

**Bachelor of Science
Hospitality and Hotel Management Part II Semester- III
Session 2011-2012, 2012 - 2013**

EXAMINATION SCHEME

No	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHM201	Food Safety & Quality	50	
2	BHM202	Industrial Training (17 weeks)		200
3	BHM203	Research Methodology (Internal only)	50	
4	BHM204	Personality Development & Communication skills (Viva- voice Internal only)		50
TOTAL:			100	250
GRAND TOTAL			350	

**Bachelor of Science
Hospitality and Hotel Management Part II Semester- IV**

Session 2011-2012, 2012 - 2013

EXAMINATION SCHEME

No.	Subject	Subject	Term Marks*	
	code		Th.	Pr.
1	BHM 205	Food Production Operations	100	100
2	BHM 206	Food & Beverage Operations	100	100
3	BHM 207	Front Office Operations	100	100
4	BHM208	Accommodation Operations	100	100
5	BHM 209	Food and Beverage Controls	100	-
6	BHM 210	Hotel Accountancy	100	-
TOTAL:			600	400
GRAND TOTAL			1000	

Syllabus
Bachelor of Science
Hospitality and Hotel Management Part II (Semester III)
Session 2011-2012, 2012-2013

BHM201 - FOOD SAFETY & QUALITY

HOURS ALLOTTED: 30

MAXIMUM MARKS: 50

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 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

Basic Introduction to Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene

MICRO-ORGANISMS IN FOOD

- A. General characteristics of Micro-Organisms based on their occurrence and structure.
- B. Factors affecting their growth in food (intrinsic and extrinsic)
- C. Common food borne micro-organisms:
 - a. Bacteria (spores/capsules)
 - b. Fungi
 - c. Viruses
 - d. Parasites

SECTION – B

FOOD SPOILAGE & FOOD PRESERVATION

- A. Types & Causes of spoilage
- B. Sources of contamination
- C. Spoilage of different products (milk and milk products, cereals and cereal products, meat, eggs, fruits and vegetables, canned products)
- D. Basic principles of food preservation
- E. Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation)

BENEFICIAL ROLE OF MICRO-ORGANISMS

- A. Fermentation & Role of lactic and bacteria
- B. Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages)
- C. Miscellaneous (Vinegar & anti-biotics)

SECTION – C

FOOD BORNE DISEASES

- A. Types (Infections and intoxications)
- B. Common diseases caused by food borne pathogens
- C. Preventive measures

FOOD ADDITIVES

- A. Introduction
- B. Types (Preservatives, anti-oxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers)

FOOD CONTAMINANTS & ADULTERANTS

- A. Introduction to Food Standards
- B. Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material)
- C. Common adulterants in food
- D. Method of their detection (basic principle)

FOOD LAWS AND REGULATIONS

- A. National – PFA Essential Commodities Act (FPO, MPO etc.)
- B. International – Codex Alimentarius, ISO
- C. Regulatory Agencies – WTO
- D. Consumer Protection Act

SECTION – D

QUALITY ASSURANCE

- A. Introduction to Concept of TQM, GMP and Risk Assessment
- B. Relevance of Microbiological standards for food safety
- C. HACCP (Basic Principle and implementation)

HYGIENE AND SANITATION IN FOOD SECTOR

- A. General Principles of Food Hygiene
- B. GHP for commodities, equipment, work area and personnel
- C. Cleaning and disinfection (Methods and agents commonly used in the hospitality industry)
- D. Safety aspects of processing water (uses & standards)
- E. Waste Water & Waste disposal

RECENT CONCERNS

- A. Emerging pathogens
- B. Genetically modified foods
- C. Food labelling
- D. Newer trends in food packaging and technology
- E. BSE (Bovine Serum Encephalopathy)

REFERENCES:

- i. Modern Food Microbiology by Jay. J.
- ii. Food Microbiology by Frazier and Westhoff
- iii. Food Safety by Bhat & Rao
- iv. Safe Food Handling by Jacob M.
- v. Food Processing by Hobbs Betty vi. PFA Rules

BHM 202 INDUSTRIAL TRAINING

MAX.MARKS 200 (17 Weeks)

- 1) Exposure to Industrial Training is an integral part of the 2nd year curriculum. The class would be divided into two groups or as the case may be. The 17 weeks industrial training would be divided into four/five weeks each in the four key areas of Food Production, Food & Beverage Service, Accommodation Operations & Front Office Operations.
- 2) Attendance in the 2nd year would be calculated separately for the two components of in-institute training and industrial training as per NCHMCT rules. Industrial Training will require an input of 102 working days i.e. (17 weeks x 06 days = 102 days). A student can avail leave to a maximum of 15% (15 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (10 days) on production of a medical certificate.
- 3) For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
- 4) Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.
- 5) Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.
- 6) There will be no inter change of candidates from one batch to another i.e. winter batch to summer batch and vice versa.

INDUSTRIAL TRAINING

Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

RESPONSIBILITIES OF THE TRAINEE

- 1 should be punctual.
- 2 should maintain the training logbook up-to-date.
- 3 should be attentive and careful while doing work.
- 4 should be keen to learn and maintain high standards and quality of work.
- 5 should interact positively with the hotel staff.

- 6 should be honest and loyal to the hotel and towards their training.
- 7 should get their appraisals signed regularly from the HOD's or training manager.
- 8 gain maximum from the exposure given, to get maximum practical knowledge and skills.
- 9 should attend the training review sessions / classes regularly.
- 10 should be prepared for the arduous working condition and should face them positively.
- 11 should adhere to the prescribed training schedule.
- 12 should take the initiative to do the work as training is the only time where you can get maximum exposure.
- 13 should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

RESPONSIBILITIES OF THE INSTITUTE

- 1 should give proper briefing to students prior to the industrial training
- 2 should make the students aware of the industry environment and expectations.
- 3 should notify the details of training schedule to all the students.
- 4 should coordinate regularly with the hotel especially with the training manager.
- 5 should visit the hotel, wherever possible, to check on the trainees .
- 6 should sort out any problem between the trainees and the hotel.
- 7 should take proper feedback from the students after the training.
- 8 should brief the students about the appraisals , attendance, marks, logbook and training report.
- 9 should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- 10 should ensure that change of I.T. batch is not permitted.
- 11 should ensure trainees procure training completion certificate from the hotel before joining institute.

RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and – in all probability – their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. If on the other hand, first managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.

Hotels:

1. should give proper briefing session/orientation/induction prior to commencement of training.
2. should make a standardized training module for all trainees.
3. should strictly follow the structured training schedule.
4. should ensure cordial working conditions for the trainee.

5. should co-ordinate with the institute regarding training programme.
6. should be strict with the trainees regarding attendance during training.
7. should check with trainees regarding appraisals, training report, log book etc.
8. should inform the institute about truant trainees.
9. should allow the students to interact with the guest.
10. should specify industrial training's "Dos and Don'ts" for the trainee.
11. should ensure issue of completion certificate to trainees on the last day of training.

DEPARTMENT OF TOURISM, HOSPITALITY&HOTEL MANAGEMENT

PUNJABI UNIVERSITY, PATIALA

Industrial Training

PERFORMANCE APPRAISAL FORM (PAF)

Name of Student: _____ Roll No: _____

Institute:, _____ Duration: 4 weeks (24 working days)

Name of the Hotel: _____ From: _____ To: _____

Name of Student: _____ Roll No: _____

Institute: _____ Duration: 4 weeks (24 working days)

Name of the Hotel: _____ From: _____ To: _____ Department: F&BS / FP /
HK / FO

Appearance

Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands

5

Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands

4

Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands

3

Untidy hair, Creased ill kept uniform, Hands not clean at times

2

Dirty / dishevelled, Long / unkempt hair, Dirty hands & long nails

1

Punctuality / Attendance (_____ days present out of 30 days)

On time, Well Prepared, Ready to commence task, Attendance Excellent 100%

5

On time, Lacks some preparation but copes well, Attendance Very good 90%

4

On time, Some disorganized aspects-just copes, Attendance Regular 80%

3

Occasionally late, Disorganized approach, Attendance irregular 60%

2

Frequently late, Not prepared, Frequently absent without excuse 50%

1

Ability to Communicate (Written / Oral)

Very confident, demonstrates outstanding confidence & ability both spoken/written

5

Confident, Delivers information

4

Communicates adequately, but lacks depth and confidence

3

Hesitant, lacks confidence in spoken / written communication

2

Very inanimate, unable to express in spoken or written work

1

Attitude to Colleagues / Customers

Wins / retains highest regard from colleagues has an outstanding rapport with clients

5

Polite, considerate and firm, well liked.

4

Gets on well with most colleagues, Handles customers well.

3

Slow to mix, weak manners, is distant has insensitive approach to customers

2

Does not mix, relate well with colleagues & customers

1

Attitude to Supervision

Welcomes criticism, Acts on it, very co-operative

5

Readily accepts criticism and is noticeably willing to assist others.

4

Accepts criticism, but does not necessarily act on it.

3

Takes criticism very personally, broods on it.

2

Persistently disregards criticism and goes own way.

1

Initiative / Motivation

Very effective in analyzing situation and resourceful in solving problems

Demonstrates ambition to achieve progressively.

5

Shows ready appreciation and willingness to tackle problems

Positively seeks to improve knowledge and performance

4

Usually grasps points correctly.

Shows interest in all work undertaken.

3

Slow on the uptake.

Is interested only in areas of work preferred.

2

Rarely grasps points correctly.

Lacks drive and commitment.

1

Reliability / Comprehension

Is totally trust worthy in any working situation?

Understands in detail, why and how the job is done.

5

Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done.

4

Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand

3

Cannot be relied upon to work without supervision.

Comprehends only after constant explanation.

2

Requires constant supervision. Lacks any comprehension of the application.

1

Responsibility

Actively seeks responsibility at all times.

5

Very willing to accept responsibility.

4

Accepts responsibility as it comes.

3

Inclined to refer matters upwards rather than make own decision.

2

Avoids taking responsibility.

1

Quality of Work

Exceptionally accurate in work, very thorough usually unaided.

5

Maintains a high standard of quality

4

Generally good quality with some assistance.

3

Performance is uneven.

2

Inaccurate and slow at work.

1

Quantity of work

Outstanding in output of work.

5

Gets through a great deal.

4

Output satisfactory.

3

Does rather less than expected.

2

Output regularly insufficient

1

Total _____ / 50

Stipend Paid: Rs. _____ per month.

Name of Appraiser: _____ Signature: _____

Designation of Appraiser: _____ Date : _____

Signature of Student: _____ Date : _____

BHM 203
PASSMARKS 35%

RESEARCH METHODOLOGY

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

Research Methodology will be taught in the theory class to prepare students on how to approach the subject of Research Project in the 3rd year. Inputs can be given to the students during the institute tenure but topics allotted only after return from IT. This will help students perceive the subject in a better fashion while the vacation period between the two years (2nd & 3rd year) utilized for exploratory research and self-study. Final preparation of the project will be done only in the 3rd year under guidance. S.No. Topic

INTRODUCTION TO RESEARCH METHODOLOGY

- A. Meaning and objectives of Research
- B. Types of Research
- C. Research Approaches
- D. Significance of Research
- E. Research methods vs Methodology
- F. Research Process
- G. Criteria of Good Research
- H. Problem faced by Researches
- I. Techniques Involved in defining a problem

RESEARCH DESIGN

- A. Meaning and Need for Research Design
- B. Features and important concepts relating to research design
- C. Different Research design
- D. Important Experimental Designs

SAMPLE DESIGN

- A. Censure and sample Survey
- B. Implication of Sample design
- C. Steps in sampling design
- D. Criteria for selecting a sampling procedure
- E. Characteristics of a good sample design
- F. Different types of Sample design
- G. Measurement Scales
- H. Important scaling Techniques

METHODS OF DATA COLLECTION

- A. Collection of Primary Data
- B. Collection through Questionnaire and schedule collection of secondary data
- C. Difference in Questionnaire and schedule
- D. Different methods to collect secondary data

DATA ANALYSIS INTERPRETATION AND PRESENTATION TECHNIQUES

- A. Hypothesis Testing
- B. Basic concepts concerning Hypothesis Testing
- C. Procedure and flow diagram for Hypothesis Testing
- D. Test of Significance
- E. Chi-Square Analysis
- F. Report Presentation Techniques

BHM – 204 Personality Development & Communication Skills (Only Viva- voice)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 50

PASS MARKS 35%

Communication skills: Features of an effective communication. Verbal and non-verbal Communication, Barriers and filters. Listening and active listening. Feedback

Assertiveness and Confidence building. Body language: Role of different parts of the body in Communication, Non verbal behavior.

Developing an Understanding of Social behavior; Dressing for Service Industry: Do's and Don't's for Men and Women, Ethical Dilemmas

Team work, Group Discussion, Presentation, Resume writing, Writing formal letters

Recommended Books

1. Indrajit Bhattacharya, An approach to Communication Skills, Delhi: Dhanpat Rai, 2008
2. Collins Cobuild English Grammar
3. Varinder Kumar, Bodh Raj, Manocha, Business Communication Skills, Kalyani Publishers, New Delhi, Latest edition
4. Why decisions fail, Paul C. Nutt, Berrett Kohler Publishers, Inc. San Francisco, 2002
5. Business Ethics, Anuj Saxena, Jaipur: Sublime Publications, 2006
6. Business Ethics and Managerial Values/S.K. Bhatia, New Delhi: Deep & Deep Publications Pvt. Ltd. Latest Edition
7. Values, Ethics and Business : Challenges for Education and Management, Ananta Kumar Giri, Jaipur/New Delhi: Rawat Publications, Latest Edition

***The Internal examiner will conduct the test through Viva Voice**

Syllabus
Bachelor of Science
Hospitality and Hotel Management Part II (Semester IV)
Session 2011-2012, 2012-2013

BHM205 - FOOD PRODUCTION OPERATIONS – 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

QUANTITY FOOD PRODUCTION EQUIPMENT

Equipment required for mass/volume feeding, Heat and cold generating equipment, Care and maintenance of this equipment, Modern developments in equipment manufacture

MENU PLANNING

Basic principles of menu planning – recapitulation, Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units . Planning menus for School/college students, Industrial workers,Hospitals,Outdoor parties,Theme dinners, Transport facilities, cruise lines, airlines, railway and Nutritional factors for the above .

SECTION – B

INDENTING

Principles of Indenting for volume feeding,Portion sizes of various items for different types of volume feeding,Modifying recipes for indenting for large scale catering,Practical difficulties while indenting for volume feeding.

PLANNING

Principles of planning for quantity food production with regard to Space allocation, Equipment selection,Staffing.

SECTION – C

VOLUME FEEDING

Institutional and Industrial - Catering, Types of Institutional & Industrial Catering, Problems associated with this type of catering, Scope for development and growth.

Hospital Catering- Highlights of Hospital Catering for patients, staff, visitors

SECTION – D

REGIONAL INDIAN CUISINE

Introduction to Regional Indian Cuisine, Heritage of Indian Cuisine, Factors that affect eating habits in different parts of the country,

Cuisine and its highlights of different states/regions/communities to be discussed under:

Geographic location, Historical background, Seasonal availability, Special equipment, Staple diets, Specialty cuisine for festivals and special occasions.

STATES

Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/ Uttaranchal.

COMMUNITIES

Parsee, Chettinad, Hyderabad, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri.

DISCUSSIONS

Indian Breads, Indian Sweets, Indian Snacks.

Reference Books

Parshad : Cooking with Indian Masters

Professional Chef b y Arvind Saraswat

FOOD PRODUCTION OPERATIONS – PRACTICAL

MARKING SCHEME FOR PRACTICAL EXAMINATION

HOURS ALLOTTED :120

MAXIMUM MARKS 100

PASS MARKS 35%

(Internal 40 marks External 60 marks)

To formulate 36 set of menus from the following cuisines.

- **Awadh**
- **Bengal**
- **Goa**
- **Gujarat**
- **Hyderabad**
- **Kashmiri**
- **Maharashtra**
- **Punjabi**
- **Rajasthan**
- **South India (Tamilnadu, Karnataka, Kerala)**

SUGGESTED MENUS

MAHARASTRIAN

-MENU 01 :

Masala Bhat,
Kolhapuri Mutton,
Batata Bhajee,
MasalaPoori,
Koshimbir,
Coconut Poli.

-MENU 02 :

Moong Dal Khichdee,
Patrani Macchi,
Tomato Saar,
Tilgud Chapatti,

Amti,Basundi.

AWADH

-MENU 01:

Yakhni Pulao,
Mughlai Paratha,
Gosht Do Piazza,
Badal Jaam,
Kulfi with Falooda

-MENU 02 :

Galouti Kebab,
Bakarkhani,
Gosht Korma,
Paneer Pasanda,
Muzzafar

BENGALI

MENU 01:

Ghee Bhat
Macher Jhol
Aloo Posto
Misti Doi

MENU 02

Doi Mach
Tikoni Pratha
Baigun Bhaja
Payesh

MENU 03

Mach Bhape
Luchi
Sukto
Kala Jamun

MENU 04

Prawan Pulao
Mutton Vidalloo
Beans Foogath
Dodol

GOAN

MENU 01

Arroz
Galina Xacutti
Toor Dal Sorak
Alle Belle

MENU 02

Coconut Pulao
Fish Caldeen
Cabbage Foogath
Bibinca

PUNJABI

MENU 01

Rada Meat
Matar Pulao
Kadhi
Punjabi Gobhi
Kheer

MENU 02

Amritsari Macchi
Rajmah Masala
Pindi Chana
Bhaturas
Row Di Kheer

MENU 03

Saron daSaag
Makki Di Roti
Peshawari Chole
Motia Pulao
Sooji Da Halwa

MENU 04

Tandoori Roti
Tandoori Murg
Dal Makhani
Pudinia Chutny

Baingan Bhartha
Savian

SOUTH INDIAN

MENU 01

Meen Poriyal
Curd Rice
Thoran
Rasam
Pal Payasam

MENU 02

Lime Rice
Meen Moilee
Olan
Malabari Pratha
Parappu Payasam

MENU 03

Tamarind Rice
Kori Gashi
Kalan
Sambhar
Savian Payasam

MENU 04

Coconut Rice
Chicken Chettinad
Avial
Huli
Mysore Pak

RAJASTHANI

MENU 01

Gatte Ka Pulao
Lal Maas
Makki Ka Soweta
Chutny (Garlic)
Dal Halwa

MENU 02

Dal Batti
Churma
Besan Ke Gatte

Ratalu Ki Subzi
Safed Mass

GUJRATI

MENU 01

Sarki
Brown Rice
Salli Murg
Gujrati Dal
Methi Thepla
Shrikhand

MENU 02

Gujrati Khichadi
Oondhiyu
Batata Nu Tomato
Osaman
Jeera Poori
Mohanthal

HYDERABADI

MENU 01

Sofyani Biryani
Methi Murg
Tomato Kut
Hare Piaz ka Raita
Double Ka Meetha

MENU 02

Kachi Biryani
Dalcha
Mirchi Ka Salan
Mix Veg. Raita
Khumani Ka Meetha

KASHMIRI

Two menus may be formed out of the Dishes given as under:

Rice and Bread Preparations: Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

Meat Preparations: Gushtaba ,Rista ,Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh

Vegetables and Potato: Ruwangan chaman, Choek wangan, Chaman Qaliyan Alleh Yakhean, Dum Aloo Kashmiri, Nader Palak, Razma Gogji **Sweet Dishes:** Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Hallwa.

Chutneys: Mujeh cheten, Ganda Cheten, Dween cheten, Aleh cheten (pumpkin Phirni Hallwa)

BHM206- FOOD & BEVERAGE SERVICE OPERATIONS – THEORY

HOURS ALLOTTED: 30

MAXIMUM MARKS: 80

PASS MARKS 35%

INSTRUCTIONS FOR THE PAPER SETTER

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INSTRUCTIONS FOR THE CANDIDATES

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SECTION – A

ALCOHOLIC BEVERAGE

Introduction and definition, Production of Alcohol, Fermentation process, Distillation process, Classification with examples

DISPENSE BAR

Introduction and definition, Bar layout – physical layout of bar

C. Bar stock – alcohol & non alcoholic beverages

D. Bar equipment

SECTION – B

WINES

A. Definition & History

B. Classification with examples

- Table/Still/Natural

- Sparkling

- Fortified

- Aromatized

C. Production of each classification

D. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names)

- France

- Germany

- Italy

- Spain

- Portugal

E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names)

- USA
- Australia
- India
- Chile
- South Africa
- Algeria
- New Zealand

F. Food & Wine Harmony

G. Storage of wines

H. Wine terminology (English & French)

SECTION – C

BEER

A. Introduction & Definition

B. Types of Beer

C. Production of Beer

D. Storage

05 SPIRITS

A. Introduction & Definition

B. Production of Spirit

- Pot-still method
- Patent still method

C. Production of

- Whisky
- Rum
- Gin
- Brandy
- Vodka
- Tequilla

D. Different Proof Spirits

- American Proof
- British Proof (Sikes scale)
- Gay Lussac (OIML Scale)

SECTION – D

APERITIFS

A. Introduction and Definition

B. Types of Aperitifs

- Vermouth (Definition, Types & Brand names)
- Bitters (Definition, Types & Brand names)

Reference Books

1. "Andrews, Sudhir" ; Food & Beverage Service Training Manual
2. "Andrews, Sudhir" : Food and Beverage Service
3. "Bagchi,s.n" : Text book of food & beverage service
- 4."Bohrmann, Peter" The Bartender Guide
5. "cousins,john" Food & beverage mgt
6. "Dhawan, Vijay" Food & beverage service
7. "Glover, Brian" Complete guide to beer
8. Jagmohan, Negi" Food and beverage laws food safety and hygiene
9. "Juhlin, Richard 2000 champagnes
10. "Leary, Lan O." Wine an introduction
11. "Lillicrap, Dennis" Food and beverage service
12. "MARIE,JACQUES" THE WINE MANUAL
13. "RAY,CYRIL" THE GUIDE TO WINE
14. "Thakur, Vijay R" Food and beverage service
15. "walton, Stuart" 750 cocktails
16. R K Singh Bar and Beverage Management
17. Dittmer Principles of food,beverage & labor cost control

18. Andre Domine
Wine (Konemann)

FOOD & BEVERAGE SERVICE OPERATIONS – PRACTICAL

MARKING SCHEME FOR PRACTICAL EXAMINATION

HOURS ALLOTTED :30

MAXIMUM MARKS 100

(Internal 40 marks External 60 marks)

PASS MARKS 35%

Dispense Bar – Organizing Mise-en - place

Task-01 Wine service equipment Task-2 Beer service equipment

Task-03 Cocktail bar equipment

Task-04 Liqueur / Wine Trolley

Task-05 Bar stock - alcoholic & non-alcoholic beverages

Task-06 Bar accompaniments & garnishes

Task-07 Bar accessories & disposables

Service of Wines

Task-01 Service of Red Wine

Task-02 Service of White/Rose Wine

Task-03 Service of Sparkling Wines

Task-04 Service of Fortified Wines

Task-05 Service of Aromatized Wines

Task-06 Service of Cider, Perry & Sake

Service of Aperitifs

Task-01 Service of Bitters

Task-02 Service of Vermouths

Service of Beer

Task-01 Service of Bottled & canned Beers

Task-02 Service of Draught Beers

Service of Spirits

Task-01 Service styles – neat/on-the-rocks/with appropriate mixers

Task-02 Service of Whisky

Task-03 Service of Vodka

Task-04 Service of Rum

Task-05 Service of Gin

Task-06 Service of Brandy

Task-07 Service of Tequila

Service of Liqueurs

Task-01 Service styles – neat/on-the-rocks/with cream/en frappe

Task-02 Service from the Bar

Task-03 Service from Liqueur Trolley

Wine & Drinks List

Task-01 Wine Bar

Task-02 Beer Bar

Task-03 Cocktail Bar

Matching Wines with Food

Task-01 Menu Planning with accompanying Wines

- Continental Cuisine
- Indian Regional Cuisine

Task-02 Table laying & Service of menu with accompanying Wines

- Continental Cuisine
- Indian Regional Cuisine

BHM207 - FRONT OFFICE OPERATIONS – 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

COMPUTER APPLICATION IN FRONT OFFICE OPERATION

- A. Role of information technology in the hospitality industry
- B. Factors for need of a PMS in the hotel
- C. Factors for purchase of PMS by the hotel
- D. Introduction to Fidelio & Amadeus

SECTION – B

FRONT OFFICE (ACCOUNTING)

- A. Accounting Fundamentals
- B. Guest and non guest accounts
- C. Accounting system
 - Non automated – Guest weekly bill, Visitors tabular ledger
 - Semi automated
 - Fully automated

CHECK OUT PROCEDURES

- Guest accounts settlement
 - Cash and credit
 - Indian currency and foreign currency
 - Transfer of guest accounts
 - Express check out

SECTION - C

CONTROL OF CASH AND CREDIT

NIGHT AUDITING

- A. Functions
- B. Audit procedures (Non automated, semi automated and fully automated)

FRONT OFFICE & GUEST SAFETY AND SECURITY

- A. Importance of security systems
- B. Safe deposit
- C. Key control
- D. Emergency situations (Accident, illness, theft, fire, bomb)

SECTION - D

FRENCH

- A. Expressions de politesse et les commander et Expressions d'encouragement
- B. Basic conversation related to Front Office activities such as
 - Reservations (personal and telephonic)
 - Reception (Doorman, Bell Boys, Receptionist etc.)
 - Cleaning of Room & change of Room etc.

Reference Books

1. "Bhatnagar, s.k , "Front office mgt"
2. "Andrews, Sudhir"
Hotel front office training manual
3. "Aggarwal, Ravi"
Hotel front office : systems & procedures
4. "Abbot, Peter & Lewry, Sue"
"Front office: procedurres, social skills yields and management"

FRONT OFFICE OPERATIONS - PRACTICAL

MARKING SCHEME FOR PRACTICAL EXAMINATION

HOURS ALLOTTED :30

MAXIMUM MARKS 100

PASS MARKS 35%

(Internal 40 marks External 60 marks)

A. Hands on practice of computer applications related to Front Office procedures such as

- Reservation,
- Registration,
- Guest History,
- Telephones,
- Housekeeping,
- Daily transactions

B. Front office accounting procedures

- o Manual accounting
- o Machine accounting
- o Payable, Accounts Receivable, Guest History, Yield Management

C. Role Play

D. Situation Handling

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

Topic

- 1 Hot function keys
- 2 Create and update guest profiles
- 3 Send confirmation letters
- 4 Print registration cards
- 5 Make FIT reservation & group reservation
- 6 Make an Add-on reservation
- 7 Amend a reservation
- 8 Cancel a reservation-with deposit and without deposit
- 9 Log onto cahier 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 Make sharer reservation
- 19 Add a sharer to a reservation

- 20 Make A/R account
- 21 Take reservation through Travel Agent/Company/ Individual or Source
- 22 Make room change
- 23 Make check and update guest folios
- 24 Process charges for in-house guests and non-resident guests.
- 25 Handle allowances and discounts and packages
- 26 Process advance for in-house guest
- 27 Put routing instructions
- 28 Print guest folios during stay
- 29 Processing foreign currency exchange/ cheque exchange
- 30 Process guest check out by cash and credit card
- 31 Check out without closing folio-Skipper accounts
- 32 Handle paymaster folios
- 33 Check out using city ledger
- 34 Print guest folio during check out
- 35 Close bank at end of each shift
- 36 Check room rate and variance report
- 37 Tally Allowances for the day at night
- 38 Tally paid outs for the day at night
- 39 Tally forex for the day at night
- 40 Credit check report

BHM208 - ACCOMMODATION OPERATIONS – THEORY

HOURS ALLOTTED: 30

MAXIMUM MARKS: 80

PASS MARKS 35%

INSTRUCTIONS FOR THE PAPER SETTER

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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

LINEN ROOM

- A. Activities of the Linen Room
- B. Layout and equipment in the Linen Room
- C. Selection criteria for various Linen Items & fabrics suitable for this purpose
- D. Purchase of Linen
- E. Calculation of Linen requirements
- F. Linen control-procedures and records
- G. Stocktaking-procedures and records
- H. Recycling of discarded linen
- I. Linen Hire

SECTION – B

UNIFORMS

- A. Advantages of providing uniforms to staff
- B. Issuing and exchange of uniforms; type of uniforms
- C. Selection and designing of uniforms
- D. Layout of the Uniform room

SEWING ROOM

- A. Activities and areas to be provided
- B. Equipment provided

SECTION – C

LAUNDRY

- A. Commercial and On-site Laundry
- B. Flow process of Industrial Laundering-OPL
- C. Stages in the Wash Cycle
- D. Laundry Equipment and Machines
- E. Layout of the Laundry
- F. Laundry Agents
- G. Dry Cleaning
- H. Guest Laundry/Valet service
- I. Stain removal

SECTION – D

FLOWER ARRANGEMENT

- A. Flower arrangement in Hotels
- B. Equipment and material required for flower arrangement
- C. Conditioning of plant material
- D. Styles of flower arrangements
- E. Principles of design as applied to flower arrangement

INDOOR PLANTS

Selection and care

Reference Books

1. "Aggarwal, D.K" ,Housekeeping management
2. "Andrews, Sudhir" ,Hotel housekeeping training manual
3. Hotel Housekeeping Operations and Management
G.Raghubalan and Smritee Raghubalan

ACCOMMODATION OPERATIONS - PRACTICAL

HOURS ALLOTTED :30

MAXIMUM MARKS 100

PASS MARKS 35%

(Internal 40 marks External 60 marks)

Layout of Linen and Uniform Room/Laundry

Laundry Machinery and Equipment

Stain Removal

Flower Arrangement

Selection and Designing of Uniforms

BHM209 - FOOD & BEVERAGE CONTROLS

HOURS ALLOTTED: 30

MAXIMUM MARKS: 80

PASS MARKS 35%

INSTRUCTIONS FOR THE PAPER SETTER

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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

FOOD COST CONTROL

- A. Introduction to Cost Control
- B. Define Cost Control
- C. The Objectives and Advantages of Cost Control
- D. Basic costing
- E. Food costing

FOOD CONTROL CYCLE

- A. Purchasing Control
- B. Aims of Purchasing Policy
- C. Job Description of Purchase Manager/Personnel
- D. Types of Food Purchase
- E. Quality Purchasing
- F. Food Quality Factors for different commodities
- G. Definition of Yield
- H. Tests to arrive at standard yield
- I. Definition of Standard Purchase Specification
- J. Advantages of Standard Yield and Standard Purchase Specification
- K. Purchasing Procedure
- L. Different Methods of Food Purchasing
- M. Sources of Supply
- N. Purchasing by Contract
- O. Periodical Purchasing
- P. Open Market Purchasing

- Q. Standing Order Purchasing
- R. Centralised Purchasing
- S. Methods of Purchasing in Hotels
- T. Purchase Order Forms
- U. Ordering Cost
- V. Carrying Cost
- W. Economic Order Quantity
- X. Practical Problems

SECTION – B

RECEIVING CONTROL

- A. Aims of Receiving
- B. Job Description of Receiving Clerk/Personnel
- C. Equipment required for receiving
- D. Documents by the Supplier (including format)
- E. Delivery Notes
- F. Bills/Invoices
- G. Credit Notes
- H. Statements
- I. Records maintained in the Receiving Department
- J. Goods Received Book
- K. Daily Receiving Report
- L. Meat Tags
- M. Receiving Procedure
- N. Blind Receiving
- O. Assessing the performance and efficiency of receiving department
- P. Frauds in the Receiving Department
- Q. Hygiene and cleanliness of area

SECTION – C

STORING & ISSUING CONTROL

- A. Storing Control
- B. Aims of Store Control
- C. Job Description of Food Store Room Clerk/personnel
- D. Storing Control
- E. Conditions of facilities and equipment
- F. Arrangements of Food
- G. Location of Storage Facilities
- H. Security
- I. Stock Control
- J. Two types of foods received – direct stores (Perishables/non-perishables)

- K. Stock Records Maintained Bin Cards (Stock Record Cards/Books)
- L. Issuing Control
- M. Requisitions
- N. Transfer Notes
- O. Perpetual Inventory Method
- P. Monthly Inventory/Stock Taking
- Q. Pricing of Commodities
- R. Stock taking and comparison of actual physical inventory and Book value
- S. Stock levels
- T. Practical Problems
- U. Hygiene & Cleanliness of area

SECTION – D

PRODUCTION CONTROL

- A. Aims and Objectives
- B. Forecasting
- C. Fixing of Standards
 - Definition of standards (Quality & Quantity)
 - Standard Recipe (Definition, Objectives and various tests)
 - Standard Portion Size (Definition, Objectives and equipment used)
 - Standard Portion Cost (Objectives & Cost Cards)
- D. Computation of staff meals

SALES CONTROL

- A. Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price
- B. Matching costs with sales
- C. Billing procedure – cash and credit sales
- D. Cashier's Sales summary sheet

Reference Books

1. "Cousins, John"
Food & beverage management
2. "Dhawan, Vijay"
Food & beverage service

BHM210 - HOTEL ACCOUNTANCY

HOURS ALLOTTED: 30

MAXIMUM MARKS: 80

PASS MARKS 35%

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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

UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS

- A. Introduction to Uniform system of accounts
- B. Contents of the Income Statement
- C. Practical Problems
- D. Contents of the Balance Sheet (under uniform system)
- E. Practical problems
- F. Departmental Income Statements and Expense statements (Schedules 1 to 16)
- G. Practical problems

SECTION – B

INTERNAL CONTROL

- A. Definition and objectives of Internal Control
- B. Characteristics of Internal Control
- C. Implementation and Review of Internal Control

SECTION – C

INTERNAL AUDIT AND STATUTORY AUDIT

- A. An introduction to Internal and Statutory Audit
- B. Distinction between Internal Audit and Statutory Audit
- C. Implementation and Review of internal audit

SECTION – D

DEPARTMENTAL ACCOUNTING

- A. An introduction to departmental accounting
- B. Allocation and apportionment of expenses
- C. Advantages of allocation
- D. Draw-backs of allocation
- E. Basis of allocation
- F. Practical problems

Reference Books

1. "Dick, Garry" : Front office operations
2. "Gupta, Shashi" : Financial management