>
1.1	Introduction to Food & Beverage Industry		
1.2	Classification of Catering Establishments (Commercial & Non-Commercial)		
1.3	Introduction to F & B outlets – Restaurants, Bars, Cafes, Cafeteria, Coffee Shops, Drive in, Drive through, Fast Food, Food courts, Kiosk, Snack Bars, Banquets, Business Center, Discotheques, Executive Lounges, Night Clubs, Pubs, Room Service		
1.4	Auxiliary areas – Still Room/Pantry, Silver/Plate room, Hotplate, Wash up/Kitchen Stewarding, Dispense bar, Linen Stores		
<b>Chapter 2</b>	<b>Food &amp; Beverage Service Equipments – Types and Usage</b>	<b>5</b>	<b>8</b>
2.1	Furniture – tables, chairs, sideboards		
2.2	Chinaware – sizes and capacity		
2.3	Stainless steel and Silverware – cutlery, flatware, service equipments		
2.4	Glassware- capacity & usage		
2.5	Disposables – types, advantage & disadvantage		
2.6	Linen – types & sizes		
2.7	Special equipments		
2.8	Silver cleaning methods – Burnishing, Plate powder, Silver dip, Polivit		

<b>Chapter 3</b>	<b>Food &amp; Beverage Service Personnel</b>	<b>5</b>	<b>6</b>
3.1	Food & Beverage Service Organization Structure – 5 star hotel, Standalone Restaurants, Quick Service Restaurants		
3.2	Job Descriptions, Job Specifications and Competencies		
3.3	Attributes (Qualities) of Food & Beverage personnel/Staff		
3.4	Etiquettes & mannerisms		
3.5	Inter-departmental relationship with – Front Office, Housekeeping, Kitchen, Kitchen Stewarding, Engineering, Security, Human Resources, Stores		
<b>Chapter 4</b>	<b>Types of Food &amp; Beverage Service</b>	<b>8</b>	<b>10</b>
4.1	Table Service – Service to customers at a laid cover(a.English/Silver b.American/Plate c.French/Butler d. Russian e.Gueridon)		
4.2	Assisted Service: Combination of Table service and Self-service– (Carvery, Buffet)		
4.3	Self Service: Self service of customers – (Cafeteria, Supermarket)		
4.4	Single Point Service – Service of customers at single point– (Takeaway, Drive-thru, Fast Food, Vending, Kiosks, Food Court, Bar)		
4.5	Specialised (or in situ) Service – Service to customers in areas not primarily designed for service(Tray, Trolley, Home delivery, Lounge, Room Service/IRD, and Drive-in)		
<b>Chapter 5</b>	<b>Types of Meals</b>	<b>6</b>	<b>8</b>
5.1	Breakfast – Introduction, Types – English, American, Continental, Indian Menu and Service procedure		
5.2	Brunch – Introduction and Menu		
5.3	Lunch – Introduction and Menu		
5.4	High Tea – Introduction and Menu		
5.5	Dinner – Introduction and Menu		
5.6	Supper – Introduction and Menu		
	<b>Total</b>	<b>30</b>	<b>40</b>

**Note: Glossary of Terms**

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

### **Assignments:**

A minimum of **2 assignments** based on the following topics to be given to individual or group of students and the marks to be considered in internal assessment.

1. Examples of F& B outlets available in the Locality with a small brief.
2. Draw and write the sizes / capacities and uses of various food and beverage equipments used in f & b service department – in the form of charts
3. Prepare any one chart / PPT from the following:
  - a. Organizational hierarchy of Food & Beverage Service personnel for 5 star hotel and QSR
  - b. Job descriptions of any five personnel in the hierarchy
  - c. Attributes and attitudes of Food & Beverage Service personnel
4. Charts or Presentation on Types of Service.
5. Prepare charts for different breakfast menus

### **Practicals:**

1. Food and Beverage Service Attributes, etiquettes and hygiene practices
2. Identification of equipment – Crockery, Cutlery,
3. Identification of equipments – Serviceware, glassware and miscellaneous
4. Mise-en-place and Mise-en-scene, Organization of Sideboard
5. Tablecloth - Laying and relaying
6. Laying of Cover – A la carte & Table d'hôte
7. Napkin Folds (Minimum 10 folds)
8. Service of Water
9. Technical Skills – Carrying Salver, Carrying plates, glasses and other equipment, Handling of service gear
10. Technical Skills – Clearance, crumbing down and presentation of bill
11. Continental Breakfast – Menu planning, setup, Service, American Breakfast – Menu planning, setup, Service
12. English breakfast – Menu planning, setup, Service, Indian Breakfast – Menu planning, setup, Service.

### **REFERENCE BOOKS:**

1. Food & Beverage Service – Dennis Lillicrap and John Cousins
2. Food & Beverage Service – R. Sinagaravelavan
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill
4. Modern Restaurant Service – John Fuller
5. The Restaurant (from Concept to Operation) – Lipinski
6. Bar and Beverage Book–Chris Katsigris, Chris Thomas
7. Textbook of Food & Beverage Service – Anita Sharma, S. N. Bagchi
8. Textbook of Food & Beverage Service – Bobby George

**Subject : Housekeeping Operations I**

**Subject Code : 150103**

**Subject Credits : 02 (Th) 02 (Pr)**

**Semester : I**

**Hours per week : 02 (Th) 04 (Pr)**

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

**Course outcomes:**

C1- Understand and obtain basic knowledge of housekeeping department.

C2- Analyze job profiles of housekeeping personnel's

C3- Identify Cleaning agents and equipments and usage of the same

C4- identifies types of guest rooms and facilities provided.

C5- To describe the role of Control desk and coordination with other departments.

		Hours	Marks
<b>Chapter – 1</b>	<b>Introduction to Housekeeping Department</b>		
1.1	Role of Housekeeping department in Hotels	6	6
1.2	Functions of Housekeeping department		
1.3	Coordination with other departments <ul style="list-style-type: none"><li>• Food Production</li><li>• F&amp;B Service</li><li>• Human Resources</li><li>• Accounts</li><li>• Marketing</li><li>• Maintenance</li><li>• Security</li></ul>		
1.4	Areas of Housekeeping <ul style="list-style-type: none"><li>• Back of the House</li><li>• Front of the House</li></ul>		
<b>Chapter – 2</b>	<b>Layout of Housekeeping department</b>	4	6
2.1	Sections of the Housekeeping department		



2.2	Functions of areas		
<b>Chapter – 3</b>	<b>Organization of Housekeeping Department</b>	<b>4</b>	<b>8</b>
3.1	Hierarchy of <ul style="list-style-type: none"> <li>• Small size hotel</li> <li>• Medium size hotels</li> <li>• Large Hotels</li> </ul>		
3.2	Attributes of Housekeeping Staff		
3.3	Job Description and specifications of <ul style="list-style-type: none"> <li>• Executive Housekeeper</li> <li>• Floor Supervisor</li> <li>• Public Area Supervisor</li> <li>• Linen Room Supervisor</li> <li>• GRA- Guest room attendant</li> </ul>		
<b>Chapter –4</b>	<b>Guest Rooms</b>	<b>4</b>	<b>4</b>
4.1	Types		
4.2	Supplies , amenities and facilities provided for <ul style="list-style-type: none"> <li>• Standard room</li> <li>• VIP rooms</li> </ul>		
<b>Chapter –5</b>	<b>Cleaning of areas</b>	<b>6</b>	<b>8</b>
5.1	Principles of Cleaning &Types of cleaning <ul style="list-style-type: none"> <li>• Daily</li> <li>• Weekly</li> <li>• Spring/ Deep</li> </ul>		
5.2	Classifications of Cleaning agents, use and care. Selection Criteria.		
5.3	Classifications of Equipments, use and care. Selection criteria		
<b>Chapter – 6</b>	<b>Keys</b>	<b>3</b>	<b>4</b>
6.1	Types.		
6.2	Key issuing and handling process		
6.3	Loss of keys		
<b>Chapter –7</b>	<b>Control desk</b>	<b>3</b>	<b>4</b>
7.1	Importance and Functions of Control desk		
7.2	Role of Control Desk Supervisor		
	<b>Total</b>	<b>30</b>	<b>40</b>

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

### **Recommended Assignments:**

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Collecting Brands and information of various cleaning agents from Market.
2. Collecting information of Cleaning equipments (Brands, prices etc )
3. Preparing or procuring samples of guest supplies and amenities.

### **Recommended Practicals**

Minimum of 12 practicals to be conducted in the semester

- 1) Introduction to Housekeeping Department
- 2) Orientation of Guest Room
- 3) Introduction to Guest Room supplies & placement
- 4) Introduction to Cleaning Agents
- 5) Introduction to Cleaning Equipments.
- 6) Cleaning of Allotted Areas
- 7) Glass Cleaning
- 8) Polishing of Articles
  - Brass
  - Silver
  - Laminated Surfaces
  - Steel/ Metal
  - Copper
  - EPNS
- 9) Bed making
- 10) Turndown Service
- 11) Manual and Mechanical Cleaning (Vacuum cleaning)
- 12) Floor Cleaning.

### **Reference Books**

1. Hotel housekeeping Training Manual- Sudhir Andrew, Mc. Graw Publishing House
2. Hotel Housekeeping operation- G Raghubalan and SmirteeRaghubalan, Oxford publishing House
3. Hotel Housekeeping – Malini Singh, McGraw publishing house
4. Professional Housekeeper – Gerogina Tucker.

**Subject : Front Office Operations - I**

**Subject Code : 150104**

**Subject Credits : 02 (Th) 02 (Pr)**

**Semester : I**

**Hours per week : 02 (Th) 04 (Pr)**

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	<b>30</b>	30	40	<b>70</b>	<b>100</b>

**Course outcomes:**

- C1 Introduction to the basics of Front office.
- C2 Understand role of front office in Hotel Industry.
- C3 Knowledge of different departments in Front Office.
- C4 Importance of coordination with other department for smooth operations.
- C5 Brief Introduction to the Hospitality Industry

		Hours	Marks
<b>Chapter – 1</b>	<b>Introduction to Hospitality and Hotel Industry</b>	<b>3</b>	<b>4</b>
1.1	Hospitality and its origin		
1.2	Hotels, their evolution and growth		
1.3	Brief introduction to hotel core areas with special reference to Front Office		
<b>Chapter – 2</b>	<b>Classification of hotels and their organization chart</b>	<b>5</b>	<b>6</b>
2.1	Classification of hotels based on Size, Star, Location & clientele, Ownership basis, Independent hotels, Management contracted hotel, Chains, Franchise/Affiliated, Supplementary accommodation, Time shares and condominium		
2.2	Organizational Chart of hotels (Large, Medium, Small)		
<b>Chapter – 3</b>	<b>The Front Office Department</b>	<b>6</b>	<b>8</b>
3.1	Sections and layout of the Front Office Department		
3.2	Organizational chart of front office department (small		

	,medium and large hotels)		
3.3	Duties and responsibilities of Front Office staff (Front Office Manager, Reservation Assistant, Receptionist, GRE, Information Assistant, Cashier, Telephone operator, Door attendant)		
3.4	Personality traits of Front Office personnel		
3.5	Coordination of front office with other departments of the hotel		
3.6	Equipment used (Manual and Automated)		
<b>Chapter –4</b>	<b>Room Types &amp; Tariffs</b>	<b>2</b>	<b>6</b>
4.1	Types of rooms		
4.2	Various Food or Meal plans		
4.3	Types of room rates (Rack, FIT, crew, group, corporate, weekend )		
<b>Chapter –5</b>	<b>Role of Front Office in Hotel Operations</b>	<b>6</b>	<b>8</b>
5.1	Key control and key handling procedure		
5.2	Mail and message handling		
5.3	Paging and luggage handling		
5.4	Rules of the house (for Guest and Staff)		
5.5	Black List		
5.6	Bell desk and Concierge (functions, duties and responsibilities, luggage handling and records)		
<b>Chapter – 6</b>	<b>Reservations</b>	<b>8</b>	<b>8</b>
6.1	Importance of guest cycle (Various stages, sections, staff in contact during each stage)		
6.2	Modes and sources of reservation		
	Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats)		
6.3	Computerized system (CRS, Instant reservations)		
6.4	Types of reservation (guaranteed, confirmed, groups, FIT)		
6.5	Procedure for amendments, cancellation and overbooking.		
	<b>Total</b>	<b>30</b>	<b>40</b>

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

### **Recommended Assignments:**

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Country, Capital and Currencies and Indian States and their Capitals.
2. Procuring and presenting of information regarding National and International chain of hotels.
3. Duties and Responsibilities of Front Office Staff in chart form.
4. Information on Popular cities (Location, shopping facilities, restaurants, places of interest historical monuments)

### **Recommended Practicals**

Minimum of 12 practicals to be conducted in the semester

1. Telephone Etiquettes
2. Telephone handling.
3. Key control Procedures and handling room keys(issuing, receiving, missing keys, computerized keycards)
4. Handling guest enquiries.
5. Handling guest messages and mails.
6. Handling Paging for guests
7. Handling guests who are blacklisted
8. Bell Desk activities such as preparing Errand card, luggage tag, Bell desk register, newspaper distribution record
9. Handling guest luggage
10. Taking down reservation request for FIT, Corporate guest, Group / Crew.
11. Use of Convention chart and density chart to process the reservation
12. Amendments and Cancellation of Reservations
13. Front Desk grooming and essentials such as body language and speech modulations (Videos and Presentations)
14. Handling guest common queries about information of the property (Travel Desk, recreational areas)

### **Practical Examination:**

(Internal & External) Practical Exam needs to be conducted on the above listed practical along with standards of grooming, task, performance & Viva.

### **Reference Books:**

1. Hotel front Office Training Manual. (Sudhir Andrews)
2. Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J. Huyton)
3. Hotel Front Office Operations and Management (Jatashankar R. Tewari)
4. Managing Front Office Operations (Michael Kasavana)

**Subject : Communication Skills (English) -I**  
**Subject Code : 150105**  
**Subject Credits : 03**  
**Semester : I**  
**Hours per week : 03 (Th)**

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	--	70	70	100

**Course Outcome:**

1. Understanding importance of effective communication
2. Learning about types and channels of communication
3. To enhance knowledge of internal business communication

		Hours	Marks
<b>Chapter – 1</b>	<b>Introduction To Communication</b>	<b>06</b>	<b>10</b>
1.1	Definition of Communication		
1.2	Function and purpose of Communication		
1.3	Process of Communication- Sender, receiver, message, channel, feedback Message conceived, message encoded, channel selected for communication, message perceived, message decoded, message understood and decoded, feedback		
1.4	Barriers to communication; and Measures to overcome them		
<b>Chapter – 2</b>	<b>Types of Communication</b>	<b>08</b>	<b>12</b>
2.1	Categories of communication		

	<ul style="list-style-type: none"> <li>• Interpersonal communication</li> <li>• Mass communication</li> </ul>		
	Forms of communication		
	<ul style="list-style-type: none"> <li>• Verbal communication-               <ul style="list-style-type: none"> <li>a. Oral communication b. Written communication</li> </ul> </li> <li>• Non-verbal communication-               <ul style="list-style-type: none"> <li>Personal Appearance □ Gestures □ Postures □</li> <li>Facial Expression □ Eye Contacts □ Body</li> <li>Language(Kinesics) □ Time language □ Silence □</li> <li>Tips for Improving Non-Verbal Communication</li> </ul> </li> </ul>		
2.2			
	Formal and Informal Communication		
	<ul style="list-style-type: none"> <li>• Vertical communication v/s Horizontal communication</li> <li>• Inter v/s Intra organizational communication</li> </ul>		
2.3			
<b>Chapter –3</b>	<b>Listening Skills</b>	<b>06</b>	<b>10</b>
3.1	Listening Process; Levels of Listening		
3.2	Common barriers to the Listening process		
3.3	Measures to Improve Listening		
3.4	Emphatic Listening as an Important Skill in workplace		
<b>Chapter –4</b>	<b>Language for Communication</b>	<b>08</b>	<b>10</b>
4.1	Language and Communication-General		
	Principles of Writing;		
4.2	Improving Writing Skills		
4.3	Essentials of good style		
4.4	Expressions and words to be avoided		
4.5	Grammar and Usage		
<b>Chapter –5</b>	<b>Communication in Organizations</b>	<b>06</b>	<b>10</b>
5.1	Internal Communication;		
	Stake Holders in Internal Communication;		
5.2	Upward Communication, Downward communication , Horizontal communication		
5.3	External Communication;		
5.4	Stake Holders in External Communication;		
5.5	Channels of External Communication.		

<b>Chapter –6</b>	<b>Oral Communication skills</b>	<b>06</b>	<b>12</b>
<b>6.1</b>	Meaning, Importance, Advantages and Disadvantages of oral communication		
<b>6.2</b>	Essential qualities of a good speaker		
<b>6.3</b>	Extempore, Debate and Elocution		
<b>6.4</b>	Using voice effectively in oral communication		
<b>Chapter –7</b>	<b>Reading Skills</b>	<b>05</b>	<b>06</b>
<b>7.1</b>	Purpose of Reading		
<b>7.2</b>	Types of Reading		
<b>7.3</b>	Techniques for Effective Reading		
		<b>45</b>	<b>70</b>

### **Assignments:**

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Extempore on any suitable topic
2. Body language – Meaning of different hand gestures, Postures and eye contact
3. Reading Assignments in the class
4. Listening Skills in a group

### **Reference Books**

1. Business English. Department of English University of Delhi. Pearson.
2. Communication Skills – Sanjay Kumar. Oxford.
3. Improve your writing – V.N. Arora. Oxford.
4. Business Communication. Basic Concepts and Skills. J. P. Parikh. Orient Black Swan
5. Communicative English – E. Suresh Kumar. Orient Black Swan.
6. Business Communication. Second Edition – Meenakshi Raman. Oxford.
7. Communication Skills – BV Pathak



**Subject : Tourism Operations**

**Subject Code : 150106**

**Subject Credits : 03**

**Semester : I**

**Hours per week : 03 (Th)**

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	--	70	70	100

**Course outcome**

1. Understanding the nature and scope of tourism in India
2. Enhancing knowledge about various stake holders of tourism sector.

		Hours	Marks
<b>Chapter 1</b>	<b>The Tourism Phenomenon</b>	<b>5</b>	<b>8</b>
1.1	Definition – Tourism; Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination.		
1.2	History of Tourism, Growth of Tourism & Present status of tourism in India.		
1.3	Career Opportunities for tourism professionals		
<b>Chapter 2</b>	<b>Constituents of Tourism</b>	<b>5</b>	<b>8</b>
2.1	Primary Constituents		
2.2	Secondary Constituents		
2.3	The 4 A's of Tourism–Attraction, Accessibility, Accommodation, Amenities		
<b>Chapter 3</b>	<b>Role of Transport in Tourism</b>	<b>5</b>	<b>8</b>
3.1	Modes of Transport: Road, Rail, Air, Sea.		

3.2	Advantages of different Modes of Transport		
<b>Chapter 4</b>	<b>Types of Tourism</b>	<b>6</b>	<b>10</b>
4.1	Tourism Motivators		
4.2	MICE ,Religious, VFR(Visiting Friends and Relatives), Sports, Political, Health, Senior Citizen, Sustainable Tourism		
4.3	Alternative Tourism: Eco Tourism, Agro Rural Tourism		
<b>Chapter 5</b>	<b>Impact of Tourism on various environment</b>	<b>8</b>	<b>10</b>
5.1	Economic Impact – Employment generation, Foreign Exchange Earnings, multiplier effect, Leakage, Infrastructure development. Impact on Standard of living,		
5.2	Social, Cultural & Political		
5.3	Environmental Impact – Tourism pollution & control, wild life &bird sanctuaries &their protection for tourist industry.		
<b>Chapter 6</b>	<b>Tourism Organizations</b>	<b>6</b>	<b>10</b>
6.1	Objectives, Role &function of: Government Organizations- DOT, ITDC, MTDC, ASI, TFCI.		
6.2	International Organizations: WTO,,IATA, PATA. TAAI, FHRAI,IATO		
6.3	NGO: Role of NGO in making responsible tourists		
<b>Chapter 7</b>	<b>The Tour operator</b>	<b>5</b>	<b>6</b>
7.1	Meaning & Definition		
7.2	Types of Tour operator: Inbound, Outbound & Domestic.		
7.3	Tour Packaging /Itinerary –definition, components of a tour		
7.4	Types of Package Tour- Independent Tour , Inclusive Tour Escorted Tour		
7.5	Business Tour Guides & escorts and the role they		

play in the growth of industry

<b>Chapter 8 Rules and regulations</b>	<b>5</b>	<b>10</b>
Passport–Definition, issuing authority		
Types of Passport		
Requirements for passport		
Visa–Definition, issuing authority, Types of visa		
Requirements for visa.		
 Health Regulation–Vaccination, Health Insurance.		
Economic Regulation–Foreign Exchange	<b>45</b>	<b>70</b>

### Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

5. Presentation on Tourism destinations in India
6. Planning and Itinerary
7. Visiting local tourism organizations
8. Reviewing the impact of tourism on local population of a destination
9. Field visit to a Travel Agency, Airport etc.

### Reference Books

1. Introduction to Travel & Tourism-Michael M. CottmanVanNostrand Reinhold New York, 1989.
2. Travel Agency & Tour Operation Concepts & Principles-JagmohanNegi - Kanishka Publishes, Distributors, New Delhi, 1997
3. International Tourism – Fundamentals & Practices -A. K. Bhatia -Sterling Publishers Private Limited, 1996
4. A Textbook of Indian Tourism -B. K. Goswami& G. Raveendran -Har – Anand Publications Pvt. Ltd., 2003
5. Dynamics of Modern Tourism -Ratandeep Singh -Kanishka Publishes, Distributors, New Delhi, 1998
6. Mishra, S.N; Sadual S, K (2008): Basics of Tourism Management, Excel Books,New Delhi
7. Swain S K, Mishra J.M. (2012), Tourism Principles and Practices, Oxford University Press

**Subject : Food Production Principles - II**

**Subject Code : 150201**

**Subject Credits : 02 (Th) 04 (Pr)**

**Semester : II**

**Hours per week : 02 (Th) 08 (Pr)**

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

**Course outcomes:**

- C1 Identify and prepare basic stocks, soups and sauces..
- C 2 List & Prepare various types of Salads, Sandwiches and appetizers .
- C 3 Recognize different types of fruits, vegetables & Eggs with its uses
- C 4 Understand characteristics & functions of various bakery ingredients.

		Hours	Marks
<b>Chapter – 1</b>	<b>Stocks</b>	<b>04</b>	<b>05</b>
1.1	Definition & uses of stocks		
1.2	Classification - (White, brown, fish and vegetable)		
1.3	Rules of stock making		
1.4	Recipe of 1liter of various stocks		
1.5	Storage &Care of stock		
1.6	Glazes &Aspic		
<b>Chapter – 2</b>	<b>Soups</b>	<b>04</b>	<b>05</b>
2.1	Aim of soup making		
2.2	Classification of soups - Cream, Puree, Veloute, Chowder, Consommé, National soups		
2.3	Classical accompaniments and garnishes		
<b>Chapter – 3</b>	<b>Sauces</b>	<b>04</b>	<b>05</b>
3.1	Classification & uses of sauces		
3.2	Composition		
3.3	Thickening agents used in sauce making		
3.4	Recipes of basic mother sauces,		

3.5	Derivatives of basic mother sauces		
<b>Chapter 4</b>	<b>Egg Cookery</b>	<b>04</b>	<b>05</b>
4.1	Composition and structure of egg		
4.2	Selection criteria for egg		
4.3	Various Methods of cooking egg		
4.4	Uses of egg in cookery		
<b>Chapter –5</b>	<b>Salads &amp; Salad Dressings</b>	<b>04</b>	<b>05</b>
5.1	Parts of salad with ingredients used		
5.2	Types of Salads - Green, Vegetable, Cooked, main course, Fruit, Gelatin based salad		
5.3	Principles/guidelines of salad making		
5.4	Salad dressings – Types		
5.5	International Classical Salads – composition and country of origin		
<b>Chapter - 6</b>	<b>Appetizers (Hot &amp; Cold)</b>	<b>04</b>	<b>05</b>
6.1	Types of appetizers with examples		
6.2	International Classical appetizers		
6.3	Precautions for preparing and presentation of appetizers		
6.4	storage of appetizers		
<b>Chapter -7</b>	<b>Introduction to Bakery &amp; Confectionery</b>	<b>06</b>	<b>10</b>
7.1	Principles of Baking		
7.2	Bakery Equipment (Small, Large, Tools etc)		
7.3	Formulas & Measurements		
7.4	Physical & Chemical changes during baking		
7.5	Characteristics & functions of ingredients – Flour, Sugar, Fat, Egg, Dairy products, Raising agent, Sundry items		
	<b>Total</b>	<b>30</b>	<b>40</b>

### Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Minimum 10 examples of each category of soups.
2. Chart presentation - Basic mother sauces derivatives with composition & accompanying dishes.
3. Chart presentation of 10 International Classical Salads with ingredients used, dressing & country of origin
4. Vegetable cuts – Diagram, brief explanation & catering uses.
5. Chart presentation of classical appetizers.

**Practicals:**

1. Minimum *24 Individual Practicals* to be conducted during the semester.
2. The practical should comprise of the following:
  - Demonstration on basis, stocks and sauces – 2 practicals
  - Continental menu-11 practical consisting of appetizer/soup, main course with starch and vegetables, salad and dessert
  - Basic Indian menu consisting of a Meat, Vegetable, Rice, Dal/Raita, Bread and Sweet Preparation. – 11 practicals

**Practical Examination: (Internal & External)**

Exams to be conducted on Continental menus consisting of appetizer/soup, main course with starch and vegetables, salad and dessert

**Reference Books**

1. Practical Cookery -Victor Ceserani& Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani& Ronald Kinton, ELBS
3. Theory of Catering- Mrs. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I - MsThangam Philip, Orient Longman.
5. The Professional Chef (4th Edition)- Le Rol A. Polsom
6. The book of Ingredients- Jane Grigson
7. Success in Principles of Catering - Michael Colleer& Colin Saussams
8. Fundamentals of Food Production Principles – Shefali Joshi &PralhadBotre

**Subject : Principles of Food & Beverage Service - II**  
**Subject Code : 150202**  
**Subject Credits : 02 (Th) 02 (Pr)**  
**Semester : I**  
**Hours per week : 02 (Th) 04 (Pr)**

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

Chapter No	Topic	Hours	Marks
Chapter 1	<b>Menu knowledge</b>	8	12
1.1	Introduction		
1.2	Types of Menu – A la Carte Menu & Table d’hôte Menu		
1.3	Menu Planning – Considerations and Constraints, Religious and cultural dietary influences		
1.4	Menu Terms		
1.5	French Classical Menu sequence		
1.6	Classical Food dishes – cover and accompaniments		
Chapter 2	<b>Control Methods</b>	4	4
2.1	Introduction		
2.2	Functions of a control system		
2.3	Order Taking Methods – Triplicate checking System, Duplicate checking System, Service with order, Pre-ordered		
2.4	Formats used - Kitchen Order Ticket, Beverage Order Ticket, Special food checks		
2.5	Flow chart of KOT & BOT		
2.6	Methods of payment – Cash, Cheques, Credit cards / Debit cards, Traveler’s cheques, Vouchers and tokens		
Chapter 3	<b>Beverages</b>	6	10
3.1	Non Alcoholic Beverages – Definition, Classification		

	<ul style="list-style-type: none"> <li>• Stimulating – Tea, Coffee, Chocolate</li> <li>• Nourishing – Juices, Syrups, Squashes, Crushes, Milk, Floats and Shakes</li> <li>• Refreshing – Waters – Aerated Water, Natural Spring Water, Mineral Water, Packaged drinking water</li> </ul>		
	Alcoholic Beverages – Definition, Classification and examples		
3.2	<ul style="list-style-type: none"> <li>• Fermented – Beer, Wine, Sake, Cider, Perry</li> <li>• Distilled – Spirits</li> <li>• Compound – Liqueurs</li> </ul>		
<b>Chapter 4</b>	<b>Beers</b>	<b>8</b>	<b>10</b>
4.1	Introduction		
4.2	Ingredients used		
4.3	Production		
4.4	Service – Glassware and temperature		
4.5	Types and Brands – Indian and International		
<b>Chapter 6</b>	<b>Tobacco</b>	<b>4</b>	<b>4</b>
6.1	Introduction		
6.2	Cigar – Parts and Structure of cigar, Terms referred to colour of wrapper, Storage, Brands of cigar		
6.3	Cigarette - Brands of cigarettes		
	<b>Total</b>	<b>30</b>	<b>40</b>

### Note: Glossary of Terms

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

### Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual or group of students and the marks to be considered in internal assessment.

1. Prepare PPT on French Classical Menu Courses with examples
2. Prepare chart for alcoholic beverages and non-alcoholic beverages with examples of each
3. Collect samples of wrappers of cigars and cigarettes
4. Find the electronic devices used for order taking in restaurants
5. Beer cards from five outlets
6. Preparing Breakfast Hanger for star category hotels

### Practicals:

1. Writing food and beverage checks



2. Menu planning, Cover layout and service of each course - 3 / 4 course lunch and dinner menu – 2 Practical.
3. Menu planning, Cover layout and service of each course - 5 / 6 course lunch and dinner menu– 2 Practical
4. Order Taking – Both Food and Beverage
5. Service of Non-alcoholic beverages – Water, Syrups, Aerated Water, Tea, and Coffee.
6. Service of Non- alcoholic beverages – Juices, Squashes, Mocktail, Specialty coffee (Irish)
7. Service of alcoholic beverage – Beer (Bottled, Canned and Draught) (2 Practicals)
8. Service of Cigar and Cigarettes
9. Situation Handling – any five situations

**REFERENCE BOOKS:**

1. Food & Beverage Service – Dennis Lillicrap and John Cousins
2. Food & Beverage Service – R. Sinagaravelavan
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill
4. Modern Restaurant Service – John Fuller
5. The Restaurant (from Concept to Operation) – Lipinski
6. Bar and Beverage Book–Chris Katsigris, Chris Thomas
7. Textbook of Food & Beverage Service – Anita Sharma, S. N. Bagchi
8. Textbook of Food & Beverage Service – Bobby George

**Subject : Housekeeping Operations II**  
**Subject Code : 150203**  
**Subject Credits : 02 (Th) 02 (Pr)**  
**Semester : II**  
**Hours per week : 02 (Th) 04 (Pr)**

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

**Course outcomes:**

- C1 Understand the role of checklist and its application for supervision
- C2 Apply cleaning procedures for rooms with different status
- C3 Acquire knowledge regarding eco friendly concepts
- C4 Handle lost and found of items/ article
- C5 To identify cleaning procedures for public areas

		Hours	Marks
<b>Chapter – 1</b>	<b>Supervision</b>	<b>2</b>	<b>4</b>
1.1	Importance of supervision		
1.2	Importance of Checklist		
1.3	Dirty Dozen identified in areas		
<b>Chapter – 2</b>	<b>Daily routine of Housekeeping department</b>	<b>4</b>	<b>5</b>
2.1	Opening and Closing of house		
2.2	Rules of the House		
2.3	Types of Shifts. Jobs conducted in various shifts		
<b>Chapter – 3</b>	<b>Cleaning Routine of Guest rooms</b>	<b>6</b>	<b>8</b>
3.1	<ul style="list-style-type: none"> <li>• Occupied Rooms</li> <li>• Departure room</li> <li>• Vacant room</li> <li>• Out of Order room</li> <li>• Evening service/Turndown service</li> <li>• Second service</li> </ul>		

<b>Chapter –4</b>	<b>Cleaning Routine of Public Areas</b>	<b>6</b>	<b>6</b>
	<ul style="list-style-type: none"> <li>• Lobby</li> <li>• Elevators</li> <li>• Swimming pool</li> <li>• Banquets</li> <li>• Staircase &amp; Corridors</li> <li>• Restaurants &amp; Lounges</li> </ul>		
<b>Chapter –5</b>	<b>Eco friendliness</b>	<b>4</b>	<b>5</b>
5.1	Introduction to eco-friendly practices		
5.2	Methods of applying eco friendly concepts in housekeeping department		
<b>Chapter- 6</b>	<b>Lost and Found</b>	<b>4</b>	<b>6</b>
6.1	Procedure of lost and found for guest articles		
	Format of Lost and Found		
6.2	<ul style="list-style-type: none"> <li>• Lost and Found Register</li> <li>• Lost and found slip</li> <li>• Gate pass</li> </ul>		
6.3	Procedure for loss of Hotel property		
<b>Chapter- 7</b>	<b>Mini bar</b>	<b>4</b>	<b>6</b>
7.1	Introduction , operations of mini bar		
7.2	Procedures of Replenishment		
	<ul style="list-style-type: none"> <li>• Records maintained</li> </ul>		
	<b>Total</b>	<b>30</b>	<b>40</b>

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

### **Recommended Assignments:**

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Collecting data about products kept in the minibar and their rates
2. Make a presentation of various records maintained in the Housekeeping Department
3. Make a presentation of Cleaning Routine of Guest Room and Public Area.

### **Recommended Practicals**

Minimum of 12 practicals to be conducted in the semester

1. Cleaning of different floor finishes, and use of floor scrubbing machine
2. Equipping Maids Carte / Trolley
3. Bed Making
4. Turndown Service
5. Daily Cleaning of Guest rooms – Departure, occupied and vacant.
6. Cleaning of Public areas of the Institute (Weekly / Spring-cleaning)
7. Preparation of checklist- Understanding Inspection records
8. Supervision of allotted areas
9. Handling of lost found articles (Mock practice)
10. Preparation of formats
11. Mini bar operations
12. Polishing of various surfaces/ articles/ fixtures
13. Preparing eco friendly information for guests (with the help of tags and tent cards)

### **Practical Examination:**

(Internal & External) Practical Exam needs to be conducted on the above listed practical along with standards of grooming, task, performance & Viva.

### **Reference Books:**

1. Hotel Housekeeping operation- G Raghubalan and SmirteeRaghubalan, Oxford publishing House , edition- 03
2. Hotel housekeeping Training Manual- Sudhir Andrew, Mc. Graw Publishing House.
3. Hotel Housekeeping – Malini Singh, McGraw publishing house.
4. Professional Housekeeper – Gerogina Tucker

**Subject : Front Office Operations - II**  
**Subject Code : 150204**  
**Subject Credits : 02 (Th) 02 (Pr)**  
**Semester : II**  
**Hours per week : 02 (Th) 04 (Pr)**

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	<b>30</b>	30	40	<b>70</b>	<b>100</b>

**Course outcomes:**

C1 Understand role of Front Office in Hospitality Industry.  
 C 2 Study basic Skills for different tasks and aspects in Front Office.  
 C 3 Understand Various Front Office Operational Procedures.  
 C 4 Learn about Guest cycle in Front Office.

		Hours	Marks
<b>Chapter – 1</b>	<b>Pre-Arrival Procedures</b>	<b>5</b>	<b>6</b>
1.1	Pre-arrival activities (Preparing an arrival notification etc.)		
1.2	Procedure for VIP arrival		
1.3	Procedure for group arrival (special arrangements, meal coupons )		
<b>Chapter – 2</b>	<b>Guest Arrival</b>	<b>7</b>	<b>10</b>
2.1	Receiving of guests		
2.2	Registration (non- automated and automated)		
2.3	Relevant records for FITs, Groups, Air crews and VIPs		
2.4	Types of registration (Register, Loose Leaf, Registration Cards)		
2.5	Pre-registration		
2.6	Arrival procedure for various categories of guests(Foreigners along with C-forms, its importance FITs- walk-in, with confirmed reservation)		
2.7	Notification of guest arrival		

2.8	Criteria for taking advance (Walk-ins, Scanty Baggage, Groups)		
<b>Chapter – 3</b>	<b>Guest Stay</b>	<b>6</b>	<b>8</b>
3.1	Hospitality desk and Role of GRE, Rooming a guest (introduction to the hotel facilities, orientation of the room)		
3.2	Procedure for room change (Live move and dead move)		
3.3	Safe deposit procedure.		
3.4	Assisting Guest with various information		
<b>Chapter –4</b>	<b>Guest Departure</b>	<b>6</b>	<b>8</b>
4.1	Departure notification		
4.2	Task performed at bell desk, cashier/reception		
4.3	Express checkouts		
4.4	Late check outs and charges		
<b>Chapter –5</b>	<b>Methods of Payment</b>	<b>6</b>	<b>8</b>
5.1	Credit card handling		
5.2	Travelers' cheques, Personal cheques		
5.3	Handling cash Indian, Foreign currency Other methods of payment (Travel agent , Bill to Company)		
	<b>Total</b>	<b>30</b>	<b>40</b>

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

### **Recommended Assignments:**

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Preparation and study of airlines and flags chart.
2. To collect and present the information of different states of India with regards to location, capital, tourist destination, special features, major cities , music, eminent personalities, culture and food.
3. Beaches and hill stations in India

## **Recommended Practicals**

Minimum of 12 practicals to be conducted in the semester

1. Preparing for VIP and Group Arrivals
2. Guest arrival procedures.
3. Procedures for dealing with Walk-ins, Scanty Baggage while taking advance
4. Registration process for Walk-ins, FIT, Corporate Guests, Group / Crew.
5. Rooming a guest procedure
6. Room Change procedures.
7. Handling guest departures / check outs.
8. Express Check Outs
9. Various methods of payments – Credit / Debit Card, Travelers' Cheque, Personal Cheque,
10. Cash – Indian and Foreign Currency, Travel Agents Voucher, BTC.
11. Role Plays- Taking a wakeup call
12. Role Play – Handling a reservation of a guest who is a black listed
13. Role Play – Handling a check in procedure of a foreigner.

## **Practical Examination:**

(Internal & External) Practical Exam needs to be conducted on the above listed practical along with standards of grooming, task, performance & Viva.

## **Reference Books:**

1. Check in Checkout (Jerome Vallen)
2. Hotel front Office Training Manual. (Sudhir Andrews)
3. Principles of Hotel Front Office Operations (Sue Baker, P.Bradley, J. Huyton)
4. Hotel Front Office Operations and Management (Jatashankar R. Tewari)

**Subject : Communication Skills (English) -II**  
**Subject Code : 150205**  
**Subject Credits : 03**  
**Semester : I**  
**Hours per week : 03 (Th)**

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	--	70	70	100

**Course Outcome:**

1. Learning business communication techniques
2. Enabling students to face interviews

		Hours	Marks
<b>Chapter – 1</b>	<b>BUSINESS COMMUNICATION</b>	<b>06</b>	<b>10</b>
1.1	Writing Business Letter: Importance of Business Letters		
1.2	Difference between Personal and Business Letters		
1.3	Structure and Format of Business Letters		
1.4	Types of Business Letters.		
<b>Chapter – 2</b>	<b>Employment Communication</b>	<b>06</b>	<b>10</b>
2.1	Resume		
2.2	Contents of Good Resume		
2.3	Guidelines for writing a Resume		
2.4	Types of Resumes		
2.5	Format of Cover Letter		
<b>Chapter –3</b>	<b>Employment Communication - Job Interview Skills</b>	<b>08</b>	<b>12</b>
3.1	Characteristics of Job Interview		
3.2	Job Interview Process		



3.3	Job Interview Techniques- Manners and etiquettes to be maintained during an Interview		
3.4	Sample questions commonly asked during Interview		
3.5	Interview Attire		
<b>Chapter –4</b>	<b>Report Writing:</b>	<b>08</b>	<b>10</b>
4.1	Purpose of Report Writing		
4.2	Features of Writing a Good Report;		
4.3	Characteristics of writing a good report- Importance of communication in report writing		
4.4	Guidelines for Report Writing; Steps in Report Writing; Structure of Report		
4.5	Types of Reports and Different Formats		
<b>Chapter –5</b>	<b>Meetings:</b>	<b>06</b>	<b>10</b>
5.1	Types of Meetings; Importance of Business Meetings;;		
5.2	Conducting Meetings-Selecting participants- Developing agendas-Opening meetings- Establishing ground rules for meetings		
5.3	Time management-Evaluations of meeting process-Evaluating the overall meeting		
5.4	Closing meetings		
5.5	Common Mistakes Made at Meetings		
<b>Chapter –6</b>	<b>Internal Business Communication</b>	<b>06</b>	<b>12</b>
6.1	Writing Circulars- Guidelines for writing a circular- Languages and writing style of a circular- Format of a circular;		
6.2	Notices- Purpose- Format- Important points to remember while writing a notice		
6.3	Principles of E-mail; E-mail Etiquette; Overcoming Problems in E-mail Communication.		
<b>Chapter –7</b>	<b>Life Skills</b>	<b>05</b>	<b>06</b>
7.1	Teamwork		
7.2	Leadership Styles		
7.3	Critical and creative thinking skills		
7.4	Problem solving skills	<b>45</b>	<b>70</b>

**Assignments:**

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

10. Report writing
11. Conducting a business meeting
12. Group discussion and personal interview techniques
13. Drafting a business mail, circular and notice

**Reference Books**

1. Business Communication – Urmila Rai. Himalaya Publishing House.
2. Business Communication – K.K. Sinha. Galgotia Publication.
3. Business Communication Connecting at Work – Hory Sankar Mukherjee. Oxford.
4. Communication Skills and Soft Skills – An integrated Approach. E. Suresh Kumar. Pearson.
5. English Language Communication Skills – Urmila Rai. Himalaya Publishing House.
6. Fifty ways to improve Presentation Skills in English – Bob Dignen. Orient Black Swan.
7. Highly Recommended Teacher's Book English for hotel and catering industry. Oxford.
8. Business Communication : Skills , concepts and Application – P. D. Chaturvedi; Mukesh Chaturvedi

**Subject : Basic French**

**Subject Code : 150206**

**Subject Credits : 03**

**Semester : II**

**Hours per week : 03 (Th)**

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	--	70	70	100

Course outcome:

To be acquainted with the basics of the French language as a communication tool for hospitality and be aware of the French terminology used by the Hotel Industry.

<b>Part I</b>	La langue française: un coup d'œil (introduction aux éléments de base)	<b>Hours</b>	<b>Marks</b>
<b>Chapter I</b>	1.1 : l'alphabet français et la prononciation 1.2 : les nombres 1.3 : le calendrier (les jours, les mois, la date) 1.4 : l'heure 1.5 : bilan grammatical liés surtout aux leçons de la Partie 2 - (articles, noms, pronomssujets, adjectifs, adverbes, verbes au présent de l'indicatif, prépositions, conjonctions) 1.6 : mots et expressions utiles pour tous les jours 1.7 : vocabulaire classifié	<b>17</b>	<b>20</b>
<b>Part II</b>	Soyez les bienvenus ! (Leçons 2 à 10)		
<b>Chapter II</b>	Bonjour ! (Le premier jour à la fac)  • salutations • se présenter	<b>02</b>	<b>03</b>

	<ul style="list-style-type: none"> <li>• formules de politesse</li> <li>• Apprenons ! (vocabulaire et grammaire pertinents au thème)</li> </ul>		
<b>Chapter III</b>	<p>Qui est-ce? (S'inscrire au cours)</p> <ul style="list-style-type: none"> <li>• la fiche d'inscription</li> <li>• la carte d'identité</li> <li>• mes goûts et mes préférences</li> <li>• Apprenons ! (vocabulaire et grammaire pertinents au thème)</li> </ul>	<b>02</b>	<b>03</b>
<b>Chapter IV</b>	<p>Ma journée (La vie quotidienne)</p> <ul style="list-style-type: none"> <li>• l'emploi du temps</li> <li>• à la cantine</li> <li>• Apprenons ! (vocabulaire et grammaire pertinents au thème)</li> </ul>	<b>03</b>	<b>04</b>
<b>Chapter V</b>	<p>Une visite (Section 1: la réception)</p> <ul style="list-style-type: none"> <li>• à la réception</li> <li>• réserver une chambre</li> <li>• Apprenons ! (vocabulaire et grammaire pertinents au thème)</li> </ul>	<b>03</b>	<b>05</b>
<b>Chapter VI</b>	<p>La chambre d'hôtel (Section 2: l'hébergement)</p> <ul style="list-style-type: none"> <li>• les types d'hôtel</li> <li>• les types de chambres</li> <li>• l'aménagement</li> <li>• Apprenons ! (vocabulaire et grammaire pertinents au thème)</li> </ul>	<b>03</b>	<b>05</b>
<b>Chapter VII</b>	<p>Faire la cuisine (Section 3: la cuisine)</p> <ul style="list-style-type: none"> <li>• les boissons (vocabulaire classifié)</li> <li>• la nourriture (vocabulaire classifié) (les légumes, les fruits, les produits laitiers, la volaille, la viande, le poisson, les herbes et les épices, les</li> </ul>	<b>05</b>	<b>10</b>

	assaisonnements, les fromages) <ul style="list-style-type: none"> <li>• termesculinaires</li> <li>• la brigade de cuisine</li> <li>• Apprenons ! (vocabulaire et grammairepertinents au thème)</li> </ul>		
<b>Chapter VIII</b>	Bon Appétit ! (Section 4: la restauration) <ul style="list-style-type: none"> <li>• au restaurant</li> <li>• menu classiquefrançais (vocabulaireclassifié)</li> <li>• mettre le couvert (vocabulaireclassifié)</li> <li>• la brigade de restaurant</li> <li>• Apprenons ! (vocabulaire et grammairepertinents au thème)</li> </ul>	<b>04</b>	<b>12</b>
<b>Chapter IX</b>	La Fête (Amusons-nous !) <ul style="list-style-type: none"> <li>• uneboum</li> <li>• Apprenons ! (vocabulaire et grammairepertinents au thème)</li> </ul>	<b>03</b>	<b>04</b>
<b>Chapter X</b>	Mon rêve (Projetsd'avenir) <ul style="list-style-type: none"> <li>• J'ai un grand intérêt pour ...</li> <li>• Apprenons ! (vocabulaire et grammairepertinents au thème)</li> </ul>	<b>03</b>	<b>04</b>
	<b>Total</b>	<b>45</b>	<b>70</b>

### Assignments:

**(For internal evaluation 30 marks)**

Chaqueétudiant(e) doit faire trois de cesActivitésProposées.

1. Présentezvotreami/camarade de classe.
2. Décrivez (Faitesunepésentationsur) l'aménagementd'unechambre d'hôtel.
3. Recherchezsur Internet plus d'exemples pour chaquecours du menu classiquefrançaisetprésentez-les en classe.
4. Préparezunquizzbasésurunedémonstrationsur le thème<<mettre le couvert>>.
5. Préparezuneaffichesus lesaménagementsofferts par un hotel 5-étoile et présentez-les en classe.

6. Présentez une recette française en classe à l'aide d'une affiche.
7. Préparez un collage de fromages français et présentez-le en classe.
8. Faites une présentation des boissons servis pendant une fête.
9. Préparez un collage de possibilités d'emploi à l'avenir et présentez-le en classe.
10. Présentez <<Boulot de mes rêves>>.

### **Reference Books**

1. Basic French Course for the Hotel Industry—by Catherine Lobo & Sonali Jadhav
2. F & B Service—by Dennis Lillicrap, John Cousins & Robert Smith
3. Modern Cookery Vol 1 —by Thangam Philip

### **Examination Pattern**

Theory paper : 40 marks

Practical : 30 marks

Internal Assessment : 30 marks

Grand Total (Theory + Practical + Internal Assessment): 100 marks

Subject	Theory paper/ Practical/ Internal Assessment	Maximum marks in each of the head	Minimum marks required to pass in each head	Minimum marks required to pass in each head subject out of	
<b>Food Production Principles - I</b>	Theory paper	40	16	Theory	Practical
				28/70	12/30
	Internal Assessment	30	12		
	Practical	30	12		
	Total	100	40		

Subject	Theory paper/ Practical/ Internal Assessment	Maximum marks in each of the head	Minimum marks required to pass in each head	Minimum marks required to pass in each head subject out of	
<b>Principles of Food &amp; Beverage Service - I</b>	Theory paper	40	16	Theory	Practical
				28/70	12/30
	Internal Assessment	30	12		
	Practical	30	12		
	Total	100	40		

Subject	Theory paper/ Practical/ Internal Assessment	Maximum marks in each of the head	Minimum marks required to pass in each head	Minimum marks required to pass in each head subject out of	
<b>Housekeeping Operations - I</b>	Theory paper	40	16	Theory	Practical
				28/70	12/30
	Internal Assessment	30	12		
	Practical	30	12		
	Total	100	40		

Subject	Theory paper/ Practical/ Internal Assessment	Maximum marks in each of the head	Minimum marks required to pass in each head	Minimum marks required to pass in each head subject out of	
<b>Front Office Operations - I</b>	Theory paper	40	16	Theory	Practical
				28/70	12/30
	Internal Assessment	30	12		
	Practical	30	12		
	Total	100	40		

Subject	Theory paper/ Practical/ Internal Assessment	Maximum marks in each of the head	Minimum marks required to pass in each head	Minimum marks required to pass in each head subject out of
<b>Communication Skills (English) - I</b>	Theory paper	70	28	Theory
				40/100
	Internal Assessment	30	12	
	Total	100	40	

Subject	Theory paper/ Practical/ Internal Assessment	Maximum marks in each of the head	Minimum marks required to pass in each head	Minimum marks required to pass in each head subject out of
<b>Tourism Operations - I</b>	Theory paper	70	28	Theory
				40/100
	Internal Assessment	30	12	
	Total	100	40	



### **Standard of passing**

1. Minimum pass marks shall be 40% in each of the Theory, Practical papers and internal separately.
2. A candidate must have minimum of 80% attendance ( irrespective of the kind of absence) in theory and practical in each subject for appearing for examination.
3. A candidate must have 80% attendance in each of the practical areas before award of degree.
4. A candidate has to pass in theory and practical exam separately in each of the paper.
5. If candidate fails in either theory and practical paper he/she has to re-appear for both the papers ( Theory and Practical)
6. Carry over:
  - a. A candidate who has failed in their semester 1 examination can carry over a maximum of two subjects to their 2<sup>nd</sup> semester. But will have to pass in the semester 1 & 2 examination before writing the examination of the semester 3.
  - b. A candidate must have pass the semester 3 & 4 before writing the examination of the 5<sup>th</sup> semester.
7. No institution shall be submit average internal marks of the test students more then 75% i.e if 40 students are admitted in a course, the average score of the 40 students shall not exceed 75% of total internal marks. ( Example of 5 students: A=25, B=20, C=22, D=21, E=24 Average score =89.6%
8. The maximum period to complete the course successfully should not exceed 5 years.
9. Maximum number of candidates for practical examination should not exceed 25 per practical.
10. All practical examinations must be held in the respective practical labs / areas.
11. One internal and one external examiner should jointly conduct practical examination for each student.

### **Declaration of Class**

- 1) A candidate who appeared in all the subjects in the same examination and passed that examination in First attempt and secures 75% of marks or more of grand total marks prescribed, will be declared to have passed the examination First Class with Distinction.
- 2) A candidate who appeared in all the subjects in the same examination and passed that examination in First attempt and secures 65% of marks or more but less than 75% of grand total marks prescribed, will be declared to have passed the examination in First class.
- 3) A candidate who appeared in all the subjects in the same examination and passed that examination in First attempt and secures 55% of marks or more but less than 65% of

grand total marks prescribed, will be declared to have passed the examination in second class.

- 4) A candidate, passing the University Examination with less than 55% marks or passing in more than one attempt shall be placed in pass class irrespective of the percentage of marks secured by him/her in the examination.

#### **Eligibility of Examiner**

An examiner should be a lecture or above in College with Masters in concerned subject and minimum of 3 years of teaching experience in the collegiate program. To be an University for inclusion in the Examiner Panel List.

#### **Internship (Industrial Training)**

- 1) On completion of Internship (Industrial Training), Training completion certificate should be sent to the university.
- 2) Semester 4<sup>th</sup> marks shall be withheld till the candidate completes required attendance for practical and Internship (Industrial Training).
- 3) There shall be 16 weeks Internship (Industrial Training) in 4<sup>th</sup> semester. Students are expected to train in all the departments of the Hotel of category 3 star and above allotted by the school.
- 4) No candidate shall be awarded degree certificate without successfully completing 16 weeks Internship (Industrial Training).
- 5) There will be evaluation on log book that they have to maintain every day and the training report that they submit along with the performance appraisal/ certificate from the hotel. The student will give a presentation on the report followed by viva voce.
- 6) The evaluation of the project report and viva voce will be conducted by two examiners (Internal & External).

#### **Internal Assessment**

1. It shall be based on regular evaluation of unit tests, assignments, & attendance as follows

Sr No	Particular	Total
1	Unit tests 2 of 50 Marks each (100÷10=10)	10
2	Assignments 2 of 5 marks each	10
3	Attendance	05
4	Grooming	05
Total		30

2. The average of all marks should be sent to the University before the 15 days of commencement of University examination as per notification.
3. Proper record should be maintained for all students & should be available for scrutiny.

**NB :** A candidate is only entitled to appear for University examination who has secured 40% or more marks in internal assessment.

### **Schedule of Examination**

There will be two examinations in a year, each for one semester in December/January and May/June for freshers/repeaters as per notification issued by the University from time to time.

### **Nature of Question Paper**

**Subject: Food Production Principles - I / Principles of Food & Beverage Service - I /  
Housekeeping Operations - I / Front Office Operations - I**

Total Duration: Section = 2 hours

40 marks

Q.1. Attempt any 5

(5 Q x 1 Marks = 05)

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

Q.2. Answer any 5

(5 Q x 3 Marks = 15)

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

Q.3. Write short notes any 4

(4 Q x 5 Marks = 20)

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

## **Nature of Question Paper**

### **Subject: Communication Skills (English) - I / Tourism Operations - I**

Total Duration: Section = 3 hours

70 marks

Q.1. Attempt any 5

(5 Q x 1 Marks = 05)

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

Q.2. Answer any 5

(5 Q x 3 Marks = 15)

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

Q.3. Write short notes any 4

(4 Q x 5 Marks = 20)

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Q.4. Answer any 3

(3 Q x 10 Marks = 30)

- 1.
- 2.
- 3.
- 4.
- 5.