



MANONMANIAM SUNDARANAR UNIVERSITY
DIRECTORATE OF DISTANCE AND CONTINUING EDUCATION
TIRUNELVELI – 627012, TAMIL NADU.

SYLLABUS AND SCHEME OF EXAMINATION

(For the Candidates Admitted From the Calendar Year Jan 2010 – Dec 2010)

B.Sc. (Tourism, Hotel Management and Catering Science)
Course Code: HTG02
Distance Education Programme
Annual Pattern

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B.Sc. Tourism, Hotel Management and Catering Science Regulations

Course Code	HTG02	
Name of the Course	B.Sc. (Tourism, Hotel Management and Catering Science)	
Duration of the Course	Three years (Non-semester)	
Eligibility for Admission to the I Year of the Course	10+2 Pass (Any Group) or any other examination accepted as equivalent thereto by the Manonmaniam Sundaranar University, Tirunelveli.	
Eligibility for Admission to II Year under the Lateral Entry Scheme	10th Pass plus Diploma in Engineering (Any Group) or 10+2 Pass (Any Branch) plus Diploma in Tourism, Hotel Management and Catering Science / Food Production Management / Food Service Management / Front Office Management / House Keeping Management / Catering Technology / Cabin Crew and In-Flight Services Management / Aviation Hospitality and Travel Management / Air Cargo Management or equivalent of Minimum One Year Duration.	
Eligibility for Admission to II Year under the Re-admission Scheme	Candidates who have completed I Year (passed / failed) of any undergraduate degree programme in regular college / distance education of a recognised university / institute and discontinued their studies will be re-admitted in the II Year on verification of the original certificates obtained from the institution / university last studied	
Eligibility for Admission to III Year under the Re-admission Scheme	Candidates who have completed II Year (passed / failed) of any undergraduate degree programme in regular college / distance education of a recognised university / institute and discontinued their studies will be re-admitted in the III Year on verification of the original certificates obtained from the institution / university last studied	
Eligibility for Admission to III Year under the Additional Degree Scheme	Graduate in Any Discipline	
Course of Study	The course of study for B.Sc. (Tourism, Hotel Management and Catering Science) shall consist of the following:	
	Part I	Tamil or any one of the following languages: Telugu, Malayalam, Kannada, Hindi, Urdu, Sanskrit
	Part II	English
	Part III	Core Subjects
Medium of Instruction	The medium of instruction and examination for the papers of Part I and Part II shall be in the respective language concerned. For Part III subjects the medium of instruction and examination shall be in ENGLISH ONLY.	
Conduct of Theory and Practical Classes	Theory and practical classes shall be conducted at the Distance Education Study Centres as per the guidelines of the DDCE, Manonmaniam Sundaranar University.	

Instructional Hours for both Theory and Practical Papers	Instructional Hours for both Theory and Practical Papers shall be decided by the Distance Education Study Centres in consultation with the DDCE, Manonmaniam Sundaranar University.	
III Year Industrial Training	As prescribed by the DDCE, Manonmaniam Sundaranar University, Tirunelveli at Companies / Industries / Business Establishments associated with the Distance Education Study Centres.	
Examinations	Examination for all the subjects will be conducted at the end of each year. Date of commencement of examinations shall be 15 th May for Academic Year Batch and 15 th December for Calendar Year Batch. NOTE: Candidates who have joined the II Year / III Year under the Lateral Entry / Re-admission / Additional Degree Scheme have to appear for examinations of all the previous year papers compulsorily. Candidates joining under these schemes can seek exemption for Part I and Part II papers alone.	
Duration of Examination	Theory	3 hours / paper
	Practical	3 hours / paper
	Industrial Training Report and Viva Voce	As stipulated by the Manonmaniam Sundaranar University
Passing Minimum	<p>a) A candidate shall be declared to have passed in a paper, if he / she obtain not less than 35% of marks in that paper. He / she shall be declared to have passed the whole examination, i.e. Part I, II and III, if he / she passed all the papers.</p> <p>b) A candidate failing to secure the minimum marks prescribed shall be required to re-appear for the examination in that paper and obtain not less than the minimum marks required for passing the paper.</p>	
Classification of Successful Candidates	<p>a) A candidate who passes all the Part III examinations in the first attempt within a period of three years securing 75% of total marks or above the aggregate of Part III marks shall be declared to have passed the degree examination in FIRST CLASS with DISTINCTION.</p> <p>b) Successful candidates passing the examinations for Part I or Part II or Part III securing not less than 60% of total marks for the concerned Part shall be declared to have passed that Part in FIRST CLASS.</p> <p>c) Successful candidates passing the examinations for Part I or Part II or Part III securing not less than 50% of the total marks but below 60% for the concerned Part, shall be declared to have passed that Part in SECOND CLASS.</p> <p>d) All other successful candidates shall be declared to have passed the Part I or Part II or Part III examinations in THIRD CLASS.</p>	
Conferment of the Degree	No candidate shall be eligible for conferment of the degree unless the candidate has undergone the prescribed course of study for a stipulated period of time and has passed the examinations as prescribed.	

B.Sc. Tourism, Hotel Management and Catering Science Syllabus

Year I				
Sl. No.	Paper Code	Paper Name	Marks	
			Min	Max
1	D1H1/ D1J1/ D1K1/ D1W1/ D1V1/ D1U1/ D1S1	Part I – Tamil / Malayalam / Hindi / Kannada / Telugu / Urdu / Sanskrit /	35	100
2	D3B1	Part II – English	35	100
3	HBT11	Principles of Food Production	35	100
4	HBT12	Food and Beverage Service	35	100
5	HBT13	Fundamentals of Travel and Tourism	35	100
6	HBT14	Practical – I Principles of Food Production	35	100
7	HBT15	Practical – II Food and Beverage Service	35	100
Total				700

Part I & Part II Common for all UG Courses

Year II				
Sl. No.	Paper Code	Paper Name	Marks	
			Min	Max
8	HBT21	Indian and International Cuisine	35	100
9	HBT22	Advanced Food and Beverage Service	35	100
10	HBT23	Housekeeping Operations	35	100
11	HBT24	Front Office Management	35	100
12	HBT25	Information Technology for Hospitality Industry	35	100
13	HBT26	Practical – III Indian and International Cuisine, Advanced Food and Beverage Service, Hotel Housekeeping Operations	35	100
14	HBT27	Practical – IV Front Office Management, Information Technology for Hospitality Industry	35	100
Total				700

Year III				
Sl. No.	Paper Code	Paper Name	Marks	
			UA	Total
15	HBT31	Bakery and Confectionery	35	100
16	HBT32	Hotel Accounting	35	100
17	HBT33	Hotel Law	35	100
18	HBT34	Allied Hospitality Services & Entrepreneurship	35	100
19	HBT35	Communication Skills	35	100
20	HBT36	Practical – V Bakery and Confectionery	35	100
21	HBT37	Industrial Training Report and Viva Voce	35	100
Total				700

Paper Code: HBT11 Principles of Food production		
Unit No.	Topic	Contents
1	Introduction to Professional Cookery	Aims & Objectives of Cooking, Culinary history, Origins of modern cookery.
		Kitchen Layout and Organisation: Layout of Kitchen, Layout of Receiving Area, Layout of Storage Area, Layout of Service and Wash-up
		Hierarchy and Staffing: Kitchen Classical Brigade, Staffing in Various Category, Role of Executive Chef, Duties and Responsibilities of various Chefs, Co-operation with Other Departments
		Equipment, Fuel and Tools used in Cookery
2	Ingredients	Shortenings (Fats & Oil): Role of shortening. Varieties of shortenings, Advantages & Disadvantages of using different shortenings, Fats & Oil Types, varieties.
		Raising agents: Classification of raising agents, Action and reactions
		Sugar: Importance of sugar, Types of sugar, Cooking of various sugar.
		Milk, Cream, Butter and Cheese types and uses
		Classification of vegetables, Pigments and colour changes Effects of heat on vegetables, Cuts of vegetables, Classification of fruits Uses of fruit in cookery, Salads & Salad dressings.
		Rice, cereals & pulses, Flour: Uses of flour in food production, Cooking of flour
3	Preparation and Methods of Cooking	Preparation of Ingredients – Washing, peeling, scrapping, cutting of vegetables, method of mixing foods, methods of cooking foods.
		Methods & Principles of Cooking Food – Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling, Steaming, Stewing and Braising.
4	Seafood and Meat Cookery	Fish- Classification, selection procedures, cuts, and cooking of fish.
		Butchery- Selection cuts, size, and uses of lamb, mutton, veal, beef, and porks.
		Chicken- Classification, Selection procedures, cuts, and uses. Steak, Bacon, ham, gammon- Meaning.
5	Basic Indian and Continental Cookery	Condiments & Spices - Introduction to Indian Foods, Spices used in Indian Foods, Role of Spices in Indian Cookery Masalas - Blending of Masalas, Different Masalas used in Indian Cookery.
		Thickening Agents - Role of Thickening Agents in Indian Cookery, Types of Thickening Agents
		Stock: Definition, Classification and types, Rules for stocks, Recipe of different stocks Soups: Definitions, Classification of soups; Examples. Sauces: Definition, Use and importance of sauces. Mother sauces- Recipes, Derivative sauces. Pasta: meaning and types

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Modern Cookery for Teaching and the Trade	Philip E. Thangam	Orient Longman
2	The Science of Cooking	Peter Barham	Springer
3	The Complete Guide to the Art of Modern Cookery	Auguste Escoffier	Heinemann.
4	Theory of Cookery	Arora K	K.N. Gupta & Co.
5	Culinary Arts Institute Encyclopedic Cookbook	Ruth Berolzheimer	Perigee
6	Food Preparation and Cooking	Tony Groves, et al	Nelson Thornes

Paper Code: HBT12		Food and Beverage Service
Unit No.	Topic	Contents
1	Introduction to the Hotel and Catering Industry	Role of catering establishments in travel and tourism industry. Origin and growth of Hotel Industry in India Different types of Food and Beverage Operations – Commercial and Non-Commercial Structure of the Catering Industry
		Departmental Organization: Organization of food & beverage department. Staff of various F & B outlets - Coffee Shop, Specialty Restaurant, Room Service, Banquets, Bars. Interrelationship between F & B Service Dept. with other Departments Duties & responsibilities of all Categories of F & B staff . Attributes of the Waiter
2	F & B Service Equipments	Crockery & Glassware, Tableware - Cutlery & Flatware, Hollowware - Silver & Stainless Steel Linen, Furnishings & Fittings. Cleaning & Upkeep of silver, Methods of Silver cleaning.
		Ancillary Departments: Pantry, still room, plate room, hotplate, wash, kitchen stewarding a brief description.
3	Restaurant Service	Forms and methods of services: English; French & Russian
		Mis en place, Arranging side-board, Receiving the Guests & Social Skills
		Service of a Table
4	Type of Meals & Menu	Types of meal: Breakfast Lunch / Dinner / Supper / Brunch / High tea / Afternoon Tea / Elevenses.
		Type of Menu: Table d'hote, A la carte, carte-du-jour. Courses of French classical menu Menu terminology Fundamental of menu planning Continental, Indian with accompaniments. Breakfast menu: English, American, Continental, Indian. Cover laying for foods
5	Room Service	Type of Room Service / Centralised / Decentralised / Decentralised Mobile.
		List of Equipments Trolley & Tray Setup House Rules of Room Service Waiter
		Room Service Menu

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Food and Beverage Service	Dennis R. Lillicrap, John A Cousins	Elbs
2	Food and Beverage Service	Vijay Dhawan	Frank Bros. & Co.
3	Serving Food and Drink: Table & Function: Student Guide	Ann Bulleid	Nelson Thornes
4	The Waiter & Waitress and Waitstaff Training Handbook: A Complete Guide	Lora Arduser	Atlantic Publishing Company.
5	Modern Restaurant Service	John Fuller	Hutchinson
6	The Waiter Handbook	Grahm Brown	Global Books & Subscription Services New Delhi

Paper Code: HBT13 Fundamentals of Travel and Tourism		
Unit No.	Topic	Contents
1	Conceptual Framework of Tourism	Travelers, excursionist, tourists/visitors.
		Tourism and tourist - domestic and international.
		The dynamics of definitions.
		Tourism product and its characteristics.
2	Types and Forms of Tourism	Inter-regional and intra-regional tourism, inbound and outbound tourism, domestic, international tourism.
		Forms of Tourism: religious, historical, social, adventure, health, business, conferences, conventions, incentives, sports and adventure, senior tourism, special interest tourism like culture or nature oriented, ethnic or 'roots' tourism.
3	Tourist Transportation	Air transportation: The airline industry present policies, practices. Functioning of Indian carriers. Air Corporation Act, Air charters.
		Surface Transport: Rent-a-car Scheme and coach-Bus Tour, Fare Calculation. Transport & Insurance documents, All-India Permits
		Rail Transport: Major Railway Systems of World, (Euro Rail and Amtrak) General information about Indian Railways, Types of rail tours in India:, Place-on-Wheels and Royal Orient, Deccan Odessy, Toy Trains. Indrail Pass.
		Water Transport: Historical past, cruise ships, ferries, hovercrafts, river and canal boats, Fly-cruise.
4	Tourism resource potential of India	Geography and tourism. Architectural heritage. Ancient, medieval and modern architecture. Important monuments.
		Travel circuits: some popular and important tourism circuits in India (golden triangle, desert circuit, Buddhist circuit, sun and sand, back waters etc) and International circuits.
5	International Organisations & Tourism	Origin, location and functions of WTO, IATA, PATA, ASTA, UFTAA, and ICAO.
		Travel Agency and Tour Operator, Travel related documents, Passport, Visa, currency regulations, custom, health regulations, baggage regulations etc.

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Tourism: Past. Present and Future	Burkart, A.J. & Medlik, S.	Heinemann, Professional Publishing, London, 1986 Reprint
2	The Tourism System: An Introductory Text	Mill, Robert and Christie & Morrison,	Prentice-Hall International, London, 1992.
3	The Business of Tourism	Alastair M. Holloway, J. Christopher	Pitman Publishing, London, 1989
4	Basics of Tourism: Theory, Operation and Practice	Kamra, Krishan, K & Chand, Mohinder:	Kanishka Publishers, New Delhi, 2002.
5	Tourism Development: Principles and Practices	Bhatia, A.K.	Sterling, New Delhi, 1995.
6	Travel and Tourism Management	Foster, Douglas	Macmillan, 1985.
7	Growth of Modern Tourism Monograph	IITTM	IITTM, New Delhi, 1989.
8	Tourism as an Industry	IITTM	IITTM, New Delhi, 1989.
9	Tourism Management	Wahab, S.E.	Tourism International Press, London, 1986.
10	Profiles of Indian Tourism	Dixit, M.	Royal Book House, Lucknow
11	Travel and Tourism	Negi, Jagmohan	Anmol Publication

Paper Code: HBT14 Practical – I: Principles of Food Production		
Expt. No.	Topic	Contents
1	Identification, Cutting & Blanching Vegetables	Identification of Various Types of Vegetables
		Classification of Vegetables
		Cuts of Vegetables
		Blanching of Tomatoes & Capsicum
2	Methods of Cooking Vegetables	Boiling (potatoes, beans)
		Frying (potatoes)
		Steaming (Cabbage)
		Baking (potatoes)
		Braising (onion, cabbage)
3	Preparation of Stocks and Sauces	Demonstration and preparation of Stocks.
		Demonstration and preparation of Sauces.
4	Identification of Fish, Poultry and Meat	Identification of Fish
		Demonstration of Cuts of Fish
		Identification of Various Cuts of Poultry
		Identification of Various Cuts of Meat
		Identification of Fish
5	Preparation of Soups and Pasta	Demonstration and Preparation of Various types Soups
		Demonstration and Preparation of Various Pasta Dish
6	Indian Cookery	Demonstration and Preparation of various Indian Masalas

Paper Code: HBT15		Practical – II: Food and Beverage Service
Unit No.	Topic	Contents
1	Identification of Equipments	Identification of various types of knives, forks, spoons etc.,
		Special Equipments used in Restaurants.
2	Cutlery & Crockery	Cleaning and Polishing / wiping of Cutlery, crockery & Glassware
		Handling of Cutlery & Crockery.
3	Servicing and Arrangement	Manipulating service spoon and fork for various foods
		Dummy waiter and its arrangement
4	Tablecloth and Cover	Laying a Tablecloth & Relaying a Tablecloth
		Napkin Folds - Lunch Folds, Dinner Folds, Breakfast Folds, Laying of Cover.
5	Menu Compilation	Practicing simple menu compilation
6	Room Service	Room Service demonstration and practice

Paper Code: HBT21 Indian and International Cuisine		
Unit No.	Topic	Contents
1	Indian Cookery	History and Key characteristics of Indian regional cuisine.
		Characteristics and role of regional staple food.
		Indian Breads
		Indian Curries and Gravies
		Indian Rice Preparations
2	Basics of Tandoor	Preparing Tandoor, Types, Marinade preparation, Types of Tandoori dishes, Tandoori breads, Tandoori accompaniments.
		Indian Salads and Soups
		Indian Snacks and Chats
		Indian Sweet Preparations
		Indian Festival Dishes
3	Indian Regional Cuisine	A detailed study on Indian Regional Cuisine regarding ingredients used, traditional preparation & cooking methods, utensils and accompaniments of following cuisine: Kashmir, Bengal, Assam, Gujarat, Punjab, Rajasthan, Hyderabad, Goa, Tamil Nadu, Kerala, Karnataka, Andhra Pradesh, etc.
4	Cuisines of the World	Chinese Cuisine
		Sri Lankan Cuisine
		Malaysian Cuisine
		Thai Cuisine
		Italian Cuisine
5	Cuisines of the World	Japanese Cuisine
		Russian Cuisine
		Arabic Cuisine
		Other International Cuisines
		Nouvelle and Fusion Cuisines

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	The Complete Indian Cooking	Mridula Baljekar (2005)	Lorenz Books.
2	Indian Food: A Historical Companion	K. T. Achaya (1998)	Oxford University Press.
3	Qmin: A Fresh New Approach to Indian Cuisine	Anil Ashokan (2008)	Allen and Unwin.
4	A Touch of Spice	Philip E. Thangam (1993)	Sangam Books Ltd
5	Classic Indian Cooking	Julie Sahni (1980)	William Morrow Cookbooks.
6	Spanish Food and Cooking	Pepita Aris (2003)	Lorenz Books.
7	The Book of Malaysian Cooking	Hilaire Walden, Walden, Simon Butcher Butcher (1998)	Penguin Group USA.
8	The Best of Malaysian Cooking	Yee Soo Leong (1991)	Times Books International.
9	Chinese Cuisine (Wei-Chuan's Cookbook)	Huang Su Huei (1983)	Wei-Chuan Publishing.
10	Exotic Tastes of Sri Lanka	Suharshini Seneviratne (2003)	Hippocrene Books.
11	The Best of Regional Thai Cuisine	Chat Mingkwan (2001)	Hippocrene Books; Illustrated Edition
12	Japanese Food and Cooking: A Timeless Cuisine: The Traditions Techniques Ingredients and Recipes	Emi Kasuko (2001)	Lorenz Books.
13	Arabic Cuisine - Foods From the Middle East	Salma Banna (2009)	CreateSpace
14	Essentials of Classic Italian Cooking	Marcella Hazan (1992)	Knopf.

Paper Code: HBT22 Advanced Food and Beverage Service		
Unit No.	Topic	Contents
1	Meals & Menu Planning	Introduction to types of Menu.
		Menu Planning considerations and constraints.
		Menu Terms.
		Menu Designing.
		Classical French Menu.
		Classical foods and its accompaniments with cover set up.
2	Beverages and Tobacco	Definition, Classification, Significance of Beverages
		Tobacco: History, Processing for cigarettes, pipe tobacco & cigars, Cigars – shapes/sizes/colours, Storage of cigarettes & cigars
3	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
4	Alcoholic Beverages	Wines - Definition, Classification, Grape varieties, Production of table wine, Service and storage, Wines of France, Wines of Italy, Wines of Germany, Wines of U.S.A, Wines of Australia, Other wine producing countries
		Sparkling Wines - Methods of producing sparkling wines, Champagne - production and its significance, Service and storage
		Fortified Wines - Sherry, Port, Madeira, Marsala
		Spirits - Definition, Distillation - Pot still & Patent still, Different spirits, Brandy, Whisky, Gin, Vodka, Rum (Production, Types, Service and Storage)
		Other Spirits - Aperitifs and Liqueurs, Definition, Production, Service and storage
		Beer – Definition, Production, Types of beer, Service and storage
		Cocktails – Definition, History, Methods of mixing cocktails, World famous cocktails
		Food And Wine Harmony - Food and matching drink
5	Beverage Control	Bar - Lay out
		Beverage Control Measures – Allocation

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Food and Beverage Service	Dennis R. Lillicrap, John A. Cousins (1990)	ELBS
2	Food and Beverage Service	Vijay Dhawan	Frank Bros. & Co.
3	Serving Food and Drink: Table & Function: Student Guide	Ann Bulleid	Nelson Thornes
4	Modern Restaurant Service	John Fuller	Hutchinson
5	The Waiter Handbook	Grahm Brown	Global Books & Subscription Services New Delhi
6	The Waiter & Waitress and Waitstaff Training Handbook: A Complete Guide to the Proper Steps in Service for Food & Beverage Employees	Lora Arduser, Douglas Robert Brown (2005)	Atlantic Publishing Company.
7	The Professional Service of Food and Beverage	Joseph Houston, Neil Glenesk (1982)	Batsford Technical Ltd.
8	The World of Wines	Churchill, Creighton (1980)	Collier Books.
9	Winemaking Basics	Ough, Cornelius S (1992)	Haworth Press Inc.
10	Beer and Wine Making Illustrated Dictionary	Zaneilli, Leo (1978)	A. S. Barnes & Company
11	Cigar	Marvin R. Shanken (2000)	Taschen.
12	The Ultimate Cigar Book	Richard Carleton Hacker (2000)	Autumngold Pubns.
13	The Professional Service of Food and Beverage	Joseph Houston, Neil Glenesk (1982)	Batsford Technical Ltd.

Paper Code: HBT23 Housekeeping Operations		
Unit No.	Topic	Contents
1	Role of Housekeeping	Meaning and definition/ importance Role in achieving guest satisfaction and repeat business.
		Organisation of Housekeeping: Organisation Chart of Housekeeping applicable to categories of hotels. Role of key Personnel's of the dept. Personality traits of various personnel. Layout of the Housekeeping department Identifying responsibilities of House Keeping.
2	Cleaning and Cleaning Agents	Principles of cleaning, hygiene and safety factors in cleaning, Methods of organising cleaning, Frequency of cleaning daily, periodic, special design features that simplify cleaning. Use and care of Equipment
		Cleaning Agents - General Criteria for selection, Classification, Polishes, Floor seats, Use, care and Storage, Distribution and Controls. Use of Eco-friendly products in Housekeeping. Composition, care and cleaning of different surfaces
		Beds & Mattresses: Single, Double, Queen, King Mattress Protector and Mattresses
		Pest Control - Areas of infestation, Preventive measures and Control measure
3	House Keeping Supervision	House Keeping Supervision: Importance of Inspections. Checklist preparation, Dirty dozen, Degree of discretion/delegation to cleaning staff. Self-supervision techniques.
		Records of House Keeping Department: Reporting Staff placement, Room Occupancy Report, Guest Room Inspection Entering Checklists, Floor Register, Work Orders, Log Sheet. Lost and Found Register and Enquiry File, Maid's Report and Housekeeper's Report, Handover Records, Guest's Special Requests Register, Record of Special Cleaning, Call Register, VIP Lists
4	Safeguarding Assets	Concerns & concepts of safety and Security in Housekeeping. Controlling Thefts: Employee, Guest and External Person. Security in Guest room. Safety: Accidents, Fires (causes, procedure and reporting) First Aid: Concepts of emergency procedures.
		Keys: Types of keys handled by House Keeping. Computerized key cards. Key control in the department.
5	Linen / Uniform/ Tailor Room	Laundry – Introduction, Duties & Responsibilities of laundry personnel, Flow process of Industrial Laundry, Equipments & layout of laundry, Dry cleaning & Guest laundry.
		Linen & Uniform - Classification & sizes of various Linen, Duties & responsibilities of linen & uniform personnel, Layout of linen / uniform room, Storage condition, inspection & issuing of linen, Stock taking, par stock, inventory & condemned linen maintenance, Sewing room, Budget

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Hotel Housekeeping Training Manual	Andrews Sudhir (1985)	Tata Mc Graw-Hill Publishing Co. Ltd.
2	Hotel Housekeeping Principles and Practice	Joan C. & Lennox; Margaret Branson (1969)	Edward Arnold London.
3	Housekeeping Management for Hotels and Residential Establishments	Rosemary Hurst (1971)	William Heinemann.
4	The Professional Housekeeping	W. Winter; Doris Hatfield; H. Hatfield (1989)	Hyperion Books.
5	The Professional Housekeeper	Schneider Madelin; Tucker Georgina and Scoviak Mary (1999)	John Wiley & Sons Inc, New York.
6	Professional Management of House- keeping Operations	Martin Robert J (1998)	John Wiley & Sons New York.

Paper Code: HBT24 Front Office Management		
Unit No.	Topic	Contents
1	Introduction to Hotels	Brief introduction to hotel industry. Developments of the Hotel industry in India. Developments of the Hotel outside India
		Classification of hotels: On the basis of size, On the basis of location/ clientele, On the basis of levels of service. Star classification of Hotels in India.
		Types of Rooms & Room Rates: Single, Double, Twin, Suites Basis for charging Rooms Rates
		Meal Plans, Types, need and usage of such plans. (AP, MAP, EP, CP)
2	Front Office Organisation	Organisation Chart, Front Office Functional Areas, Duties & Responsibilities of F.O. Personnel, Front Office layout and equipment
		Front Office Operations: The Guest Cycle, Front Office System, Front Office Forms and Formats, The Front Desk, Telecommunication and its importance, Property Management System.
3	Guest Handling and Reservations	Introduction to guest cycle - Pre arrival, Arrival, Stay, Departure and after departure
		Reservation - Importance of reservation, Modes, Channels and sources. Cancellation, Amendments and overbooking
		Tariff Structure, Different types of tariffs, Rack Rate, Discounted Rates for Corporates, Airlines, Groups & Travel Agents
		Room Selling Techniques - Up selling, Discounts
		Arrivals - Preparing for guest arrivals at Reservation and Front Office, Receiving of guests, Pre-registration, Registration, Relevant records for FITs, Groups, Air crews & VIPs
4	Guest Accounting	Job description of front office cashier.
		Records & ledgers maintained by cashier.
		Ways of settling bills.
5	Planning & Evaluating Front Office Operations	Establishing room rates Rule of thumb approach & Hubbard's formula
		Forecasting room availability. Room revenue analysis
		Evaluating occupancy ratio, house count, bed occupancy percentage, average room revenue, average revenue per guest, over stay percentage, under stay percentage, No Show percentage, cancellation percentage & foreign guest occupancy percentage. Break Even & pricing analysis.

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Front Office Management	S.K. Bhatnagar (2002)	Frank Bros. & Co. (Publishers) Ltd.
2	Hotel and Lodging Management: An Introduction	Alan T. Stutts; James Wortman (2005)	Wiley.
3	Introduction to the Hospitality Industry	Tom Powers; Clayton W. Barrows (2002)	Wiley.
4	Hotel and Lodging Management: An Introduction	Alan T. Stutts; James Wortman (2005)	Wiley.
5	Hotel Front Office Management	James A. Bardi (2002)	Wiley.
6	Front Office Operations and Management	Ahmed Ismail (2002)	Thomson Delmar Learning.
7	Managing Front Office Operations	Michael L. Kasavana and Richard M. Brooks (2005)	Educational Institute of American Hotel & Motel.
8	Front Office: Procedures, Social Skills, and Management	Abbott P. and Lewry S. (1991)	Butterworth Heinemann.
9	Human Resource Management in the Hospitality Industry	Go et al (1996)	Wiley.
10	Managing Front Office Operations Fourth Edition	Kasavana M. and Brooks R. (1995)	Educational Institute.

Paper Code: HBT25 Information Technology for Hospitality Industry		
Unit No.	Topic	Contents
1	Introduction to Computers	Introduction to computer, Definition of a computer, Computer generations, Classification of a computer, Areas of application. Information Technology.
		Components of a computer system: CPU, input devices, output devices, storage devices and memory
		Software: System software, Application software. Programming languages, Packages.
		Operating system: Functions of an Operating System, Classification of Operating Systems
		Introduction to DOS - Graphical User Interface Systems, Basic components of a GUI system - Advantages of GUI over CUI
		Introduction to Windows XP. Window Explorer, Managing files and folders, Using Paint Brush, WordPad & Notepad
2	Microsoft Word	Introduction to Word Processor, Overview of Word Processor Packages, Use of word in different areas, Document concept (Creating, Saving, Opening, Closing Document)
		Formatting document. Copy, cut and paste. Working with margins and page setup.
		Tables, Uses of drawing toolbar, Columns, header & footers. Printing procedure, Spell Check & Thesaurus.
		Mail Merge
3	Microsoft Excel	Introduction to spread sheet. Overview of spread sheet packages. Understanding Excel Sheet - Inserting, deleting and hiding columns / Rows, Printing a sheet
		Manipulating formulas and functions
		Working with charts
		Sort & Filter
4	Microsoft PowerPoint	Presentation - Explain its need, Overview of presentation packages. Use of powerpoint, Making Presentation
		Different types of slide layouts. Slide view, slide sorter view and slide show buttons. Setup show
		Applying design templates and backgrounds. Transitions & custom animation effects.
5	Internet	Introduction to Networks, Need for Networks
		Introduction to Internet, History of Internet, The World Wide Web. Internet browsers. Internet Tools – E-Mail, Search engines. Introduction to E – commerce.
		Virus, Types of viruses, How do virus spread, Symptoms of a virus attack, Prevention of virus attack, Detection of viruses, Removing viruses.

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Peter Norton's Introduction to Computers	Peter Norton	TMGH.
2	Computer Programming And Applications	R.Krishnamoorthi	J.J Publications.
3	Computer Today	K. Basandra	Galgotia Publications, New Delhi.
4	Fundamentals of Information Technology	Alexis Leon, Mathews Leon	Vikas Publishing House
6	Microsoft Word 2007 Bible	Herbert L. Tyson, Herb Tyson	John Wiley & Sons
7	Microsoft Office Word 2007 Plain & Simple	Jerry Joyce, Marianne Moon	Microsoft Press
8	Windows XP	Andy Rathbone	Wiley Publishing, Inc.,
9	Windows XP in a Nutshell: A Desktop Quick Reference	David A. Karp, Tim O'Reilly et al	O'Reilly
10	Microsoft Office Excel 2007 Quicksteps	John Cronan	McGraw-Hill Professional
11	Excel 2007 Formulas	John Walkenbach	John Wiley and Sons.
12	Microsoft Office PowerPoint 2007 QuickSteps	Carole Boggs Matthews	McGraw-Hill Professional.

Paper Code: HBT26		Practical – III: Indian and International Cuisine, Advanced Food and Beverage Service, Housekeeping Operations	
Unit No.	Topic	Contents	
1	Indian and International Cuisine	Preparation of various Indian salads and soups	
		Indian Breads	
		Indian Curries and Gravies	
		Indian Rice preparation / Pulao preparation / Biryani Preparation	
		Indian Snacks, Chats and Festival dishes	
		Preparation of Tandoori Dishes	
		Formulate 10 sets of menu consisting of 5 dishes from the following regions: Andhra Pradesh, Bengal, Chettinadu, Goa, Gujarat, Kashmiri, Kerala, Maharashtra, Punjab, Rajasthan, Tamil Nadu.	
		Formulate 10 sets of menu consisting of 5 dishes from the following regions: American, Chinese, Italian, Japanese, Malaysian, Thai, Russian, Arabic and other International Cuisines	
2	Advanced Food and Beverage Service	Table d’hote menu, A la Carte menu compilation and with accompaniment.	
		Methods of Cleaning and upkeep of silver. Arrangement of sideboards	
		Laying of table linen. Folding serviettes in various designs Receiving guests and taking order	
		Table Laying for various dishes	
		Service of Wines: Red wine, White/Rose wine, Sparkling wines, Fortified wines, Aromatized wines	
		Service of Bottled & Canned Beers / Draught Beers	
		Service of Spirits (Whisky, Vodka, Rum, Gin, Brandy & Tequila)	
		Loading / carrying-trays / trolleys	
3	House Keeping Operations	Different types of cleaning, Polishing of metal, wood etc to be practiced. Carpet cleaning, floor, spring-cleaning.	
		Bed making – evening service.	
		Laundry - washing, dry cleaning of different fabrics and clothes to be known. Linen inventory	
		Furniture and Fixtures of different types of wood, metal etc to be practiced, in cleaning and maintaining.	

Paper Code: HBT27		Practical – IV: Front Office Management, Information Technology
Expt. No.	Topic	Contents
1	Front Office Management	Telephone handling skills, social skills, Reservation procedure.
		Identification of rooms through the use of conventional and destiny charts.
		Check-in and check-out procedures.
		Role play of the following staffs - Doorman, Bellboy, Receptionist, Information assistant, Cashier.
		Dealing with guest mail and messages, hotel mail, staff mail.
		Modes of bill settlement.
		Handling guest complaints and solving problems.
		General awareness about the places of interest in India. General awareness of capitals, currencies and airlines of countries.
		Calculation of Statistical information: house count, room position, percentage of room occupancy, percentage of single occupancy, percentage of foreign occupancy, percentage of local occupancy, percentage of walk-ins. Percentage of early departures, percentage of late departures, percentage of early arrivals, percentage of no-show, average room rate, average room rate per person.
2	Information Technology	Design Restaurant menu using MS Word.
		Create relevant tables for staff list, payroll and stock maintenance in Excel
		Prepare a PowerPoint presentation for a hotel / resort
		Browse various Hoteliers' Websites.
		Create an E-mail ID.

Paper Code: HBT31		Bakery and Confectionery
Unit No.	Topic	Contents
1	Basic Principles of Baking	Bakery Organisation Structure Bakery Equipments and their uses Bakery terms and temperature. Raw materials used in Bakery.
		The baking process-Formation & expansion of gases, trapping of gases in air cells, coagulation of proteins, gelatinization of starches, evaporation of water, melting of shortenings, browning of the sugar and crust formation.
		Staling-Protecting the product from air, adding moisture retainer to the formula, freezing
2	Breads, Dough and Fillings	Breads-Types, mixing methods, (straight dough method, modified straight dough method for rich dough, sponge method), steps in dough production.
		Dough formulas and techniques-Hard rolls, soft bread, French bread, white pan bread, rye bread & rolls, broche, sweet roll dough, Danish pastry, croissant.
		Fillings & toppings for sweet dough products Make-up techniques-Hard rolls & breads, soft roll dough, sweet dough products, rolled in dough products.
3	Cakes and Cake Decoration	Sponges: Preparation methods, types.
		Icings: Types (Fondant, butter creams, foam. Flat, fudge, royal icing, marzipan, tragacanth, meringues, glazes, fillings).
		Assembling and icing cakes: Selection of icing, procedure for assembling layer cakes, small cakes and sheet cakes.
		Cake decoration: Colour, design, templates, texture, equipment, casting moulds, lettering, monogram, stencils.
4	Cookies, Pies and Tarts	Cookies: Characteristics & causes, mixing methods, types & make-up, panning, baking and cooling, formulas for bar cookies, macaroons, lace cookies, sandwich cookies.
		Pies: Types, mixing pie dough, pie crust, procedure for making small fruit tarts, assembling, baking & filling, common problems in fruit pies.
		Tarts & tartlets: Preparation and types.
5	Puff Pastry and Chocolate	Puff pastry; Preparation and types
		Sweet meat: Truffles, fondant, glazed petit fours.
		Chocolate: Manufacture & processing of chocolate, types & uses of chocolate, cocoa butter, white chocolate, liquor chocolates, fondant chocolates & toffees.

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	The Bakery and Confectionery	A. Yogambal (2007)	Denett & Co.
2	Theory of Bakery and Confectionery	Yogambal Ashok Kumar(2009)	Prentice-hall Of India Pvt Ltd
3	Technology of Coated and Filled Chocolate, Confectionery and Bakery Products	Talbot G (2009)	CRC Press
4	The Grand Central Baking Book: Breakfast Pastries, Cookies, Pies, and Satisfying Savories from the Pacific Northwest's Celebrated Bakery	Piper Davis, Ellen Jackson (2009)	Ten Speed Press

Paper Code: HBT32 Hotel Accounting		
Unit No.	Topic	Contents
1	Accounting Fundamentals	The Purpose of Accounting in the Hospitality Industry Branches of Accounting
		Bookkeeping and Accounting Basic Concepts of Accounts: Definition of Account, Rules of Account Writing, Terminology used in account, Journal Entries Ledger Accounts Subsidiary books
2	Final Accounts	Preparation of Trial balance
		Preparation of final accounts Trading and profit & loss accounts
		Balance sheet
3	Food and Beverage Pricing	Factors Affecting Menu Pricing
		Assigning Menu Prices
		Menu Price Analysis
4	Revenue Management for Hotels	Establishing Room Rates
		Revenue Management
		Non-Room Revenue
5	Managerial Accounting for Costs	Concept of Cost
		Types of Costs
		Cost/Volume/Profit Analysis

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Managerial Accounting for the Hospitality Industry	Lea R. Dopson (2008)	Wiley; Har/Cdr edition
2	Fundamentals of Accounts	Dr. A. K. Singhal, Dr. V. S. Ahlawat (2008)	Vayu Education of India.
3	Double Entry Book Keeping	K.B. Bhatia, Inderjeet Arora (2009)	Alfa Publications.
4	Double Entry Book Keeping	T.S. Grewal	Sultan Chand and Sons
5	Financial Accounting	Jain and Narang	Kalyani Publishers
6	Management Accounting in Hotel Industry in India	R K Sharma	Kanishka Publishers Distributors
7	Hotel Accounting	Anil Kathuria(2008)	Sonali Publications

Paper Code: HBT33 Hotel Law		
Unit No.	Topic	Contents
1	Introduction to Law	Introduction to Law, Sources of Law, Classification of Law Justice Delivery System in India
		The Indian Contract Act, Factories Act 1944, Sale of Goods Act 1930, The Companies Act 1956, Indian Partnership Act 1932.
		The Payment of Wages Act 1948, The Minimum Wages Act 1948, Payment of Bonus Act 1965, Employees Provident Fund and Miscellaneous Payment of Gratuity Act 1972, Workmen Compensation Act 1948.
		The standards of weight and measures Act 1956 Prevention of food adulteration Act 1954 - Jurisdiction of inspectors.
		Environment Protection Act, Consumer Protection Act.
2	Hospitality Laws	Importance of Studying Hospitality Law. Common Legal Issues in the Hospitality Industry Common Laws for Conduct of Business
		Laws applicable to hotel and catering industry. Procurement of licenses and permits required to operate hotel restaurant and other catering establishments. Criterion of fixation of taxes for various tariff structures applicable to hotels – luxury expenditure sales surcharge service tax etc.
3	Hotel - Guest Relationship	Right to receive or refuse accommodation to a guest, Guests' right to privacy, Tenancy laws, Duty to protect guest, Employees and third party threats in restrooms and parking lots.
		Laws governing lost and found property: Hotel's liability regarding guest property unclaimed property loss of property, Hotel defenses to liability claims, Statutory limits on hotel's liability.
4	Food and Liquor Legislation	Food Legislation: Hotel's liability regarding guest property unclaimed property loss of property, Central State and local food laws, Warranty, Truth in menu and labeling laws, Food adulteration, Powers and duties of a Food Inspector.
		Liquor Legislation: Independent bar Operation, Dispense Bar, Satellite Bar, Compound license, Beer bars.
5	Taxation	Direct and Indirect Taxes, Registration, Payment of Taxes
		Maintenance of books of accounts and documents Submission of returns and statement -assessments under the provisions of the following: Indirect Taxes: Commercial / Sales Tax Act (State)
		Tax on Luxuries (Hotels & Lodging Houses) Hotel Receipts Tax Act 1980 (Central), Profession Tax Act (State)
		Direct Taxes: The Indian Income -tax Act, 1961

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Elements of Mercantile Law	N.D. Kapoor	Sultan Chand & Sons
2	Mercantile Law with Industrial Law	Iyengar, S.P and Goyal	R.Chand and Co
3	Industrial Law	Arun Kumar	Atlantic
4	Handbook of Labour and Industrial Law	P.L. Malik	Jain Book Agency
5	Towards Legal Literacy: An Introduction to Law in India	Kamala Sankaran (2008)	Oxford University Press.
6	An Introduction to Indian Legal history	J. K Mittal (1976)	Allahabad Law Agency.
7	An introduction to Indian Constitution and Administration	Verinder Grover (1964)	Ashoo Publications.
8	Hotel & Tourism Laws	Negi D J (2007)	Frank Brothers & Company (Pub) Pvt Ltd.
9	Hotel Law	Jyotsana (2008)	Rajat Publication

Paper Code: HBT34 Allied Hospitality Services and Entrepreneurship		
Unit No.	Topic	Contents
1	Transport Catering	Transport Catering – Classification, Air, Rail, Ship and Luxury Coaches. Air Catering – Planning of Menus, Organisation of Service, Airline Tray Service, Importance of Flight Kitchen Units, Limitations of Air Catering. Rail Catering – Planning of Menus, Organisation of Service, Refreshment Stalls in Railway Stations, Pantry Car Service, Role of Indian Railway Catering & Tourism Corporation, Palace on Wheels.
		Ship Catering – Catering Service in Passenger Ships, Cruise Lines Catering, Compiling of Food and Wine Lists for Cruise Liner Catering. Catering in Luxury Coaches – Service of Snacks and Beverages.
2	Hospital Catering	Planning of Menu for Invalids
		Importance of Diet Kitchen
		Hospital Tray Service.
3	Industrial & Institutional Catering	Industrial Catering – Planning of Kitchen and Food Service Areas, Role of Cyclic Menu, Benefits of Subsidy Offered by the Management.
		Institutional Catering – Food Service Units in Research Institutions such as I.C.AR., C.S.I.R. and I.C.M.R, Planning of Menus.
		Schools, Colleges and Universities – Planning of Menus, School Meal Services and Canteens, Importance of Nutritive value.
4	Outdoor Catering	Out-Door Catering – Types of Functions, contracted and Speculative Functions, Organisation of Food Production and Food Service Areas, Problems in Outdoor Catering.
		Miscellaneous forms of Catering such as Club Catering, Prison Catering and Catering in Armed forces
5	Entrepreneurship Development	Entrepreneurship – definition, characteristics and qualities of entrepreneur, entrepreneurial development training, support of institutions like NIESBUD-Delhi, SIET-Hyderabad, ITCOT, SIPCOT, SISI -Tamil Nadu
		Project Management: Project – idea processing and selection – identification and classification, project life cycle, Project formulation, Plant layout in view of hotel industry, steps for starting small hotel, Problems in starting a hotel, Ways to rectify them.

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Hotel Management Theory, Volume I & II	Dr. B.K. Chakravarthi	APH Publishing Corporation New Delhi
2	Food and Beverage Service	Dennis Lillicrap & John Cousins	ELBS Publications
3	Catering Management, An Integrated Approach	Mohini Sethi & Surjeet Malhan	Wiley Eastern Ltd.
4	Dynamics of Entrepreneurial Development and Management	Vasanth Desai.	Himalaya Publishing House.
5	Entrepreneurial Development	C.B. Gupta and N.P. Srinivasan.	Sultanchand & Sons.
6	Hotel Management Made Easy	S.M. Rajaram	Anand Publications Tiruchirappalli.

Paper Code: HTG35		Communication Skills
Unit No.	Topic	Contents
1	Introduction to Communication	Meaning and Definition, Process, Functions, Objectives
		Importance, Essentials of good communication
		Communication barriers - Overcoming communication barriers
2	Types of Communication	Principles of Communication or 7 Cs
		Media of Communication
		Types of Communication
3	Business Letters	Need and functions of business letters
		Planning & layout of business letter
		Kinds of business letters, Essentials of effective correspondence
4	Drafting of Business Letters	Enquiries and replies, Placing and fulfilling orders, Complaints and follow-up
		Sales letters, Circular letters, Application for employment and resume
		Report writing, Notices, Agenda and Minutes of the Meetings, Memos
5	Oral Communication	Meaning, nature and scope, Principles of effective oral communication
		Techniques of effective speech - Media of oral communication (Face-to-face conversation, Teleconferences, Press Conference, Demonstration, Radio Recording, Dictaphone, Meetings, Rumor, Demonstration and Dramatisation, Public address system, Grapevine, Group Discussion, Oral report, Closed circuit TV).
		The art of listening, Principles of good listening.

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Business Communication (Principles, Methods and Techniques)	Nirmal Singh	Deep & Deep Publications Pvt. Ltd., New Delhi.(2006)
2	Business Communication	K. K. Sinha	Galgotia Publishing Company, New Delhi
3	Business Communication	Dr. S.V. Kadvekar, Prin. Dr. C. N. Rawal and Prof. Ravindra Kothavade	Diamond Publications, Pune
4	Business Correspondence and Report Writing	R. C. Sharma, Krishna Mohan	Tata McGraw-Hill Publishing Company Limited, New Delhi.
5	Essentials of Business Communication	Rajendra Pal and J. S. Korlhalli	Sultan Chand & Sons, New Delhi.
6	Creating a Successful CV	Siman Howard	Dorling Kindersley
7	Business Communication	Balasubrahmanyam, M.	Vani Educational Books (1985)
8	Media and Communication Management	C. S. Rayudu	Himalaya Publishing House, Bombay.

Paper Code: HBT36		Practical – IV: Bakery and Confectionery
Unit No.	Topic	Contents
1	Breads, Cakes and Pasteries	<p>Formulate 10 sets of bakery dishes consisting of 4 items from the below for each practical:</p> <ul style="list-style-type: none"> • Bread varieties • Muffins • Baba/Savarin dough • Pizza • Brioche • Croissant • Danish pastry • Scones • Biscuits(any two varieties) • Doughnuts • Tart varieties • Brownies • Cream horns • Profiteroles • Genoise sponge • Jam buns • pineapple upside down cake • Black forest cake • Christmas cake • Cheese straws • Chicken vol au vent • Melting moments • Marshmallows • Cherry cake

Paper Code: HBT37 Industrial Training Report and Viva Voce				
Objectives	Application of theoretical and practical knowledge gained through the curriculum in an industrial environment.			
Procedure	During the final year, the student has to undergo Industrial Training for a period of three months in a hotel / resort of repute.			
	During the training period, the student has to get exposed to all the departments of the hotel / resort.			
	During the training period, the student has to maintain a Log Book periodically signed by the Training Manager.			
	At the end of the training period, the student has to prepare an Industrial Training Report and submit the same, together with the Log Book for university evaluation.			
Evaluation	Examiners, one external, appointed by the university and another one internal, appointed by the Distance Education Study Centre shall evaluate the Industrial Training Report and the Log Book and award marks.			
	Student has to appear before the examiners for viva voce. The viva voce will have questions from the curriculum as well as from the Industrial Training.			
	Distribution of Marks	Maximum		Minimum
		External	Internal	
	Industrial Training Report	40	40	35
	Log Book	5	5	
	Viva Voce	5	5	
Total	100		35	