

G.T.N. ARTS COLLEGE (AUTONOMOUS)
DINDIGUL – 624 005
Choice Based Credit System for B.Sc (HM&CS)
(For those who joined in June 2017 and after)

Part	Study Component	Paper Code	Credit	Hours	Internal Marks	External Marks	Total Marks
III	Core Paper Advanced Culinary and Patisserie	17UHMC51	4	5	25	75	100
	Core Paper Advanced Culinary and Patisserie – Practical	17UHMC6P			40	60	100
	Core Paper Advanced Food and Beverage Service	17UHMC52	4	5	25	75	100
	Core Paper Advanced Food and Beverage Service - Practical	17UHMC6Q			40	60	100
	Allied Paper Front Office Management	17UHMA51	3	4	25	75	100
	Allied Paper Accommodation Management	17UHMA52	3	4	25	75	100
	Allied Paper Food and Beverage Management	17UHMA53	3	3	25	75	100
	Elective Paper Management Principles and Practices	17UHME51	2	3	25	75	100
	Elective Paper Fundamental Concept of Management	17UHME52	2	3	25	75	100
IV	Skill Based Paper Event Management	17UHMS51	2	3	25	75	100
	Environmental Studies	17UESV51	2	3	25	75	100
	Total		23	31			

B.Sc., HM&CS – Semester – VI

Part	Study Component	Paper Code	Credit	Hours	Internal Marks	External Marks	Total Marks
III	Core Paper Advanced Culinary and Patisserie – Practical	17UHMC6P	4	4	40	60	100
	Core Paper Advanced Food and Beverage Service – Practical	17UHMC6Q	4	4	40	60	100
	Allied Paper Front Office Management – Practical	17UHMA6P	4	4	40	60	100
	Allied Paper Accommodation Management – Practical	17UHMA6Q	4	4	40	60	100
	Allied Paper Entrepreneurship Development	17UHMA61	2	3	25	75	100
	Allied Paper Human Resource Management	17UHMA62	2	3	25	75	100
	Elective Paper Introduction to Food Processing	17UHME61	2	2	25	75	100
	Elective Paper Food Preservation & Packaging	17UHME62	2	2	25	75	100
IV	Skill Based Paper Hotel Information Systems	17UHMS61	2	2	25	75	100
	Skill Based Paper Practical- Hotel Information Systems –Practical	17UHMS6P	2	2	40	60	100
	Value Education	17UVEV61	2	2	25	75	100
	Total		28	30			

CERTIFICATE COURSES/DIPLOMA COURSES/ALLIED COURSES

S.No	Semester	Course Code	Course Title	Hrs per Semester	Credit	Internal marks	External marks	Total
1	V	17CHMC 51	Certificate Course in Culinary Operations	30	-	25	75	100
2	VI	17CHMC 61	Certificate Course in Aviation and Cruiseline Management	30	-	25	75	100

Programme	III B.Sc. HM & CS	Credit	4
Semester	V	No. of Hrs per week	5
Course Title	Advanced Culinary and Patisserie		
Course Code	17UHMC51	Max. Marks	100
		Part	III

Objectives

This course deals to gain a comprehensive knowledge on larder and its preparations. This course helps the students to acquire basic knowledge on International Cuisines and the preparation of bakery and confectionery varieties.

Unit I

15 Hours

Larder – Importance and functions of larder in main kitchen; Duties and Responsibilities of Larder Chef; Equipments and Tools used in Larder; Layout of Larder Room. Force meat – Meaning, Uses, Types, Recipes; Panada – Meaning, Uses, Recipes; Marinades – Types & its uses; Brine – Types and Uses; Pickles – Vinegar and Salt Pickles, Sweet – Sour Pickles, Sweet – Raw Pickles.

Unit II

15 Hours

Cold Preparation – Galantine, Ballotine, Terrine, Pate, Quenelles, Mousse, Mousseline, Souffle’- Meaning, Preparation and Uses; Aspic Jelly – Uses and Preparation; Molecular Gastronomy – Meaning, Uses and Types; Hotel Kitchen Management – Various Kitchen Records and Formats, Kitchen Consumption Registration, Spoilage Register, Storage Temperature of various food commodities, Goods Received Voucher, Request for Credit Memo, Meat Tags and its uses, Kitchen Management Software’s.

Unit III

15 Hours

Chinese Cuisine – Introduction, Characteristics, Preparation and Cooking Techniques; Utensils and Ingredients used, Regional styles of Chinese Cooking, Various Chinese Dish names with preparation methods. Mexican Cuisine – Introduction, Characteristics, Main Ingredients used, Examples of Mexican dishes with recipes.

Unit IV

15 Hours

Italian Cuisine – Introduction, Characteristics, Main Ingredients used, Equipments used, Examples of Italian recipes: Pasta and examples, Pizza – Basic pizza dough preparation; Middle Eastern Cuisine – Introduction, Characteristics, Main Ingredients Used, Examples of Middle Eastern Recipes.

Unit V

15 Hours

Basic Pastries – Short Crust, Puff and Choux; Frozen Desserts – Bavarois, Souffles, Mousse and Puddings. Introduction to Icings and its varieties, Marzipan, Nougat and Pastillage; Cake Making methods, Cake Varieties – Rich, Lean, High and Low and Specialty cakes.

Text Books

1. Krishna Arora, *Theory of Cookery*; Macmillan Publishers India Private Limited, 21, Patullas Road, Chennai 600002, India, Sixth Edition 2017.
2. Yogambal Ashokumar. *Theory of Bakery and Confectionery*, PHI Learning Pvt.Ltd Second edition 2017.

Reference Books

1. Ceserani & Kinton's. *The Theory of Catering*, Hodder Education, 11th Edition 2007
2. Ronald Kinton, Victor Ceserani and David Fosket.. *Practical Cookery*; London. Hodder and Stoughton ELST Publisher Text. 9th Edition, 2000.
3. Wayne Gisslen. *Professional Cooking*; New Jersey. John Wiley and Son Publishers. 5th Edition 2005.
4. Wayne Gisslen. *Professional Baking*, Wiley & Sons, New Delhi.

Programme	III B.Sc. HM & CS	Credit	4
Semester	V	No. of Hrs per week	5
Course Title	Advanced Food & Beverage Service		
Course Code	17UHMC52	Max. Marks	100
		Part	III

Objectives

This course deals to gain a comprehensive knowledge on bar and banquet operations. This Course acquires knowledge to the learners on restaurant planning, situation handling in the restaurant and gueridon service.

Unit I

15 Hours

Bar Operations – Layout – Types of Bar – Special Equipment – Service Procedures – Planning of Bar – Allocation of Area – Designing of Bar – Furnishing – Atmosphere – Interior Decoration – Selection and Purchase of Equipments (Cutlery, Crockery, Glassware, Linen and Tableware). Liquor Control Methods, Malpractice in Bar – Purchasing, Receiving and Issuing Procedures.

Unit II

15 Hours

Banquet and Conventions – Layout – Introduction, Types of Function, Service Methods, Booking and Organization of Functions, Function Menus, Wines, Tabling, Seating Arrangements, Banquet Layouts, Order of Service for formal and informal functions, Wedding organization – Planning of Types of Buffet (Sit down and Fork Buffets), Arrangement of Buffet; Buffet Arrangement for exhibitors, Seminars, Fashion Shows and Trade Fairs. Banquet Function Prospectus – Format and Advantages.

Unit III

15 Hours

General Points of Planning a Restaurant – Needs and Demand of Customer – Policy of the firm – Menu – Planning the Team – Planning and Designing of Restaurant – Fast Food – Its Concept, History and Functions.

Unit IV

15 Hours

Gueridon Service – Introduction, Misenplace, Carving and Jointing of Dishes at the Tables, Dishes prepared at the Gueridon, Flambeing in Gueridon. Cocktails – Definition, Methods of Mixing, Equipments used in Cocktail Preparations. Recipe of atleast Three cocktails of each base – Brandy based, Whisky based, Gin based, Rum based, Vodka based and Beer Based.

Unit V

15 Hours

Situation Handling – Introduction, Dealing with different situations and Guest in the Dining Area – Dish Served is not upto the Guest Satisfaction – Dish dropped accidentally while carrying to buffet counter or to Guest Table for Service – Piece of cutlery is dropped by the guest – Spillage – Lost Property – Illness – Alcohol over Consumption – Unsatisfactory Appearance – Serving Food other than Guest Order – Food Service delay after Guest Order – Food Order Cancellation by Guest for various reasons – Planning of Food Service in Peak Hours - Dealing with a Suspicious Item – Dealing with Guest special needs.

Text Books

1.R.Singaravelan. *Food and Beverage Service*: Oxford University Press, YMCA Library Building, 1 Jain Singh Road, New Delhi 110001, India. Second Edition 2016

Reference Books

1.Brian Verghese. *Professional Food and Beverage Service Management*, Trinity Press, 113 Golden House, Daryaganj, New Delhi – 110002.Edition 2017.

2.Vijay Dhawan. *Food and Beverage Service*: New Delhi. Frank Bros and Co 1st Edition 2000.

3.United Kingdom Bartenders Guild. *The International Guide to Drink*: London.Vermilion Publishers. 1st Edition 1994.

4.Dennis R.Lillicrap and John A.Cousins. *Food and Beverage Service*: Great Britain. ELBS Publishers. 6th Edition 2002.

Programme	III B.Sc. HM & CS	Credit	3
Semester	V	No. of Hrs per week	4
Course Title	Front Office Management		
Course Code	17UHMA51	Max. Marks	100
		Part	III

Objectives

This course deals to educate on the procedures and practices adopted for the co-ordination between Guest and Hotel Services. It imparts the knowledge on sales promotion activities and credit control measures adopted in Hotels.

Unit I

12 Hours

Front Office Accounting – Accounts, Folios, Vouchers, Points of Sale, Ledgers, Creation and Maintenance of Accounts; Recordkeeping systems – Charge Privileges, Credit Monitoring account maintenance, Tracking Transactions; Cash Payment – Charge Purchase, Account Correction, Account Allowance, Account Transfer, Cash Advance; Internal Control – Front Office Cash Sheet, Cash Banks, Audit Controls, Settlements of Accounts.

Unit II

12 Hours

Check-Out Procedures and Account Settlement; Departure Procedures – Methods of settlement, Late Check Out, Check-Out Option – Express Check-Out, Self Check-Out; Unpaid Account Balances; Account Collection – Account Aging; Front Office Records – Guest Histories, Marketing Follow - through.

Unit III

12 Hours

The Night Audit – Function of the Night Auditor, Establishing an end of the day, Cross-referencing, Account Integrity, Guest Credit Monitoring, Audit Posting Formula, Daily and Supplemental Transcript; Operating Modes – Non-automated, Semi-Automated, Fully automated; The Night Audit Process – Complete Outstanding Postings, Reconcile Room status discrepancies, Balance in all departments, Verify Room status, Verify No-Show reservations, Post Room Rates and Taxes, Prepare reports, Deposit Cash, Clear or back up the system, Distribute reports; Verifying the Night Audit – Pickup errors, Transportation errors, Missing Folios, Automated system update.

Unit IV

12 Hours

Planning and Evaluating Operations – Management Functions – Planning, Organising, Coordinating, Staffing, Leading, Controlling, Evaluating, Establishing Room Rates – Marketing Condition Approach, Rules of Thumb Approach, Hubbart Formula Approach, Forecasting Room Availability – Forecasting Data, Forecast Formula, Sample Forecast Forms; Budgeting for operations – Forecast Room Revenue, Estimating Expenses, Refining Budget Plan; Evaluating Front Office Operations – Daily Operations Report, Occupancy Ratios, Room Revenue Analysis, Hotel Income Statement, Rooms Divisions Income statement, Room Division Budget reports, Operating Ratios, Ratio Standards.

Unit V

12 Hours

Revenue Management The concept of Revenue Management – Hotel Industry Applications; Measuring yield – Formula 1: Potential Average Single Rate, Formula 2: Potential Average Double Rate, Formula 3: Multiple Occupancy Percentage, Formula 4: Rate Spread, Formula 5: Potential Average Rate, Formula 6: Room Rate Achievement Factor, Formula 7: Yield Statistics, Formula 8: Identical Yields, Formula 9: Equivalent Occupancy,

Formula 10: Required Non-Room revenue pre Guest.- Elements of Revenue Management – Group Room Sales – Transient Room Sales – Food and Beverage Activity, Using Revenue Management, Potential High and Low Tactics, Implementing Revenue Strategies.

Text Books

1. B.K.Chakravarti. *Front Office Management in Hotel*. CBS Publisher, First Edition 2012.
2. Sudhir Andrews. *Hotel Front Office – A Training Manual*. Mc Graw Hill Education, P-24, Green Park Extension, New Delhi – 110016. Seventh Edition 2016.

References Books

- 1.Ahmed Ismail. *Front Office Operations and Management*: Delmar. Thomson Publisher. 1st Reprint. 2002.
2. James A.Bardi. *Hotel Front Office Management*: Wiley India Pvt Ltd,4435-36/7, Ansari Road, Daryaganj, New Delhi – 110002. Fifth Edition. 2013.
3. Sudhir Andrews. *Hotel Front Office Training Manual*: New Delhi. Tata Mcgraw Hill Publishing Company Ltd., 32nd Reprint. 2013
4. Sue Baker, Pam Bradley and Jeremy Huyton. *Principles of Hotel Front Office Operations*: London. Cassell Publishers. 2nd Edition 2004.
5. S.K.Bhatnagar, *Front Office Management*: New Delhi. Frank Bros and Co-Publishers Ltd., 1st Edition 2002.

Programme	III B.Sc. HM & CS	Credit	3
Semester	V	No. of Hrs per week	4
Course Title	Accommodation Management		
Course Code	17UHMA52	Max. Marks	100
		Part	III

Objectives

This course deals to provide the knowledge backdrop required for a person working in House Keeping Department of a Hotel. This course helps the learners to acquire the knowledge of Floor Operations, Cleaning and laundry Procedure.

Unit I

12 Hours

Planning Trends (with special reference to the Housekeeping department): Planning in the Hotel, Different Skirting's, Housekeeping in other the institution in Hospitals and Hostel, Budgeting for Housekeeping Expenses: Types of Budgets, Housekeeping Expenses, Budget-Planning process, Income statement of the Rooms Division, Controlling expenses, Inventory Control and Stock Taking, Purchasing.

Unit II

12 Hours

Ceilings, Walls, Furniture and Fixtures: Selection Considerations, Types of Ceiling Surfaces and Wall Coverings, Types of Furniture and Fixtures, Care and Considerations. Hard Flooring: Floor Finishes, Types of Flooring, Non-Resilient Flooring the Finishes and required equipment for Total Maintenance, Polymer Finishes and Sealers, Hard Floor Care Equipment. Carpets and Floors: Carpet Construction, Carpet Problems, Carpet and Maintenance, Carpet and Floor Care Equipment, Carpet Cleaning Methods, Special Carpet Treatment, Care and Cleaning.

Unit III

12 Hours

Interior Designing: Objectives of Interior Design, Basic Types of Design, Elements of Design, Principles of Design, Designing for the Disabled, Planning the trends in Hotel Colours, Floor Covering and Finishes, Types, Characteristics and Cleaning of Floor Covering, Carpets, Importance of Floor Maintenance, Ceilings and their Maintenance, Wall Covering, Windows and Window Treatments. Hotel Renovation, Types of Renovation, Subsidiary processes in Renovation. Soft Furnishings: Curtains, Pelmet, Valances, Swags, Tail, Blinds, Loose Covers, Care and Cleaning, Cushions, Beds and Bedding, Mattresses, Pillows, Eiderdowns and Quilts, Cots, Bed Boards, Foldaway Beds, Zed Bed, Bedspreads, Care and Cleaning.

Unit IV

12 Hours

Flower Arrangement; Flower Arrangement in Hotel, Flower Arrangement basics, Designing Flower Arrangements – Japanese / Oriental Flower Arrangement, Common Flower and Foliage. Horticulture: Essential Components of Horticulture, Landscaping, Indoor Plants, Bonsai in Hotel Properties.

Unit V

12 Hours

Eco-Hotels; Eco-Hotel Classification, Choosing an Eco-Friendly Site, Hotel Design and Construction, Energy Conservation, Water Conservation, Environment – Friendly Housekeeping.

Text Books

1. Sudhir Andrews. *Hotel House Keeping – A Training Manual*. Mc Graw Hill Education, P-24, Green Park Extension, New Delhi – 110016. Seventh Edition 2016.

Reference Books

1. David M.Allen. *Accommodation and Cleaning Services*, Stanley Thrones publishers. 8th Edition 1995.
- 2.G.Raghubalan and Smritee Raghubalan. *Hotel Housekeeping Operations and Management*, Oxford University Press, YMCA Library Building, 1, Jai Singh Road, New Delhi 110001. Third Edition 2016
- 3.Rakesh Kadam, *Housekeeping Operations and Management for Hospitality*, UDH Publishers and Distributors, 2013
- 4.Sudhir Andrews. *Text book of Hotel House Keeping Management and Operations*, Tata Mcgraw Hill Publishing Company Ltd,7 west patel nagar, New Delhi – 110 008. Reprint. 2008

Programme	III B.Sc. HM & CS	Credit	3
Semester	V	No. of Hrs per week	3
Course Title	Food and Beverage Management		
Course Code	17UHMA53	Max. Marks	100
		Part	III

Objectives

This course deals to understand the concepts of Menu Engineering and Menu Merchandising. The Course helps the learners to familiarize and update the knowledge in Food and Beverage Management areas in order to improve the profitability and productivity of Food and Beverage Service.

Uni I

9 Hours

Food and Beverage Management: Introduction, Food and Beverage Function, Responsibilities and Objectives of Food and Beverage Management; Constraints and New Trends in Food and Beverage Management.

Unit II

9 Hours

Menu – Origin of Menu, Menu Engineering, Menu Writing, Menu Merchandising, Menu Pricing, Menu Analysis, Handling Situation. Controls – Receiving, Storage and Issuing.

Unit III

9 Hours

Production Control – Planning, Setting the Standards in Food Production area, Standard Recipe, Standard Yield, Standard Portion Size. Planning the Food Festivals – Concept Selection, Menu Framing, Working on Theme, Food Preparation and Food Service, Finding the viability for Success – Guest Attractions Points – Setting food festival standards

Unit IV

9 Hours

Kitchen Stewarding, Waste Control, Cost Reducing Methods, Break-Even Concept, Variance Analysis.

Unit V

9 Hours

Sales Promotion of Food and Beverage facilities – Introduction: Advertising – Direct Mail, Press Advertisement, Guides, External Signs and Posters, Trade Advertising, Broadcasting, Expert Advice; Merchandising – Floor Stands, Posters, Clips-On, Children’s Menu, Other Sales Tools, Special Promotions; Public Relations. Budgeting – Methods of Budget – Types of Budget – Budgetary Control.

Text Books

1. Partho Pratim Seal. *Food and Beverage Management*: Oxford University Press. 1st Edition April, 2017.

Reference Books

1. Mohini Sethi. *Institutional Food Management*: New Delhi. New Age International Publishers. 1st Edition 2004.
2. Bernard Davis, Andrew Lockwood and Sally Stone. *Food & Beverage Management*: Great Britain, Butterworth - Heinemann Publishers 3rd Edition 2005.
3. Jagmohan Negi. *Food and Beverage Management and Cost Control*: New Delhi. Kanishka Publishers. 1st Edition 1999.
4. Jagmohan Negi. *Food and Beverage Costing*. Himalaya Publishing House, Bhalerao Marg, Girgaon, Mumbai – 400 004.

Programme	III B.Sc. HM & CS	Credit	2
Semester	V	No. of Hrs per week	3
Course Title	Management Principles and Practices		
Course Code	17UHME51	Max. Marks	100
		Part	III

Objectives

This course deals the students to understand the need and scope of management, function of a management, job description and specification for various staff working in a Hotel.

Unit I

9 Hours

Management: Definition, Scope and Importance with relevance to Hotel Industry – Management by Objectives – Decision Making process with reference to hospitality industry.

Unit II

9 Hours

Functions of a Manager – Duties and Responsibilities of General Manager in a Five Star Hotel – Job Description and Job Specification of General Manager, Departmental Heads and Supervisors with reference to Hospitality Industry.

UNIT III

9 Hours

Planning: Definition, Types, Nature and Steps in Planning – Organizing: Functions, Departmentation, Authority and Span of Control with reference to Hospitality Industry.

UNIT IV

9 Hours

Staffing: Definition, Process – Recruitment – Selection – Training – Industry – Career Planning. Leadership: Definition, Qualities of a Good Leader with reference to Hospitality Industry.

UNIT V

9 Hours

Controlling: Definition, Method and Techniques, Budget and Types of Budget with reference to Hospitality Industry.

Text Book

1. T.Ramasamy. *Principles of Management*. Himalaya Publishing House. First Edition 2014.

Reference Books

1. Gupta C.B. *Management Principles and Practices*. Sultan Chand & Sons. First Edition 2016.
2. Sundar K. *Principles of Management*. Vijay Nicole Imprints. First Edition 2016.
3. Pushpinder Singh Gill and Paramjeet Kuar. *Atlantic*. First Edition 2017.

Programme	III B.Sc. HM & CS	Credit	2
Semester	V	No. of Hrs per week	3
Course Title	Event Management		
Course Code	17UHMS51	Max. Marks	100
		Part	IV

Objectives

This course makes the students to gain the basic knowledge to organize events in Hotels and outdoors also understand the situation to handle.

Unit I

9 Hours

Introduction to Event Management – Categories and Definition – Needs and Objectives of Event Management – Creativity and Implications of Events – Organization Structure of Event Management – Functions of a Multifaceted Event Management.

Unit II

9 Hours

Event Management Planning – Event Planning – Arranging Chief Guest / Celebrities – Arranging Sponsors – Blue Print of the function area – Factors affected in Event Management.

Unit III

9 Hours

Different Management in Event – Back Stage Management and its Importance – Brand Management and its Characteristics – Budget Management and its Controlling Methods – Leadership Management and its authority – Feedback Management and its Measuring Tools.

Unit IV

9 Hours

Basic Qualities of Event Management Person – Social and Business Etiquette – Speaking Skills and Team Spirit – Stage Decoration – Time Management – Selection of Location.

Unit V

9 Hours

Various Event Activities – Concept Exhibition – Space Planning – ITPO – Sports Planning – Tourism Events and Leisure Events.

Text Book

1. Data Ram Joshi. *Textbook of Event Management*. Cyber Tech Publications. 2012.

Reference Books

1. Sita Ram Singh. *Event Management*. Aph Publishing Corporation. First Edition 2009.
2. Charles Bladen, James Kennell, Emma Abson, Nick Wilde. Routledge. *Events Management – An Introduction*. November 2017.

Programme	III B.Sc. HM & CS	Credit	4
Semester	VI	No. of Hrs per week	4
Course Title	Advanced Culinary and Patisserie - Practical		
Course Code	17UHMC6P	Max. Marks	100
		Part	III

Objectives

This practical module is designed to gain practical knowledge on the preparation and presentation of various menus from International Cuisines.

Demonstration

1. Salads and Salad Dressings
2. Sandwiches
3. Aspic Jelly and Cold Sauces
4. Carving
5. Molecular Gastronomy Techniques
6. Cookies Varieties
7. Cake Making and its varieties
8. Bread Making and its varieties

Continental Cuisine (Five course menu from the following dishes)

1. Consomme' / Cream Soup.
2. Pasta / Fish.
3. Chicken / Meat / Beef recipes
4. Potato
5. Pudding / Souffle / Mousse

International Cuisine (Five Course Menu from the following countries)

1. China, 2. Mexico, 3. Italy, 4. Middle East
- 2.

Text Book

1. Wayne Gisslen. *Essentials of Professional Cooking*. Wiley. Second Edition 2017.

Reference Books

1. Ronald Kinton, Victor Ceserani and David Fosket. *Practical Cookery*; London. Hodder and Stoughton ELST Publisher Text. 9th Edition, 2000.
2. Wayne Gisslen. *Professional Cooking*; New Jersey. John Wiley and Son Publishers. 5th Edition 2005.
3. Yogambal Ashokkumar. *Theory of Bakery and Confectionery*, PHI Learning Pvt Ltd. New Delhi, 2017.
4. Wayne Gisslen. *Professional Baking*. Wiley. Second Edition 2017.

Programme	III B.Sc. HM & CS	Credit	4
Semester	VI	No. of Hrs per week	4
Course Title	Advanced Food and Beverage Service - Practical		
Course Code	17UHMC6Q	Max. Marks	100
		Part	III

Objectives

This practical module is framed to gain knowledge on banquet and buffet service. It also teaches skills in the preparation of Cocktails and different Food services.

Banquets

1. Booking Procedure
2. Preparation of Banquet Menus
3. Seating Arrangements
4. Informal Banquet – Reception, Cocktail Party, Seminar, Exhibitions, Festival Shows, Trade Fair, Wedding, Outdoor Catering.

Buffets

1. Planning and Organisation of Buffets
2. Area Requirements
3. Sequence of Food – Indian and Continental
4. Types of Buffet display
5. Equipments

Bar Service

1. Setting up of various types of Bar – Cocktail, Floating and Dispense.

Text Book

1. John Fuller. *Modern Restaurant Service*, a manual for students and practitioners: Cheltenham.

Reference Books

1. Bobby George. *Food and Beverage Service*: Noida Jaico publishing house. 1st Edition. 2005
2. Sudhir Andrews. *Food and Beverage Service – A Training Manual*. Mc Graw Hill Education, P-24, Green Park Extension, New Delhi – 110016. Seventh Edition 2016.
3. George Ellis. *Bar attendants' handbook*: New Delhi. Global books and subscription service. 2nd edition 2002.
4. Dennis. R. Lillicrap and John.A.Cousins. *Food and Beverage Service*: Great Britain. ELBS publishers. 6th Edition. 2002

Programme	III B.Sc. HM & CS	Credit	4
Semester	VI	No. of Hrs per week	4
Course Title	Front Office Management - Practical		
Course Code	17UHMA6P	Max. Marks	100
		Part	III

Objectives

This practical module is designed for the learners to understand the day to day operations of Front Office department of a Large Hotel.

1. Dealing with Guest Enquiries
2. Handling Mail and Message
3. Using the Public Address System
4. Arranging Safe Custody of Valuables
5. Handling Complaints
6. Giving basic First Aid and Responding to Emergencies
7. Check Out Guests
8. Arranging Departures and Seeing Guests Off
9. Handling over work at the end of a work shift.

Text Books

1. Jatashankar R. Tewari, *Hotel Front Office Operations and Management*, Oxford University Press, YMCA Library Building, 1 Jain Singh Road, New Delhi 110001, India. Second Edition 2016
2. Michael L. Kasavana, Richard M. Brooks. *Managing Front Office Operations*, Educational Institute of the American Hotel and Motel Association, 1998

References Books

1. Anutosh Bhakta. *Professional Hotel Front Office Management*. Tata McGraw-Hill Education Pvt.Ltd, New Delhi. 2011
2. Robert Woods, Jack D.Ninemeier, David K.Hayes, Michele A.Austin. *Profesional Front Office Management*: Pearson Education Limited 2007
3. Sudhir Andrews. *Hotel Front Office Training Manual*: New Delhi. Tata Mcgraw Hill Publishing Company Ltd., 32nd Reprint. 2013
4. James A.Bardi. *Hotel Front Office Management*: New York. Thomson Publishing Inc., 2nd Edition. 1996.
5. S.K.Bhatnagar, *Front Office Management*: New Delhi. Frank Bros and Co-Publishers Ltd., 1st Edition 2002.

Programme	III B.Sc. HM & CS	Credit	4
Semester	VI	No. of Hrs per week	4
Course Title	Accommodation Management - Practical		
Course Code	17UHMA6Q	Max. Marks	100
		Part	III

Objectives

This practical module enables the students to understand the various situation handling, key control procedures and floral arrangements.

- Key Control Procedures
- Respond appropriately to theft and vandalism
- Respond appropriately to Fires
- Respond appropriately to Medical Emergencies
- Respond appropriately to Natural Disasters
- Utility Failures
- Handle hazardous materials
- Floral Art
- Fresh Flower Arrangements
- Everlasting Arrangements

Text Books

- 1.Sudhir Andrews. *Hotel House Keeping A Training Manual*: New Delhi. Tata Mcgraw Hill Publishing Company Ltd., 32nd Reprint. 2013
- 2.Michael L. Kasavana, Richard M. Brooks. *Managing HouseKeeping Operations*, Educational Institute of the American Hotel and Motel Association, 1998

Reference Books

- 1.*Accommodation and Cleaning Services* – David M.Allen, Stanley Thrones publishers. 8th Edition 1995.
2. John C.Branson, Margaret Lennox. *Hotel, Hostel and Hospital House Keeping*: London. ELST publications. 5th Edition 1996.
3. Prakash Talwar, *Hotel and Hospitality Management*: Housekeeping, Gyan Books, Pragati Market, Ashok Vihar, New Delhi 110052. 2006
- 4.G.Raghubalan and Smritee Raghubalan. *Hotel Housekeeping Operations and Management*, Oxford University Press, YMCA Library Building, 1, Jai Singh Road, New Delhi 110001. 2016

Programme	III B.Sc. HM & CS	Credit	2
Semester	VI	No. of Hrs per week	3
Course Title	Entrepreneurship Development		
Course Code	17UHMA61	Max. Marks	100
		Part	III

Objectives

This course makes the learners to understand the procedures of stepping into Entrepreneurship venture and creates the insight of self employment. It provides knowledge on entrepreneurial ability, supporting organizations and knowledge of project reporting in a detailed manner.

Unit I

9 Hours

Entrepreneurship: Definition, Functions, Goals Setting and Vision for Business. Characteristics and Qualities of Entrepreneur – Type of Entrepreneur.

Unit II

9 Hours

Entrepreneurial Development Training, Support of Institutions like NIESBUD – Delhi, SIET – Hyderabad, ITCOT, SIPCOT, SISI & MSME by DIC in Tamilnadu.

Unit III

9 Hours

Project – Idea Processing and Selection – Identification and Classification, Project Life Cycle – Project Formulation.

Unit IV

9 Hours

Plan the layout in view of project or Hotel Industry, Steps for starting Hotel and small scale business in relate to Food – Restaurant, FMCG, Food delivery, Food dispense Outlet, Catering Units, Caterers, Digital Food Business. Fund Management in Crisis - Planning and Organizing

Unit V

9 Hours

Project Report – Meaning, Types of Project Report – Components of Project Report – Steps in developing a Project Report – Essential of Good Project Report.

Text Book

1. Khanks S.S. *Entrepreneurial Development*. Sultan Chand and Sons. December 2015.

Reference Books

1. Khanks S.S. and Gupta C.B. *Entrepreneurship and Small Business Management*. Sultan Chand and Sons.
2. Gupta C.B. *Entrepreneurship Development in India*. Sultan Chand and Sons. 2013.

Programme	III B.Sc. HM & CS	Credit	2
Semester	VI	No. of Hrs per week	3
Course Title	Human Resource Management		
Course Code	17UHMA62	Max. Marks	100
		Part	III

Objectives

This course makes the learners to study the management practices that directly affect human resources who work for the organization. It enables to learn the essential concepts of Human Resources Management.

Unit I

9 Hours

Strategic Importance of HRM; Objectives of HRM; Challenges to HR Professionals; Role, Responsibilities and Competencies of HR Professionals; HR Department – Scalar Chain Operations; Human Resource Planning – Objectives and Process; Human Resource Information System and HR Audits – Concepts and Functions.

Unit II

9 Hours

Job Analysis, Job Description and Job 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 III

9 Hours

Training and Induction – Meaning, Objectives and Purpose of Induction, Need for Training, Benefits of Training, Identification of Training Needs, Methods of Training. Concept of Management Training. Performance Appraisal – Meaning, Objectives, Methods and Limitations.

Unit IV

9 Hours

Promotions and Transfers - Purpose of Promotion, Basics of Promotion, Meaning of Transfer, Reasons for Transfer, Types of Transfer, Right Size of Work Forces. Need for Right Sizing. Principles and Techniques of Wage fixation, Compensation – Base and Supplementary. Work Environment – Meaning of work environment – Importance of Work Study, Application of Ergonomics in Hotel Industry regarding Safety.

Unit V

9 Hours

Employee Welfare and Benefits Measures and Types. Grievances 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.

Text Book

1. Dr.C.B.Gupta. *Human Resources Management*: New Delhi. Sultan Chand Publications. 2nd Edition 2003.

Reference Books

1. L.M. Prasad. *Human Resource Management*: New Delhi. Sultan Chand Publication. 3rd Edition 2003.
2. P. Subba Rao. *Essentials of Human Resource Management and Industrial Relations*: Mumbai. Himalayan Publishing House. 2nd Edition 2006.

Programme	III B.Sc. HM & CS	Credit	2
Semester	VI	No. of Hrs per week	2
Course Title	Introduction to Food Processing		
Course Code	17UHME61	Max. Marks	100
		Part	III

Objectives

This course makes the learners to understand the technology of preserving, canning and packaging of foods used in Food Processing Industries.

Unit I

6 Hours

Introduction of Canning and Preservation – Definition- Basic Principles of Fruit and Vegetable Preservation – Factors responsible for Spoilage of Fruits and Vegetables – Action of Enzymes – Growth of Microorganisms. Types and Methods of Preserving – Dehydration, Heat Processing, Preservation with Salt, Preservation with Sugar, Vinegar, Deep Freezing and Chemical Preservation.

Unit II

6 Hours

Production and Preservation of Fruits and Vegetable Juices – Preparation of Jams, Jelly, Marmalade, Pickles, Vinegar and Tomato based Products – Freezing, Canning and Drying

Unit III

6 Hours

Canning – Definition – Methods and Types – The Basics of Canning – General Canning – Canning low acid foods – Objectives and Techniques of Food Preservation and Canning Classification.

Unit IV

6 Hours

Introduction and Definition of Preparation and Packaging System – Preparation of Fruit Beverages and Preservation of Squash, Crush, Juices and Cordial Syrup. Preparation of Juice, Sauce, Soup and Ketchup. Preparation of Milk products Khoa, Rabri, Paneer, Kulfi and Cheese

Unit V

6 Hours

Packaging Techniques and various Types – Scope for New types of containers and packaging materials – Packaging Equipments and Machinery – Methods and Types of Packaging – Selection of Packaging materials for different foods – Packaging and Sealing equipments and labelling.

Text Book

1. B.Sivasankar. *Food Processing and Preservation*, PHI, 2004

Reference Books

1. Albart Ibarz, Gustavo.V. *Introduction to Food Process Engineering* (Food Preservation Technology), May 2014.
2. P.G. Smith. *Introduction to Food Process Engineering*.

Programme	III B.Sc. HM & CS	Credit	2
Semester	VI	No. of Hrs per week	2
Course Title	Hotel Information Systems		
Course Code	17UHMS61	Max. Marks	100
		Part	IV

Objectives

This course familiarize and handle MS Office Software for making use of Word, Powerpoint, Excel, Access for day to day operations of Hotel.

Unit I

6 Hours

Introduction: Definition, History, Types of Computers, Computer Organization, Importance of Computers, Computer in Society, Computers in the Hospitality Industry.

Unit II

6 Hours

Computer Systems: Inside the Computer, Parts of the Computer, Information Processing Cycle, Hardware, Software using the Keyboard, Using the Mouse, Inputing data, Input devices, Video and Sound, Printing and Devices.

Unit III

6 Hours

Processing Data: Transformation of Data into Information, Computer Representation of Data, Memory, Modern CPU, Processors, Storage Devices.

Unit IV

6 Hours

Operating Systems and Applications: Basic Operation Systems, Running Programs, DOS, Window XP, Networking, MS-Office (Word, Excel, Powerpoint, Access).

Unit V

6 Hours

Internet: History, E-mail and Internet Services, Connecting to the Internet, Spam, Outlook, E Commerce, Business and Online.

Text Book

1. Shika Nituyal. *Introduction to Computers*. VS Publishers. 2013

Reference Books

1. Parto Pratin Seal. *Computer in Hotels: Concepts and Applications*. Oxford University Press. 2013.
2. Peter Norton. *Introduction to Computers*. Tata Mac Graw Hill, July 2017

Programme	III B.Sc. HM & CS	Credit	2
Semester	VI	No. of Hrs per week	2
Course Title	Hotel Information Systems - Practical		
Course Code	17UHMS6P	Max. Marks	100
		Part	III

Objectives

This practical module enables the students to acquire the basic knowledge in Computer and its applications.

- Working with Office
- Processing with Work
- Formatting in Word
- Managing and Customizing Word
- Advanced features in word
- Computing with Excel
- Starting Excel, Restricting and Editing in Excel
- Formatting and Charting in Excel
- Power point Presentation
- Edition and arranging in Power point
- Advanced Features in Power Point
- Animating Presentations
- Access Basics
- Creating Databases.

Text Book

1. Shika Nituyal. *Introduction to Computers*. VS Publishers. 2013

Reference Books

1. Parto Pratin Seal. *Computer in Hotels: Concepts and Applications*. Oxford University Press. 2013.
2. Peter Norton. *Introduction to Computers*. Tata Mac Graw Hill, July 2017

Programme	III B.Sc. HM & CS	Credit	
Semester	VI	No. of Hrs per week	2
Course Title	Certificate Course in Culinary Operations		
Course Code	17CHMC51	Max. Marks	100
		Part	V

Objectives

The course is introduced to train the incumbents to acquire basic practical knowledge in Indian Regional Cuisines in the aim of triggering the individual to step into the entrepreneurship venture.

Unit I: 6 Hours

Aims and Objectives of Cooking – Characteristics of Raw materials – Kitchen Equipments – Kitchen Organisation structure and Layout – Preparation and Combining the Ingredients

Unit II: 6 Hours

Methods of Cooking – Soups – Sauces – Sandwiches – Cuts of Vegetables

Unit III: 6 Hours

Regional cooking of India - Tamil Nadu, Kerala, Karnataka, Maharashtra, Andhra Pradesh, Punjab, Kashmir, Gujarat and Bengal - Types of Pulao, Types of Biryani, Meat Preparation, Fish Preparation and Poultry Preparation

Unit IV: 6 Hours

Indian Breads – Indian Sweets – Indian Gravies - Regional Indian Cooking – International Preparations - Preparation of Fast Food items and Snacks – Egg Cookery

Unit V: 6 Hours

Personal Hygiene – HACCP – Portion Control – Standard Recipe – Food Cost – Beverage Cost – Food and Beverage Control – Budget

Text Books:

1. Parvinder S. Bali – Quantity Food Production Operations and Indian Cuisine; Oxford University Press, YMCA Library Building, 1 Jain Singh Road, New Delhi 110001, India. 2nd Edition 2011
2. Krishna Arora, Theory of Cookery; Macmillan Publishers India Private Limited, 21, Patullos Road, Chennai 600002, India, Sixth Edition 2017.

Reference Books:

1. Ceserani &Kinton's The Theory of Catering, Hodder Education, 11th Edition 2007.
2. Parvinder S. Bali. Theory of Cookery; Oxford University Press, YMCA Library Building, 1 Jain Singh Road, New Delhi 110001, India. First Edition 2017.
3. Parvinder S. Bali – Food Production Operations; Oxford University Press, YMCA Library Building, 1 Jain Singh Road, New Delhi 110001, India. 2nd Edition 2014
4. Ronald Kinton, Victor Ceserani and David Fosket. Practical Cookery; London. Hodder and Stoughton ELST Publisher Text. 9th Edition, 2000.
5. Ronald Kinton, Victor Ceserani and David Fosket. Theory of Catering; London. Hodder and Stoughton ELST Publisher Text. 9th Edition, 2005.
6. M.Shankunthala Manay and Shadaksharaswamy.M, Food Facts and Principles. New Delhi. New Age International Publishers, 2nd Edition 2001.

Certificate Course in Culinary Operations – Practical

1. Basic Soup Preparations
2. Types of Pulao, Types of Biryani, Meat Preparation, Fish Preparation and Poultry Preparation.
3. Preparation of Fast Food Items and Snacks
4. Indian Breads – Indian Sweets – Indian Gravies – Regional Indian Cooking – International Preparations.

Text Books:

1. Krishna Arora, Theory of Cookery; Macmillan Publishers India Private Limited, 21, Patullos Road, Chennai 600002, India, Sixth Edition 2017.
2. Parvinder S.Bali, Theory of Cookery, Oxford University Press, YMCA Library Building, 1 Jai Singh Road, New Delhi 110001. First Edition 2017.

Reference Books:

- 1.Thangam E.Philip. Modern Cookery for Teaching and Trade (Volume I), New Delhi. Orient Longman Publishers. 5th Edition 2003.
2. Keith Floyd, Floyd's India, HarperCollins Publishers Limited, 2003
4. Madhur Jaffrey, Madhur Jaffrey's Indian Cookery, British Broadcasting Corporation, 1982
5. Madhur Jaffrey, Madhur Jaffrey's Flavours of India, BBC Books, 1995
6. Sanjeev Kapoor, How to cook Indian: More than 500 classic recipes for the modern kitchen, ABRAMS, 2011.

Programme	III B.Sc. HM & CS	Credit	
Semester	VI	No. of Hrs per week	2
Course Title	Certificate Course in Aviation and Cruiseline Management		
Course Code	17CHMC61	Max. Marks	100
		Part	V

Objectives: This course is introduced to train the students for the employment opportunity in Airline and Cruiseline Industry.

Unit – I **6 Hours**
 Aviation – Aviation History, Aviation Organizations, Aviation Terminology, Aviation Geography, Time Zone and Time Calculation, Aircraft familiarization, Travel Documents, Customs and Currencies, Phonetic Codes.

Unit – II **6 Hours**
 Cabin Crew – Cabin Crew profession, Crew member training, Passenger handling, Duties after landing, Flight evaluation, Passenger with special needs, Food and Beverage service on board.

Unit - III **6 Hours**
 Air Ticketing and Reservations – Reservations systems, Effective methods of reservations, Ticketing Procedures.

Unit - IV **6 Hours**
 Cruise Lines – Introduction to Cruise line industry, History of the cruise line industry and evolution of the new trends, Identify key cruise brands and how they differ, Factors deciding a successful and memorable cruise experience, Identify the difference between ship and land life, Important rules and regulations on board and its importance.

Unit - V **6 Hours**
 Cruise Terminology and Hierarchy – Identify cruise industry terms and meanings, Organizational structure in a cruise line, Understand and discuss the Hotel departments in a cruise line and how they function – Front Office, Housekeeping, Food Production and F&B Service.

Reference Books:

- Air Transportation, a management perspective – John G.Wensveen, Ashgate Publishing Company, First Edition November 1, 2011.
- Cruise Operations Management – Philip Gibson, Butterworth – Heinemann, First Edition May 12, 2006.

Certificate Course in Aviation and Cruiseline Management – Practical

- Types of Meals and Different courses
- Menu Planning and Order Taking
- Different meals and Table Services
- Food and Beverage Services from Trolley