

ORDINANCES

BACHELOR OF HOTEL MANAGEMENT

(BHM)

Duration: 4 Year Course

(For the session of 2015-2016, 2016-2017, 2017-18)

1. The duration of the course leading to the degree of Bachelor of Hotel Management shall be four academic years. Each year shall be divided into two semesters. The examination for the first, third, fifth and seventh semesters shall ordinarily be held in the month of November/December and for the second, fourth, sixth and eighth 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.

25% 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 100% on externally Viva-voce shall be conducted by the 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.
- 8.3. The candidate is eligible to appear for third semester provided the candidate has passed fifty percent of papers in totality of both first and second semester and similarly to appear in fifth semester he has to pass fifty percent papers in totality of both third and fourth semester and similarly for appearing in seventh semester candidate has to pass fifty percent of papers in totality of fifth and sixth semester

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

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, fifth or seventh 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, sixth and eighth 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, sixth or the eighth 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 sixth or the eighth 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, fourth sixth and eighth 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, seventh 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, fourth, sixth and eighth semester examination even after the second attempt his result for the second, the fourth, sixth and eighth 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 eighth 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 eighth 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 eighth 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, sixth, seventh and eighth 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. 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.
16. As soon as is possible after the termination of the examination, the Controller of Examinations shall publish list of the candidates who have passed.
17. Successful candidate shall be classified as under :
- (i) Those who obtain 75% or more of the total aggregate marks in all the semester examination taken together. First Division
with Distinction

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

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

BACHELOR OF HOTEL MANAGEMENT

(BHM)

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2015-16, 2016-17, 2017-18

First Year

First Semester

S.No	Subject Code	Subject	Theory		Practical	Total Theory + Practical
			Internal Marks	External Marks	External Marks	
1	BHM101	Food Production I	25	75	100	200
2	BHM102	Food & Beverages Service I	25	75	100	200
3	BHM103	Front Office Operations I	25	75	100	200
4	BHM104	House Keeping Operations I	25	75	100	200
5	BHM105	Introduction to Tourism & Hospitality Industry	25	75	--	100
6	BHM106	Application of Computers	25	75	100	200
Total						1100

Note: Punjabi/punjabi mudhla gyan Semester- I qualifying paper

ਬੈਚੂਲਰ ਆਫ ਹੋਟਲ ਮੈਨੇਜਮੈਂਟ
(ਬੀ.ਐਚ.ਐਮ.) (ਚਾਰ ਸਾਲਾ)
ਪੰਜਾਬੀ
ਕੁਆਲੀਫਾਇੰਗ ਪੇਪਰ
ਸਮੈਸਟਰ ਪਹਿਲਾ
ਸੈਸ਼ਨ 2015-16,2016-17,2017-18

ਕੁਲ ਅੰਕ : 100	ਵਿਸ਼ੇ ਵਿੱਚੋਂ ਪਾਸ ਹੋਣ ਲਈ ਅੰਕ : 35
ਅੰਦਰੂਨੀ ਮੁਲਾਂਕਣ : 25 ਅੰਕ	ਅੰਦਰੂਨੀ ਮੁਲਾਂਕਣ ਵਿੱਚੋਂ ਪਾਸ ਹੋਣ ਲਈ ਅੰਕ : 09
ਬਾਹਰੀ ਪਰੀਖਿਆ : 75 ਅੰਕ	ਬਾਹਰੀ ਪਰੀਖਿਆ ਵਿੱਚੋਂ ਪਾਸ ਹੋਣ ਲਈ ਅੰਕ : 26
ਸਮਾਂ : 3 ਘੰਟੇ	(ਅਧਿਆਪਨ 6 ਪੀਰੀਅਡ ਪ੍ਰਤੀ ਹਫ਼ਤਾ)

ਸਿਲੇਬਸ ਤੇ ਪਾਠ ਪੁਸਤਕਾਂ

ਭਾਗ ਓ ਕਥਾ ਰੰਗ ਸੰਪਾ,ਵਰਿਆਮ ਸਿੰਘ ਸੰਧੂ ਅਤੇ ਡਾ. ਬਲਦੇਵ ਸਿੰਘ ਚੀਮਾ

ਭਾਗ ਅ (1) ਨਿਬੰਧ ਰਚਨਾ : ਸਮਾਜਕ,ਵਾਤਾਵਰਣ ਅਤੇ ਸਭਿਆਚਾਰ ਵਿਸ਼ੇ ਨਾਲ ਸਬੰਧਤ ।

(2) ਵਿਆਕਰਣ:

(i) ਪੰਜਾਬੀ ਧੁਨੀ-ਵਿਉਤ,ਸਵਰ,ਵਿਅੰਜਨ,ਉਚਾਰਨ ਅੰਗ,ਉਚਾਰਨ ਸਥਾਨ ਤੇ ਉਚਾਰਨ ਵਿਧੀ ਅਨੁਸਾਰ ਧੁਨੀਆਂ ਦਾ ਵਰਗੀਕਰਣ।

(ii) ਸ਼ਬਦ-ਸ਼੍ਰੇਣੀਆਂ ਅਤੇ ਰੂਪਾਂਤਰਨ: ਨਾਂਵ,ਪੜਨਾਂਵ,ਵਿਸ਼ੇਸ਼ਣ ਕਿਰਿਆ,ਕਿਰਿਆ ਵਿਸ਼ੇਸ਼ਣ,ਸੰਬੰਧਕ, ਯੋਜਕ,ਪ੍ਰਸ਼ਨ ਸੂਚਕ ਸ਼ਬਦ।

ਭਾਗ -ੲ ਭਾਗ- ਓ ਅਤੇ ਭਾਗ-ਅ ਦੇ ਵਿਆਕਰਣ ਵਾਲੇ ਭਾਗ ਵਿੱਚੋਂ ਸੰਖੇਪ ਉੱਤਰਾਂ ਵਾਲੇ ਪ੍ਰਸ਼ਨ ।

ਅੰਕ-ਵੰਡ ਅਤੇ ਪੇਪਰ ਸੈਟਰ ਲਈ ਹਦਾਇਤਾਂ

1. ਸਿਲੇਬਸ ਦੇ ਸਾਰੇ ਭਾਗਾਂ ਵਿੱਚੋਂ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣਗੇ ।
2. ਪੇਪਰ ਨੂੰ ਤਿੰਨ ਭਾਗਾਂ ਓ,ਅ ਅਤੇ ਏ ਵਿੱਚ ਵੰਡਿਆ ਜਾਵੇਗਾ ।
3. ਭਾਗ ਓ ਵਿੱਚੋਂ :
 - (1) ਕਿਸੇ ਕਹਾਣੀ ਦਾ ਵਿਸ਼ਾ-ਵਸਤੂ/ਸਾਰ/ਲੇਖਕਾਂ ਦੇ ਯੋਗਦਾਨ ਜਾਂ ਕਹਾਣੀ ਕਲਾ (ਤਿੰਨ ਵਿੱਚੋਂ ਇੱਕ) 12 ਅੰਕ
 - (2) ਪਾਤਰ ਸੰਬੰਧੀ ਜਾਣਕਾਰੀ । (ਪੰਜ ਵਿੱਚੋਂ ਦੋ) 2X6= 12 ਅੰਕ
4. ਭਾਗ ਅ-1 ਕਿਸੇ ਵਿਸ਼ੇ ਤੇ ਨਿਬੰਧ ਲਿਖਣ ਲਈ ਕਿਹਾ ਜਾਵੇਗਾ । (ਤਿੰਨਾਂ ਵਿੱਚੋਂ ਇੱਕ) 09 ਅੰਕ
 - 2 ਦੇ ਦੋਵਾਂ ਭਾਗਾਂ ਵਿੱਚੋਂ ਇੱਕ-ਇਕ ਪ੍ਰਸ਼ਨ ਪੁੱਛਿਆ ਜਾਵੇਗਾ ਅਤੇ ਵਿਦਿਆਰਥੀ ਨੇ ਦੋਵਾਂ ਵਿੱਚੋਂ ਇੱਕ ਪ੍ਰਸ਼ਨ ਕਰਨਾ ਹਵੇਗਾ । 12 ਅੰਕ
5. ਭਾਗ ਏ ਕਥਾ ਰੰਗ ਅਤੇ ਵਿਆਕਰਣ ਵਾਲੇ ਭਾਗ ਵਿੱਚੋਂ ਸੰਖੇਪ ਉੱਤਰਾਂ ਵਾਲੇ 15 (ਪਾਠ ਪੁਸਤਕ ਕਥਾ ਰੰਗ ਵਿੱਚੋਂ 7 ਅਤੇ ਵਿਆਕਰਣ ਵਿੱਚੋਂ 8) ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣਗੇ । ਵਿਦਿਆਰਥੀ ਨੇ ਸਾਰੇ ਪ੍ਰਸ਼ਨਾਂ ਦੇ ਸੰਖੇਪ ਉੱਤਰ ਦੇਣੇ ਹੋਣਗੇ । ਹਰੇਕ ਪ੍ਰਸ਼ਨ ਦੇ 2 ਅੰਕ ਹੋਣਗੇ । 15X2=30 ਅੰਕ

ਸਹਾਇਕ ਪਾਠ-ਸਮੱਗਰੀ

1. ਹਰਕੀਰਤ ਸਿੰਘ,ਭਾਸ਼ਾ ਵਿਗਿਆਨ ਅਤੇ ਪੰਜਾਬੀ ਭਾਸ਼ਾ,ਬਾਹਰੀ ਪਬਲਿਸ਼ਰਜ਼,ਦਿੱਲੀ,1973
2. ਬਲਦੇਵ ਸਿੰਘ ਚੀਮਾ,ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਵਿਗਿਆਨ ਅਤੇ ਵਿਆਕਰਨ (ਤਕਨੀਕੀ ਸ਼ਬਦਾਵਲੀ ਦਾ ਵਿਸ਼ਾ ਕੋਸ਼)।ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ,2000
3. ਬੂਟਾ ਸਿੰਘ ਬਰਾੜ,ਪੰਜਾਬੀ ਵਿਆਕਰਨ : ਸਿਧਾਂਤ ਤੇ ਵਿਹਾਰ, ਚੇਤਨਾ ਪ੍ਰਕਾਸ਼ਨ,ਲੁਧਿਆਣਾ,2008
4. ਪ੍ਰੋਮ ਪ੍ਰਕਾਸ਼ ਸਿੰਘ,ਸਿਧਾਂਤਕ ਭਾਸ਼ਾ ਵਿਗਿਆਨ,ਮਦਾਨ ਪਬਲਿਸ਼ਰਜ਼,ਪਟਿਆਲਾ,2002
5. ਪ੍ਰੋਮ ਪ੍ਰਕਾਸ਼ ਸਿੰਘ,ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਦਾ ਸ੍ਰੋਤ ਤੇ ਬਣਤਰ,ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ,1996
6. ਪ੍ਰੋਮ ਪ੍ਰਕਾਸ਼ ਸਿੰਘ,ਰੂਪ ਵਿਗਿਆਨ, ਮਦਾਨ ਪਬਲਿਸ਼ਰਜ਼,ਪਟਿਆਲਾ,2002
7. ਜੋਗਿੰਦਰ ਸਿੰਘ ਪੁਆਰ ਅਤੇ ਹੋਰ, ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਦਾ ਵਿਆਕਰਨ, (I,II ਅਤੇ III), ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਅਕਾਦਮੀ, ਜਲੰਧਰ
8. ਸੁਖਵਿੰਦਰ ਸਿੰਘ ਸੰਘਾ,ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਵਿਗਿਆਨ,ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਅਕਾਦਮੀ,ਜਲੰਧਰ,1999
9. ਖੋਜ ਪਤ੍ਰਿਕਾ (ਗਲਪ ਵਿਸ਼ੇਸ਼ ਅੰਕ),ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ
10. ਡਾ. ਬਲਦੇਵ ਸਿੰਘ ਧਾਲੀਵਾਲ,ਪੰਜਾਬੀ ਕਹਾਣੀ ਦਾ ਇਤਿਹਾਸ,ਪੰਜਾਬੀ ਅਕਾਦਮੀ, ਦਿੱਲੀ

ਬੈਚੁਲਰ ਆਫ ਹੋਟਲ ਮੈਨੇਜਮੈਂਟ
(ਬੀ.ਐਚ.ਐਮ.) (ਚਾਰ ਸਾਲਾ)
ਪੰਜਾਬੀ ਮੁੱਢਲਾ ਗਿਆਨ
(ਕੁਆਲੀਫਾਇੰਗ ਪੇਪਰ)
ਸਮੈਸਟਰ ਪਹਿਲਾ
ਸੈਸ਼ਨ 2015-16, 2016-17, 2017-18

ਕੁਲ ਅੰਕ : 100 ਵਿਸ਼ੇ ਵਿੱਚੋਂ ਪਾਸ ਹੋਣ ਲਈ ਅੰਕ : 35
 ਅੰਦਰੂਨੀ ਮੁਲਾਂਕਣ : 25 ਅੰਕ ਅੰਦਰੂਨੀ ਮੁਲਾਂਕਣ ਵਿੱਚੋਂ ਪਾਸ ਹੋਣ ਲਈ ਅੰਕ : 09
 ਬਾਹਰੀ ਪਰੀਖਿਆ : 75 ਅੰਕ ਬਾਹਰੀ ਪਰੀਖਿਆ ਵਿੱਚੋਂ ਪਾਸ ਹੋਣ ਲਈ ਅੰਕ : 26
 ਸਮਾਂ : 3 ਘੰਟੇ (ਅਧਿਆਪਨ : 6 ਪੀਰੀਅਡ ਪ੍ਰਤੀ ਹਫ਼ਤਾ)

- ਭਾਗ -ੳ (1). ਗੁਰਮੁਖੀ ਵਰਨਮਾਲਾ ਤੇ ਲੇਖਣ-ਪ੍ਰਬੰਧ**
- (ੳ) ਅੱਖਰ ਸਿੱਖਿਆ ਤਰਤੀਬਵਾਰ ਤੇ ਭੁਲਾਵੇਂ ਅੱਖਰ।
 (ਅ) ਅੱਖਰ ਬਣਤਰ ਅੱਖਰ ਰੂਪ ਤੇ ਲੇਖਣ ਦੇ ਨਿਯਮ। 10 ਅੰਕ
- (2). ਗੁਰਮੁਖੀ ਅੱਖਰ ਤੇ ਪੰਜਾਬੀ ਧੁੰਨੀਆਂ ਦਾ ਪ੍ਰਬੰਧ**
- (ੳ) ਸਵਰ ਤੇ ਵਿਅੰਜਨ ਵਰਗੀਕਰਨ ਦੇ ਸਿਧਾਂਤ ਤੇ ਉਚਾਰਨ।
 (ਅ) ਸਵਰ ਸੂਚਕ ਅੱਖਰਾਂ ਤੇ ਧੁੰਨੀਆਂ ਦੀ ਪਛਾਣ ਤੇ ਵਰਤੋਂ।
 (ੲ) ਵਿਅੰਜਨ ਸੂਚਕ ਅੱਖਰਾਂ ਤੇ ਧੁੰਨੀਆਂ ਦੀ ਪਛਾਣ ਤੇ ਵਰਤੋਂ।
 (ਸ) ਲਗਾਂ-ਮਾਤਰਾਂ ਦੀ ਪਛਾਣ ਤੇ ਵਰਤੋਂ।
 (ਹ) ਲਗਾਖਰਾਂ ਦੀ ਪਛਾਣ। 10 ਅੰਕ
- ਭਾਗ- ਅ (1). ਲਿਪੀ ਦੇ ਅੱਖਰਾਂ ਦੀ ਵਰਤੋਂ ਦੇ ਨਿਯਮ**
- (ੳ) ਪੂਰੇ ਤੇ ਅੱਧੇ ਅੱਖਰਾਂ ਦੀ ਪਛਾਣ ਤੇ ਵਰਤੋਂ।
 (ਅ) ਸਵਰ ਸੂਚਕ ਅੱਖਰਾਂ ਦੀ ਪਛਾਣ ਤੇ ਵਰਤੋਂ।
 (ੲ) ਸਵਰ ਵਾਹਕਾਂ ਦੀ ਪਛਾਣ ਤੇ ਵਰਤੋਂ।
 (ਸ) ਮਾਤਰਾ ਤੇ ਸਵਰ ਵਾਹਕਾਂ ਦੀ ਸਾਂਝੀ ਵਰਤੋਂ।
 (ਹ) ਮਾਤਰਾ ਦੀ ਵਿਅੰਜਨ ਸੂਚਕਾਂ ਨਾਲ ਵਰਤੋਂ। 10 ਅੰਕ
- (2). ਪੰਜਾਬੀ ਸ਼ਬਦਾਵਲੀ ਨਾਲ ਜਾਣ ਪਛਾਣ**
- (ੳ) ਗਿਣਤੀ
 (ਅ) ਹਫ਼ਤੇ ਦੇ ਦਿਨ
 (ੲ) ਮਹੀਨਿਆਂ ਦੇ ਨਾਮ
 (ਸ) ਰੰਗਾਂ ਦੇ ਨਾਂ
 (ਹ) ਫਲਾਂ ਸ਼ਬਦੀਆਂ ਦੇ ਨਾਮ
 (ਕ) ਪਸ਼ੂ ਪੰਛੀਆਂ ਦੇ ਨਾਂ
 (ਖ) ਪੰਜਾਬੀ ਰਿਸ਼ਤਾ-ਨਾਤਾ ਪ੍ਰਬੰਧ ਦੀ ਸ਼ਬਦਾਵਲੀ
 (ਗ) ਘਰੇਲੂ ਵਸਤਾਂ ਦੀ ਸ਼ਬਦਾਵਲੀ 10 ਅੰਕ

ਭਾਗ -ੲ). ਸਾਰੇ ਸਿਲੇਬਸ ਆਧਾਰਤ ਅਬਜੈਕਟਿਵ ਟਾਈਪ ਪ੍ਰਸ਼ਨ 30 X 1 = 30 ਅੰਕ

ਅੰਕ ਵੰਡ ਤੇ ਪੇਪਰ ਸੈਟਰ ਲਈ ਹਦਾਇਤਾਂ

1. (ਵਿਦਿਆਰਥੀ ਪਹਿਲੀ ਵਾਰ ਗੁਰਮੁਖੀ ਲਿਪੀ ਸਿੱਖ ਰਹੇ ਹਨ ਹੋ ਸਕਦਾ ਹੈ ਵਿਦਿਆਰਥੀ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਤੋਂ ਅਨਜਾਣ ਹੋਣ, ਸੋ ਪ੍ਰਸ਼ਨ ਦਾ ਪੱਧਰ ਵਿਦਿਆਰਥੀਆਂ ਦੀ ਸੀਮਾ ਨੂੰ ਧਿਆਨ ਵਿਚ ਰੱਖਿਆ ਜਾਵੇ।)
2. ਸਾਰੇ ਭਾਗਾਂ ਵਿੱਚੋਂ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣ
3. ਸਰਲ ਤੇ ਸਪਸ਼ਟ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣ
4. ਵਰਣਾਤਮਕ ਪ੍ਰਸ਼ਨ ਨਾ ਪੁੱਛੇ ਜਾਣ
5. ਵਿਦਿਆਰਥੀਆਂ ਨੂੰ ਲਿੱਪੀ ਦਾ ਬੋਧ ਕਰਾਉਣ ਲਈ ਧੁੰਨੀਆਂ, ਲਿੱਪੀ ਚਿੰਨ੍ਹਾਂ ਦੀ ਪਛਾਣ ਅਤੇ ਵਰਤੋਂ ਸਬੰਧੀ ਸੰਖੇਪ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣ। ਲੋੜ ਅਨੁਸਾਰ ਵਿਦਿਆਰਥੀਆਂ ਨੂੰ ਛੋਟ ਜਾਂ ਚੋਣ ਦੇਣੀ ਲਾਜ਼ਮੀ ਹੈ।
6. ਪੰਜਾਬੀ ਸ਼ਬਦਾਵਲੀ ਦੇ ਸਾਰੇ ਭਾਗਾਂ ਵਿੱਚੋਂ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣ। ਲੋੜ ਅਨੁਸਾਰ ਚੋਣ ਅਤੇ ਛੋਟ ਦਿੱਤੀ ਜਾਵੇ।

ਸਹਾਇਕ ਪੁਸਤਕਾਂ

- 1) ਸਤਿਨਾਮ ਸਿੰਘ ਸੰਧੂ, ਆਓ ਪੰਜਾਬੀ ਸਿਖੀਏ, ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ,ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ,2009(ਹਿੰਦੀ ਤੋਂ ਪੰਜਾਬੀ ਸਿਖਣ ਲਈ)
2. ਸਤਿਨਾਮ ਸਿੰਘ ਸੰਧੂ,ਗੁਰਮੁਖੀ ਸਿੱਖੇ,ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ,ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ 2011 (ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਪੰਜਾਬੀ ਸਿਖਣ ਲਈ)
- 3) ਸੀਤਾ ਰਾਮ ਬਾਹਰੀ,ਪੰਜਾਬੀ ਸਿਖੀਏ,ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ,ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ,2002,(ਹਿੰਦੀ)
- 4) ਰਾਜਵਿੰਦਰ ਸਿੰਘ,ਪੰਜਾਬੀ ਗਿਆਨ ਸੀ. ਡੀ. (ਕੰਪਿਊਟਰ ਐਪਲੀਕੇਸ਼ਨ ਟੂ-ਲਰਨ ਐਂਡ ਟੀਚ ਪੰਜਾਬੀ),ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ,ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ 1,2011
- 5) Hardev Bahri,Teach Yourself Panjabi,Publication Bureau,Punjabi University,Patiala 2011.
- 6) Henry A. Gleason and Harjeet Singh Gill, A Start in Punjabi,Publication Bureau,Punjabi University, Patiala,1997.
- 7) Ujjal Singh Bahri and Paramjit Singh Walia,Introductory Punjabi,Publication Bureau,Punjabi University, Patiala,2003.

SUBJECT CODE: BHM101 FOOD PRODUCTION I (THEORY)

Lectures to be delivered : 35 MAXIMUM MARKS: 75 PASS MARKS: 35%

INSTRUCTIONS FOR THE PAPER SETTER

Question Paper will consist of three sections namely – Section-A, Section-B and Section-C. Section-A will be from Unit-1 and will have two Questions of 15 marks and two questions of 10 marks each. Section-B will be from Unit-2 and will have 4 questions of 10 marks each. Section-C will be from entire syllabus (Unit-1 and Unit-2) and will have 15 questions of two mark each. Section-C is compulsory.

INSTRUCTIONS FOR THE CANDIDATE

Question Paper will consist of three sections namely – Section-A, Section-B and Section-C. Section-A will be from Unit-1 which will have four questions and candidates are required to attempt one question of 15 marks and one question of 10 marks. Section-B will be from Unit-2 and will have 4 questions of 10 marks each out of which candidate has to attempt any two. Section-C will be from entire syllabus (Unit-1 and Unit-2) and will have 15 questions of two mark each. Section-C is compulsory

UNIT-1

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

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

UNIT-2

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

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

Uses of egg in cookery

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

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

Parminder Dhillon & Sanjiv Verma
Hospitality Industry

"Arora, Krishna"

"Gisslen, Wayne"

"Philip, Thangam E"

Food Production Management for

Theory of cookery

Professional baking

Modern cookery

SUBJECT CODE: BHM101 FOOD PRODUCTION I (PRACTICALS)
PART 'A' – COOKERY Hours allotted 90 for both sections

- 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, payssane, 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 Mayonnaise
 - Simple potato preparations
 - Baked potatoes
 - Mashed potatoes
 - French fries
 - Roasted potatoes
 - Boiled potatoes
 - Lyonnaise potatoes
 - Allumettes
 - Vegetable preparations

- Boiled vegetables
- Glazed vegetables
- Fried vegetables • Stewed vegetables.

**SUBJECT CODE: BHM101 FOOD PRODUCTION I (PRACTICALS)
(PART B') BAKERY & PATISSERIE**

Equipment

- 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

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.

BHM-102 - FOOD & BEVERAGE SERVICE – I (THEORY)

Lecture to be delivered 35 MAXIMUM MARKS: 75 PASS MARKS: 35%

INSTRUCTIONS FOR THE PAPER SETTER

Question Paper will consist of three sections namely – Section-A, Section-B and Section-C. Section-A will be from Unit-1 and will have two Questions of 15 marks and two questions of 10 marks each. Section-B will be from Unit-2 and will have 4 questions of 10 marks each. Section-C will be from entire syllabus (Unit-1 and Unit-2) and will have 15 questions of two mark each. Section-C is compulsory.

INSTRUCTIONS FOR THE CANDIDATE

Question Paper will consist of three sections namely – Section-A, Section-B and Section-C. Section-A will be from Unit-1 which will have four questions and candidates are required to attempt one question of 15 marks and one question of 10 marks. Section-B will be from Unit-2 and will have 4 questions of 10 marks each out of which candidate has to attempt any two. Section-C will be from entire syllabus (Unit-1 and Unit-2) and will have 15 questions of two mark each. Section-C is compulsory.

UNIT-1

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

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)

UNIT-2

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

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

Recommended 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

BHM-102 - FOOD & BEVERAGE SERVICE – I (PRACTICAL)
MARKING SCHEME FOR PRACTICAL EXAMINATION

HOURS ALLOTTED: 50 MAXIMUM MARKS: 100 PASS MARKS :35

Indenting and Scullery 30 minutes before and after the practical

All menu items to be made from the prescribed syllabus only

- 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.

BHM -103 -FRONT OFFICE OPERATIONS – I (THEORY)

Lectures to be delivered : 35 MAXIMUM MARKS: 75 PASS MARKS: 35%

INSTRUCTIONS FOR THE PAPER SETTER

Question Paper will consist of three sections namely – Section-A, Section-B and Section-C. Section-A will be from Unit-1 and will have two Questions of 15 marks and two questions of 10 marks each. Section-B will be from Unit-2 and will have 4 questions of 10 marks each. Section-C will be from entire syllabus (Unit-1 and Unit-2) and will have 15 questions of two mark each. Section-C is compulsory.

INSTRUCTIONS FOR THE CANDIDATE

Question Paper will consist of three sections namely – Section-A, Section-B and Section-C. Section-A will be from Unit-1 which will have four questions and candidates are required to attempt one question of 15 marks and one question of 10 marks. Section-B will be from Unit-2 and will have 4 questions of 10 marks each out of which candidate has to attempt any two. Section-C will be from entire syllabus (Unit-1 and Unit-2) and will have 15 questions of two mark each. Section-C is compulsory.

UNIT-1

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

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

UNIT-2

TYPES OF ROOMS: Single, Double, Twin, Suits

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

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

BELL DESK: Functions, and records.

FRONT OFFICE CO-ORDINATION With other departments of hotel

Recommended 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

BHM -103 -FRONT OFFICE OPERATIONS – I (PRACTICALS)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

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. Practical situations – situations designed representing all aspects of the syllabus.

BHM-104 - HOUSE KEEPING OPERATIONS – I (THEORY)

HOURS ALLOTTED: 35 MAXIMUM MARKS: 75 PASS MARKS: 35%

INSTRUCTIONS FOR THE PAPER SETTER

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INSTRUCTIONS FOR THE CANDIDATE

Question Paper will consist of three sections namely – Section-A, Section-B and Section-C. Section-A will be from Unit-1 which will have four questions and candidates are required to attempt one question of 15 marks and one question of 10 marks. Section-B will be from Unit-2 and will have 4 questions of 10 marks each out of which candidate has to attempt any two. Section-C will be from entire syllabus (Unit-1 and Unit-2) and will have 15 questions of two mark each. Section-C is compulsory.

UNIT-1

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

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

UNIT-2

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

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 -104- HOUSE KEEPING OPERATIONS – I (PRACTICALS)

Hours ALLOTTED :30 MAXIMUM MARKS :100 PASS MARKS :35

- 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

BHM 105- INTRODUCTION TO TOURISM & HOSPITALITY **INDUSTRY**

HOURS ALLOTTED: 35

MAXIMUM MARKS: 75

PASS MARKS :35%

. INSTRUCTIONS FOR THE PAPER SETTER

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Unit 1

- Introduction to Tourism Industry
- Tourism System
- Motivations of travel
- Constituents of Tourism Industry
- Historical Evolution and Development
- Tourism Regulations
- Statistics and Measurements
- Tourism Services and Operations:
- Modes of Transport
- Tourist Accommodation
- Guides and Escorts
- Travel Agency
- Tour Operators

Unit -II

- Tourism Marketing:
 - Relevance
 - Market Research
 - Promotional Events
 - Advertising Publicity
 - Selling Role of Media
 - Writing for Tourism
 - Personality Development and Communicating Skills
- Tourism: Planning and Policy
Tourism Policy and Planning Infrastructural Development Local Bodies, Officials and Tourism Development
- 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" TS 1-6	Travel tourism and hospitality IGNOU

BHM-106- APPLICATION OF COMPUTERS – THEORY

Hours allotted: 30 MAXIMUM MARKS: 75 Pass Marks: 35%

INSTRUCTIONS FOR THE PAPER SETTER

Question Paper will consist of three sections namely – Section-A, Section-B and Section-C. Section-A will be from Unit-1 and will have two Questions of 15 marks and two questions of 10 marks each. Section-B will be from Unit-2 and will have 4 questions of 10 marks each. Section-C will be from entire syllabus (Unit-1 and Unit-2) and will have 15 questions of two mark each. Section-C is compulsory.

INSTRUCTIONS FOR THE CANDIDATE

Question Paper will consist of three sections namely – Section-A, Section-B and Section-C. Section-A will be from Unit-1 which will have four questions and candidates are required to attempt one question of 15 marks and one question of 10 marks. Section-B will be from Unit-2 and will have 4 questions of 10 marks each out of which candidate has to attempt any two. Section-C will be from entire syllabus (Unit-1 and Unit-2) and will have 15 questions of two mark each. Section-C is compulsory.

UNIT-1

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

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

UNIT-2

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

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

Recommended Books

"Rajaraman, V"

Fundamentals of computers

"Leon, Alexis"

Computers for everyone

BHM-106- APPLICATION OF COMPUTERS – PRACTICAL

Hours allotted :30 MAXIMUM MARKS: 100

PASS MARKS :35

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**

**BACHELOR OF HOTEL MANAGEMENT
(BHM)**

**Duration: 4 Year Course
2015-16,2016-17,2017-18,2018-19**

**First Year
Second Semester**

S.No	Subject Code	Subject	Theory		Practical	Total Theory +Practical
			Internal Marks	External Marks	External Marks	
1	BHM 201	Food Production II	25	75	100	200
2	BHM 202	Food & Beverages Service II	25	75	100	200
3	BHM 203	Front Office Operations II	25	75	100	200
4	BHM 204	House Keeping Operations II	25	75	100	200
5	BHM 205	Food Science & Nutrition	25	75	---	100
6	BHM 206	Business Communication (Soft Skills)	25	75	--	100
Total						1000

Note: Punjabi/punjabi mudhla gyan Semester- II qualifying paper.

**ਬੈਚੂਲਰ ਆਫ ਹੋਟਲ ਮੈਨੇਜਮੈਂਟ
(ਬੀ.ਐਚ.ਐਮ) (ਚਾਰ ਸਾਲਾ)
ਪੰਜਾਬੀ (ਸਮੈਸਟਰ ਦੂਜਾ)
(ਕੁਆਲੀਫਾਈੰਗ ਪੇਪਰ)
ਸੈਸ਼ਨ 2015-16,2016-17,2017-18**

ਕੁਲ ਅੰਕ : 100
ਅੰਦਰੂਨੀ ਮੁਲਾਂਕਣ : 25 ਅੰਕ
ਬਾਹਰੀ ਪਰੀਖਿਆ : 75 ਅੰਕ
ਸਮਾਂ : 3 ਘੰਟੇ

ਵਿਸ਼ੇ ਵਿਚੋਂ ਪਾਸ ਹੋਣ ਲਈ ਅੰਕ : 35
ਅੰਦਰੂਨੀ ਮੁਲਾਂਕਣ ਵਿਚੋਂ ਪਾਸ ਹੋਣ ਲਈ ਅੰਕ : 09
ਬਾਹਰੀ ਪਰੀਖਿਆ ਵਿਚੋਂ ਪਾਸ ਹੋਣ ਲਈ ਅੰਕ : 26
(ਅਧਿਆਪਨ : 6 ਪੀਰੀਅਡ ਪ੍ਰਤੀ ਹਫ਼ਤਾ)

ਸਿਲੇਬਸ ਤੇ ਪਾਠ ਪੁਸਤਕਾਂ

ਭਾਗ - ਓ ਵਾਰਤਕ ਵਿਵੇਕ, ਸੰਪਾ. ਡਾ. ਰਾਜਿੰਦਰਪਾਲ ਸਿੰਘ ਬਰਾੜ, ਡਾ. ਜਗਤਾਰ ਸਿੰਘ, ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ, ਪਟਿਆਲਾ।

ਭਾਗ -ਅ-1 ਚਿੱਠੀ-ਪੱਤਰ

2 ਵਿਆਕਰਣ

- (i) ਸ਼ਬਦ-ਬਣਤਰ ਅਤੇ ਸ਼ਬਦ ਰਚਨਾ ਪਰਿਭਾਸ਼ਾ, ਮੁੱਢਲੇ ਸੰਕਲਪ, ਮੂਲ ਰੂਪ, ਅਗੇਤਰ, ਪਛੇਤਰ, ਵਿਉਂਤਪਤ ਰੂਪ ਅਤੇ ਰੁਪਾਂਤਰੀ ਰੂਪ ।
(ii) ਭਾਸ਼ਾ ਵੰਨਗੀਆਂ ਭਾਸ਼ਾ ਦਾ ਟਕਸਾਲੀ ਰੂਪ, ਭਾਸ਼ਾ ਅਤੇ ਉਪ-ਭਾਸ਼ਾ ਦਾ ਅੰਤਰ ਅਤੇ ਅੰਤਰ-ਸਬੰਧ, ਪੰਜਾਬੀ ਉਪ-ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਪਛਾਣ ਚਿੰਨ੍ਹ ।

ਭਾਗ-ੲ ਉਪਰੋਕਤ ਸਿਲੇਬਸ ਤੇ ਅਧਾਰਤ ਸੰਖੇਪ ਉੱਤਰਾਂ ਵਾਲੇ ਪ੍ਰਸ਼ਨ ।

ਅੰਕ-ਵੰਡ ਅਤੇ ਪੇਪਰ ਸੈਟਰ ਲਈ ਹਦਾਇਤਾਂ

1. ਸਿਲੇਬਸ ਦੇ ਸਾਰੇ ਭਾਗਾਂ ਵਿਚੋਂ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣਗੇ ।
2. ਪੇਪਰ ਨੂੰ ਤਿੰਨ ਭਾਗਾਂ ਓ, ਅ ਅਤੇ ਏ ਵਿੱਚ ਵੰਡਿਆ ਜਾਵੇਗਾ।
3. ਭਾਗ ਓ ਵਿਚੋਂ
 - (i) ਕਿਸੇ ਇਕ ਦਾ ਵਿਸ਼ਾ/ਸਾਰ/ਲੇਖਕਾਂ ਦੇ ਯੋਗਦਾਨ ਜਾਂ ਨਿਬੰਧ ਕਲਾ ਬਾਰੇ ਪ੍ਰਸ਼ਨ । (ਤਿੰਨ ਵਿਚੋਂ ਇਕ) 12 ਅੰਕ
 - (ii) ਨਿਬੰਧਾਂ ਵਿਚਲੇ ਵਿਚਾਰਾਂ ਸਬੰਧੀ ਛੋਟੇ ਉੱਤਰਾਂ ਵਾਲੇ ਪ੍ਰਸ਼ਨ । (ਪੰਜ ਵਿਚੋਂ ਦੋ) 2x 6=12 ਅੰਕ
4. ਭਾਗ ਅ-1 ਕਿਸੇ ਵਿਸ਼ੇ ਤੇ ਚਿੱਠੀ/ਪੱਤਰ ਲਿਖਣ ਲਈ ਕਿਹਾ ਜਾਵੇਗਾ । (ਤਿੰਨ ਵਿਚੋਂ ਇੱਕ) 09 ਅੰਕ
ਅ-2 ਦੇ ਦੋਵਾਂ ਭਾਗਾਂ ਵਿਚੋਂ ਇਕ-ਇਕ ਪ੍ਰਸ਼ਨ ਪੁੱਛਿਆ ਜਾਵੇਗਾ ਅਤੇ ਵਿਦਿਆਰਥੀ ਨੇ ਦੋਵਾਂ ਵਿਚੋਂ ਇਕ ਪ੍ਰਸ਼ਨ ਕਰਨਾ ਹੋਵੇਗਾ । 12 ਅੰਕ
5. ਭਾਗ-ੲ ਵਿਚ ਪਾਠ ਪੁਸਤਕ ਵਾਰਤਕ ਵਿਵੇਕ ਅਤੇ ਵਿਆਕਰਣ ਵਾਲੇ ਭਾਗ ਵਿਚੋਂ ਸੰਖੇਪ ਉੱਤਰਾਂ ਵਾਲੇ 15 (ਪਾਠ ਪੁਸਤਕ ਵਾਰਤਕ ਵਿਵੇਕ ਵਿਚੋਂ 7 ਅਤੇ ਵਿਆਕਰਣ ਵਿਚੋਂ 8) ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣਗੇ ।
ਵਿਦਿਆਰਥੀਆਂ ਨੇ ਸਾਰੇ ਪ੍ਰਸ਼ਨਾਂ ਦੇ ਸੰਖੇਪ ਉੱਤਰ ਦੇਣੇ ਹੋਣਗੇ। ਹਰੇਕ ਪ੍ਰਸ਼ਨ ਦੇ 2 ਅੰਕ ਹੋਣਗੇ । 15x2=30 ਅੰਕ

ਸਹਾਇਕ ਪਾਠ-ਸਮਗਰੀ

1. ਹਰਕੀਰਤ ਸਿੰਘ, ਭਾਸ਼ਾ ਵਿਗਿਆਨ ਅਤੇ ਪੰਜਾਬੀ ਭਾਸ਼ਾ, ਬਾਹਰੀ ਪਬਲਿਸ਼ਰਜ਼, ਦਿੱਲੀ, 1973।
2. ਬਲਦੇਵ ਸਿੰਘ ਚੀਮਾ, ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਵਿਗਿਆਨ ਅਤੇ ਵਿਆਕਰਨ (ਤਕਨੀਕੀ ਸ਼ਬਦਾਵਲੀ ਦਾ ਵਿਸ਼ਾ ਕੋਸ਼) ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ, ਪਟਿਆਲਾ।
3. ਬੂਟਾ ਸਿੰਘ ਬਰਾੜ, ਪੰਜਾਬੀ ਵਿਆਕਰਨ ਸਿਧਾਂਤ ਤੇ ਵਿਹਾਰ, ਚੇਤਨਾ ਪ੍ਰਕਾਸ਼ਨ, ਲੁਧਿਆਣਾ, 2008।
4. ਪ੍ਰੇਮ ਪ੍ਰਕਾਸ਼ ਸਿੰਘ, ਸਿਧਾਂਤਕ ਭਾਸ਼ਾ ਵਿਗਿਆਨ, ਮਦਾਨ ਪਬਲਿਸ਼ਰਜ਼, ਪਟਿਆਲਾ, 2002
5. ਪ੍ਰੇਮ ਪ੍ਰਕਾਸ਼ ਸਿੰਘ, ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਦਾ ਸ੍ਰੋਤ ਤੇ ਬਣਤਰ, ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ, ਪਟਿਆਲਾ, 1996
6. ਖੋਜ ਪਤ੍ਰਿਕਾ (ਨਿਬੰਧ ਅੰਕ), ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ, ਪਟਿਆਲਾ ।
7. ਜੋਗਿੰਦਰ ਸਿੰਘ ਪੁਆਰ ਅਤੇ ਹੋਰ, ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਦਾ ਵਿਆਕਰਨ, (I, II ਅਤੇ III ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਅਕਾਦਮੀ, ਜਲੰਧਰ ।
8. ਸੁਖਵਿੰਦਰ ਸਿੰਘ ਸੰਘਾ, ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਵਿਗਿਆਨ, ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਅਕਾਦਮੀ, ਜਲੰਧਰ, 1999।

ਬੈਚੂਲਰ ਆਫ ਹੋਟਲ ਮੈਨੇਜਮੈਂਟ
(ਬੀ.ਐਚ.ਐਮ) (ਚਾਰ ਸਾਲਾ)
ਪੰਜਾਬੀ ਮੁੱਢਲਾ ਗਿਆਨ
(ਕੁਆਲੀਫਾਇੰਗ ਪੇਪਰ)
ਸਮੈਸਟਰ ਦੂਜਾ
ਸੈਸ਼ਨ 2015-16,2016-17,2017-18

ਕੁਲ ਅੰਕ : 100	ਵਿਸ਼ੇ ਵਿੱਚੋਂ ਪਾਸ ਹੋਣ ਲਈ ਅੰਕ :35
ਅੰਦਰੂਨੀ ਮੁਲਾਂਕਣ :25 ਅੰਕ	ਅੰਦਰੂਨੀ ਮੁਲਾਂਕਣ ਵਿੱਚੋਂ ਪਾਸ ਹੋਣ ਲਈ ਅੰਕ :09
ਬਾਹਰੀ ਪਰੀਖਿਆ :75 ਅੰਕ	ਬਾਹਰੀ ਪਰੀਖਿਆ ਵਿੱਚੋਂ ਪਾਸ ਹੋਣ ਲਈ ਅੰਕ :26
ਸਮਾਂ :3 ਘੰਟੇ	(ਅਧਿਆਪਨ : 6 ਪੀਰੀਅਡ ਪ੍ਰਤੀ ਹਫ਼ਤਾ)

- ਭਾਗ -ਓ (1) ਸ਼ਬਦ ਪ੍ਰਬੰਧ ਸ਼ਬਦ ਜੋੜਾਂ ਦੀ ਵਰਤੋਂ**
- (ੳ) ਦੋ ਅਖਰੀ ਸ਼ਬਦਾਂ ਦੇ ਸ਼ਬਦ ਜੋੜ
(ਅ) ਤਿੰਨ ਅੱਖਰੀ ਸ਼ਬਦਾਂ ਦੇ ਸ਼ਬਦ ਜੋੜ
(ੲ) ਬਹੁ ਅੱਖਰੀ ਸ਼ਬਦਾਂ ਦੇ ਸ਼ਬਦ ਜੋੜ 15 ਅੰਕ
- (2) ਸ਼ਬਦਾਂ ਦੀਆਂ ਸੁਰੇਣੀਆਂ ਤੇ ਵਿਆਕਰਨਕ ਵਰਗਾਂ ਦੀ ਪਛਾਣ**
- (ੳ) ਸ਼ਬਦਾਂ ਦੀਆਂ ਸੁਰੇਣੀਆਂ ਦਾ ਸਿਧਾਂਤ,ਪਛਾਣ ਤੇ ਵਰਤੋਂ
(ਨਾਂਵ,ਪੜਨਾਂਵ,ਵਿਸ਼ੇਸ਼ਣ,ਕਿਰਿਆ,ਕਿਰਿਆ ਵਿਸ਼ੇਸ਼ਣ ਆਦਿ)
(ਅ) ਵਿਆਕਰਨਕ ਵਰਗਾਂ ਦੀ ਪਛਾਣ ਤੇ ਵਰਤੋਂ
(ਲਿੰਗ, ਵਚਨ, ਪੁਰਖ,ਕਾਲ ਆਦਿ) 10 ਅੰਕ

- ਭਾਗ -ਅ (1) ਸ਼ਬਦ ਬਣਤਰਾਂ ਤੇ ਵਿਆਕਰਨਕ ਇਕਾਈਆਂ ਦਾ ਸਿਧਾਂਤ,ਪਛਾਣ ਤੇ ਵਰਤੋਂ ।**
- (ੳ) ਪੰਜਾਬੀ ਸ਼ਬਦ ਬਣਤਰਾਂ ਦਾ ਸਿਧਾਂਤ,ਪਛਾਣ ਤੇ ਵਰਤੋਂ
(ਅਗੇਤਰ,ਪਿਛੇਤਰ,ਸਮਾਸ,ਦੁਹਰੁਕਤੀ)
(ਅ) ਵਿਆਕਰਨਕ ਇਕਾਈਆਂ ਦਾ ਸਿਧਾਂਤ,ਪਛਾਣ ਤੇ ਵਰਤੋਂ
(ਵਾਕੰਸ਼,ਉਪ-ਵਾਕ ਤੇ ਵਾਕ)
(ੲ) ਸ਼ਬਦਾਂ ਦਾ ਵਿਆਕਰਨਕ ਮੇਲ ਸਿਧਾਂਤ ਤੇ ਵਿਹਾਰ 10 ਅੰਕ
- (2) ਵਿਸ਼ਰਾਮ ਚਿੰਨ੍ਹਾਂ ਦੀ ਪਛਾਣ ਤੇ ਵਰਤੋਂ** 10 ਅੰਕ

ਭਾਗ -ੲ ਸਾਰੇ ਸਿਲੇਬਸ ਤੇ ਆਧਾਰਤ ਆਬਜੈਕਟਿਵ ਟਾਈਪ ਪ੍ਰਸ਼ਨ 30X1=30 ਅੰਕ
ਅੰਕ ਵੰਡ ਤੇ ਪੇਪਰ ਸੈਟਰ ਲਈ ਹਦਾਇਤਾਂ

1. (ਵਿਦਿਆਰਥੀ ਪਹਿਲੀ ਵਾਰ ਗੁਰਮੁਖੀ ਲਿਪੀ ਸਿੱਖ ਰਹੇ ਹਨ। ਹੋ ਸਕਦਾ ਹੈ ਵਿਦਿਆਰਥੀ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਤੋਂ ਅਨਜਾਣ ਹੋਣ, ਸੋ ਪ੍ਰਸ਼ਨਾਂ ਦਾ ਪੱਧਰ ਵਿਦਿਆਰਥੀਆਂ ਦੀ ਸਮੀਪ ਨੂੰ ਧਿਆਨ ਵਿਚ ਰੱਖਿਆ ਜਾਵੇ ।)
2. ਸਾਰੇ ਭਾਗਾਂ ਵਿਚੋਂ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣ।
3. ਸਰਲ ਤੇ ਸਪਸ਼ਟ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣ ।
4. ਵਰਣਾਤਮਕ ਪ੍ਰਸ਼ਨ ਨਾ ਪੁੱਛੇ ਜਾਣ ।
5. ਵਿਦਿਆਰਥੀਆਂ ਨੂੰ ਵਿਆਕਰਨ ਦੀ ਮੁੱਢਲੀ ਜਾਣਕਾਰੀ ਸਬੰਧੀ ਸੰਖੇਪ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣ । ਲੋੜ ਅਨੁਸਾਰ ਵਿਦਿਆਰਥੀ ਨੂੰ ਛੋਟ ਜਾਂ ਚੋਟ ਦੇਣੀ ਲਾਜ਼ਮੀ ਹੈ ।

ਸਹਾਇਕ ਪਾਠ ਸਮੱਗਰੀ

- 1) ਸਤਿਨਾਮ ਸਿੰਘ ਸੰਧੂ, ਆਓ ਪੰਜਾਬੀ ਸਿਖੀਏ, ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ,ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ,2009(ਹਿੰਦੀ ਤੋਂ ਪੰਜਾਬੀ ਸਿਖਣ ਲਈ)
- 2) ਸਤਿਨਾਮ ਸਿੰਘ ਸੰਧੂ,ਗੁਰਮੁਖੀ ਸਿੱਖੇ,ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ,ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ 2011 (ਅੰਗਰੇਜੀ ਤੋਂ ਪੰਜਾਬੀ ਸਿਖਣ ਲਈ)
- 3) ਸੀਤਾ ਰਾਮ ਬਾਹਰੀ,ਪੰਜਾਬੀ ਸਿਖੀਏ,ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ,ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ,2002,(ਹਿੰਦੀ)
- 4) ਰਾਜਵਿੰਦਰ ਸਿੰਘ,ਪੰਜਾਬੀ ਗਿਆਨ ਸੀ. ਡੀ. (ਕੰਪਿਊਟਰ ਐਪਲੀਕੇਸ਼ਨ ਟੂ-ਲਰਨ ਐਂਡ ਟੀਚ ਪੰਜਾਬੀ),ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ,ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ ।,2011
- 5) Hardev Bahri, Teach Yourself Panjabi, Publication Bureau, Punjabi University, Patiala 2011.
- 6) Henry A. Gleason and Harjeet Singh Gill, A Start in Punjabi, Publication Bureau, Punjabi University, Patiala, 1997.
- 7) Ujjal Singh Bahri and Paramjit Singh Walia, Introductory Punjabi, Publication Bureau, Punjabi University, Patiala, 2003.

Syllabus
Bachelor of Hotel Management
First Year Semester- II
Session: (2015-16, 2016-17,2017-18)

BHM-201 - FOOD PRODUCTION – II (THEORY)

HOURS ALLOTTED: 35 MAXIMUM MARKS: 75 PASS MARKS: 35%
INSTRUCTIONS FOR THE PAPER SETTER

Question Paper will consist of three sections namely – Section-A, Section-B and Section-C. Section-A will be from Unit-1 and will have two Questions of 15 marks and two questions of 10 marks each. Section-B will be from Unit-2 and will have 4 questions of 10 marks each. Section-C will be from entire syllabus (Unit-1 and Unit-2) and will have 15 questions of two mark each. Section-C is compulsory.

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UNIT-1

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

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)

UNIT-2

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) **PASTRY CREAMS**
A. Basic pastry creams
B. Uses in confectionery
C.

Preparation and care in production

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

"Parminder Dhillon & Sanjiv Verma	Food Production Management for Hospitality Industry
"Arora, Krishna"	Theory of cookery
"Gisslen, Wayne"	Professional baking
"Philip, Thangam E"	Modern cookery

BHM-202 - FOOD & BEVERAGE SERVICE – II (THEORY)

HOURS ALLOTTED: 35

MAXIMUM MARKS: 75 PASS MARKS :35%

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UNIT-1

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

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)

UNIT-2

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

Recommended 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

BHM-203 - FRONT OFFICE OPERATIONS – II (THEORY)

HOURS ALLOTTED: 35 MAXIMUM MARKS: 75 PASS MARKS: 35%

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UNIT-1

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

UNIT-2

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
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

Recommended 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

BHM-204 - HOUSE KEEPING OPERATIONS – II (THEORY)

HOURS ALLOTTED: 35

MAXIMUM MARKS: 75

PASS MARKS: 35%

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UNIT-1

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

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.

UNIT-2

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

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

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

Recommended Books

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

BHM-205 - FOOD SCIENCE & NUTRITION (THEORY)

HOURS ALLOTTED : 35 MAXIMUM MARKS: 75 PASS MARKS: 35%

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UNIT-1

Definition and scope of food science and its 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)

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)

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

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)

UNIT-2

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)

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

Recommended Books

"Roday, Sunetra"

"Manay, N. Shakuntala"

"Swaminathan, M"

Food Science & Nutrition

Foods facts and principles

Essentials of food and nutrition

BHM 206 – BUSINESS COMMUNICATION(SOFT SKILLS)

HOURS ALLOTTED: 35 MAXIMUM MARKS: 75 Pass Marks: 35%

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UNIT-1

01 BUSINESS COMMUNICATION

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

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

UNIT-2

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.

05 **SPEECH IMPROVEMENTS**

- 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

BHM-201 : FOOD PRODUCTION – II (PRACTICAL)

PART A – COOKERY

MARKING SCHEME FOR PRACTICAL EXAMINATION

HOURS ALLOTTED : 90 (PART A&B) MAXIMUM MARKS: 100 PASS MARKS: 35

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, maundered, 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, Pander Preparations

PART B -BAKERY & PATISSERIE

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

BHM-202 : FOOD & BEVERAGE SERVICE – II (PRACTICAL)

MARKING SCHEME FOR PRACTICAL EXAMINATION

HOURS ALLOTTED : 60 MAXIMUM MARKS :100 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

BHM-203 : FRONT OFFICE OPERATIONS – II (PRACTICALS)

MARKING SCHEME FOR PRACTICAL EXAMINATION

HOURS ALLOTTED : 35 MAXIMUM MARKS :100

PASS MARKS: 35

S.No.	Suggested tasks
	<ul style="list-style-type: none">• Create and update guest profiles• FIT reservation• Send confirmation letters• Printing registration cards
	<ul style="list-style-type: none">• Amend a reservation• Canceling a reservation
	<ul style="list-style-type: none">• Pre-register a guest• Put message and locator for a guest• Check in a reserved guest
	<ul style="list-style-type: none">• Check –in a walk-in guest• Maintain guest history

BHM-204 : HOUSE KEEPING OPERATIONS–II (PRACTICAL)

MARKING SCHEME FOR PRACTICAL EXAMINATION

HOURS ALLOTTED : 35 MAXIMUM MARKS: 100 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 vanitory 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