

# ORDINANCES

## Bachelor of Science in Hospitality and Hotel Management

(For the session of 2010-2011,2011-12)

1. The duration of the course leading to the degree of Bachelor of Science in Hospitality and Hotel Management shall be three academic years. Each year shall be divided into two semesters. The examination for the first, third and fifth semesters shall ordinarily be held in the month of November/December and for the second, fourth and sixth semesters in the month of May/June or on such dates as may be fixed by the Syndicate.
2. Every candidate shall pay his examination fee for each semester at the time of admission to the course, along with other charges, i.e. tuition fee etc.
3. The Director of the Department shall forward to the Controller of Examinations at least five weeks before the commencement of the examination for each semester, a list of the students who have satisfied the requirements of regulations and are qualified to appear in the examination.
4. The last date for receipt of admission application form and fee with and without late fee shall be as fixed by the Syndicate.
5. The minimum qualification for admission to the first semester of the course shall be :
  - 5.1 a pass in 10+2 examination or equivalent from any other recognized board with not less than 45% marks in the aggregate.
6. Every candidate shall be examined in the subjects as laid down in the syllabus prescribed from time to time.

20% marks in each paper excluding seminar, workshop, project/training report, practical, field work, viva voce etc. shall be assigned for internal assessment.

Seminar, project, practical, field-work and workshop will be assessed internally on 40% basis & externally on 60% Viva-voce shall be conducted jointly by the internal and external examinations.

The Director of the Department shall forward these marks on the basis of periodical tests, written assignment, case discussions, syndicate sessions, practical's, field work etc., to the Controller of Examinations at least two weeks before the commencement of the examination.
7. The Director of the Department will preserve the records on the basis of which the internal assessment awards have been prepared for inspection, if needed by the University, up to six months from the date of declaration of the results.

Project reports shall be submitted to the Director of the Department at least ten days before the commencement of the examination. Project reports received after the

prescribed date shall not be accepted. In certain circumstances, on the recommendations of the Director of the Department, the number of days for submission of project reports can be reduced.

8. The first semester examination shall be open to a regular student who-
  - 8.1 has been on the rolls of the Department during one semester preceding the first semester examination; and
  - 8.2 has attended not less than 75% of the lectures, seminars, case discussions, practical's, syndicate sessions, field work, project work etc., in each paper, a deficiency up to 10% may be condoned by the Director of the Department.
9. The second, third, fourth, fifth or sixth semester examinations shall be open to a student who :
  - 9.1 has been on the rolls of the Department during one semester preceding the second, third, fourth, fifth and sixth semester examination, as the case may be;
  - 9.2 has attended not less than 75% of the lectures, seminars, case discussions, practical's, syndicate sessions, field works, project work etc., in each paper; a deficiency up to 10% may be condoned by the Director of the Department and
  - 9.3. Has passed the first, second, third, fourth, fifth semester examinations respectively or is covered under Reappear Regulation 13 below.
10. The medium of instruction and examination shall be English.
11. The minimum number of marks to pass the examination in each semester shall be:
  - (i) 35% in each paper in the University examination separately as well as jointly with internal assessment.
  - (ii) 35% in seminar, project, practical, field work and viva voce,
  - (iii) 45% in the aggregate of (i) and (ii) above.
12. Grace marks shall be give @ one percent of the aggregate marks of the external examination of the University for each semester (only the marks of external examination will be counted for the purpose of calculating the grace marks and marks obtained in internal assessment will not be counted). A candidate may avail of the grace marks either in the aggregate or in one or more papers as may be to his advantage. Grace marks shall, however be given only for passing the examination or for earning the higher division and not for passing the examination with distinction.

### **Reappear Regulations**

13. (a) A candidate who fails in the first, third or fifth semester but has secured at least 35% marks separately as well as jointly with internal assessment is not less

than 45% of the papers prescribed for that semester shall be permitted to continue his studies for the second, fourth and sixth semester respectively but he will be required to reappear in the next May/June examination in such paper(s) i.e. which he had failed in the November/December examination simultaneously with the second, the fourth, or the sixth semester examination as the case may be.

A candidate on reappearing shall pay admission fee per paper in each semester examination subject to a maximum fee as prescribed for the examination concerned and the admission fee for reappear would be in addition to the admission fee charged for other semester examination, if any, in which he was appearing.

if he fails to pass the first, the third or the fifth semester examination even after the second attempt his result for the second, the fourth or the sixth semester examination, as the case may be, shall be cancelled and he will be required to leave the course.

- (b) A candidate who fails in the second or the fourth semester but had secured at least 35% marks separately as well as jointly with internal assessment is not less than 45% of the papers prescribed for that semester shall be permitted to continue his studies in the third or the fifth semester but he will be required to reappear in such papers in which he had failed in the May/June examination. If he fails to pass the second or the fourth semester examination even after the second attempt his result for the second or the fourth semester examination, as the case may be, shall be cancelled and he will be required to leave the course.
- (c) A candidate who fails in the sixth semester examination but has secured at least 35% marks separately as well as jointly with internal assessment is not less than 50% papers prescribed for that semester shall be allowed to reappear in such papers in which he has failed in the May/June examination in a special examination to be held in August but not before the expiry of six weeks from the date of the declaration of the result.

Explanation : Fifty percent of 5 papers will be taken as 2, that of 7 papers as 3, and that of 9 papers as 4 for purpose of examination under this regulation.

- (d) A candidate who fails to clear the sixth semester examination even in the special examination held in August shall be given one more chance. He may appear either in November/December of the same year or in May/June examination next year in such papers in which he had failed in the special examination held in August.

A candidate who is unable to clear the sixth semester examination even after availing of the second chance as specified above shall be required to leave the course.

(e) If a candidate is required to reappear in a paper which is 100% internal assessment, he will be given one more opportunity to qualify in that paper without attending a fresh course of lectures. The work assignment may be determined by the Director of the Department.

14. A candidate who fails in the first, second, third, fourth, fifth or sixth semester and is not covered under 'Reappear' Regulation 13 may be given one more chance and allowed to appear in the next regular examination without attending a fresh course of lectures but he will have to repeat the entire examination.

If a candidate fails to pass in a semester examination even after the second attempt he will be required to leave the course.

15. A candidate, who having passed the second or third or fourth semester examination, discontinues his studies, may be permitted to join the third or fourth or fifth semester or within two years of his passing the second or third or fourth semester examination.

16. The internal assessment awards of a candidate who fails in the examination shall be carried forward to the next examination.

A candidate who fails in the examination may appear in the next consecutive examination as an ex-student.

17. As soon as is possible after the termination of the examination, the Controller of Examinations shall publish list of the candidates who have passed.

18. Successful candidate shall be classified as under :

(i) Those who obtain 75% or more of the total First Division  
aggregate marks in all the semester with Distinction  
examination taken together.

(ii) Those who obtain 60% or more of the First Division  
aggregate marks but less than 75%  
marks in all the semester examinations  
taken together.

(iii) Those who obtain below 60% of the Second Division  
aggregate marks in all the semester  
examinations taken together.



## Bachelor of Science

### Hospitality and Hotel Management Part I Semester- I Session 2010-11, 2011-2012

#### EXAMINATION SCHEME

No.	Subject	Subject	Term Marks*	
	code		Th.	Pr.
1	BHM111	Foundation Course in Food Production I	100	100
2	BHM112	Foundation Course in Food & Beverage Service - I	100	100
3	BHM113	Foundation Course in Front Office - I	100	100
4	BHM114	Foundation Course in Accommodation Operations - I	100	100
5	BHM105	Computer	50	100
6	BHM106	Hotel Engineering	100	-
7	BHM117	Principles of Food Science	100	-
8	BHM 109	Communication	50	
TOTAL:			700	500
GRAND TOTAL			1200	

**Syllabus**  
**Bachelor of Science**  
**Hospitality and Hotel Management Part I Semester- I**  
**Session 2010-11, 2011-2012**

**SUBJECT CODE BHM-111:**

**FOUNDATION COURSE IN FOOD PRODUCTION (THEORY)**

**Pass Marks: 35%**

**MAXIMUM MARKS: 80**

**Lectures to be delivered 40**

**INSTRUCTIONS FOR THE PAPER SETTER**

The question paper will consist of five sections A, B, C and D and E. Section A, B, C and D will have two questions from the respective sections of the syllabus and carry 15 marks each. Section E consists of 10 short answer type questions which will cover the entire syllabus uniformly and will carry 20 marks in all.

**INSTRUCTIONS FOR THE CANDIDATES**

The candidates are required to attempt one question each from sections A, B, C and D of the question paper and Section E is compulsory

**SECTION A**

**INTRODUCTION TO COOKERY;** Levels of skills and experiences, Attitudes and behavior in the Kitchen, Personal hygiene, Uniforms & protective clothing, Safety procedure in handling equipment

**CULINARY HISTORY;** Origin of modern cookery- Introduction only.

**HIERARCHY AREA OF DEPARTMENT AND KITCHEN:** Classical Brigade, Modern staffing in various category hotels, Roles of executive chef, Duties and responsibilities of various chef, Co-operation with other departments

**SECTION B**

**CULINARY TERMS:** List of culinary (common and basic) terms, Explanation with examples

**AIMS & OBJECTS OF COOKING FOOD:** Aims and objectives of cooking food, various textures various consistencies, Techniques used in pre-preparation, Techniques used in preparation

**BASIC PRINCIPLES OF FOOD PRODUCTION – I (i) VEGETABLE AND FRUIT**

**COOKERY:** Introduction – classification of vegetables, Pigments and color changes, Effects of heat on vegetables, Cuts of vegetables, Classification of fruits, Uses of fruit in cookery, Salads and salad dressings

**SECTION C**

**ii) STOCKS:** Definition of stock, Types of stock, Preparation of stock, Recipes, Storage of stocks, Uses of stocks, Care and precautions

**iii) SAUCES:** Classification of sauces, Recipes for mother sauces, Storage & precautions

**METHODS OF COOKING FOOD:** (Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling)

- Principles of each of the above, Care and precautions to be taken, Selection of food for each type of cooking

**SOUPS:** Classification with examples, Basic recipes of Consommé with 10 Garnishes

## SECTION D

**EGG COOKERY:** Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery

**COMMODITIES:**

- i) **Shortenings (Fats & Oils):** Role of Shortenings, Varieties of Shortenings, Advantages and Disadvantages of using various Shortenings, Fats & Oil – Types, varieties
- (ii) **Raising Agents** Classification of Raising Agents, Role of Raising Agents, Actions and Reactions
- iii) **Thickening Agents:** Classification of thickening agents, Role of Thickening agents
- iv) **Sugar;** Importance of Sugar, Types of Sugar, Cooking of Sugar – various

**Recommended Books**

"Arora, Krishna"

| **Theory of cookery**

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"Gisslen,wayne"

| **Professional baking**

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"Philip, Thangam E"

| **Modern cookery**

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**SUBJECT CODE BHM-111 :**

**FOUNDATION COURSE IN FOOD PRODUCTION (PRACTICALS)**

**PART 'A' – COOKERY**

**Hours allotted 120 for both sections**

**MAXIMUM MARKS: 50**

- 1 (i) Equipments - Identification, Description, Uses & handling (ii) Hygiene - Kitchen etiquettes, Practices & knife handling (iii) Safety and security in kitchen, Demonstrations & simple applications
- 2 (i) Vegetables – classification (ii) Cuts - julienne, jardinière, macedoines, brunoise, paysanne, mignonnete, dices, cubes, shred, mirepoix (iii) Preparation of salad dressings (Demonstrations & simple applications by students)
- 3 Identification and Selection of Ingredients - Qualitative and quantitative measures. Market survey/tour
- 4 i) Basic Cooking methods and pre-preparations (ii) Blanching of Tomatoes and Capsicum (iii) Preparation of concasse (iv) Boiling (potatoes, Beans, Cauliflower, etc) (v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. (vi) Braising - Onions, Leeks, Cabbage(vii) Starch cooking (Rice, Pasta, Potatoes)  
Demonstrations & simple applications by students
- 5 i) Stocks - Types of stocks (White and Brown stock) ; (ii) Fish stock (iii) Emergency stock (iv) Fungi stock  
Demonstrations & simple applications by students
- 6 Sauces - Basic mother sauces – Béchamel, Espagnole, Veloute, Hollandaise, Mayonnaise, Tomato  
Demonstrations & simple applications
7. Egg cookery - Preparation of variety of egg dishes- Boiled ( Soft & Hard),  
Fried ( Sunny side up, Single fried, Bull's Eye, Double fried)- Poaches- Scrambled- Omelette (Plain, Stuffed, Spanish)- En cocotte (eggs Benedict). Demonstrations & simple applications by students
- 8 Demonstration & Preparation of simple menu Demonstrations & simple applications by students
- 9 Simple Salads & Soups: Cole slaw,, Potato salad, Beet root salad, Green salad, Fruit salad,  
Demonstration by instructor and applications by students
  - Consommé;Simple Egg preparations, Scotch egg,
  - Assorted omelletes,
  - Oeuf Florentine
  - Oeuf Benedict
  - Oeuf Farci
  - Oeuf Portugese
  - Oeuf Deur MayonnaiseSimple potato preparations
  - Baked potatoes
  - Mashed potatoes
  - French fries
  - Roasted potatoes
  - Boiled potatoes
  - Lyonnaise potatoes
  - AllumettesVegetable preparations
  - Boiled vegetables
  - Glazed vegetables
  - Fried vegetables • Stewed vegetables.

**SUBJECT CODE BHM-111 :**  
**FOUNDATION COURSE IN FOOD PRODUCTION (PRACTICALS)**  
**( PART B' )BAKERY & PATISSERIE**  
**MAXIMUM MARKS: 50**

**Equipments**

- Identification
  - Uses and handling
- Ingredients - Qualitative and quantitative measures

**Demonstration**

by instructor and applications by students

**BREAD MAKING**

- Demonstration & Preparation of Simple and enriched bread recipes
- Bread Loaf (White and Brown)
- Bread Rolls (Various shapes)
- French Bread
- Brioche

Demonstration by instructor and applications by students

**SIMPLE CAKES**

- Demonstration & Preparation of Simple and enriched Cakes, recipes
- Sponge, Genoise, Fatless, Swiss roll
- Fruit Cake
- Rich Cakes
- Dundee
- Madeira

**SIMPLE COOKIES**

- Demonstration and Preparation of simple cookies like
- Nan Khatai
- Golden Goodies
- Melting moments
- Swiss tart
- Tri color biscuits
- Chocolate chip
- Cookies
- Chocolate Cream Fingers
- Bachelor Buttons.

Demonstration by instructor and applications by students

**HOT / COLD DESSERTS**

- Caramel Custard,
- Bread and Butter Pudding
- Queen of Pudding
- Soufflé – Lemon / Pineapple
- Mousse (Chocolate Coffee)
- Bavaroise
- Diplomat Pudding

- Apricot Pudding
- Steamed Pudding - Albert Pudding, Cabinet Pudding.  
Demonstration by instructor and applications by students

**MARKING SCHEME FOR PRACTICAL EXAMINATION**

**MAXIMUM MARKS 100**

**PASS MARKS 35%**

**(Internal 40 marks External 60 marks)**

Indenting and Scullery 30 minutes before and after the practical

All menu items to be made from the prescribed syllabus only

**NOTE:**

1. Journal is not allowed during indenting or practical. It must be handed over to the examiner Before commencement of examination.
2. Invigilation will be done by both internal and external persons.
3. Extra ingredients may be made available in case of failure but of limited types and quantity (Groceries and dairy products only). Only one extra attempt may be permitted.
4. Uniform and grooming must be checked by the examiners before commencement of Examination.
5. Students are not allowed to take help from books, notes, journal or any other person.

**BHM112 - FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I (THEORY)**  
**Pass Marks: 35%** **MAXIMUM MARKS: 80**  
**Lecture to be delivered 40**

**INSTRUCTIONS FOR THE PAPER SETTER**

The question paper will consist of five sections A,B,C and D and E . Section A,B,C and D will have two questions from the respective sections of the syllabus and carry 15 marks each . Section E consists of 10 short answer type questions which will cover the entire syllabus uniformly and will carry 20 marks in all.

**INSTRUCTIONS FOR THE CANDIDATES**

The candidates are required to attempt one question each from sections A,B,C and D of the question paper and Section E is compulsory

**SECTION A**

**THE 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

**SECTION B**

**DEPARTMENTAL ORGANISATION & STAFFING:** Organisation 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 staff, Attributes of a waiter, Inter-departmental relationships (Within F&B and other department)

**SECTION C**

**FOOD SERVICE AREAS (F & B OUTLETS) :** Specialty Restaurants, Coffee Shop, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Banquets, Bar, Vending Machines, Discotheque  
**II ANCILLIARY DEPARTMENTS:** Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding

**SECTION D**

**F & B SERVICE EQUIPMENT: Familiarization** & Selection factors of Cutlery, Crockery, Glassware, Flatware, Hollowware, All other equipment used in F&B Service, French terms related to the above 01  
**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

**Reccomended Books**

"Andrews, Sudhir"	Food and beverage service
"Andrews, Sudhir"	Food and beverage service training manual
"Bagchi,s.n"	Text book of food & beverage service
"Dhawan, Vijay"	Food & beverage service
"Lillicrap, Dennis"	Food and beverage service

**BHM112 - FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I (PRACTICAL)**  
(Internal 40 marks External 60 marks)

**HOURS ALLOTTED: 60**

**MAXIMUM MARKS: 100**

- 01 Food Service areas – Induction & Profile of the areas 04  
02 Ancillary F&B Service areas – Induction & Profile of the areas 04  
03 Familiarization of F&B Service equipment 08  
04 Care & Maintenance of F&B Service equipment 04  
05 Cleaning / polishing of EPNS items by:  
- Plate Powder method  
- Polivit method  
- Silver Dip method  
- Burnishing Machine
- 06 **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
- 07 Tea – Preparation & Service 04  
08 Coffee - Preparation & Service 04  
09 Juices & Soft Drinks - Preparation & Service  
• Mock tails  
• Juices, Soft drinks, Mineral water, Tonic water
- 10 Cocoa & Malted Beverages – Preparation & Service 04

**NOTE:**

1. The examination should test skills and knowledge of the students by assigning sets of tasks as Listed in the practical syllabus under each category.
2. During table service each guest should pose one question to the candidate on the item being Served. The invigilators can brief guests prior to service.

**MARKING SCHEME FOR PRACTICAL EXAMINATION**

**MAXIMUM MARKS 100**

**PASS MARKS 35%**

**(Internal 40 marks External 60 marks)**

Indenting and Scullery 30 minutes before and after the practical  
All menu items to be made from the prescribed syllabus only

## **BHM113 - FOUNDATION COURSE IN FRONT OFFICE – I (THEORY)**

**Pass Marks: 35%**

**MAXIMUM MARKS: 80**

**Lectures to be delivered 40**

### **INSTRUCTIONS FOR THE PAPER SETTER**

The question paper will consist of five sections A,B,C and D and E . Section A,B,C and D will have two questions from the respective sections of the syllabus and carry 15 marks each . Section E consists of 10 short answer type questions which will cover the entire syllabus uniformly and will carry 20 marks in all.

### **INSTRUCTIONS FOR THE CANDIDATES**

The candidates are required to attempt one question each from sections A,B,C and D of the question paper and Section E is compulsory

#### **SECTION A**

**INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY:** Tourism and its importance, Hospitality and its origin, Hotels, their evolution and growth, Brief introduction to hotel core areas with special reference to Front Office

#### **SECTION B**

**CLASSIFICATION OF HOTELS :** Size, Star, Location & clientele, Ownership basis, Independent hotels, Management contracted hotel, Chains, Franchise/Affiliated, Supplementary accommodation, Time shares and condominium.

#### **SECTION C**

**YPES OF ROOMS :** Single, Double, Twin, Suits

**IME SHARE & VACATION OWNERSHIP:** What is time share?, Referral chains & condominiums, How is it different from hotel business?, Classification of timeshares, Types of accommodation and their size

**FRONT OFFICE ORGANIZATION:** Function areas, Front office hierarchy, Duties and responsibilities, Personality traits

## SECTION D

**HOTEL ENTRANCE, LOBBY AND FRONT OFFICE:** Layout, Front office equipment (non automated, semi automated and automated)

**BELL DESK :** Functions, Procedures and records.

**FRENCH** (To be taught by a professional French language teacher) : Understanding and uses of accents, orthographic signs & punctuation, Knowledge of cardinaux & ordinaux (Ordinal & cardinal), Days, Dates, Time, Months and Seasons

### Reccomended Books

"Aggarwal, Ravi"	Hotel front office : systems & procedures
"Andrews, Sudhir"	Hotel front office training manual
"Andrews, Sudhir"	Hotel front office training manual
"Bhatnagar, S.K."	Front office management
"Puri, Rakesh"	Hotel front office
"Singh, R.K"	Front office management

## **BHM113 - FOUNDATION COURSE IN FRONT OFFICE – I (PRACTICALS)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS 100**

**(Internal 40 marks External 60 marks)**

**PASS MARKS 35%**

- 1 Appraisal of front office equipment and furniture 2
- 2 Rack, Front desk counter & bell desk 2
- 3 Filling up of various proforma 4
- 4 Welcoming of guest 2
- 5 Telephone handling 4
- 6 Role play:
  - Reservation
  - Arrivals
  - Luggage handling
  - Message and mail handling
  - Paging

### **NOTE:**

1. Speech, Communication, Courtesy and Manners should be observed throughout.
2. 200 technical questions to be prepared in advance, covering the entire syllabus.
3. Practical situations – at least 25 situations be made representing all aspects of the syllabus.

**BHM114 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I (THEORY)**  
**Pass Marks: 35%**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 80**

**INSTRUCTIONS FOR THE PAPER SETTER**

The question paper will consist of five sections A,B,C and D and E . Section A,B,C and D will have two questions from the respective sections of the syllabus and carry 15 marks each . Section E consists of 10 short answer type questions which will cover the entire syllabus uniformly and will carry 20 marks in all.

**INSTRUCTIONS FOR THE CANDIDATES**

The candidates are required to attempt one question each from sections A,B,C and D of the question paper and Section E is compulsory

**SECTION A**

**THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION:** Role of Housekeeping in Guest Satisfaction and Repeat Business,

**ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT:** Hierarchy in small, medium, large and chain hotels, Identifying Housekeeping Responsibilities, Personality Traits of housekeeping Management Personnel, Duties and Responsibilities of Housekeeping staff, Layout of the Housekeeping Department

**SECTION B**

**CLEANING ORGANISATION:** Principles of cleaning, hygiene and safety factors in cleaning, Methods of organizing 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

**SECTION C**

**COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES:** Metals, Glass, Leather, Leatherites, Rexines, Plastic, Ceramics, Wood, Wall finishes, Floor finishes

**SECTION D**

**INTER DEPARTMENTAL RELATIONSHIP :** With Front Office, With Maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in House Keeping department

**USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT**

**Reccomended Books**

"Aggarwal, D.K"	Housekeeping management
"Raghubalan,G."	Hotel Housekeeping

**BHM 114 FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I  
(PRACTICAL)**

**Hours 30**

**MAXIMUM MARKS 100**

**PASS MARKS 35%**

**(Internal 40 marks External 60 marks)**

- 01 Sample Layout of Guest Rooms
- Single room
  - Double room
  - Twin room
  - Suite
- 02 Guest Room Supplies and Position
- Standard room
  - Suite
  - VIP room special amenities
- 03 Cleaning Equipment-(manual and mechanical)
- Familiarization
  - Different parts
  - Function
  - Care and maintenance
- 04 Cleaning Agent
- Familiarization according to classification
  - Function
- 05 Public Area Cleaning (Cleaning Different Surface)
- A. WOOD**
- Polished
  - painted
  - Laminated
- B. SILVER/ EPNS**
- Plate powder method
  - Polivit method
  - Proprietary solution (Silvo )
- C. BRASS**
- Traditional/ domestic 1 Method
  - Proprietary solution 1 (brasso)
- D. GLASS**
- Glass cleanser
  - Economical method (newspaper)
- E. FLOOR** - Cleaning and polishing of different types
- Wooden
  - Marble
  - Terrazzo/ mosaic etc.
- F. WALL** - care and maintenance of different types and parts
- Skirting
  - Dado
  - Different types of paints( distemper Emulsion, oil paint etc)
- 06 Maid's trolley
- Contents• Trolley setup
- 07 Familiarizing with different types of Rooms, facilities and surfaces• Twin/ double • Suite • Conference etc

**BHM105 - COMPUTERS – THEORY**

**Pass Marks: 35%**

**MAXIMUM MARKS: 50**

**Hours allotted 15**

**INSTRUCTIONS FOR THE PAPER SETTER**

The question paper will consist of five sections A,B,C and D and E . Section A,B,C and D will have two questions from the respective sections of the syllabus and carry 10 marks each . Section E consists of 10 short answer type questions which will cover the entire syllabus uniformly and will carry 10 marks in all.

**INSTRUCTIONS FOR THE CANDIDATES**

The candidates are required to attempt one question each from sections A,B,C and D of the question paper and Section E is compulsory

**SECTION A**

**COMPUTER FUNDAMENTALS : (INFORMATION CONCEPTS AND PROCESSING)-** Definitions, Need, Quality and Value of Information, Data Processing Concepts, Elements of Computer System : Definitions, Characteristics of Computers, Classification of Computers, Limitations

**SECTION B**

**HARDWARE FEATURES AND USES (Components of a Computer) :** Generations of Computers, Primary and Secondary Storage Concepts, Data Entry Devices, Data Output Devices, Software Concepts ; A. System Software, Application Software, Language Classification, Compilers and Interpreters

**SECTION C**

**OPERATING SYSTEMS/ENVIRONMENTS :THEORY;**Basics of MS-DOS Internal commands, External commands ; Inroduction to Windows, GUI/Features, What are Windows and Windows 95 and above?, Parts of a Typical Window and their Functions.

**SECTION D**

**NETWORKS – THEORY :**A. Network Topology- Bus, Star, Ring, Network Applications, Types of Network, LAN, MAN, WAN, Network Configuration Hardware- Server, Nodes ; Channel- Fiber optic, Twisted, Co-axial, Hubs; Network Interface Card- Arcnet, Ethernet ; Network Software – Novel, Windows NT

**Reccomended Books**

"Rajaraman, V"	Fundamentals of computers
"Leon, Alexis"	Computers for everyone

**BHM105 - COMPUTERS – PRACTICAL**  
**MAXIMUM MARKS 100**  
**(Internal 40 marks External 60 marks)**

**PASS MARKS 35%**  
**Hours allotted 60**

**01 WINDOWS OPERATIONS**

- A. Creating Folders
- B. Creating Shortcuts
- C. Copying Files/Folders
- D. Renaming Files/Folders
- E. Deleting Files
- F. Exploring Windows
- G. Quick Menus

**02 MS-OFFICE 2007**

**MS WORD**

**CREATING A DOCUMENT**

- A. Entering Text
- B. Saving the Document
- C. Editing a Document already saved to Disk
- D. Getting around the Document
- E. Find and Replace Operations
- F. Printing the Document

**FORMATTING A DOCUMENT**

- A. Justifying Paragraphs
- B. Changing Paragraph Indents
- C. Setting Tabs and Margins
- D. Formatting Pages and Documents
- E. Using Bullets and Numbering
- F. Headers/Footers
- G. .Pagination

**SPECIAL EFFECTS**

- A. Print Special Effects e.g. Bold, Underline, Superscripts, Subscript
- B. Changing Fonts
- C. .Changing Case

**CUT, COPY AND PASTE OPERATION**

- A. Marking Blocks
- B. Copying and Pasting a Block
- C. Cutting and Pasting a Block
- D. Deleting a Block
- E. Formatting a Block
- F. Using Find and Replace in a Block

**USING MS-WORD TOOLS**

- A. Spelling and Grammar
- B. Mail Merge
- C. .Printing envelopes and Labels

## TABLES

- A. Create
- B. Delete
- C. Format

## GRAPHICS

- A. Inserting Clip arts
- B. Symbols (Border/Shading)
- C. Word Art

## PRINT OPTIONS

- A. Previewing the Document
- B. Printing a whole Document
- C. Printing a Specific Page
- D. Printing a selected set
- E. Printing Several Documents
- F. Printing More than one Copy

## 03 MS OFFICE 2007

### MS-EXCEL

- A. How to use Excel
- B. Starting Excel
- C. Parts of the Excel Screen
- D. Parts of the Worksheet
- E. Navigating in a Worksheet
- F. Getting to know mouse pointer shapes

### CREATING A SPREADSHEET

- A. Starting a new worksheet
- B. Entering the three different types of data in a worksheet
- C. Creating simple formulas
- D. Formatting data for decimal points
- E. Editing data in a worksheet
- F. Using AutoFill
- G. Blocking data
- H. Saving a worksheet
- I. Exiting excel

### MAKING THE WORKSHEET LOOK PRETTY

- A. Selecting cells to format
  - B. Trimming tables with Auto Format
  - C. Formatting cells for:
    - Currency
    - Comma
    - Percent
    - Decimal
    - Date
  - D. Changing columns width and row height
  - E. Aligning text
    - Top to bottom
    - Text wrap
- 15 25%

- Re ordering Orientation
- F Using Borders

#### GOING THROUGH CHANGES

- A. Opening workbook files for editing
- B. Undoing the mistakes
- C. Moving and copying with drag and drop
- D. Copying formulas
- E. Moving and Copying with Cut, Copy and Paste
- F. Deleting cell entries
- G. Deleting columns and rows from worksheet
- H. Inserting columns and rows in a worksheet
- I. Spell checking the worksheet

#### PRINTING THE WORKSHEET

- A. Previewing pages before printing
- B. Printing from the Standard toolbar
- C. Printing a part of a worksheet
- D. Changing the orientation of the printing
- E. Printing the whole worksheet in a single pages
- F. Adding a header and footer to a report
- G. Inserting page breaks in a report
- H. Printing the formulas in the worksheet

#### ADDITIONAL FEATURES OF A WORKSHEET

- A. Splitting worksheet window into two four panes
- B. Freezing columns and rows on-screen for worksheet title
- C. Attaching comments to cells
- D. Finding and replacing data in the worksheet
- E. Protecting a worksheet
- F. Function commands

#### MAINTAINING MULTIPLE WORKSHEET

- A. Moving from sheet in a worksheet
- B. Adding more sheets to a workbook
- C. Deleting sheets from a workbook
- D. Naming sheet tabs other than sheet 1, sheet 2 and so on
- E. Copying or moving sheets from one worksheet to another

#### CREATING GRAPHICS/CHARTS

- A. Using Chart wizard
- B. Changing the Chart with the Chart Toolbar
- C. Formatting the chart's axes
- D. Adding a text box to a chart
- E. Changing the orientation of a 3-D chart
- F. Using drawing tools to add graphics to chart and worksheet
- G. Printing a chart with printing the rest of the worksheet data

#### EXCEL'S DATABASE FACILITIES

- A. Setting up a database

B. Sorting records in the database

**04 MS OFFICE 2007**

**MS-POWER POINT**

A. Making a simple presentation

B. Using Auto content Wizards and Templates

C. Power Points five views

D. Slides

- Creating Slides, re-arranging, modifying

- Inserting pictures, objects

- Setting up a Slide Show

E Creating an Organizational Chart

**05 Internet & E-mail**

**BHM-106 HOTEL ENGINEERING THEORY**

**MAXIMUM MARKS: 80**

**Hours Allotted 40**

**Pass marks 35%**

**INSTRUCTIONS FOR THE PAPER SETTER**

The question paper will consist of five sections A,B,C and D and E . Section A,B,C and D will have two questions from the respective sections of the syllabus and carry 15 marks each . Section E consists of 10 short answer type questions which will cover the entire syllabus uniformly and will carry 20 marks in all.

**INSTRUCTIONS FOR THE CANDIDATES**

The candidates are required to attempt one question each from sections A,B,C and D of the question paper and Section E is compulsory

**SECTION A**

1. **MAINTENANCE:** Introduction to Hotel maintenance Department , Scope of maintenance Department, Organization chart with job description.
2. **Classification :** Preventive maintenance : Definition ,Advantages &,Disadvantages  
**Routine maintenance:** Definition, Advantages & Disadvantages  
**Breakdown maintenance:** Definition, Advantages & Disadvantages  
**Contract maintenance:** Types of contract definition of contract. Advantage & Disadvantages  
Equipment replacement policy

**SECTION B**

- 3 **Fuel:** Type of Fuel ; Primary & Secondary fuel, Solid, liquid & gaseous fuel with Advantages & Disadvantages  
Calorific value of fuels
- 4 **Fire & Prevention:**
  - Fire triangle : smothering, cooling ,starving
  - Classes of fire
  - Fire extinguisher
  - Fire detector and alarms

**SECTION C**

- 5 **Electricity:**
  - Fundamentals of electricity, insulators ,conductors, current ,resistance ,potential
  - Difference between AC & DC
  - Electric circuits and component symbols
  - Ohm's law
  - Series & parallel resistance connection
  - Type of electric wiring

- Calculation of monthly bill

## SECTION D

### 6 **Air Conditioning & Refrigeration**

- Vapor Compression Refrigeration Cycle
- Vapor absorption Refrigeration Cycle
- Various type of heat
- Maintenance points

### 7 **Transport Systems**

Elevator: Geared & Hydraulic

Escalator

Dumb waiter

### 8 **Water Systems**

Water hardness and its types, method of removal of hardness

Water distribution system

Water Cisterns & its types

### 9 **Waste Disposal & Pollution Control**

Disposal of solid and liquid waste

Sewage Treatment

Pollution related to Hotel industry

Legal Requirements

### 10 **Safety & Security** Accident prevention , Slips & Falls, Other safety topics

## Recommended Books

"Goyal, N.C. & Arora, K.C."

| Hotel Engineering

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## **BHM - 117 PRINCIPLES OF FOOD SCIENCE**

**Pass Marks: 35%**

**MAXIMUM MARKS: 80**

**Hours Allotted 30**

### **INSTRUCTIONS FOR THE PAPER SETTER**

The question paper will consist of five sections A,B,C and D and E . Section A,B,C and D will have two questions from the respective sections of the syllabus and carry 15 marks each . Section E consists of 10 short answer type questions which will cover the entire syllabus uniformly and will carry 20 marks in all.

### **INSTRUCTIONS FOR THE CANDIDATES**

The candidates are required to attempt one question each from sections A,B,C and D of the question paper and Section E is compulsory

### **SECTION A**

Definition and scope of food science and it's inter-relationship with food chemistry, food microbiology and food processing.

**CARBOHYDRATES** : Introduction, Effect of cooking (gelatinisation and retrogradation), Factors affecting texture of carbohydrates (Stiffness of CHO gel & dextrinization, Uses of carbohydrates in food preparations

### **SECTION B**

**FAT & OILS** : Classification (based on the origin and degree of saturation), Autoxidation (factors and prevention measures), Flavour reversion, Refining, Hydrogenation & winterization, Effect of heating on fats & oils with respect to smoke point, Commercial uses of fats (with emphasis on shortening value of different fats)

### **SECTION C**

**PROTEINS** : Basic structure and properties, Type of proteins based on their origin (plant/animal), Effect of heat on proteins (Denaturation, coagulation), Functional properties of proteins (Gelation, Emulsification, Foamability, Viscosity), Commercial uses of proteins in different food preparations(like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Souffles, Custards, Soups, Curries etc.)

**FOOD PROCESSING:** Definition, Objectives, Types of treatment, Effect of factors like heat, acid, alkali on food constituents

#### SECTION D

**EVALUATION OF FOOD:** Objectives, Sensory assessment of food quality, Methods, Introduction to proximate analysis of Food constituents, Rheological aspects of food

**EMULSIONS:** Theory of emulsification, Types of emulsions, Emulsifying agents, Role of emulsifying agents in food emulsions

**COLLOIDS:** Definition, Application of colloid systems in food preparation

**FLAVOUR:** Definition, Description of food flavours (tea, coffee, wine, meat, fish spices)

**BROWNING:** Types (enzymatic and non-enzymatic), Role in food preparation, Prevention of undesirable browning

#### Reccomended Books

"Roday, Sunetra"	Food Science & Nutrition
"Manay, N. Shakuntala"	Foods facts and principles
"Swaminathan, M"	Essentials of food and nutrition

## **BHM109 – COMMUNICATION**

**HOURS ALLOTTED: 30**

**Pass Marks: 35%**

**MAXIMUM MARKS: 50**

### **INSTRUCTIONS FOR THE PAPER SETTER**

The question paper will consist of five sections A,B,C and D and E . Section A,B,C and D will have two questions from the respective sections of the syllabus and carry 10marks each . Section E consists of 10 short answer type questions which will cover the entire syllabus uniformly and will carry 10 marks in all.

### **INSTRUCTIONS FOR THE CANDIDATES**

The candidates are required to attempt one question each from sections A,B,C and D of the question paper and Section E is compulsory

#### **SECTION A**

##### **01 BUSINESS COMMUNICATION**

- A. Need
- B. Purpose
- C. Nature
- D. Models
- E. Barriers to communication
- F. Overcoming the barriers

#### **SECTION B**

##### **02 LISTENING ON THE JOB**

- A. Definition
- B. Levels and types of listening
- C. Listening barriers
- D. Guidelines for effective listening
- E. Listening computerization and note taking

##### **03 EFFECTIVE SPEAKING**

- A. Restaurant and hotel English
- B. Polite and effective enquiries and responses
- C. Addressing a group
- D. Essential qualities of a good speaker
- E. Audience analysis
- F. Defining the purpose of a speech, organizing the ideas and delivering the speech

## SECTION C

### 04 NON VERBAL COMMUNICATION

- A. Definition, its importance and its inevitability
- B. Kinesics: Body movements, facial expressions, posture, eye contact etc.
- C. Proxemics: The communication use of space
- D. Paralanguage: Vocal behaviour and its impact on verbal communication
- E. Communicative use of artifacts – furniture, plants, colours, architects etc.

## SECTION D

### 05 SPEECH IMPROVEMENT

- A. Pronunciation, stress, accent
- B. Importance of speech in hotels
- C. Common phonetic difficulties
- D. Connective drills exercises
- E. Introduction to frequently used foreign sounds

### 06 USING THE TELEPHONE

- A. The nature of telephone activity in the hotel industry
- B. The need for developing telephone skills
- C. Developing telephone skills

### Recommended Books

"Aggarwal, Ravi"	Effective Communication Skills
"MATiana, S.P.S"	english and communication skill
"Siddiqui, F.N"	Communication Skill

**Bachelor of Science  
Hospitality and Hotel Management Part I Semester- II  
Session 2010-11, 2011-2012**

**EXAMINATION SCHEME**

No.	Subject	Subject	Term Marks*	
	code		Th.	Pr.
1	BHM151	Foundation Course in Food Production - II	100	100
2	BHM152	Foundation Course in Food & Beverage Service – II	100	100
3	BHM153	Foundation Course in Front Office - II	100	100
4	BHM154	Foundation Course in Accommodation Operations – II	100	100
5	BHM116	Nutrition	100	-
6	BHM108	Accountancy	100	-
7	BHM110	Punjabi	100	-
8	BHM 125	Foundation Course in Tourism	100	
<b>TOTAL:</b>			800	400
<b>GRAND TOTAL</b>			1200	

**Syllabus**  
**Bachelor of Science**  
**Hospitality and Hotel Management Part I (Semester II)**  
**Session 2010-11, 2011 -2012**

**BHM151 - FOUNDATION COURSE IN FOOD PRODUCTION – II (THEORY)**

HOURS ALLOTTED: 30

MAXIMUM MARKS: 80

PASS MARKS 35%

**INSTRUCTIONS FOR THE PAPER SETTER**

The question paper will consist of five sections A, B, C and D and E. Section A, B, C and D will have two questions from the respective sections of the syllabus and carry 15 marks each. Section E consists of 10 short answer type questions which will cover the entire syllabus uniformly and will carry 20 marks in all.

**INSTRUCTIONS FOR THE CANDIDATES**

The candidates are required to attempt one question each from sections A,B,C and D of the question paper and Section E is compulsory

**SECTION A**

**SOUPS**

**A:** Basic recipes other than consommé with menu examples • Broths • Bouillon • Puree • Cream  
•Veloute • Chowder • Bisque etc B. Garnishes and accompaniments C. International soups

**SAUCES & GRAVIES**

**A:** Difference between sauce and gravy B. Derivatives of mother sauces C. Contemporary & Proprietary

**SECTION B**

**MEAT COOKERY**

**A.** Introduction to meat cookery B. Cuts of beef/veal C. Cuts of lamb/mutton D. Cuts of pork E. Variety meats (offals) F. Poultry (With menu examples of each)

**FISH COOKERY**

**A.** Introduction to fish cookery B. Classification of fish with examples C. Cuts of fish with menu examples D. Selection of fish and shell fish E. Cooking of fish (effects of heat) and shell fish E. Cooking of fish (effects of heat)

## SECTION-C

### RICE, CEREALS & PULSES

- A. Introduction B. Classification and identification C. Cooking of rice, cereals and pulses D. Varieties of rice and other cereals
- i) **PASTRY** A. Short crust B. Laminated C. Choux D. Hot water/Rough puff • Recipes and methods of preparation • Differences • Uses of each pastry • Care to be taken while preparing pastry • Role of each ingredient • Temperature of baking pastry
- ii) **Flour** A. Structure of wheat B. Types of Wheat C. Types of Flour D. Processing of Wheat – Flour E. Uses of Flour in Food Production F. Cooking of Flour (Starch) iii) **SIMPLE BREADS** A. Principles of bread making B. Simple yeast breads C. Role of each ingredient in bread making D. Baking temperature and its importance
- iii) **PASTRY CREAMS** A. Basic pastry creams B. Uses in confectionery C. Preparation and care in production

## SECTION-D

### BASIC COMMODITIES:

- i) Milk A. Introduction B. Processing of Milk C. Pasteurization – Homogenization D. Types of Milk – Skimmed and Condensed E. Nutritive Value ii) Cream A. Introduction B. Processing of Cream C. Types of Cream iii) Cheese A. Introduction B. Processing of Cheese C. Types of Cheese D. Classification of Cheese E. Curing of Cheese F. Uses of Cheese iv) Butter A. Introduction B. Processing of Butter C. Types of Butter

### BASIC INDIAN COOKERY

- i) **CONDIMENTS & SPICES**
- A. Introduction to Indian food
- B. Spices used in Indian cookery
- C. Role of spices in Indian cookery D. Indian equivalent of spices (names)
- ii) **MASALAS** A. Blending of spices B. Different masalas used in Indian cookery
- Wet masalas
  - Dry masalas C. Composition of different masalas D. Varieties of masalas available in regional areas E. Special masala blends

### KITCHEN ORGANIZATION AND LAYOUT

- A. General layout of the kitchen in various organisations B. Layout of receiving areas C. Layout of service and wash up

### Recommended Books

"Arora, Krishna"	Theory of cookery
"Gisslen,wayne"	Professional baking
"Philip, Thangam E"	Modern cookery

## **BHM 152- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II (THEORY)**

**HOURS ALLOTTED: 30 MAXIMUM**

**MARKS: 80**

**PASS MARKS 35%**

### **INSTRUCTIONS FOR THE PAPER SETTER**

**The question paper will consist of five sections A,B,C and D and E . Section A,B,C and D will have two questions from the respective sections of the syllabus and carry 15 marks each . Section E consists of 10 short answer type questions which will cover the entire syllabus uniformly and will carry 20 marks in all.**

### **INSTRUCTIONS FOR THE CANDIDATES**

**The candidates are required to attempt one question each from sections A,B,C and D of the question paper and Section E is compulsory**

#### **SECTION A**

**MEALS & MENU PLANNING:** A. Origin of Menu B. Objectives of Menu Planning C. Types of Menu D. Courses of French Classical Menu • Sequence • Examples from each course • Cover of each course • Accompaniments E. French Names of dishes F. Types of Meals • Early Morning Tea • Breakfast (English, American Continental, Indian) • Brunch • Lunch • Afternoon/High Tea • Dinner • Supper

#### **SECTION B**

**PREPARATION FOR SERVICE** A. Organising Mise -en-scene B. Organising Mise en place II **TYPES OF FOOD SERVICE** A. Silver service B. Pre-plated service C. Cafeteria service D. Room service E. Buffet service F. Gueridon service G. Lounge service

**SALE CONTROL SYSTEM** A. KOT/Bill Control System (Manual) • Triplicate Checking System • Duplicate Checking System • Single Order Sheet • Quick Service Menu & Customer Bill B. Making bill C. Cash handling equipment D. Record keeping (Restaurant Cashier)

#### **SECTION D**

**TOBACCO -A.** History B. Processing for cigarettes, pipe tobacco & cigars C. Cigarettes – Types and Brand names D. Pipe Tobacco – Types and Brand names E. Cigars – shapes, sizes, colours and Brand names F. Care and Storage of cigarettes & cigars

#### **Reccomended Books**

"Andrews, Sudhir"	Food and beverage service
"Andrews, Sudhir"	Food and beverage service training manual
"Bagchi,s.n"	Text book of food & beverage service
"Dhawan, Vijay"	Food & beverage service

## **BHM 153 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II (THEORY)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 80**

**PASS MARKS 35%**

### **INSTRUCTIONS FOR THE PAPER SETTER**

**The question paper will consist of five sections A,B,C and D and E . Section A,B,C and D will have two questions from the respective sections of the syllabus and carry 15 marks each . Section E consists of 10 short answer type questions which will cover the entire syllabus uniformly and will carry 20 marks in all.**

### **INSTRUCTIONS FOR THE CANDIDATES**

**The candidates are required to attempt one question each from sections A,B,C and D of the question paper and Section E is compulsory**

#### **SECTION A**

**TARIFF STRUCTURE A.** Basis of charging B. Plans, competition, customer's profile, standards of service & amenities C. Hubbart formula D. Different types of tariffs • Rack Rate • Discounted Rates for Corporates, Airlines, Groups & Travel Agents

#### **SECTION B**

**FRONT OFFICE AND GUEST HANDLING** • Introduction to guest cycle • Pre arrival • Arrival • During guest stay • Departure • After departure

#### **SECTION C**

**RESERVATIONS A.** Importance of reservation B. Modes of reservation C. Channels and sources (FITs, Travel Agents, Airlines, GITs) D.

Types of reservations (Tentative, confirmed, guaranteed etc.) E. Systems (non automatic, semi automatic fully automatic) F. Cancellation G. Amendments H. Overbooking

**ROOM SELLING TECHNIQUES A.** Up selling B. Discounts

#### **SECTION D**

**ARRIVALS A.** Preparing for guest arrivals at Reservation and Front Office B. Receiving of guests C. Pre-registration D. Registration

(non automatic, semi automatic and automatic) E. Relevant records for FITs, Groups, Air crews & VIPs

**DURING THE STAY ACTIVITIES A.** Information services B. Message and Mail Handling C. Key Handling D. Room

selling technique; E. Hospitality desk F. Complaints handling G. Guest handling

**FRONT OFFICE CO-ORDINATION** With other departments of hotel

"Aggarwal, Ravi"	Hotel front office : systems & procedures
"Andrews, Sudhir"	Hotel front office training manual
"Andrews, Sudhir"	Hotel front office training manual
"Bhatnagar, S.K."	Front office management
"Puri, Rakesh"	Hotel front office
"Singh, R.K"	Front office management

## **BHM154 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II**

### **(THEORY)**

**HOURS ALLOTTED: 30 MAXIMUM**

**MARKS: 80**

**PASS MARKS 35%**

### **INSTRUCTIONS FOR THE PAPER SETTER**

The question paper will consist of five sections A,B,C and D and E . Section A,B,C and D will have two questions from the respective sections of the syllabus and carry 15 marks each . Section E consists of 10 short answer type questions which will cover the entire syllabus uniformly and will carry 20 marks in all.

### **INSTRUCTIONS FOR THE CANDIDATES**

The candidates are required to attempt one question each from sections A,B,C and D of the question paper and Section E is compulsory

#### **SECTION A**

**ROOM LAYOUT AND GUEST SUPPLIES A.** Standard rooms, VIP ROOMS B. Guest's special requests

#### **SECTION B**

**AREA CLEANING A.** Guest rooms B. Front-of-the-house Areas C. Back-of-the house Areas D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.

#### **SECTION C**

**ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT A.** Reporting Staff placement B. Room Occupancy Report C. Guest Room Inspection D. Entering Checklists, Floor Register, Work Orders, Log Sheet. E. Lost and Found Register and Enquiry File F. Maid's Report and Housekeeper's Report G. Handover Records H. Guest's Special Requests Register I. Record of Special Cleaning J. Call Register K. VIP Lists

#### **TYPES OF BEDS AND MATTRESSES**

#### **SECTION D**

**PEST CONTROL A.** Areas of infestation B. Preventive measures and Control measure

**KEYS A.** Types of keys B. Computerised key cards C. Key control

### **Recommened Books**

## **BHM116 - NUTRITION (THEORY)**

**HOURS ALLOTTED : 30 MAXIMUM**

**MARKS: 80**

**PASS MARKS 35%**

### **INSTRUCTIONS FOR THE PAPER SETTER**

**The question paper will consist of five sections A,B,C and D and E . Section A,B,C and D will have two questions from the respective sections of the syllabus and carry 15 marks each . Section E consists of 10 short answer type questions which will cover the entire syllabus uniformly and will carry 20 marks in all.**

### **INSTRUCTIONS FOR THE CANDIDATES**

**The candidates are required to attempt one question each from sections A,B,C and D of the question paper and Section E is compulsory**

#### **SECTION A**

**BASIC ASPECTS A.** Definition of the terms Health, Nutrition and Nutrients B. Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health. C. Classification of nutrients

**ENERGY A.** Definition of Energy and Units of its measurement (Kcal) B. Energy contribution from macronutrients (Carbohydrates, Proteins and Fat) C. Factors affecting energy requirements D. Concept of BMR, SDA, Thermodynamic action of food E. Dietary sources of energy F. Concept of energy balance and the health hazards associated with Underweight, Overweight

#### **SECTION B**

**MACRO NUTRIENTS** Carbohydrates • Definition • Classification ( mono, di and polysaccharides) • Dietary Sources • Functions • Significance of dietary fibre (Prevention/treatment of diseases) Lipids • Definition • Classification : Saturated and unsaturated fats • Dietary Sources • Functions • Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health • Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol Proteins • Definition • Classification based upon amino acid composition • Dietary sources • Functions • Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins)

#### **SECTION C**

**MACRO NUTRIENTS A.** Vitamins • Definition and Classification (water and fats soluble vitamins) • Food Sources, function and significance of: 1. Fat soluble vitamins (Vitamin A, D, E, K) 2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid B).  
**MINERALS** • Definition and Classification (major and minor) • Food Sources, functions and significance of : Calcium, Iron, Sodium, Iodine & Flourine  
**WATER** • Definition • Dietary Sources (visible, invisible) • Functions of water • Role of water in maintaining health (water balance)  
**BALANCED DIET** • Definition • Importance of balanced diet • RDA for various nutrients – age, gender, physiological state

### SECTION D

**MENU PLANNING** • Planning of nutritionally balanced meals based upon the three food group system • Factors affecting meal planning • Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning. • Calculation of nutritive value of dishes/meals.  
**MASS FOOD PRODUCTION** • Effect of cooking on nutritive value of food (QFP)  
**NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH** • Need for introducing nutritionally balanced and health specific meals • Critical evaluation of fast foods • New products being launched in the market (nutritional evaluation)

#### Reccomended Books

"Roday, Sunetra"	Food Science & Nutrition
"Manay, N. Shakuntala"	Foods facts and principles
"Swaminathan, M"	Essentials of food and nutrition

## **BHM -108 ACCOUNTANCY (THEORY)**

**HOURS ALLOTTED: 60    MAXIMUM MARKS: 80    PASS MARKS 35%**

### **INSTRUCTIONS FOR THE PAPER SETTER**

**The question paper will consist of five sections A,B,C and D and E . Section A,B,C and D will have two questions from the respective sections of the syllabus and carry 15 marks each . Section E consists of 10 short answer type questions which will cover the entire syllabus uniformly and will carry 20 marks in all.**

### **INSTRUCTIONS FOR THE CANDIDATES**

**The candidates are required to attempt one question each from sections A,B,C and D of the question paper and Section E is compulsory**

#### **SECTION A**

**INTRODUCTION TO ACCOUNTING A.** Meaning and Definition B. Types and Classification C. Principles of accounting D. Systems of accounting E. Generally Accepted Accounting Principles (GAAP)

#### **SECTION B**

**PRIMARY BOOKS (JOURNAL) A.** Meaning and Definition B. Format of Journal C. Rules of Debit and Credit D. Opening entry, Simple and Compound entries E. Practicals

**SECONDARY BOOK (LEDGER) A.** Meaning and Uses B. Formats C. Posting D. Practicals

#### **SECTION C**

**SUBSIDIARY BOOKS A.** Need and Use B. Classification • Purchase Book • Sales Book • Purchase Returns • Sales Returns • Journal Proper • Practicals

**CASH BOOK A.** Meaning B. Advantages C. Simple, Double and Three Column D. Petty Cash Book with Imprest System (simple and tabular forms) E. Practicals

## SECTION D

**BANK RECONCILIATION STATEMENT A.** Meaning B. Reasons for difference in Pass Book and Cash Book Balances C. Preparation of Bank Reconciliation Statement D. No Practicals

**TRIAL BALANCE A.** Meaning

B. Methods C. Advantages D. Limitations E. Practicals

**FINAL ACCOUNTS A.** Meaning B. Procedure for preparation of Final Accounts C. Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet D. Adjustments (Only four) • Closing Stock • Pre-paid Expenses • Outstanding Expenses • Depreciation

**CAPITAL AND REVENUE EXPENDITURE A.** Meaning B. Definition of Capital and Revenue Expenditure

### Reccomended Books

H0080	"Bhar, B.K"	Cost Accounting methods and problems
H0085	"bhattacharyya, Asish K"	Principles and practice of cost accounting
"Dick, Garry"	Accounting for the hospitality industry	

## **BHM 125-FOUNDATION COURSE IN TOURISM )**

**HOURS ALLOTTED: 60    MAXIMUM MARKS: 80    PASS MARKS 35%**

### **INSTRUCTIONS FOR THE PAPER SETTER**

**The question paper will consist of five sections A,B,C and D and E . Section A,B,C and D will have two questions from the respective sections of the syllabus and carry 15 marks each . Section E consists of 10 short answer type questions which will cover the entire syllabus uniformly and will carry 20 marks in all.**

### **INSTRUCTIONS FOR THE CANDIDATES**

**The candidates are required to attempt one question each from sections A,B,C and D of the question paper and Section E is compulsory**

#### **SECTION A**

Block-1 Tourism Phenomenon :Unit 1 Understanding Tourism – I Unit 2 Understanding Tourism – II Unit 3 Historical Evolution and Development

#### **SECTION B**

Block-2 Tourism Industry :Unit 4 Tourism System Unit 5 Constituents of Tourism Industry and Tourism Organisations Unit 6 Tourism Regulations Unit 7 Statistics and Measurements

#### **SECTION C**

Block-3 Tourism Services and Operations – 1 :Unit 8 Modes of Transport Unit 9 Tourist Accommodation  
Unit 10 Informal Services in Tourism Unit 11 Subsidiary Services: Categories and Roles Unit 12  
Shops, Emporiums and Melas (Fairs)

Block-4 Tourism Services and Operations – 2 : Unit 13 Travel Agency Unit 14 Tour Operators Unit 15  
Guides and Escorts Unit 16 Tourism Information

## SECTION D

### Geography and Tourism

India's Biodiversity: Landscape, Environment and Ecology Seasonality and Destinations Map  
and Chart Work

### Tourism Marketing and Communications

Tourism Marketing – 1: Relevance, Product Design, Market Research

Marketing – 2: Promotional Events, Advertising Publicity, Selling Role of Media Writing for Tourism  
Personality Development and Communicating Skills

### Tourism: The Cultural Heritage

Use of History Monuments and Museums Living Culture and Performing Arts Religions of  
India

### Tourism: Planning and Policy

Tourism Policy and Planning Infrastructural Development Local Bodies, Officials and Tourism  
Development, Dependency and Manila Declaration

### Tourism Impact

Economic Impact Social, Environmental and Political Impacts Threats and Obstacles to Tourism

"Ghosh, Bishwanath"	Tourism & travel management
"Gupta, Vijay Kumar"	Tourism in India
"Harris, Robert"	Travel tourism & hospitality terms
"Kandari, O.P"	Tourism development principles and practices
"Kandari, O.P"	Tourism strategies for rural development
"Kandari, O.P"	Travel tourism and hospitality

**BHM1152 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II (PRACTICAL)**

**MARKING SCHEME FOR PRACTICAL EXAMINATION**

**HOURS ALLOTTED : 60**

**MAXIMUM MARKS 100**

**(Internal 40 marks External 60 marks)**

**PASS MARKS 35%**

Topic

REVIEW OF SEMESTER -1

TABLE LAY-UP & SERVICE

Task-01: A La Carte Cover

Task-02: Table d' Hote 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

PREPARATION FOR SERVICE (RESTAURANT)

A. Organizing Mise-en-scene

B. Organizing Mise-en-Place

C. Opening, Operating & Closing duties

## 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

### Social Skills

Task-01: Handling Guest Complaints

Task-02: Telephone manners

Task-03: Dining & Service etiquettes

Special Food Service - (Cover, Accompaniments & Service)

Task-01: Classical Hors d' oeuvre

- Oysters
- Snails
- Caviar
- Melon
- Smoked Salmon
- Grapefruit
- Pate de Foie Gras
- Asparagus

Task-02: Cheese

Task-03: Dessert (Fresh Fruit & Nuts)

### Service of Tobacco

- Cigarettes & Cigars

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

## **BHM153 FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II (PRACTICALS)**

### **MARKING SCHEME FOR PRACTICAL EXAMINATION**

**HOURS ALLOTTED : 30**

**MAXIMUM MARKS 100**  
**(Internal 40 marks External 60 marks)**

**PASS MARKS 35%**

**Hands on practice of computer applications on PMS.**

<b>S.No.</b>	<b>Suggested tasks on Fidelio</b>
1	Hot function keys
2	Create and update guest profiles
3	Make FIT reservation
4	Send confirmation letters
5	Printing registration cards
6	Make an Add-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cashier code
10	Process a reservation deposit
11	Pre-register a guest
12	Put message and locator for a guest
13	Put trace for guest

- 14 Check in a reserved guest
- 15 Check in day use
- 16 Check –in a walk-in guest
- 17 Maintain guest history
- 18 Issue a new key
- 19 Verify a key
- 20 Cancel a key
- 21 Issue a duplicate key
- 22 Extend a key
- 23 Programme keys continuously
- 24 Re-programme keys
- 25 Programme one key for two rooms

**BHM154 FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II**  
**(PRACTICAL)**

**MARKING SCHEME FOR PRACTICAL EXAMINATION**

**HOURS ALLOTTED : 30**

**MAXIMUM MARKS 100**

**(Internal 40 marks External 60 marks)**

**PASS MARKS 35%**

Topic

Review of semester 1

Servicing guest room(checkout/ occupied and vacant) ROOM

Task 1- open curtain and adjust lighting

Task 2-clean ash and remove trays if any

Task 3- strip and make bed

Task 4- dust and clean drawers and replenish supplies

Task 5-dust and clean furniture, clockwise or anticlockwise

Task 6- clean mirror

Task 7- replenish all supplies

Task 8-clean and replenish minibar

Task 9-vaccum clean carpet

Task 10-check for stains and spot cleaning

## BATHROOM

- Task 1-disposed soiled linen
- Task 2-clean ashtray
- Task 3-clean WC
- Task 4-clean bath and bath area
- Task 5-wipe and clean shower curtain
- Task 6- clean mirror
- Task 7-clean tooth glass
- Task 8-clean vanity unit
- Task 9- replenish bath supplies
- Task 10-mop the floor

## Bed making supplies (day bed/ night bed)

- Step 1-spread the first sheet(from one side)
- Step 2-make miter corner (on both corner of your side)
- Step 3- spread second sheet (upside down)
- Step 4-spread blanket
- Step 5- Spread crinkle sheet
- Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)
- Step 7- tuck the folds on your side
- Step 8- make miter corner with all three on your side
- Step 9- change side and finish the bed in the same way
- Step 10-spread the bed spread and place pillow

## Records

- Room occupancy report
- Checklist
- Floor register
- Work/ maintenance order]
- Lost and found
- Maid's report
- Housekeeper's report • Log book
- Guest special request register
- Record of special cleaning
- Call register
- VIP list
- Floor linen book/ register

## Guest room inspection

## Minibar management

- Issue

- stock taking
- checking expiry date

Handling room linen/ guest supplies

- maintaining register/ record
- replenishing floor pantry
- stock taking

Guest handling

- Guest request
- Guest complaints

## **BHM151 FOUNDATION COURSE IN FOOD PRODUCTION – II (PRACTICAL)**

### **PART A – COOKERY**

#### **MARKING SCHEME FOR PRACTICAL EXAMINATION**

**HOURS ALLOTTED : 60**

**MAXIMUM MARKS 100**

**(Internal 40 marks External 60 marks)**

**PASS MARKS 35%**

Topic

Topic

Method

- Meat – Identification of various cuts, Carcass demonstration
- Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope
- Fish-Identification & Classification

Demonstrations & simple applications

- Cuts and Folds of fish
- Identification, Selection and processing of Meat, Fish and poultry. • Slaughtering and dressing

Demonstrations at the site in local Area/Slaughtering house/Market

Preparation of menu

Salads & soups- Waldorf salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups

Chicken, Mutton and Fish Preparations-Fish only, a la anglaise, Colbert, marinated, poached, baked  
Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef

Demonstration by instructor and applications by students

Simple potato preparations- Basic potato dishes

Vegetable preparations-Basic vegetable dishes

Indian cookery-Rice dishes, Breads, Main course, Basic Vegetables, Panner Preparations

## **PART B -BAKERY & PATISSERIE**

**HOURS ALLOTTED: 60 MAXIMUM MARKS: 50 PASS MARKS 35%**

Topic

Method

PASTRY: Demonstration and Preparation of dishes using varieties of Pastry • Short Crust – Jam tarts, Turnovers • Laminated – Palmers, Kara Biscuits, Danish Pastry, Cream Horns • Choux Paste – Éclairs, Profiteroles

Demonstration by instructor and applications by students

COLD SWEET • Honeycomb mould • Butterscotch sponge • Coffee mousse • Lemon sponge • Trifle • Blancmange • Chocolate mousse • Lemon soufflé

Demonstration by instructor and applications by students

HOT SWEET • Bread & butter pudding • Caramel custard • Albert pudding • Christmas pudding

Demonstration by instructor and applications by students

INDIAN SWEETS Simple ones such as Chicot, ajar hallway, kheer

Demonstration by instructor and applications by students

## ਸਿਲੇਬਸ ਪੰਜਾਬੀ

ਕੁਲ ਅੰਕ: 100

ਸਮਾਂ: 3 ਘੰਟੇ

ਪਾਸ ਅੰਕ-35

ਪੀਰੀਅਡ: 2 ਪ੍ਰਤੀ ਹਫ਼ਤਾ

ਸਿਲੇਬਸ:

ਭਾਗ ਪਹਿਲਾ ਪੰਜਾਬੀ ਸਾਹਿਤ

(ੳ) ਕਵਿਤਾ

(ਅ) ਕਹਾਣੀ

(ੲ) ਨਾਟਕ

ਭਾਗ ਦੂਜਾ ਪੰਜਾਬੀ ਸਭਿਆਚਾਰ ਅਤੇ ਲੋਕਧਾਰਾ

ਭਾਗ ਤੀਜਾ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਤੇ ਗੁਰਮੁਖੀ ਲਿਪੀ

ਸਿਲੇਬਸ ਲਈ ਨਿਰਧਾਰਤ ਪੁਸਤਕ :

ਪੰਜਾਬੀ ਦੀ ਪਾਠ ਪੁਸਤਕ ( ਮੁੱਖ ਸੰਪਾਦਕ: ਬਲਦੇਵ ਸਿੰਘ ਚੀਮਾ ),

ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ, ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ, ਪਟਿਆਲਾ

ਅੰਕ ਵੰਡ ਅਤੇ ਪੇਪਰ ਸੈਟਰ ਲਈ ਹਦਾਇਤਾਂ:

1. ਪਾਠ ਪੁਸਤਕ ਦੇ ਭਾਗ ਪਹਿਲਾ ਦੇ (ੳ) ਕਵਿਤਾ ਖੰਡ ਵਿਚੋਂ ਪ੍ਰਸੰਗ ਸਹਿਤ ਵਿਆਖਿਆ ਕਰਨ ਲਈ ਕਿਹਾ ਜਾਵੇਗਾ। ਦੋ ਕਾਵਿ ਟੁਕੜੀਆਂ ਵਿਚੋਂ ਇਕ ਦੀ ਪ੍ਰਸੰਗ ਸਹਿਤ ਵਿਆਖਿਆ ਕਰਨੀ ਹੋਵੇਗੀ।  
10 ਅੰਕ
2. ਪਾਠ ਪੁਸਤਕ ਦੇ ਭਾਗ ਪਹਿਲਾ ਦੇ (ੳ) ਕਵਿਤਾ ਖੰਡ ਵਿਚੋਂ ਕਵਿਤਾ ਦਾ ਸਾਰ ਜਾਂ ਕੇਂਦਰੀ ਭਾਵ ਪੁੱਛਿਆ ਜਾਵੇਗਾ। ਦੋ ਵਿਚੋਂ ਇਕ ਕਰਨਾ ਹੋਵੇਗਾ।  
10 ਅੰਕ
3. ਪਾਠ ਪੁਸਤਕ ਦੇ ਭਾਗ ਪਹਿਲਾ ਦੇ (ਅ) ਕਹਾਣੀ ਅਤੇ (ੲ) ਨਾਟਕ ਖੰਡ ਵਿਚੋਂ ਇਕ ਰਚਨਾ ਦਾ ਸਾਰ ਜਾਂ ਰਚਨਾ ਦੇ ਕਿਸੇ ਇਕ ਪਾਤਰ ਦੀ ਜਾਣ ਪਛਾਣ ਲਈ ਕਿਹਾ ਜਾਵੇਗਾ। ਦੋ ਵਿਚੋਂ ਇਕ ਕਰਨਾ ਹੋਵੇਗਾ।  
20 ਅੰਕ
4. ਪਾਠ ਪੁਸਤਕ ਦੇ ਭਾਗ ਦੂਜਾ ਵਿਚੋਂ ਇਕ ਪਾਠ ਦਾ ਸਾਰ ਪੁੱਛਿਆ ਜਾਵੇਗਾ। ਦੋ ਵਿਚੋਂ ਇਕ ਕਰਨਾ ਹੋਵੇਗਾ।  
20 ਅੰਕ
5. ਪਾਠ ਪੁਸਤਕ ਦੇ ਤਿੰਨਾਂ ਭਾਗਾਂ ਵਿਚੋਂ ਪੰਜ ਪੰਜ ਲਘੂ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣਗੇ। ਇਨ੍ਹਾਂ ਕੁਲ 15 ਪ੍ਰਸ਼ਨਾਂ ਵਿਚੋਂ ਕੋਈ 10 ਪ੍ਰਸ਼ਨਾਂ ਦਾ ਉੱਤਰ ਲਿਖਣ ਲਈ ਕਿਹਾ ਜਾਵੇਗਾ।  
10 x 2 = 20 ਅੰਕ
6. ਸਮੁੱਚੀ ਪੁਸਤਕ ਦੇ ਆਧਾਰ ਤੇ 10 ਬਹੁਚੋਣ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣਗੇ। ਇਹ ਸਾਰੇ ਹੀ ਕਰਨੇ ਜ਼ਰੂਰੀ ਹਨ।  
10 x 2 = 20 ਅੰਕ