

APPENDIX - AT

MADURAI KAMARAJ UNIVERSITY

(University with Potential for Excellence)

Syllabus for B.Sc. Hospitality Management

Choice Based Credit System

(With effect from the academic year 2023 – 2024)

1. Introduction Of The Programme:

Learn about the basic skills and competencies involved in working within the hospitality industry and an understanding of how the industry operates in its different forms by studying the course Introduction to Hospitality Management Studies. The course first introduces you to the main characteristics of the hospitality industry such as products and services, communication with customers and with staff, relationship building such as developing repeat customers, cultural diversity and labor. You will also gain an understanding of the relationship between the hospitality industry and the tourism sector, as well as an overview of the different career prospects and opportunities available in the hospitality industry. Next, you will learn about the accommodation sector and the different types of accommodation, from city centre hotels to villas and chalets, as well as the different types of specialized hotels. You will then learn about hotel rating systems, the criteria involved, and the organizations that develop and apply the systems to hotels. Finally, you will learn about the accommodation product which refers to rooms, hotel engineering, maintenance, production, and other specialty services that hotel guests will utilize. You will learn about the various types of hotel rooms, their grading systems as well as the different types of bed associated with each room type. You will also learn about the different types of hotel guest and how to interpret and evaluate the different types of requests that are made by guests. This course will be of great interest to professionals working in the hospitality industry who would like to learn more about the main characteristics of the hospitality industry. The course will also be of great interest to people who wish to gain employment or a career in the hospitality sector, and to owners of hospitality focused businesses.

2. Eligibility For Admission:

A candidate for admission to B.Sc., Hospitality Management shall be required to have passed the Higher Secondary Examination or 10 + 2 or an Examination accepted as equivalent there to by the Madurai Kamaraj University

AGE LIMIT: The maximum age limit to admit a candidate in B.Sc., Hospitality Management is 25 years and for SC/ST students 3 years of relaxation can be given.

2.1 Duration of the Programme : 3 Years

2.2 Medium of instructions : English

3. Objectives Of The Programme

The main objectives of the programme are to:

- Provide the student with an introduction to the world of hospitality particularly to business as it applies to the hotel industry. More specifically, the course will provide an opportunity for you.
- Become acquainted with the social, economic and environmental context within which the hospitality industry operates.
- Understand the structure, nature and operating characteristics of the different sectors of the hospitality industry: food service, lodging and tourism, cruise line, airline and other welfare sectors also.
- Obtain an appreciation of the various functions of management and their interrelationships with other key concerns of managers such as accounts, marketing, finance and human resource management and to identify the role of managers in the hospitality industry and to highlight their principal responsibilities.
- Provide an opportunity for further developing those skills which are important to learning, e.g. library skills, study skills, and so forth
- Be able to judge whether the hospitality profession suits your abilities, tastes, and career interests.

4. Outcome Of The Programme

Learning Outcomes:

After completion of the course students will be expected to be able to:

- Explain the relation of lodging and food service operations to the travel and tourism industry.
- Describe the role of the travel and tourism industry and its economic impact on the local, national and international levels.
- Cite opportunities for education, training and career development in the hospitality industry. Demonstrate knowledge of the history of the lodging and food service industry.
- Analyze, evaluate and discuss several aspects, development and trends which have affected lodging and food service operations in recent years and which will continue to have an impact on the industry in the future.
- Endorse the general classifications of hotels and describe the most distinctive features of each.
- Describe the seven common divisions or functional areas of the hotel organization (Rooms, Food and Beverage, Engineering and Maintenance, Marketing and Sales, Accounting, Human Resources, and Security) and explain the responsibilities and activities of each. Outline and explain the main classifications of food service.
- Describe the organization, structure and functional areas in commercial and institutional food service operation.
- Aspects of food and beverage controls, which pertain to food and beverage sales, payroll planning and production standards.

5. Core Subject Paper:

All the core papers are mentioned inside the course structure.

6. Subject Elective Paper:

The subject elective papers are mentioned inside the course structure.

7. Non – Major Elective Subject Paper:

Non Major Elective paper as prescribed by the Department of Hospitality Management

8. Unitization:

Each Subject is segregated into five units with each unit consisting of equal distribution of major concepts.

9. Pattern Of Semester Exam:

Examination will be conducted at the end of each semester. Each Semester has two patterns of examination namely Internal (25 marks) and external (75marks).

10. Scheme For Internal Assessment:

The Internal assessment will be as follows:

Test	=	10Marks (Average of the best two tests)
Assignment	=	5 marks
Seminar / Group Discussion	=	5 marks
Peer Team – teaching	=	5 marks
Total	=	25 marks

11. External Exam:

External Examination will be conducted as semester exams as per University norms with common question paper for all affiliated colleges.

12. Question Paper Pattern:

The existing pattern of Question paper will be as follows:

(For all the theory Subjects except Hotel French: Hotel French Question Pattern is enclosed in the respective syllabus itself)

Time: 3 hrs

Max. Marks: 75

Section A: (10 X1 = 10 marks)

Question No. 1 to 10 (Multiple Choices)

- 1) Two Questions from each unit.
- 2) Four Choices in each question
- 3) No —None of these‘Choice should be given.

Section B: (5 x 7 = 35 marks)

Answer all the questions choosing either (a) or (b)

Answers not exceeding two pages (One question from each unit)

- 11 (a) or 11 (b)
- 12 (a) or 12 (b)
- 13 (a) or 13 (b)
- 14 (a) or 14 (b)
- 15 (a) or 15 (b)

Section C: (3x10=30 marks)

Answer not exceeding four pages

Answer any three out of five (one question from each unit)

Question 16 – 20

13. Scheme For Evaluation:

External Evaluation is done at the University level by Central Evaluation Procedure.

14. Passing Minimum:

Passing Minimum for the UG Course is 40 % of marks in Internal and External Separately.

14.1 Classification:

S.No.	Range of CCPA	Class
1.	40 & above but below 50	III
2.	50 & above but below 60	II
3.	60 & above	I

15. Model Questions:

Marks: 75

Time: 3 Hrs Subject: Front Office Operations

PART – A

Answer ALL questions: (10 X 1 = 10)

- ARR represents
 - Arrival Room Ratio
 - Average Room Revenue
 - Average rate ratio
 - None
- A reservation made by guests and they did not arrive is
 - Under stay
 - No show
 - Stay over
 - sleep out
- Registration of guests starts during
 - Arrival
 - Departure
 - Occupancy
 - pre-arrival
- The national association representing the Hotel industry of India is
 - IHA
 - NHAI
 - FHRAI
 - FRRO
- Queen is a name of
 - Shop
 - College
 - Hotel
 - Room
- FIT stands for
 - Free Incoming Ticket
 - Free Individual Traveler
 - Federation of Indian Travelers
 - Forum of Indian Tourists.
- Room assignment is associated with
 - Registration
 - Departure
 - Reservation
 - Settlement
- Room with all meals included is called
 - European plan
 - Indian plan
 - American Plan
 - African plan
- CIP stands for
 - Company Important Pattern
 - Commercially Important Person
 - Corporate Important Person
 - None of the above
- Attitudinal is one of the complaint
 - Registration
 - Arrival
 - Guest
 - Departure

PART – B

Answer ALL questions by choosing either a or b: (5 X 7 = 35)

11. A. Define Hotel. Write the importance of receptionist
[OR]
B. Explain the duties and responsibilities of front office manager.
12. A. Explain about advance reservation office
[OR]
B. Write the types, modes, sources of reservation.
13. A. What is Guest folio, Scanty Baggage, Retention Charges and No show
[OR]
B. What are the registers and forms used in front office?
14. A. Write about the various types of rooms
[OR]
B. Write about the types of Plans
15. A. Explain Guest Cycle
[OR]
B. Discuss about Inns, Floatels, and Motels.

PART – C

Answer ANY 3 of the following: (3 X 10 = 30)

16. How will you classify the hotels based on location and size?
17. Explain in detail about the reservation procedure.
18. Discuss the room registration of a walk-in and check-in guest with a flow chart.
19. Explain about forecasting the room availability
20. List out the various formulas used in front office department.

16. Teaching Methodology:

To enhance the quality of students through creative and effective teaching the following teaching methodologies by classroom teaching methods, Practical training, Power Point Presentation classes, Guest lectures, Demonstrations and Internship for 01 month and study tour programmes.

17. Text Books:

The text books are mentioned below each individual paper.

18. Reference Books:

The reference books are mentioned below each individual paper.

19. Retotalling And Revaluation Provision:

Revaluation and re totalling shall be pursued by submission of respective application forms duly filled and authorised by the head of the Institution as per University norms. The applications must reach the University within the stipulated time frame as set by University.

20. Transitory Provision:

The revision of syllabus shall be done once in three years for better enhancement and updation.

21. Subject And Paper Related Website:

The websites are mentioned below the reference books column for every subject.

**B.Sc Hospitality Management
First Semester**

Subjects	Hours	Credits	Internal	External	Total
1.1 Language Tamil – I (General) / Alternate Language Subjects – I	6	3	25	75	100
1.2 English English I	6	3	25	75	100
1.3 Core – I Food Production – I	4	4	25	75	100
1.4 Core – II Food and Beverage Service – I	4	4	25	75	100
1.5 Elective I (Choose any one) Front Office Operations – I Hotel Engineering	3	3	25 25	75 75	100 100
1.6 SEC-I Non-Major Elective Interior Designing	2	2	25	75	100
1.7 AECC Soft Skill - 1 Hotel French	3	2	25	75	100
1.8 Skill Enhancement Accommodation Operations I	2	2	25	75	100
TOTAL	30	23			

Second Semester

Subjects	Hours	Credits	Internal	External	Total
2.1 Language Tamil – II (General) / Alternate Language Subjects – II	6	3	25	75	100
2.2 English English II	6	3	25	75	100
2.3 Core – III Food Production Practical – I	4	4	40	60	100
2.4 Core – IV Food and Beverage Service Practical – I	4	4	40	60	100
2.5 Elective II(Choose any one) Front Office Operation Practical – I Principles of Management	3	3	40 25	60 75	100 100
2.6 Non-Major Elective -II Nutrition & Food Science	2	2	25	75	100

2.7 Skill Enhancement SEC-3 Accommodation Operations Practical -I	3	2	40	60	100
2.8 AECC Soft Skill - 2 Effective English	2	2	25	75	100
TOTAL	30	23			

Third Semester

Subjects	Hours	Credits	Internal	External	Total
3.1 Language Tamil – III (General) / Alternate Language Subjects – III	6	3	25	75	100
3.2 English English III	6	3	25	75	100
3.3 Core – V Food Production – II	4	4	25	75	100
3.4 Core – VI Food and Beverage Service – II	4	4	25	75	100
3.5 Elective III (Choose any one) Front Office Operations – II Facility Management	2	3	25 25	75 75	100 100
3.6 Skill Enhancement SEC-4 Entrepreneurship Development	2	1	25	75	100
3.7 Skill Enhancement SEC-5 Event Management	2	2	25	75	100
3.8 AECC Soft Skill – 3 Human Resource Management	2	2	25	75	100
3.9 Environmental Studies	2	2	25	75	100
TOTAL	30	24			

Fourth Semester

Subjects	Hours	Credits	Internal	External	Total
4.1 Language Tamil – IV (General) / Alternate Language Subjects – IV	6	3	25	75	100
4.2 English English IV	6	3	25	75	100
4.3 Core – VII Food Production Practical – II	5	4	40	60	100
4.4 Core – VIII Food and Beverage Service Practical – II	5	4	40	60	100
4.5 Elective IV (Choose any one) Front Office Operations Practical – II International Tourism	2	3	40 25	60 75	100 100
4.6 Skill Enhancement SEC-6 Hotel Information Technology	2	2	25	75	100
4.7 Skill Enhancement SEC-7 Hotel Accounts & Finance	2	2	25	75	100

4.8 AECC Soft Skill – 4 Microsoft Office Fundamentals	2	2	25	75	100
TOTAL	30	23			

Fifth Semester

Subjects	Hours	Credits	Internal	External	Total
5.1 Core – IX Food Production – III	4	4	25	75	100
5.2 Core – X Food and Beverage Service – III	4	4	25	75	100
5.3 Core – XI Bakery & Confectionary	4	4	25	75	100
5.4 Core – XII Project Viva –Voce	4	4	25	75	100
5.5 Elective V(Choose any one) Food & Beverage Management Personality Development	4	3	25 25	75 75	100 100
5.6 Elective VI(Choose any one) Hospitality Marketing Management Managing Global Business	4	3	25 25	75 75	100 100
5.7 Value Education	2	2	25	75	100
5.8 Summer Internship / Industrial Training	4	2	25	75	100
TOTAL	30	26			

Sixth Semester

Subjects	Hours	Credits	Internal	External	Total
6.1 Core – XIII Food Production Practical – III	6	4	40	60	100
6.2 Core – XIV Food and Beverage Service Practical– III	6	4	40	60	100
6.3 Core – XV Front office Management Practical	5	4	40	60	100
6.4 Elective VII(Choose any one) Front office Management Research Methodology	5	3	25 25	75 75	100 100
6.5 Elective VIII(Choose any one) Hygiene & Sanitation Principles of Tourism & Airline Management	5	3	25 25	75 75	100 100
6.6 Extension Activity	-	1	25	75	100
6.7 Professional Competency Skill Employability Skills	3	2	25	75	100
TOTAL	30	21			

Total Hours = 180

Total Credits = 140

University External Examination Hrs = 3 Hrs

Industrial Exposure Training: All students (from First semester to Fifth Semester) must be sent for summer and winter training after the completion of odd and even semester examination for a period of 5 weeks and a project report must be submitted.

**First Year
First Semester**

1.1 Language (Credits -3)

Tamil – I (General) / Alternate Language Subjects – I
Common Syllabus as per Madurai Kamaraj University

1.2 English (Credits -3)

English - I
Common Syllabus as per Madurai Kamaraj University

1.3 Core –I (Credits -4)

Food Production – I

Objectives:

- Understand Origin, Concept of Culinary Preparations.
- Understand the safety procedures and hygiene & food safety.
- Understand the importance of the kitchen department and the role it plays, know about various personnel in the kitchen and their duties and responsibilities. □ Understand the various commodities used in the culinary.

Unit 1

Food Production - Introduction: Origin of cooking – Definition of cooking – concept of cooking – Purpose of cooking – Definition and Meaning: Mise-en-Place, Mise-en-scene – Basic Principles of culinary arts – Whether cooking is an Art or Science – Methods of cooking: Dry method, Wet method: Boiling- Poaching – grilling- roasting –Smoking – Frying – Deep fat frying- shallow frying – Stewing- Braising –Poeling – Blanching –Baking – Microwave cooking – Steaming, Direct and Indirect Steaming methods.

Unit 2

Personal Hygiene and Food Safety - Food safety and kitchen hygiene, Hygiene of Production Personnel- Uniforms and Protective clothing-safety Procedures-controlling Infectious diseases-**Kitchen Hygiene:** Standard sanitation operation procedures-cutting board sanitation – color coding of boards.- Equipment sanitation- dish washing machine – triple sink method of washing – vegetable disinfections with chlorine, storage-dry and wet, FIFO-LIFO-Date Coding-Use of Thermometers - HACCP temperature standards – cold Storage, Deep freezer-temperature danger zone – thawing – safe ways, blanching, reheating and cooling – holding temperature – record keeping.

Adulteration of Food - Adulteration of food act in India. Types of adulteration of Food – Duties of food inspectors- Sample testing.-Disposal of Garbage drainage : Definition-classification of garbage, Methods of disposal of garbage – drainage disposal – oxidation

pond – function of oxidation ponds use of oxidation ponds- drainage – classification of drainage and sewage.

Unit 3

Introduction to Production Department – allied Departments – Stores – Receiving – Quality control – Weighing –Area of the Kitchen- Kitchen layout for large and Medium Hotels – Kitchen stewarding Department – Hierarchy – Kitchen Stewarding functions – Butchery – Production Department: Hierarchy for a large and Medium Hotels – Duties and Responsibilities of Executive chef –Sous chef – Chef De parties – Commis chef- Chinese chef- Larder chef- Different regions chefs-Sushi and Sashimi chef and Other chefs-Co-Operations with Other Departments

Various Fuels (coal, charcoal, Wood, Kerosene, Diesel, Electricity, Liquefied Petroleum gas)-Advantages and Disadvantages of Each. Different Equipments used in Production – Light, Medium, Heavy- Safety Procedures of cooking food-Techniques used in pre-preparation techniques used in preparation-Various Textures-Variations consistencies-Objectives of cooking Food-Heat Transfer: conduction-convection-Radiation-Effects of Heat on cooking(Proteins, Carbohydrates-Fats-vitamins – Minerals)

Unit 4

Major Ingredients and Their Benefits - Introduction – major cooking materials used for food production – **French** names for raw materials – commonly used in hotels – with examples – milk and milk products – water- vegetables – rice – cereals and pulses – fruits-fats and oils – sugar – raising agents – thickening agents – Binding agents – Setting agents and Botanical name for commonly used vegetables, Agricultural products in the Industry.

Unit 5

Basic Commodities, Nutritive Value and Effect Of Cooking - Rice , Cereals And Pulses :Introduction-Classification-Cooking of rice (Boiling method or absorption method)-Cooking of cereals and pulses-Varieties of rice and other cereals and Hindi terminology – **Flour** - Structure of wheat-Types of wheat-Types of flour-Processing of wheat-Uses of flour-Cooking of flour - **Milk**: Introduction-Processing of milk-Pasteurisation-Homogenisation-Types of milk E. - Nutritive Value. Cream: Introduction-Processing of cream-Types of cream –Percentage **Butter**: Introduction-Processing of butter-Types of butter-Compound butter - **Cheese**: Introduction-Processing of cheese-Types of cheese-Classification of cheese-Curing of cheese -Uses of cheese. Action of heat on each product of carbohydrate, proteins, fat, minerals and vitamins, chemical and physical properties

Reference Books:

1. The Art and Science of Culinary Preparation-A culinary Manual by Jerald W, Chesser, CEC,CCE,The Educational Institute of American culinary Federation, Ic, St.Augustine, Florida
2. Modern cookery Volume I and II
3. Food Production Operations, Second Edition, by Chef ParvinderS.Bali
4. Theory of Cookery by Krishna Aurora
5. Theory of Catering by Clinton Cesrani

1.4 Core –II (Credits -4)

Food & Beverage Service – I

Objectives:

- To Study about the types of Catering Establishment and the attributes of Food and Beverage Service Personnel.
- To Gain Basic Knowledge on the Equipment, Menu and skills necessary for food and Beverage service.

Unit-01 Hotel& Catering Industry

Introduction to the Hotel Industry and Growth of the hotel - Industry in India - Role of catering establishment in the travel/tourism industry - Types of F&B operations - Classification of Commercial, Residential/Non-residential - Welfare Catering - Industrial/Institutional/Transport such as air, Road, rail, sea, etc - Structure of the catering industry - a brief description of each

Unit-02 Departmental Organisations & Staffing

Organization of F&B department of hotel- Principal staff of various types of F&B operations - French terms related to F&B staff - Duties & responsibilities of F&B manager and staff - Attributes of a waiter Inter-departmental relationships - (Within F&B and other department)

Unit-03 Food Service Areas (F & B Outlets)

Specialty Restaurants - Coffee Shop – Cafeteria - Fast Food (Quick Service Restaurants) - Grill Room - Banquets- Bar - Vending Machines - Discotheque **Ancillary Departments**
Pantry - Food pick-up area – Store - Linen room - Kitchen stewarding

Unit- 4: F & B Service Equipment

Familiarization & Selection factors of: Cutlery - Crockery- Glassware – Flatware - Hollowware - All other equipments used in F&B Service - French terms related to the above

Unit- 05 Non – Alcoholic Beverages

Classification (Nourishing, Stimulating and Refreshing beverages) Tea - Origin & Manufacture - Types & Brands – Coffee - Origin & Manufacture - Types & Brands - Juices and Soft Drinks - Cocoa & Malted Beverages - Origin& Manufacture

Reference Books:

1. Dennis.R.Lillicrap and John.A.Cousins. Food and Beverage Service: Great Britain. ELBs Publishers.6th Edition.2002.
2. John Fuller. Modern Restaurant Service, A Manual for Students and Practitioners: Cheltenham. Stanley Thrones Publishers.1st Edition.1999.

3. Sudhir Andrews. Food and Beverage Service Training Manual: New Delhi. Tata Mcgraw Hill Publishers. 4th Edition.2004.

1.5 Elective –I(Credits -3)Choose any one Elective

Front Office Operation – I

Objectives:

- To educate on the procedures and practices adopted for the co-ordination between guests and hotel service.
- To impart knowledge on sales promotion activities and credit control measures adopted in hotels.

Unit-1 Introduction to Hospitality Industry

Introduction To The Hospitality Industry: The Hospitality Industry- Origin and Growth, Evolution and Growth of the Hotel Industry in the World, Ancient Era, Grand Tour, Modern Era, Evolution and Growth of the Hotel Industry in India.

Unit-2 Classification of Hotel

The Need for Classification, Classification of Hotel and Other Types of Lodging; Standard Classification, Heritage Hotels, Classification on the Basis of Size, Location, Clientele, Duration of Guest stay, Service, Ownership; Alternative accommodation, Hotel Tariff Plans, Types of Guest Rooms.

Unit-3: Hotel Organization

Hotel Organization: The Need for Organization, Vision, Mission — Mission Statement, Objective, Goals and Strategy. Hotel Organization — Organization charts. Major Departments of a Hotel – Coordination of Front Office with other departments - Front Office, Housekeeping, Food and Beverage Service, Kitchen, Engineering and Maintenance, Accounts, Human Resource, Security, Sales and Marketing & Purchase.

Unit-4: Front Office Organization

Front Office Organization: Function Area, Section and Layout of Front Office, Reservation, Reception, Information Desk, Cash and Bills, Travel Desk, Communication- Section, Uniformed Services. Organization of Front Office staff, Duties and Responsibilities of Front Office Personnel, Front Office Manager, Reservation Assistant, Receptionist, Information Assistant, Cashier, Telephone Operator, Bell boy, Door Attendant, night auditor and his duties.

Unit-5: Front Office Communication

Front Office Communication: the Communication Process, The Seven Cs of Communication, The Importance of Communication. Types of Communication, Oral Communication, Written Communication, Non Verbal Communication, Flow of Communication, Downward Communication, Upward Communication, Lateral or Horizontal Communication, Diagonal or Cross Wise Communication, Barriers, Psychological Barriers, Personal Barriers. Interdepartmental Communication,

Housekeeping, Food and Beverage Department, Sales and Marketing Department, Engineering and Maintenance, Security, Finance Controller, Human Resource, Banquets

Reference Books:

1. Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata McGraw Hill Publishing Company Ltd., 32nd Reprint. 2004.
2. Sue Baker, Pam Bradley and Jeremy Huyton Principles of Hotel Front Office Operations: London. Cassell Publishers. 2nd Edition 2004.
3. S.K. Bhatnagar. Front Office Management: New Delhi. Frank Bros, and CoPublishers Ltd., 1st Edition. 2002

Hotel Engineering

Objectives:

- After studying this subject students should be in a position to understand and appreciate the facilities that exist in a hotel building and its systems.

Unit 1: Introduction & Water Management

Introduction to Engineering – Organization of Engineering dept in a hotel – duties and responsibilities of Maintenance personnel – importance of water - Requirement of water for a hotel - Water quality standards – pH Scale - Water treatment for hotel use - Hot, Cold & drinking water – requirements and standards-Waste water disposal- systems and traps Plumbing Fixtures, waste water recycle and re-usage.

Unit 2: Heat, Ventilation & Air-Conditioning

Definition-Condition for human comforts-Building design to control heat load-Air Conditioning systems-working of central, split, package and window type (only basic) Ventilation-need for ventilation-types of ventilation-Refrigeration- needs-refrigerators, walk-in-cooler and freezer-Types Difference between refrigeration and air-conditioning

Unit 3: Electrical System and Energy Management

Electrical terms-Volt, amps, ohms, watt, kilowatt/hour, DC system, AC system, Single phase, and three phase, voltage drop-Fuse and circuit breakers-Energy and circuit breakers Energy pricing-Cost control and electrical bills-Cost control and fossil fuel bills-Vertical Transport System-Elevators- types, basic working, care, decoration & safety requirements – Escalators - safety requirements, use & basic working

Unit 4: Safety & Security Management

Safety-Definition-International Standards of Safety-Electrical shock safety-Accident safety Fire safety, Fire prevention, Fire detection, Fire notification, Fire Suppression and Fire control-Personal safety-Security-Key control-Security against attracts - Theft, Terrorists

Unit 5: Hotel Design

Planning-functional entities and its flow-Feasibility study-Space allocation programme Design-Blue prints, Definition, plan, elevation, section and perspective – basic understanding, use of blue print and flow of blue prints-Bye-laws-Guest rooms & suits (including toilets)-type, size, layout, safety requirements and lighting-The lobby-type, size, operational requirements.-F&B outlets-types, size, layout, location, lighting, safety

requirements.-Functional area-type, size, location, operational needs and safety. Recreational facilities-operational and safety requirements -Health club-Gym, Steam & Sauna-Room message &Jacuzi (Hydro therapy) & chilled water shower.-Swimming pool and sap operational and safety and requirements.-Food Production Areas.-Layouts, size, types, safety and operational requirements.

Reference Books:

1. Hotel Engineering-SujitGhosal-OXFORD University Press, New Delhi - 2013
2. Essential of food processing engineering – Chandra GopalaRao – B S Publications – 2011
3. Water resources for lodging operations – David M Stipanakk – 2009
4. Hotel Engineering for limited service Property – Robert Elliot – 2010
5. Hotel Engineering - TarunBansal - 2010

1.6 Non Major ElectiveI–SEC - 1(Credits -2)

Interior Designing

Objective:

- To provide the knowledge of the history and developments in interior design
- To provide knowledge on basic principles and concepts of interior decoration

Unit 1History of Interior Design:

Early Classical Period Prehistoric Cave paintings – Primitive Designs- Interiors during Egyptian, Greek, Roman, Gothic, and Early Christian & Renaissance Periods - Middle Ages Interiors in Romanesque, Gothic, and renaissance periods Colonial to the Beginning of the 20th Century: Colonial, Victorian designs, Arts & Crafts movement, Art Nouveau, Frank Lloyd Wright.

Unit 2 Global Traditions in Interior Design:

Non European Traditions - Interiors in China, Japan & the Islamic World – Influences of Pre Columbian American art & culture, African influences in interiors Indian Traditional Designs - Traditional Styles of design & decorations of homes & accessories across the states in India including Rajasthan, Gujarat, Andhra, Tamil Nadu, Madhya Pradesh etc.

Unit 3 Principles and Fundamentals

Fundamentals of interior design - interior styles from 17th to 20th century - Indian interior design Elements of design-types of design – characteristics of good design-principles of design function of colour – texture-pattern-types of colours-colour wheels

Unit 4 Lighting and Flooring

Interior and lighting - fitting and shades - types of furniture - Requirements and designing of furniture – floors - Classification of floors – suitability, cost and maintenance – carpets – wall covering (Paints and wall paper).

Unit 5 Anthropometrics:

Definition, theory of standard dimension based on human figures for activities, functions, circulation, furniture design, spatial requirements etc. Study of Ergonomics Design of Furniture for Living, Dining, Kitchen, Office etc

Reference Books:

1. Interior Design Course, Mary GilliatCoyran, Octopus Ltd., London
2. Interior Design & Decoration, SherrilWhiton, Prentice Hall
3. Interior Design, Francis D.K. Ching, John Wiley & Sons, New York

1.7 AECC Soft Skill - 1(Credits -2)

Hotel French

Introduction of the Program:

Language and communicative skills are an important component in the Hotel and Tourism industries. French is an important international language next to English and Spanish. Knowing French will be a great advantage in the job market. The hotel industry is a promising sector for job opportunities. Being competent and fluent in French would give the individual an edge over the others.

Syllabus

Prescribed Text Book : *Le Cordon Bleu – A Textbook for French for Hospitality*
 Authors : R. Sudha, JayanthiBalan, P. Ranjith Kumar, I. Rahul
 Publishers : Oxford University Press, New Delhi, 2021
 Lessons : 1 to 5

Unit 1	Leçon 1	Bienvenue
Unit 2	Leçon 2	Bon Séjour
Unit 3	Leçon 3	A votre Service
Unit 4	Leçon 4	Bonne Promenade
Unit 5	Leçon 5	Comment annuler une réservation

Course Content:

About the Language -Alphabet - Accents -Orthographic sign - Greetings - How to introduce oneself - Common French words - Names of days, months, & seasons - The numbers - Nouns of two genders - Formation of plural of nouns and adjectives - Name of the Countries and their Nationalities - Preposition of place - Translations -Common French terms related to the hotel industry - Culinary Terms in French – Different types of tourism – Different types of vegetable cuttings –Types of cheeses - Conjugation of verbs in the present tense relevant to the hotel industry – Different classification of hotels - How to talk over the telephone At the front desk, travel & tourism enquiries - Translation of simple sentences from English to French- Translation of simple sentences from French to English

Question Paper Pattern

Hotel French

Internal Marks: 25**External Marks: 75****Time: 3 hours****75 marks****Section A (10 marks)**

I) Question Nos. 1-10:

Multiple choice questions from civilization part of the prescribed text book

Section B (5x7=35 marks)

- II) Questions Nos. 11-15:
Grammar exercises from the prescribed text book
Choice A or B to be given in each exercise (11 a. or 11 b., 12 a. or 12 b....)
7 sentences to be given in each exercise.

Section C (3x10=30 marks)

- III) Answer any three of the following questions.
Question No. 16 : One seen text for comprehension – 5 questions to be asked
Question No. 17 : One seen text for translation
Question No. 18 : One dialogue to be written based on the prescribed text book
Question No. 19 : 10 sentences for translation from French to English
Question No. 20 : 10 sentences for translation from English to French

1.8 Skill Enhancement (Credits -2)

Accommodation Operation – I

Objectives:

- To provide basic skill and knowledge required for housekeeping personnel.
- To have a sound knowledge of care and cleaning of various surfaces.
- To understand the organizational hierarchy of housekeeping department.

Unit 1 Introduction to House Keeping Department

Role And Responsibility Of Housekeeping Department - Organizational structure of housekeeping Department for Small, Medium, Large Hotel, ship and resorts, - Duties and responsibilities of Executive housekeeper and other Housekeeping Personnel Layout of House Keeping department-Personal attributes of House Keeping staff

Inter Departmental Coordination Of Housekeeping: Front Office-Food and Beverage Service-Maintenance (Hotel Engineering)-Security-Store and purchase Accounts-Personnel Department.

Unit 2 Identification and Classification Of Cleaning Agents And Equipments

Cleaning equipment (manual & electrical)-selection, use, mechanism, care and maintenance
Cleaning agents-water-hard water and soft water, reasons for hardness of water, methods of removal of hardness from water and chemicals used for it, soaps, detergents, alkalis, acids, solvents, abrasives, deodorants, disinfectants, seals and polish compositions-selection, classification, use, care and storage Composition, care and cleaning of various surfaces (metals glass, leather, plastic, ceramics, wood, floor finishes and wall finishes)

Unit 3 Operational Areas Of Housekeeping Department

Types of guest rooms-layout of guest rooms with size-guest room cleaning: make up of a guest room-occupied room, vacant room, departure room-turndown service- bed making procedure - guest room inspection and inspection checklist neglected areas-Standard contents of a guest room: Guest Amenity Packages, Eco friendly amenities, Guest Essentials, Guest Expendables, Guest loan Items, placement, frequency of change-rules to be followed in guest floor-Floor pantry.

Types of Soil-principles of cleaning-Cleaning Schedules and records: Weekly Cleaning, Periodic cleaning, special cleaning, Surface cleaning. Public area Cleaning: Entrances, Lobbies, Front Desk, Elevators, Staircases, Guest Corridors, Public Restrooms, Banquet Halls, Dining Rooms, Leisure Areas.

Unit 4 Housekeeping Control Desk

Forms, Records, and Registers, Handling Telephonic calls, Handling difficult Situations, Handling Room Transfers. Housekeeping Inventories, Daily Routines and system, the Housekeeping Day, Leave Application Procedure, and Gate Pass Procedures, Special Services: Babysitting-Second Service / Freshen up service - valet service. Lost and found Procedure and records, Guest complaints handling procedure and records

Unit 5 Hygiene and Safety Practices

Personal hygiene, hygiene and sanitation of guest rooms and public areas, Eco friendly cleaning agents - Security in guest rooms: Fire prevention, Fire fighting, types of fire, firefighting equipment, Employee theft, missing and damaged hotel property (procedure & records), and Potential hazards in housekeeping, accident and injuries records. Types of keys, key register and key control: - Issuing, Return, Deactivation/ changing of locks, Key Belt),

Reference Books:

1. Modern trends in hospitality industry (Aman Publications)- By Dr.R.K.Singh
2. Hotel, Hostel and hospital housekeeping(Book Power Publications)- By Joan Branson & Lennox
3. Hotel Housekeeping Management & Operations (TATA MCGRAW Hill Publication)- By Sudhir Andrews.
4. Hotel Housekeeping operations and management- By G.R.Raghubalan.

Second Semester

2.1 Language (Credits -3)

Tamil – II (General) / Alternate Language Subjects – II

Common Syllabus as per Madurai Kamaraj University

2.2 English (Credits -3)

English - II

Common Syllabus as per Madurai Kamaraj University

2.3. Core – III (Credits -4)

Food Production Practical – I

Objectives:

To familiarize and handle various kitchen equipments, ingredients, cooking methods and basic continental foods.

1. Equipments – Identification, Description, Uses and handling - Hygiene – Kitchen etiquettes, Practices and Knife handling - Safety and security in Kitchen
2. Vegetables – classification - Cuts- Classical cuts, Alumette, Brunoise, Macedoine, Julienne, Batons, Batonnette, Cubes, Concasse, Paysanne, Emince, Chiffonade, Shred, Parisienne, Olivette, Noisette, Chateaux - Salads and Salad Dressing
3. Identification and Selection of Ingredients - Qualitative and Quantitative
4. Pre-Preparations and Basic cooking Methods

5. Dry methods-Roasting, broiling, baking, stir frying, shallow fat frying, deep Grilling, poeling - Wet Methods-boiling, blanching, steaming, poaching, braising,
6. Stocks: Elements of stock, flavouring agents Different types of stocks Preparation Emergency Stock Storage.
7. Sauces : Basic Mother Sauces- Hot, Warm and cold Recipes and Preparation
8. Egg Cookery: Preparation of variety of egg dishes - Omelettes-varieties - Egg Florentine - Egg Benedict - Farci – Portugaise - Mayonnaise
9. Simple Potato Preparations - Baked potatoes - Mashed potatoes - French fries - Roasted potatoes - Boiled potatoes - Lyonnaise potatoes - Boulangere potatoes - Alumettes
10. Vegetable Preparations - Boiled vegetables - Glazed vegetables- Fried vegetables - Stewed vegetables.
11. Simple salads - Potato salad - Cucumber salad - Beet root salad - Green salad - Cole slaw - Fruit salad
12. Demonstration and Preparation of simple menu
13. Bread Making: Demonstration and Preparation of Bread loaf, Bread rolls, Bread Sticks, French Bread, Brioche
14. Simple Cakes: Demonstration and Preparation of simple cakes like sponge, genoise, Fatless, Swissroll, Fruit cake, Rich Cake, Madeira Cake
15. Demonstration of simple Cookies: NanKhatai, Golden goodies, Melting Moments, Swiss Tart, tri colour Biscuits, chocolate chips, Chocolate Cream Fingers
16. Hot and cold Desserts: Caramel custard, Bread and butter pudding, queen of Pudding, Different variations of soufflé, Different variations of Mousse, Bavarios, diplomat Pudding, Steamed Pudding-Albert pudding Cabinet Pudding

Reference Books:

1. Modern Cookery for teaching and trade – Vol I and II – Thangam E. Philip orient longman publishers, Kolkatta.
2. Theory of cookery – Krishna Arora, Frank brothers & Company, New Delhi.
3. Theory of catering – Kinton and Ceserani, Elbs publications, New Delhi

2.4 Core –IV(Credits -4)

Food & Beverage Service Practical – I

Objectives:

- To gain practical knowledge on Food and Beverage Service equipment and basic cover laying
 - To compile five French classical menu and service procedure of courses.
1. Food Service areas – Induction & Profile of the areas
 2. Ancillary F&B Service areas – Induction & Profile of the areas
 3. Familiarization of F&B Service equipment
 4. Care & Maintenance of F&B Service equipment
 5. Cleaning / polishing of EPNS items:
 - Plate Powder method
 - Polivit method
 - Silver Dip method
 - Burnishing Machine

6. Basic Technical Skills

- Task-01: Holding Service Spoon & Fork
- Task-02: Carrying a Tray / Salver
- Task-03: Laying a Table Cloth
- Task-04: Changing a Table Cloth during service
- Task-05: Placing meal plates & Clearing soiled plates
- Task-06: Stocking Sideboard
- Task-07: Service of Water
- Task-08: Using Service Plate & Crumbing Down
- Task-09: Napkin Folds
- Task-10: Changing dirty ashtray
- Task-11: Cleaning & polishing glassware

7. Tea – Preparation & Service

8. Coffee - Preparation & Service

9. Juices & Soft Drinks - Preparation & Service

- Mocktails
- Juices, Soft drinks, Mineral water, Tonic water 10

Cocoa & Malted Beverages – Preparation & Service

Reference Books:

1. Dennis.R.Lillicrap and John.A.Cousins. Food and Beverage Service: Great Britain. ELBs Publishers.6th Edition.2002.
2. John Fuller. Modern Restaurant Service, A Manual for Students and Practitioners: Cheltenham. Stanley Thrones Publishers.1st Edition.1999.
3. Sudhir Andrews. Food and Beverage Service Training Manual: New Delhi. Tata Mcgraw Hill Publishers. 4th Edition.2004.

2.5 Elective –II(Credits -3) Choose any one Elective Front Office Operation Practical – I

Objectives:

- To Familiarize and handle various Front office procedures in the Hotel and to develop skills dealing with the guest.

- 1 Appraisal of front office equipment and furniture
- 2 Rack, Front desk counter & bell desk
- 3 Filling up of various forms
- 4 Welcoming of guest
- 5 Telephone handling
- 6 Role play
7. Reservation – Arrivals - Luggage Handling - Message and Mail Handling - Paging

Reference Books:

1. Hotel Front Office Management – James . A. Bardi
2. Front Office management – S.K. Bhatnagar

Principles of Management

Objective:

- To Make the students learn about the management techniques and objectives of an organization, also to understand the administrative techniques.

Unit 1

Introduction To Management : Concept, Management Vs Administration – Nature – Function – Roles – Responsibilities – Levels of Management – Management skills. Development of Management thought: Evolution – Approaches – Apply management theory in practice. Managers & Environment: Concept: Environmental factors – Nature of Environment – Impact of Environment – Changing Indian business environment. Challenges: Globalization – Total quality management – Bench marking – Business process – Knowledge management approaches. Social Responsibility & Ethics: Objectives – Interest groups shareholders, employees, customers, government society – Making social responsibility operational – Approaches for measuring – Social audit – Social responsibility in India – Business ethics-difference between B.E & social responsibility, Needs, Levels of business ethics & tools.

Unit 2

Planning: Fundamentals of planning, concepts, types – Planning premises – Barriers to effective planning – Planning in Indian organization – Forecasting. Organizational Plan: Objectives, Management by objectives, Strategy, Policy, Procedures, Methods, Rules, Programme & Budget. Decision Making: Concept- Decision making – Types – Process – Condition – Rationality – Difference between individual & group – Approaches – Techniques. Organizing: Fundamentals – Concept – Design – Form. Power & Authority: Concepts of power – Delegation of authority – Centralization & Decentralization – Authority – Description. Conflict & Co-ordination: International conflict – Intergroup conflict – Conflict resolution – Co-ordination – Types, Techniques. Organizational Change: Nature – Planned Change – Human response – Change agents.

Unit 3

Staffing: Fundamental: Concepts – H.R planning – Job analysis – Recruitment & selection – Placement & orientation. Employee Development & Performance Appraisal: Career development – Training & Development – Performance Appraisal – Methods – Barriers – Measures.

Unit 4

Directing: Fundamental of directing: Concept – Principles – Supervision – Techniques – Directing & Human factor – Organizational Culture – Creating – Maintaining. Motivation: Concept – Theories – Motivational application – Designing – Job – Quality of work life – Job satisfaction – Morale building. Leadership: Concept – Leadership theories – Leadership styles – Inspirational approach to leadership – Transformational leadership. Communication:

Concept – Communication symbols, Communication network, Direction of communication & low barrier to effective communication, Communication pattern.

Unit 5

Controlling: Fundamental of controlling: Concept – Types, control areas – Design of effective control system essentials – Information system, types – Behavioural implementation of control. Control Techniques: Techniques – Budgetary control, control, B.E. analysis, responsibilities, internal audit, quality control, quality circle, Inventory control, PERT/CPM over all control techniques.

Reference:

- Management Practices: Practices in USA, Japan, China – Curtine.
- Management Practices of Ratantata ,Narayanamurthy, Azimpremji, Steve jobs, Billgates, Ambani.

2.6 Non Major ElectiveII–SEC - 2(Credits -2)

Nutrition and Food Science

Objectives:

- To make the students to understand about Micro and Macronutrients ,Food Adulteration and its impact on Human beings, and creating strong to understand towards Nutritional aspects of regional foods and recent trends in food service industry relevance to Nutrition and Health.

Unit 1: Nutrition

Definition, classification of nutrients ,Definition of energy and units of its measurement, Energy contribution from Macronutrients,(Carbohydrates, proteins, and fat), Factors affecting energy requirements, concept of BMR, SDA, Thermodynamic action of food, Dietary sources of energy, concept of energy balance and the health hazards associated with underweight, overweight. Macronutrients: Carbohydrate- Definition, classification, dietary sources and functions Lipids-Definition. Classification, dietary sources and functions – Proteins – Definition - classification, sources and functions - Micro Nutrients: Vitamins-Definition. Classification, dietary sources and functions Minerals - Definition. Classification, dietary sources and functions

Unit 2: Food Adulteration and Preservation

Food adulteration- types of common food adulterants, sample test to detect food adulteration , laws to prevent food adulteration. Food preservation techniques , food processing – definition , opportunities , methods and future trends.

Unit 3: Food Contamination and Additives

Food additives – Introduction, types (preservatives, anti-oxidants, sweeteners, food colour and flavours, stabilizers and emulsifiers) Introduction to food standards, types of food contaminants, (pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material.) Common adulterants in food, method of their detection

Unit 4: Food Facts and Fallacies

Introduction, common dietary Misconception, detecting faddism, Myths about food and nutrition, Protection of the consumer, means to counter Misinformation and fraud, Means of deception, methods of demonstrating safety, Toxicants naturally occurring in foods.

Unit 5: New Trends in Food Service Industry in Relevance to Nutrition and Health

Need for introducing nutritionally balanced and health specific meals - Critical evaluation of fast food - New products being launched in the market (Nutritional Evaluation) - Effective use of nutritional Food in regional cuisine.

Reference Books:

1. Text book on Food science and Human Nutrition—DiptiSharma . Astral publishers.
2. Food Science and Nutrition – SunetraRoday - Oxford publishers
3. Principles of Food Science and Nutrition Teaching manual ---Pratibhasingh , Astral publishers

2.7 SEC – 3(Credits -2) Accommodation Operation Practical- I

Objectives:

- To impart skills in basic housekeeping operations.
- 1) Organizational hierarchy of housekeeping department.
 - 2) Layout of housekeeping department.
 - 3) Guest room layout and drawing.
 - 4) Identification of cleaning equipment.
 - 5) Identification of cleaning agents.
 - 6) Cleaning of various surfaces: Wood, Metal.
 - 7) Bed making procedure-day and evening service.
 - 8) Procedure for cleaning guest room-vacant room, occupied room, departure room.

Reference Books:

1. John C. Branson, Margaret Lennox. Hotel, Hostel and Hospital Housekeeping: London ELST Publications.5th Edition.1996.
2. Amritsinghsudan. Housekeeping Management: New Delhi. Anmol Publication Pvt. Ltd. 1st Edition.2002

2.8 AECC Soft Skill - 2(Credits -2) Effective English (Credits -2) Common Syllabus as per prescribed by TANSCH

**Second Year
Third Semester**

3.1 Language (Credits -3)

Tamil – III (General) / Alternate Language Subjects – III
Common Syllabus as per Madurai Kamaraj University

3.2 English (Credits -3)

English - III
Common Syllabus as per Madurai Kamaraj University

3.3 Core –V(Credits -4)

Food Production – II

Objectives:

- Understand about Mother sauces, Contemporary and Proprietary sauces, Condiments, Salads, Stocks
- Identify various types of meats and classification, selection procedures. Various cuts of Meat, fish, recognize the importance of selection and storage of each meat, prepare and process various meats as per standards and specifications.
- Understand about QTK, Equipment, menu planning, Cost control, Indenting, Volume feeding. Kitchen Layout

Unit 1

Introduction-Condiments and Spices used in Western cuisine – Condiments, Spices and Herbs- Definition-Difference Between them-Examples -Role of spices and Herbs used in Western cookery- Salads- Definition-Different parts of salad-base, body, dressing and garnish.-Classification of salads-Simple, Compound and complex-Examples of each classification.-Salad Dressings examples - Stocks - Definition of stock, French terminology-Types of stock-Elements of Stock-Mirepoix, Bouquet garni, Sachet, piquante- Preparation of stock-Recipes-Storage of Stock-Uses of Stock-Care and Precautions - Sauces - Definition- Classification- Hot sauces, warm sauces, cold sauces - Recipes- Derivatives of each mother sauce-Storage and Precautions-Examples of Two dishes of Each Derivatives

Unit 2 Meat Cookery

Introduction to meat cookery-Composition of Meat and classification-Examples of Meat, Slaughtering methods-Cuts of Beef/Veal-Cuts of lamb/mutton-Cuts of Pork-Variety meats, Offals-Poultry, classification, examples, terminology, cut of poultry and cooking methods.

Unit 3 Fish Cookery

Introduction - Classification of fish with examples-Selection procedures-Shell fish, classification examples-Crustaceans and Molluscs divided in to groups gastropods or univalve and bivalve and Cephalopods and examples.-Different cuts of fish -Cooking of fish- Suitable Methods ,Precautions and types of fish used for different cooking

Unit 4 Quantity Food Production

Menu Planning: Definition - Basic Principles of menu planning-Points to remember in menu planning for various volume feeding outlets such as industrial catering ,institutional, hospital and 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. Types of Menu-French classical Menu with example for each dish –Continental Breakfast Menu-American Menu-Table d Hote Menu-A la carte Menu – Segments: types of customer – International – Domestic –Working Group – company Executives and Others – Location- system and Procedure – Standard Recipe – Prepared Food – Prepare to order food- Wastage –spillage and Spoilage Control.

Institutional and Industrial catering: Types -Problems association with this type-Scope for development and growth. Hospital catering: Highlights-Diet MENUS-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 Premise Catering. Mobile Catering: Characteristics of Rail, Airline(Flight Kitchen Catering)Branches of Mobile catering.

Unit 5

Cost Control: Introduction – importance – steps in control process – Purchase – co-ordination with other department – Diagrammatic representation of Sales and Profit – comparative Study - Indenting: Principles of indenting for volume feeding-Portion sizes-Modifying recipesPractical difficulties while indenting for volume feeding -Planning: Principles of planning for quantity food production with regard to: Space allocation, Equipment selection, Staffing – duties and responsibilities of food cost control department – overhead charges - Quantity Purchase and Storage: Introduction to Purchasing-Purchasing systemsPurchase specifications-Purchasing techniques-Storage

Reference Books:

1. The Art and Science of Culinary Preparation-A culinary Manual by Jerald W, Chesser, CEC, CCE, The Educational Institute of American culinary Federation, Ic, St.Augustine, Florida
2. Modern cookery Volume I and II
3. Food Production Operations, Second Edition, by Chef ParvinderS.Bali
4. Theory of Cookery by Krishna Aurora
5. Theory of Catering by Clinton Cesrani

3.4 Core –VI (Credits -4)

Food & Beverage Service – II

Objectives:

- To familiarize with Meals & Menu Planning, Preparation for Service, Types of food service,
- To be familiar with Sale control system, Tobacco.

Unit-01: Meals & Menu Planning:

Origin of Menu - Objectives of Menu Planning - Types of Menu - Courses of French Classical –Menu - Sequence - Examples from each course - Cover of each course - French Names of dishes - Types of Meals - Early Morning Tea - Breakfast (English, American Continental, Indian)- Brunch – Lunch - Afternoon/High Tea - Dinner – Supper - Preparation for service - Organizing Mise-en-scene - Organizing Mise en place Table d' hotel – A La Carte

Unit-02: Accompaniments

Knowledge of accompaniments of continental dishes – Grape fruit cocktail – tomato juice - Fruit juices – oysters – Snails – Potted shrimps – Smoked eel – caviar – Chilled melon – fresh prawns – Asparagus - Corn on the cob – Globe artichoke - pate de foiegras – Shellfish Cocktail – Avacado – Petite Marmite – Menestroni – Onion Soup – Potage – st.Germaine – Crème de Tomate – Consommé – Bouillabaisse – Oeuf sur le plat – Omelets

Unit-03: Types of Food Service

American, English, French, Russian , Gueridon, Indian Service basic knowledge only - Laying of a cover – restaurant service cycle – social skills - Silver service - Pre-plated service - Cafeteria service - Room service - Buffet service – Mise – en – Scene, Mise – en - Place

Unit-04: Sale Control System

KOT/Bill Control System (Manual) - Triplicate Checking System - Duplicate Checking System - Single Order Sheet - Quick Service Menu & Customer Bill - Making bill - Cash handling equipment - Record keeping (Restaurant Cashier)

Unit-05: Tobacco

History - Processing for cigarettes, pipe tobacco & cigars - Cigarettes – Types and Brand names - Pipe Tobacco – Types and Brand names - Cigars – shapes, sizes, colors and Brand names – Service Standards in a Hotel – Storage of Cigars / Brands of Cigarettes - 10 International brands of cigars and 20 International brands of Cigarettes

Reference Books:

1. Care and Storage of cigarettes & cigars Dennis.R.Lillicrap and John.A.Cousins. Food and Beverage Service: Great Britain. ELBs Publishers.6th Edition.2002.
2. John Fuller. Modern Restaurant Service, A Manual for Students and Practitioners: Cheltenham. Stanley Thrones Publishers.1st Edition.1999.
3. Sudhir Andrews. Food and Beverage Service Training Manual: New Delhi. Tata Mcgraw Hill Publishers. 4th Edition.2004.

3.5 Elective –III(Credits -3)Choose any one Elective

Front Office Operations - II

Objectives:

- To enable the students to handle guest check in and check outs
- Handle reservations and walk ins.

Unit-1: Introduction to Lobby

Layout of Lobby - Organization chart of uniform staff, Duties and Responsibilities - Concierge – Travel Desk - Guest Relation Executive - Doorman & Valet-Bell Desk/Concierge- Duties and responsibilities of Bell Captain-Duties and responsibilities of Bell Boy - **Front Office Guest Handling**- Introduction to guest cycle- Pre arrival, Arrival

- During guest stay, Departure
- After departure

Unit 2Reservation

Importance of reservation – for hotel and guest, Modes and Sources of Reservation (FITs, Travel Agents, Airlines, GITs), Types of reservations (Tentative, confirmed, guaranteed etc.), Cancellation, Amendments, Overbooking, Reservation Form, Format & Different Storage System Followed in the Hotel Industry (non automatic, semi automatic fully automatic), and Forecasting Room Reservation

Unit 3 Registration

Registration Form Format & Procedure for registration, rooming a guest with reservation

Rooming a Walk-in Guest, C-Form usage and its importance

Important Terminologies Used in the Front Office Department – SB, Sleeper, Skipper, Cancellation, Amendment, Guaranteed reservation, Lost and Found, Errand Card.

Unit 4Importance Of Receptionist

Qualities of front office staff, The importance of receptionist ,The status of receptionist as a partner in the hotel industry, Different types of Rooms tariff and Plans - Basis of charging Plans, competition, customer's profile, standards of service & Amenities, Different types of tariffs

- Rack Rate
- Discounted Rates for Corporate, Airlines, Groups & Travel Agents

Check In and Check Out Procedures--Guest accounts settlement- Cash and credit - Indian currency and foreign currency- documents and forms to be filled while checking in, Transfer of guest accounts- Express check out

Unit 5Front Office Marketing and Sales

The role of Front office in Marketing and Sales, Identify the Market, Purpose of Sales Planning, Different types of selling techniques-Up selling, Discounts

Reference Books:

1. Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata Mcgraw Hill Publishing Company Ltd., 32nd Reprint.2004.
2. Sue Baker, Pam Bradly and Jeremy Huyton Principles of Hotel Front Office Operations: London. Cassell Publishers. 2nd Edition 2004.
3. S.K.Bhatnagar. Front Office Management: New Delhi. Frank Bros, and CoPublishers Ltd., 1st Edition.2002.

Facility Management

Objective:

- To educate on the operational and functional planning of food service facilities
- To impart knowledge on the energy conservation practices in hotel industry.

Unit 1:

Hotel classification and guidelines: introduction – types of hotels – architectural features, facilities and services in star category hotels – architectural features, facilities and services in heritage hotels – services in apartment hotels – guidelines for approval of hotel projects and for classification under 1,2,3,4,5 and 5 star deluxe category; guidelines for hotel classification (Heritage and Apartment hotels)

Unit 2:

Hotel design – introduction – design considerations – systematic layout planning (SLP) – thumb rules for allocation of space in a hotel – formulation of project report / feasibility report – blue print – parking, walks and drives – some key definition in building construction – role of vaastushastra on building design

Unit 3:

Equipment and kitchen safety – features of a good kitchen – care and maintenance of kitchen equipment – specifications – developing work place – work place environment, concepts of motion economy, materials handling, designing safe work place, equipment requirements; methods, equipment check list, broilers, ovens, ranges, steam jacked kettles, steamers, ware washing equipment, waste disposal equipment selection

Unit 4:

Storage facility – introduction – definition & types – layout of a good food store; role of a storekeeper – beverage storage facilities – cellar – kitchen stewarding – functional planning – functions – concept of flow – functional requirements – receiving storage – preparation – cooking – baking – serving – dish washing – pot & pan washing – waste disposal – other requirements – planning the atmosphere – atmosphere & mood – color, lighting, acoustics, noise & music, climate control, furnishings, exterior design, advertising & public relations

Unit 5:

Energy conservation – introduction – major resources of energy – energy conservation – success stories of Indian hotels – facilities for physically challenged – introduction – guidelines for planning facilities – Indian government rules for physically challenged guest – American norms for special guests.

REFERENCE BOOKS:

1. Edward A Kazarian: Food Service facilities planning: New York, VanNostrand Reinhold Company, 2nd Edition 1998
2. The facility management handbook: David G Cotts
3. Hotel Facility Planning: Oxford Higher Education, Tarun Bansal

3.6 SEC - 4(Credits -1)

Entrepreneurship Development

Unit 1

Introduction to Entrepreneurship, Concept of Entrepreneur, Entrepreneurship and Enterprise, Definition of Entrepreneurship, Objectives of Entrepreneurship Development, Phases of Entrepreneurship Development, Role of Entrepreneurship, Qualities of an Entrepreneur, Traits of Entrepreneurship, Introduction to Entrepreneurship Skills.

Unit 2

Start-up Processes - Project Identification -Selection of the Project - Project Formulation Evaluation- Feasibility Analysis-Project Report - Project Management.

Unit 3

Entrepreneurial Development Agencies - Commercial Banks-District Industries Centre-National Small Industries Corporation - Small Industries Development Organization -Small Industries Service Institute - All India Financial Institutions, IDBI, IFCI, ICICI, IRDBI

Unit 4

Entrepreneurial Development Programmes (EDP) - Role, Relevance and Achievements - Role of Government in organizing EDPs - Critical Evaluation.

Unit 5

Economic Developments and Entrepreneurial Growth -Role of Entrepreneur in Economic Growth- Case Histories of Successful Entrepreneurs - Development of Women Entrepreneurship

Suggested Readings

- Entrepreneurial Development - Gupta and Srinivasan
- Entrepreneurship Development- Gordon and Natarajan
- Entrepreneurial Development -Jayshree Suresh

3.7 SEC - 5(Credits -2) Event Management

Objective:

To impart knowledge on the basic concepts of event management

Unit 1

Introduction to meeting and event management – categories and definitions – need of event management – objectives of event management – creativity implications of events – organization structure and functions of a multifaceted event management company.

Unit 2

Event planning – arranging chief guest/celebrities – arranging sponsors – back stage management – brand management – budget management – types of leadership for events & organizations.

Unit 3

Designing (a) Backdrop (b) Invitation card (c) Publicity Material (d) Mementos – Event Decoration – making press release – marketing communication – media research &management – participation according to the theme of the event – photography/ video coverage management.

Unit 4

Program scripting – public relation – electing a location - social and business etiquette – speaking skills – stage decoration – team spirit – time management.

Unit 5

Concept of exhibition - space planning – ITPO- sporting events – tourism events – leisure events.

Reference Books:

1. Anton Shone and Bryn Parry – Successful Event management: Cengage Learning Business Press. 2nd Edition.
2. Julia Tum, Philipa Norton and Nevan Wright. Management of Event Operations: Atlantic Publishing Company.

3.8 AECC Soft Skill - 3 (Credits -2)**Human Resource Management****Objectives:**

- To study the management practices that directly affect human resources who work for the organization
- To enable to learn the essential concepts of human resource management

Unit 1:

Strategic importance of HRM; objectives of HRM; challenges to HR professionals; role, responsibilities and competencies of HR professionals; HR department – scalar chain operations – HR planning – objectives and process; human resource system HRIS and HR Audits – Concept And Functions

Unit 2:

Job analysis – description and evaluation – concepts and methods – meaning of recruitment and selection – methods of recruitment and selection – tests in selection process – steps in selection process – productivity management – concepts – TQM – kaizen – quality circles

Unit 3:

Training and induction – meaning, objective and purpose of induction, need for training, benefits of training, identification of training needs, methods of training, concept of management trainee, performance appraisal – meaning – objectives of performance appraisal, methods and limitations

Unit 4:

Promotion and transfers – purpose of promotion, basis, meaning of transfer, reasons, types of transfer – right sizing of work force – need for right sizing – principles and techniques of wage fixation, compensation – base and supplementary – work environment – meaning – importance of work study – application of ergonomics in hotel industry regarding safety

Unit 5:

Employee welfare and benefits measures and types – grievance and grievance handling procedures – employee morale and ethics – trade union nature and its functions – handling of collective bargaining and its process – dynamics of enquiry and disciplinary procedures

Reference Books:

1. Human Resource Management – Pearson Education, Gary Dessler
2. Human Resource Management – P.Jyothi, D.N.Venkatesh, Oxford Higher Education
3. Human Resource Management – Bhaskar Chatterjee

3.9 Environmental Studies (Credits -2)

Common Syllabus as prescribed by Madurai Kamaraj University

Fourth Semester

4.1 Language (Credits -3)

Tamil – IV (General) / Alternate Language Subjects – IV
Common Syllabus as per Madurai Kamaraj University

4.2 English (Credits -3)

English - IV
Common Syllabus as per Madurai Kamaraj University

4.3 Core –VII(Credits -4)

Food Production Practical – II

Objectives:

- To familiarize students with various cuts of poultry, fish, Cuts of Meat by Demo.
- To be familiarized with a set of Prepared Menus.

1. Poultry

Identifications Of Different Classification

Selection Procedures

Slaughtering Methods

Singeing, Trussing, Dressing, Jointing

Fish -Identification, Selection Procedures, Different Cuts Of Fish, Fumet

Cuts Of Meat

- a. Lamb, Mutton
- b. Beef/Veal
- c. Fillet-Different Parts Identification
- d. Pork

2. Preparation Of Menu

- a. Salads and Soups

Green salad, tossed salad, Russian salad, Hawaiian salad,

Saladenicoise, greek salad

Cream (Spinach, Vegetable and tomato)

Puree (Lentil, carrot, Green peas)

International Soups

- b. Chicken, Mutton and fish Preparations

Fish Orly, fish allanglaise, Colbert, meuniere, baked, poached

Lamb stew, hot pot, shepherd's pie, grilled roast

Beef stew, steak, tournedos, chateaubriand, tartare

- Roast chicken,grilledfried,sauté chicken
- Pork chops roast pork
- c. Simple potato Preparations
 - Basic potato dishes
- d. Basic Vegetable Preparations
 - Popular vegetable dishes

Course French Classical Menu with Description and Examples

1 - Hors-d oeuvre / Appetizer

2 - Potage / Soup

3 - Oeuf / Egg

4 - Farinaceous / Farineaux / Pasta or Rice

5 - Poisson / Fish

6 - Entrée / Entree

7 - Sorbet / Sorbet

8 - Releve / Joints

9 - Roti / Roast

10 - Legumes / Vegetables

11 - Salades / Salad

12 - Buffet Froid / Cold Buffet

13 - Entremets / Sweets

14 - Savoureux / Savory

15 - Fromage / Cheese

16 - Dessert / Cut Fruits & Nuts

17 - Boissons / Beverage

Minimum 10 examples for all the 17 courses should be taught in practical.

Reference Books:

1. The Art and Science of Culinary Preparation-A culinary Manual by Jerald W, Chesser, CEC,CCE,The Educational Institute of American culinary Federation, Ic, St.Augustine, Florida
2. Modern cookery Volume I and II
3. Food Production Operations, Second Edition, by Chef ParvinderS.Bali
4. Theory of Cookery by Krishna Aurora
5. Theory of Catering by Cesrani

4.4 Core –VIII(Credits -4)

Food & Beverage Service Practical – II

Objectives:

- To familiarize students with various aspects of Table lay up service, Tray/ Trolly set up service.
- To familiarize with Preparation for service, Procedure for service of a meal, Special food service.

01 Review of semester -1

02 Table lay-up & service

Task-01: A La Carte Cover

- Task-02: Table d'Hôte Cover
- Task-03: english breakfast Cover
- Task-04: American Breakfast Cover
- Task-05: Continental Breakfast Cover
- Task-06: Indian Breakfast Cover
- Task-07: Afternoon Tea Cover
- Task-08: High Tea Cover

Tray/Trolley Set-Up & Service

- Task-01: Room Service Tray Setup
- Task-02: Room Service Trolley Setup

03 Preparations for Service (Restaurant)

A. Organizing Mise-En-Scene B. Organizing Mise-En-Place C. Opening, Operating & Closing Duties

04 Procedure For Service Of A Meal

- Task-01: Taking Guest Reservations
- Task-02: Receiving & Seating of Guests
- Task-03: Order taking & Recording
- Task-04: Order processing (passing orders to the kitchen)
- Task-05: Sequence of service
- Task-06: Presentation & Encashing the Bill
- Task-07: Presenting & collecting Guest comment cards
- Task-08: Seeing off the Guests

05 Social Skills

- Task-01: Handling Guest Complaints
- Task-02: Telephone manners
- Task-03: Dining & Service etiquettes

06 Special Food Service - (Cover, Accompaniments & Service)

- Task-01: Classical Hors d'oeuvre
- Task-02: Cheese
- Task-03: Dessert (Fresh Fruit & Nuts)

Service of Tobacco

- Cigarettes & Cigars

07 Restaurant French: To be taught by a professional French language teacher.

- Restaurant Vocabulary (English & French)
- French Classical Menu Planning
- French for Receiving, Greeting & Seating Guests
- French related to taking order & description of dishes

Reference Books:

1. Dennis.R.Lillicrap and John.A.Cousins. Food and Beverage Service: Great Britain. ELBs Publishers.6th Edition.2002.
2. John Fuller. Modern Restaurant Service, A Manual for Students and Practitioners: Cheltenham. Stanley Thrones Publishers.1st Edition.1999.
3. Sudhir Andrews. Food and Beverage Service Training Manual: New Delhi. Tata Mcgraw Hill Publishers. 4th Edition.2004.

4.5 Elective –IV(Credits -3)Choose any one Elective

Front Office Operations Practical - II

Objective: To make the students perform the role play, thereby learn the regular activities of the front office personnel.

1. Layout of front office department
2. Reservation procedure
3. Density chart
4. Check-in and check-out procedure – role play of the following staff:
 - A. Doorman
 - B. Bellboy
 - C. Receptionist
 - D. Information assistant
 - E. Cashier
2. Front office records and reports
3. Calculation of statistical data:
 - A. House count
 - B. Room position
 - C. Percentage of room occupancy
 - D. Percentage of foreign occupancy
 - E. Percentage of local occupancy
 - F. Percentage of walk-ins
 - G. Percentage of no shows
 - H. Average room rate
7. Handling emergencies:
 - A. Lost and found
 - B. Fire
 - C. Death
 - D. Accident
 - E. Drunken guest
 - F. Theft
8. Handling guest complaints and solving problems
9. Places of tourist interest in India
10. Domestic and international airlines

Reference Books:

1. Principles of Front Office Operations – Sue Baker
2. Front Office Management – S.K. Bhatnagar
3. Front Office Procedures – Michael. L. Kasavana
4. Hotel Front Office Management – James. A. Bardi

International Tourism

Objectives:

This paper enables the students

- To create awareness about the issues of international tourism
- To impart knowledge about the tourism in developing countries
- To acquire knowledge on alternative international tourism

Unit 1 – Issues Resulting from International Tourism – basic issues –concepts of sustainable development – sustainable development and international tourism – strategies for sustainable tourism development

Unit 2-Tourism And Developing Countries - Development Concepts And Goals – world bank and UNESCO role in International tourism – Growth Trends – Determinants of growth – future tourist flows – Patterns of expenditure – tourism facilities – social effects - tourist enterprise in the public sectors – Tourism in South Asia – socio – demographic feature – tourism policy in the region – international movements of persons – intra -regional movements – domestic movements

Unit – 3 - International Tourism Global And Indian Scenerio –

International tourism – tourism receipts – Regional distribution – international tourism in India – trends – Market size and structure – Growth prospects and problems - competitive structures in tourism service sectors – enhancing value added and foreign exchange earnings

Unit 4 – Tourism as an Element

General view of sustainable development – case studies – Hawaii - Maui – Henna & Lana

Unit –5–Alternative International Tourism – profiles of conceptualization – alternative tourism and their challenges of international tourism –tourism in the logic of world integration – gearing up a society for tourism

Reference

1. International Encyclopedia of Tourism Management
2. International Tourism and Sustainable development – P C Sinha – Anmol Publication – New Delhi

4.6 SEC - 6(Credits -2)

Hotel Information Technology

Objectives:

- To learn the basics of computer and information technology

- To understand the function of the operating system and DOS commands
- To Learn about usage of Internet, E-mail and World Wide Web

Unit 1

Introduction to computers – generations – evaluation – classifications of computers – advantages and disadvantages – components of computers – input devices – output devices – storage devices.

Unit 2

Software – Types of software – hardware – Type of hardware – introduction to operating system: Definitions – functions of operating system – language classification.

Unit 3

MS-Word: introduction to word – creating new document – saving document – formatting text – finding & replacing text – using graphics, templates – using mail merge – printing documents.

MS-Excel: Editing cells – resizing cell width – moving and copying blocks – inserting and deleting rows and columns – formatting them worksheets – printing worksheets – creating charts – using functions – macros.

Unit 4

Introduction to MS-Power point – creating, formatting, editing viewing slideshow- creating a presentation using MS Power Point, adding graphics and special effects – using design templates. Introduction to MS-access: What is data base – why database – what is database management system – why DBMS – creating table - entering data.

Unit 5

Introduction to internet: Getting information on the internet – Providing information on the internet – internet access – Internet basics – the World Wide Web – video conferencing E-mail: Introduction – why use E-Mail – how E-Mail works – mailing basics – advantages and disadvantages OF e-Mail – attaching files to E-Mails – network – types of networks.

Reference Books:

- 1.Alexis Leon and Mathews Leon. Introduction to Computers: . Leon Tech World, 199
2. R.X.Taxali. PC Software for windows Made simple: Tata Mcgraw hill.
3. Stephen L.Nelson. Office 2000 Complete Reference – Bpb.
4. Gini Counter and Annete Marquis. Mastering Office 2000-BPB.
5. Joyce Cox and Pully Urban, Quick Course in Microsoft Office: Galgotia Publications

4.7 SEC - 7(Credits -2) **Hotel Accounts and Finance**

Objectives:

- To give the students an insight into the practical accounting systems adopted in hotels.

- To understand how to prepare final accounts of small business organization. □To learn the basic of banking transactions.

Unit – 1 Introduction

Introduction to accounting –Need for accounting - Definition of accounting– attributes and steps – book keeping Vs accounting- objectives, advantages, limitations, Financial accounting Vs Cost accounting – Financial accounting Vs Management accounting – single entry system, double entry system, Types of account – accounting rules.

Unit – 2

Journal – Introduction – meaning – elements – simple journal – compound journal – opening entry – importance of journal – advantages – narration – difference between cash discount and trade discount – Ledger account – importance of ledger - posting of journal to ledger- balancing of ledger accounts, subdivision of ledger account – distinction between journal and ledger .

Unit – 3

Subsidiary books: Introduction - kinds of subsidiary books - Purchase book – Purchase return book – Sales book – Sales return book – Cash book: Single column, Double Column and Triple column – Petty cash book – imprest system of petty cash book – advantages of all subsidiary books –Trial Balance – Introduction – meaning – definition – objectives – methods – rules for preparing trial balance – errors – types of errors -guidelines – format of trial balance - Bank Reconciliation statement: Bank balance as per cash book – Bank overdraft as per cash book / as per pass book

Unit – 4

Hotel cost accounting – Definition of cost & costing – scope and advantages of costing preparation of cost sheet-Inventory control-Meaning – Perpetual inventory and Periodic inventory - ABC analysis - Method of inventory valuation – FIFO-LIFO and HIFO - Advantage & Disadvantages - Hotel Accounting – Methods - Revenue Generation of various department - Daily revenue statement – weekly statement – Monthly revenue statement - Audit - Internal & External audit -visitors Tabular ledger -guest folio ledger concept.

Unit -5

Introduction to final accounts - Preparation of final accounts: Trading,- preparation of trading account – valuation of closing stock – profit and loss accounts - Difference between trading account and profit and loss account - balance sheet – characteristics – classification of assets and liabilities – recording – specimen of balance sheet – difference between trial balance and balance sheet – difference between profit and loss account and balance sheet.

Reference Books:

1. S.P. Jain and K.L.Narang. Principles of accountancy: New delhi. Kalyani publishers. 2ndRevised Edition.2004.
2. Ratwat.G.S, Elements of Hotel accountancy: New Delhi. Aman publication. 5th edition.2004.
3. T.S. Grewal.Double entry bookkeeping : New Delhi. Sultan chand& sons 5th revised edition. 1998.

4. T.S. Reddy and Dr. A Moorthy - Financial Accounting - Margham Publications – 2016
5. Dr. T Ramasamy – Financial Accounting - Gold books publishing house - 2014

4.8 AECC Soft Skill - 4(Credits -2)

Microsoft Office Fundamentals

Common Syllabus as per prescribed by TANSCH

Third Year

Fifth Semester

5.1 Core –IX(Credits -4)

Food Production - III

OBJECTIVES:

- Identify various types of soups used, preparations, classical international soups, garnishes and serving.
- Identify various types of eggs, classification, structure, selection uses and preparations and learn about culinary terms in western terminology
- To Understand about Principles of Food Storage, Preservation of Food.

UNIT I

Preservation Of Food - Introduction-Meaning – types of Preservation – short period Preservation – Asepsis – Low Temperature – Mild Antiseptic – Removal air: By-Heating – Long period Preservation – sundrying – Dehydration – Salting – smoking – Deep Freeze Hermetically Sealed container – canning – Bottling – Gas storage Acid – spices – Vacuum Packing – Fermentation chemical Preservation – Irradiation – Using antibiotics.

UNIT II

Principles Of Food Storage - Introduction – Guidelines and minimum temperature required for storage of fruits, Vegetables and Meats – Life time for cooked and uncooked food – thawing. Cost Control Departments and Its Function - Introduction-definition of cost – Techniques –types of cost – Duties and Responsibilities of cost control Department in a large Hotels – Portion control-Portion Size –Fixation of price for each item based on location – Other infra structurefacilities -- Overhead charges – Profit, Budget – Percentage of Food cost, Margin of safety – Pre-Budget Breakeven a analysis – Breakeven Point – diagrammatic representation showing fixed cost, over head cost , Net Profit.

UNIT III

Menu Planning:Definition - Basic Principles of menu planning-Points to remember in menu planning for various volume feeding outlets such as industrial catering ,institutional, hospital and 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. Types of Menu-French classical Menu with example for each dish – Continental Breakfast Menu-American MenuTable d Hote Menu -

A la carte Menu – Segments: types of customer – International – Domestic –Working Group – company Executives and Others – Location- system and Procedure – Standard Recipe – Prepared Food – Prepare to order food- Wastage –spillage and Spoilage Control - Seventeen course Classical French Menu with Examples of Each course with Descriptions

UNIT IV

Kitchen Organisation and Layout - General layout of the kitchen in various organizations-Layout of receiving areas-Layout of service and wash up areas.-Layout of the commissary-Basic layout of Main Kitchen-Layout of Butchery-Layout of Garde manger-Western Banquet kitchen, Bakery and confectioneryPlanning a show kitchen

UNIT V

Fruit Cookery - Introduction-Classification of fruits on the basis of texture and flavor: soft fruits, Stone fruits, apple and pear family, Citrus Fruits.- On the basis of appearance and flesh Content: fleshy Fruits, Dry Fruits.- Importance of Fruits in Diet-Examples of fruits with French terminology-Selection Procedure and Storage- fruits in cooking

Egg Cookery - Introduction-Structure: shell, Yolk, Vitelline, chalazae, Shell Membranes, air cell- thin Albumen -Selection procedures-Classification of Eggs-Different sources of Eggs and their characteristics and taste- Farm and Feed: Different grades of Eggs- classification of Eggs by Us Standards and European standards-Types of Eggs-Uses of Eggs-Different egg Preparation with recipes. Cooking of eggs for breakfast- How to season a fry pan for egg preparations.

Reference Books:

1. The Art and Science of Culinary Preparation-A culinary Manual by Jerald W, Chesser, CEC,CCE,The Educational Institute of American culinary Federation, Ic, St.Augustine, Florida
2. Modern cookery Volume I and II
3. Food Production Operations, Second Edition, by Chef ParvinderS.Bali
4. Theory of Cookery by Krishna Aurora ,Theory of Catering by Cesrani

5.2 Core –X(Credits -4)

Food and Beverage Service -III

Objective:

- To gain the knowledge about the spirits, alcoholic origin and cocktail methods
- To study about the methods of preparation of various alcohols and spirits.

UNIT – 1:

Spirits – spirit strength calculation methods (sikes, Gay Lussac and US) – spirit production methods – pot still and patent still; whisky – history – production of malt and grain whisky – styles – scotch – irish – American – bourbon – Canadian – malt – single & double – maturity and aging – blending of scotch whisky – service – brand names

UNIT – 2:

Production and styles – brandy types – production – history and styles of cognac and Armagnac – vodka, rum, gin, tequila – production – history – manufacture – distillation – maturation – aging – service – brand names

UNIT 3:

Aperitifs and digestives – production – classification and distillation service – vermouth – martini – cinzano – chambery – dubonnet – cherry – port – Madeira – meaning of eaux – de vie, meaning of apple jack, calvados, fraises, framboise, kirsch, kirschwasser, marc, poire Williams, slivovitz, liqueurs – meaning, production methods: colour, flavour, and country of origin of absinthe, advocaat, abricotine, anisette, aurum, benedictine, chartreuse, cointreau, crème de menthe, crème de moka, crème de vanilla, curacao, drambuie, glavya, gold wasser, grand marnier, kahlua kummel, maraschino, parfait amour, sambuca, strega, tiamaria, van der hum

UNIT 4:

Cocktails – and mixed drinks – meaning, methods of mixing cocktails, cocktail glasses, recipes of brandy, gin, rum, tequila, vodka and whisky based cocktails, mixed drinks – meaning of cobbler – Collins – coolers – crustas – cups – daiquiris – daisies – egg noggs – fixes – fizzes – smashes – sours – swizzles and toddies, mocktails – meaning – examples with recipes – garnishes – preparing garnishes, fruit garnishes, other garnishes and decorations, standard garnishes, syrups and other ingredients used in garnishes and service

UNIT 5:

Non alcoholic beverages – tea – types – processing – manufacturing – service standards, brand, storage; varieties – Indian, Chinese, ice tea. Coffee- processing, manufacturing, service standards, brand; varieties – cappuccino, espresso, irish, cold coffee, Nourishing and refreshing beverages. Tobacco – important tobacco producing countries in the world; quality of cigars and cigarettes; terms used to denote the size and color of cigars; storage of cigars. International cigars and cigarettes – service of tobacco.

Reference Book:

- Dennis.R.Lillkicrap and john.A.Cousins. Food and beverage Service: Great Britain.ELBS Publishers.6th Edition.2002
- John Fuller. Modern Restaurant service, Amanual for students and practitioners: Cheltenham. Stanley Throes publishers.1st Edition. 1992
- Bobby George. Food and Beverage Service: Noida. Jaico Publishing House.1st Edition.
- 2005
- United Kingdom Bartenders Guild. The International Guide to Drinks: London. Vermilion Publishers. 1st Edition, 1994
- George Ellis. Bar Attendants Handbook: New Delhi. Global Books and Subscription services. 2nd Edition.2002
- Jeffery Clarke. Table and Bar: Great Britain. Hodder and Stoughton Publishers.1st Edition.1987.

5.3 Core –XI(Credits -4) Bakery & Confectionary

Objectives:

- To provide the basic skills of bakery and confectionery
- To provide the knowledge of techniques in bakery

UNIT 1:

Historical background of baking – introduction to large, small baking equipments and tools – structure of wheat, types – composition, WAP of flour – milling of wheat – difference between semolina, whole wheat flour and refined flour – flour testing

UNIT 2:

Basic pastries, short crust puff and flaky (laminated) choux pastry – suet phllow – bread making ingredients, methods- improvers – process faults and remedies – varieties of yeast dough products – lean yeast breads – quick breads, artisan breads

UNIT 3:

Cake making ingredients – methods, improvers process faults and remedies – variety of cakes – rich, lean, high ratio, low ratio and specialty cakes, gateaux – intro to chocolate, making of chocolate and basic chocolate works.

UNIT 4:

Introduction to icing and icing varieties – marzipan, nougat and pastillage – sugar works and decorative works with sugar

UNIT 5:

Cookies – ingredients and mixing methods – types of process – frozen desserts – custards, bavaois, mousse, soufflé and pudding

Reference book:

- WayneGisslen, Professional Baking: New Jersey, John Wiley and Sons Publishers. 4th Edition.2005
- S.C.Dubey. Basic Baking: Society of Indian bakers, New Delhi

5.4 Core –XII(Credits -4)**Project Viva Voce**

Students have to do a project study on their generic Discipline and submit a report.Viva voce examination will be conducted.

5.5 Elective –V(Credits -3) Choose any one Elective**Food and Beverage Management****Objective:**

- To understand the regulation of cost and revenue of operating the catering activity in hotels and food and beverage establishments
- To familiarize and update knowledge in order to improve the profitability and productivity of food and beverage service

UNIT 1:

Food and beverage management – introduction, food and beverage function, responsibilities &objectives of food and beverage management – constraints of f&b management – costing – introduction – definition – scope and advantages of costing – elements of cost – cost controlling techniques – reasons for high food cost

UNIT 2:

Purchasing: nature of purchasing, duties of purchase manager, purchasing procedure, selection of supplier – aids to purchasing of f&b, standard purchasing specifications for food and beverage, receiving: objectives, receiving procedure, receiving of expensive commodities, returnable containers, blind receiving, dispatch to stores or user department, clerical procedures and forms used.

UNIT 3:

Inventory control – store room design – dispensing with perpetual inventory cards and requisition – store room inventory – inventory taking procedures – discrepancies between card and actual account – booking inventory versus actual inventory – open stock inventory – inventory turnover calculation

UNIT 4:

Introduction to beverage costing – objectives of beverage controls – difference between food cost and beverage cost – control tools – measuring devices – corkage – liquor control methods – bar procedure – purchase of liquor – malpractice – receiving, and issuing procedure – beverage sales control – legal requirements – maintaining stock register both from cellar and dispense bar

UNIT 5:

Sales promotion of food and beverage facilities – introduction – advertising – direct mail, press advt, guides – external signs and posters – trade advt, broadcasting, expert advice, merchandising – floor stands – posters – clip-ons – children menu – other sales tools – special promotions – public relations – budgeting – methods of budget – types of budget - budgetary control

REFERENCE BOOKS:

1. Bernard Davis, Andrew Lockwood and Sally stone. Food and Beverage MANAGEMENT: Great Britain, Butterworth – Heinemann Publishers. 3rd Edition. 2005
2. JagmohanNegi. Food and Beverage Management and Cost Control: New Delhi. Kanishka Publishers. 1st Edition.1999

Personalitydevelopment

Objectives: To improve the personality skills of the students and their behavior

UNIT-1:

Personality development understanding Individual Behavior

UNIT-2:

Factors influencing individual behavior–models of man

UNIT-3

Importanceofphysicalexercise,asanas,yogaandmeditationindevelopingpersonality of anIndividual.

UNIT-4:Meaninganddefinitionofpersonality–determinantsof– developmentofpersonality

UNIT-5: personality traits- definition nature and importance of perception – the perceptionprocess –factors influencing the perceptual set- barriers to perceptual accuracy –perceptualerrorsand distortion.

Textbook

- Organizational Behavior-Shashi K. Gupta & Rosy Joshikalyani publishers
- Organizational Behavior-L.M. Prasad–Sultan Chandra & Sons.
- Personality Development–Dr. T. Bharathi & E.G. Parameswaran
- (Neelkamal Publications Pvt Ltd., Hyderabad, New Delhi)

5.6 Elective –VI (Credits -3) Choose any one Elective Hospitality Marketing Management

Objective:

- To appraise the students to tackle the competitive market situation
- To have clear distinctive study on hospitality products and their marketing ways

UNIT – 1:

Introduction to hospitality sales and marketing – sales and marketing cycle – structure of industry – marketing definition – identifying customer needs, selling and promotion, hospitality products – relationship marketing – guest preferences – services marketing concepts – hospitality marketing mix – the 8 P's of marketing – evolution of markets – global and Indian tourist market – market segmentation – concept – relevance to hospitality industry – market segment groups – types of service – defining and delivering customer value and satisfaction value chain – delivery network and marketing environment, e business and setting up websites

UNIT 2:

Marketing plan – the marketing team – selecting the target markets, positioning the property / outlet, developing and implementing marketing action plans, monitoring and evaluating the market plan. Buyer behavior – market segmentation and targeting, positioning and differentiation strategies, product life cycle strategies, new product development, product mix and product line decisions – branding and packaging price setting – objectives, factors and methods – price adapting policies, initiating and responding to price changes.

UNIT 3:

Sales techniques for hotel industry – the marketing and sales division – components of a sale – types of sales in different departments of a hotel – telemarketing – internal merchandising – in-house sales promotion, special services in in-house sales – sales forecasting – long term and short term – restaurant and lounge sales positioning – merchandising food and beverage – promotion of restaurants and lounge facilities, building repeat business – banquet and conference sales

UNIT 4:

Advertising, public relations and publicity – effective hotel advertising – brochures, sales material designing – advantages of advertising – indoor and outdoor – competitive marketing – identifying and analyzing competitors designing relationship marketing –

customer database, attracting and retaining customers, global target market selection, standardization Vs adaptation, product, pricing, distribution and promotional policy

UNIT 5:

Channel decisions – nature and types of marketing channels – channel design – channel management decisions - selection, training, motivation and evaluation of channel members channel dynamics – VMS, HMS, MMS. Market logistics decisions retailing, wholesaling and physical distribution – marketing information systems – introduction to MIS – meaning and role – MIS objectives, application of MIS – accounting and finance management – marketing management – role of computers in MIS – database support system – E Business – setting up websites

Reference Book:

1. Philip Kotler, Marketing Management.
2. Jagmohan Negi: Hospitality sales and Marketing
3. Rajan Saxena. Marketing Management: Tata McGraw Hill, 2002.
4. Ramasamy and Namakumari, Marketing Management: Macmillan India, 2002.
5. Ramphal and Gupta. Case and Simulations in Marketing: Golgatiya, Delhi
6. S. Jayachandran. Marketing Management: TMH, 2003

Managing Global Business

Objective:

- To provide a thorough review and analysis of multinational business management

Unit - I

Foundations of Multinational Management – The Nature of Multinational Company – The Globalizing Economy – The Next Generation of Multinational Managers – Definition of Culture – Levels of Culture – National Culture – Business Culture – Occupational and Organizational Culture – Cultural Differences and Basic Values – Caveats and Cautions – Social Institutions and Influence on Society – Economic Systems – Industrialization – Religion – Education

Unit- II

The Nature of Organizational Design – Organizational Structures to Implement Multinational Strategies – Overview of Multinational Strategy and Structure - Control and Coordination Systems – Linking the Value Chain – Choosing a Partner and Alliance Type – Negotiating the Agreement – Building the Organization – Commitment and Trust – Assessing the Performance – The Internet Economy – Fundamentals of E-Commerce Strategy – Globalizing through the Internet

Unit - III

Definition of International HRM – Multinational Managers – The Expatriate Manager – International Assignments for Women – Multinationals and Electronic HRM – Multinational Strategy and HRM – Recruitment – Selection – Training and Development – Performance Appraisal – Compensation – A Comparative View of Labor Relations

Unit - IV

The Basics of Cross-Cultural Communication– International Negotiation– Work Values and the Meaning of Work – Work Motivation – Theories of Work Motivation – Global Leadership–Three Classic Models–Contingency for Leadership Behaviors– Contemporary Leadership Perspectives–Global Woman Leaders

Unit - V

International Business Ethics and Social Responsibility – Ethical Responsibility – National Differences in Business Ethics and Social Responsibility – Toward Traditional Ethics – The Ethical Dilemma in Multinational Management

Reference:

- John B. Cullen, K. Praveen Parboteeah, –International Management, Cengage Learning 2005

5.7 Value Education (Credits -2)

Common Syllabus as per Madurai Kamaraj University

5.8 Summer Internship / Industrial Training (Credits -2)

Industrial Exposure Training: All students (from First semester to Fifth Semester) must be sent for summer and winter training after the completion of odd and even semester examination for a period of 5 weeks and a project report must be submitted.

Sixth Semester

6.1 Core –XIII (Credits -4)

Food Production Practical - III

Demonstration and preparation of Concept Menus of various countries

6.2 Core –XIV (Credits -4)

Food and Beverage Service Practical - III

Objectives:

To impart knowledge on the planning of banquets, buffet planning, sequence of food serviced and the procedure of gueridon service. Banquets

1. Booking procedure
2. Preparing banquet menus
3. Seating arrangement
4. Informal banquet Buffet

1. Planning
2. Area requirement
3. Sequence of food
4. Types of display
5. Equipment supplies

Gueridon service

1. Trolley
2. Special equipment used
3. Gueridon trolley setup
4. Service of various dishes from gueridon

REFERENCE BOOK

1. Dennis, R. Lillkicrap and John, A. Cousins. Food and beverage Service: Great Britain, ELBS Publishers. 6th Edition. 2002
2. John Fuller. Modern Restaurant service, A manual for students and practitioners: Cheltenham, Stanley Throes publishers. 1st Edition. 1992
3. Bobby George. Food and Beverage Service: Noida. Jaico Publishing House. 1st Edition. 2005
4. United Kingdom Bartenders Guild. The International Guide to Drinks: London. Vermilion Publishers. 1st Edition, 1994
5. George Ellis. Bar Attendants Handbook: New Delhi. Global Books and Subscription services. 2nd Edition. 2002

6.3 Core –XV(Credits -4) **Front Office Management Practical - II** Refer Semester – 6 Theory Syllabuses

6.4 Elective –VII(Credits -3) Choose any one Elective **Front Office Management**

Objective:

- To educate on the procedures and practices adopted for the coordination between guests and hotel services.
- To impart knowledge on sales promotion activities and credit control measures adopted in hotels.

UNIT-I

Computer Application in Front Office Operation - Role of information technology in the hospitality industry - Factors for need of a PMS in the hotel - Factors for purchase of PMS by the hotel - Introduction to Fidelio & Amadeus

UNIT-II

Front Office Accounting- Accounting Fundamentals - Guest and non guest accounts - Accounting system - Non automated – Guest weekly bill, Visitors tabular ledger
Semi automated - Fully automated

UNIT-III

Check Out Procedures - Guest accounts settlement -Cash and credit - Indian currency and foreign currency - Transfer of guest accounts - Express check out -Bell Desk/Concierge - Duties and responsibilities of Bell Captain -Duties and responsibilities of Bell Boy

UNIT-IV

Control Of Cash And Credit - Night Auditing- Functions - Audit procedures (Non - automated, semi automated and fully automated)

UNIT-V

Front Office & Guest Safety and Security - Importance of security systems - Safe deposit - Key control -Emergency situations (Accident, illness, theft, fire, bomb)

REFERENCE BOOKS

1. Principles of Front Office Operations – Sue Baker
2. Front Office Management – S.K. Bhatnagar
3. Front Office Procedures – Michael. L. Kasavana
4. Hotel Front Office Management – James. A. Bardi

Research Methodology

UNIT– 1:

Introduction : Meaning and objectives for research, types of research, research approaches,significanceofresearch,researchmethodsvsmethodology,researchprocess,criteriaof goodresearch, problems facedbyresearchers, techniquesinvolved in definingaproblem

UNIT– 2:

Research design: Meaning and need for research designs, features and important conceptsrelating to research design, different type'sofresearch designs, correlation research design,qualitativeverresearchdesign, goodresearch design, importanceofexperimental designs.

UNIT– 3:

Sample design: census and sample survey, implication of sample design, Sampling andSample steps in sampling design, criteria for selecting a sample procedure, characteristics ofa good sample design, different types of sample design, measurement andscaling,Issues inAttitudeMeasurement,LevelsofMeasurementScales,TypesOfscalingtechniques,SelectionOf an Appropriate ScalingTechnique

UNIT– 4:

Methods of data collection: Direct Observation ,Experiments, Surveys, collection of primarydata, collection through questionnaire, Questionnaire Design, Sampling, Sampling Plans,Simple Random Sampling, Stratified Random Sampling ,Cluster Sampling, Sample Size,SamplingandNon-SamplingErrors,ErrorsinDataAcquisition,NonresponseError , SelectionBias,collectionofsecondary data,differenceinquestionnaireandschedule,differentmethods to collect secondarydata

UNIT– 5:

Data analysis interpretation and presentation techniques: hypothesis testing, basic conceptsconcerning hypothesis testing, procedure and flow diagram for hypothesis testing, test ofsignificance,Chi-Squareanalysis,reportpresentation techniques

TextBookandReferenceBooks:

- ✓ ResearchMethodology:ORKrishnaswamy&M.Ranganathan
- ✓ ResearchMethodology:P.Saravanel

6.5 Elective –VIII(Credits -3)Choose any one Elective Hygiene & Sanitation

Objectives:

To make the students understand about the hygiene and sanitation procedures to be followed in an organization

UNIT 1:

Personal hygiene – personal appearance – and hygiene of kitchen staff - general health and reporting of illness – protective clothing – equipment of personal hygiene – kitchen hygiene – plant and equipment hygiene, cleaning methods, pot washing – environment hygiene, dish washing manual, and mechanical – garbage disposal – classification of storage and disposal

UNIT 2:

Hygiene in storage of raw and cooked foods – food storage condition for dry foods – canned foods – and perishables – correct usage of refrigerators – walk in coolers – reach –in ; thawing of frozen foods – rules for handling frozen poultry - equipment used and temperatures for holding of cooked food – importance of stock rotation – FIFO

UNIT 3:

Food microbiology – introduction – significance – morphological characteristics of bacteria – yeast and mould – beneficial effects of bacteria, yeast and mould in food and beverages production – harmful effects of bacteria, yeast and mould – contamination of foods – general principles underlying principles food spoilage

UNIT 4:

Food contamination – meaning – types of food contamination , bacterial, physical and chemical – food poisoning – meaning – common food poisoning – bacteria – salmonella – clostridium – botulinum – clostridium perfringens – staphylococcus aureus – sources – mode of spread, symptoms and control – food borne diseases – sources causes and symptoms of amoebiasis, acute diarrhoea and typhoid – prevention of food poisoning

UNIT 5:

Food safety – HACCP system – meaning, steps of HACCP system, the flow of food, hazards and critical control points CCP – first aid definition – importance – basic rules – first aid kit

– types of dressing – and their use – first aid procedure in case of burns and scalds – bleeding – electric shock, fracture and food poisoning

Reference Books:

1. Global environmental health – fewtrell L Kaufmann RB
2. Food Hygiene and Sanitation – SunithaRodey

PRINCIPLES OF TOURISM AND AIRLINE MANAGEMENT

Objectives:

- To know the principles and practice of tourism and airline industry

UNIT1:

TravelandTourism–Principles–ScopeandOperations–PerceptionofTravelworldwide – Perception of Tourism worldwide – India as a tourist destination – Indian states, capitals,publicholidays,Banks–Importantfestivalsandtouristattractions– StateTouristorganizations– important travel agents&tour operator

UNIT2:

World Tourism – Important countries / capitals / currencies / exchanges – World TourismAttractions – Indian Tourism – Types – Transportation Commercial Aviation – Air TaxiOperations – Private Operation – Airport Handling – functions of IATA – ICAO – Aims andobjectives – IATA geography and Global Indicators Travel Agent Management – TravelPartners

UNIT3:

Hotelsandstarratings–resorts–boardingandlodginghouses–ratingsystemsandClassifications – HotelProducts, facilities, services, room types– bedding types – mealplans – cancellations – currency fluctuations and commission policies – IATA ApprovedTravel Agency Appointment and Control – Bank guarantee – IATA billing and settlementplan–credit period– customerservice–traininganddevelopment oftravelagent –GDS

UNIT4:

Introduction–growthofairtransport–Airportorganization–andassociations–classification of airports airfield components – Air Traffic Zones and approach areas –context of airport system planning – Development of airport planning process – ultimateconsumers– Airlinedecision– otherAirport operations

UNIT5:

Air Transportation Industry – Land Transportation Industry – Sea Transportation Industry – Multi Modal Transportation – Marketing and marketing mix – Application of Marketing – principlestoAirlineManagement–AirlineBusinessanditscustomers–marketsegmentation

Reference:

- AviationMaintenanceManagement – HarryAKinnison – McGrawHillPublications
- AviationSafetyManagement:AManagementHandbookRichar dHWood–JeppesonSandersonInc

- Principles of Airport Economics – P. S. Senguttuvan

6.6 Extension Activity (Credit -1)

Refer Madurai Kamaraj University Syllabus

6.7 Professional Competency Skill (Credits -2)

Employability Skills

Common Syllabus as per prescribed by TANSCH