

Manonmaniam Sundaranar University, Tirunelveli

UG COURSES-AFFILIATED COLLEGES

B.Sc. Hotel Management and Catering Science

(Choice Based Credit System)

(For those who joined the course from the academic year 2016-2017 onwards)

Sem.	Pt. I/ II/III /IV/ V	Sub No.	Subject Status	Subject Title	Hrs/ week	Cre- dits	Marks				
							Maximum			Passing minimum	
							Int.	Ext.	Tot.	Ext.	Tot.
III	III	15	Core-3	Food Production and Patisserie-III	6	4	25	75	100	30	40
		16	Core-4	Front Office Management-I	6	4	25	75	100	30	40
		17	Major Practical-III	Food Production and Patisserie-II	6	4	50	50	100	20	40
		18	Allied-III	Beverage service-I	4	4	25	75	100	30	40
		19	Allied Practical-III	Beverage service-I	2	(Continue to the next Semester)					
IV	20	Skilled Based	Principles of Tourism Management	6	4	25	75	100	30	40	
IV	21	Non-Major Elective-I	1.Hospitality management-I Or 2.Bakery and confectionery-I	2	2	25	75	100	30	40	
				SUB-TOTAL	30	24					

Sem.	Pt. I / II/III /IV/ V	Sub No.	Subject Status	Subject Title	Hrs/ week	Cre - dits	Marks				
							Maximum			Passing minimum	
							Int.	Ext.	Tot.	Ext.	Tot
IV	III	22	Core-5	Food Production and Patisserie-IV	6	4	25	75	100	30	40
		23	Major Practical-IV	Food Production and Patisserie-II	6	4	50	50	100	20	40
		24	Major Elective-I (select any one)	Front Office Management-II Or Bar Management	6	5	25	75	100	30	40
		25	Allied-II	Beverage service-II	4	4	25	75	100	30	40
		26	Practical-IV	Beverage service-I	2	4	50	50	100	20	40
		IV	27	Skilled Based Subject-II	Computer application in hotel industry	4	4	25	75	100	30
IV	28	Non-Major Elective-II	1.Hospiltality management-II Or 2.Bakery and confectionery-II	2	2	25	75	100	30	40	
V		Extension Activity	NCC,NSS,YRC,YWF		1						
		SUB-TOTAL			30	26					

MSU/2016-17/UG colleges/Part III (B.Sc. Hotel Management & Catering Science)

Semester III / Core - 3

FOOD PRODUCTION AND PÂTISSERIE – III

UNIT – I

Quantity Food production

Equipment: Quality of equipment used, Specification of equipment, list of manufacturers, care and maintenance of equipment, heat and cold generating equipment, modern developments in equipment manufacturing.

Menu Planning : Basic menu planning, Special emphasis on quantity food production, planning for various categories, such as School/ College Students, Industrial Workers, Hospital, Canteens, Outdoor parties and dinners, transport/ mobile caterings, parameters for quantity food menu planning.

UNIT – II

Indian Cookery (Regional Cooking Style)

Introduction to regional cooking, factors affecting eating habits, heritage of Indian cuisine, Differentiation of regional cuisine.

Cooking from different states under geographical location, historical background , availability of raw material(seasonal), equipment and fuel(special), staple diet, Specialty cuisine, food prepared for festivals and occasion.

States to be covered Andhra Pradesh, North eastern states, Punjab, Bengal, Bihar, Goa, Gujarat, Karnataka, Maharashtra, Rajasthan , Tamil Nadu and Uttar Pradesh.

Unit – III

International cuisine-I

Chinese cuisine – characteristics, preparation & cooking techniques, utensils and ingredients used regional styles of Chinese cooking, examples of Chinese dishes.

Unit – IV

International cuisine-II

Italian cuisine- characteristics, main ingredients

Pasta – types and preparation

Noodles – types – polenta, gnocchi – variation, spaetzle – presentation and style.

Examples of Italian dishes.

Unit – V

International cuisine-III

Thai cuisine – characteristics, composition with Indian & Chinese cuisine. Ingredients used. Mexican cuisine – characteristics, ingredients used – examples of Mexican dishes.

Reference

1. The Indian menu planer (luster) – Welcome Group Chefs.
2. The professional chef (IV edition) – Le Roy A. Polsom.
3. The book of ingredients – Jaingrigson
4. Professional cooking –Wayne Gisslen
5. Italian cooking for pleasure –Mary Roynolds.

MSU/2016-17/UG-Colleges/Part-III (B.Sc. Hotel Management & Catering Science)

Semester- III / Core - 4

FRONT OFFICE MANAGEMENT – I

Unit – I

Introduction to the hotel industry

- a. Classification of hotels as per location, size, client, length of stay, heritage hotels, all – suite hotels, time share, condominiums, casino hotels, convention hotels, conference hotels, star hotels.
- b. Accommodation product – Types of guest room – as per number and size of beds.
- c. Rates – Room rate, rack rate, corporate rate, commercial rate, airline rate, group rate, and children rate package plan rate, government rate, weekend rate, half day charges.
- d. Meal plan – EP, CP, AP, and MAP.
- e. Types of hotel guests – Pleasure travelers, DFIT, FFIT, GIT, Special interest tours, incentive tours business travelers, convention and conference guests.

Unit – II

- a. The front office department – Function, Organizational chart of front office department (Large, medium, small).
- b. Attributes of front office staff.
- c. Duties of front office staff – Reservationist, Receptionist, Information assistant, Cashier, bell boy, Concierge, Telephone operator, Guest relation officer, front office manager, lobby manager and night auditor.

Unit – III

Equipment used in front office – information rack, alphabetical rack, mail and key rack, computers, billing rack, folio, PBX, PABX, EPBAX, Log book, lay out of front office.

Unit – IV

- a. Reservation – Function.
- b. Types – guaranteed, non-guaranteed, advanced, conformed, credit card reservation.

- c. Reservation process – The reservation request, accepting reservation – reservation form, guest history card, reservation confirmation.
- d. Charting the reservation data – reservation chart, density chart, Whitney reservation system.
- e. Sources of reservation – group travelers, pleasure travelers, travel agents, airline, central reservation system, group reservation.

Unit – v

- a. Registration – Registration form – use, pre arrival registration.
- b. Preparation of guest arrival (room status availability, arrival and departure list, special request).
- c. Room assignment (special requests, early check – in, walk – in, scanty baggage).
- d. Checking methods of payments(direct, bill to company, processing a credit
- e. card, travel agents vouchers, transfers credit/debit, advance deposits)
- f. Completing the forms – arrival and departure register, C form, alphabetical guest register, guest folio.

Reference

1. Basic Hotel Front Office Procedures –Peter Renner – Van Nostrand Reinhold.
2. Managing Front Office Operations – Michael L.Kasavana – Education Institute AHMA.
3. Hotel & Motel Front Desk Personnel – Grace Paige and Jane Paige – Van Nostrand Reinhold.
4. Front Office Procedures, Social skills and Management – Petrabbol & Sue Lowry – Butterworth.
5. Principles of Hotel Front Office Operations – Sue Baker, Pam Bradley & Jeremy Huyton- Cassell.

**MSU/2016-17/UG colleges/Part III (B.Sc. Hotel Management & Catering Science)
Semester III / Major Practical – III**

FOOD PRODUCTION AND PATISSERIE – II

QUANTITY KITCHEN (INDIAN)

To formulate 15 sets of menu consisting of 5 dishes from the following regions:

1. Andhra Pradesh
2. Bengal
3. Chettinad
4. Goa
5. Gujarat
6. Kashmir
7. Karnataka
8. Kerala
9. Maharashtra
10. Punjab
11. Rajasthan
12. Tamil Nadu

Note: the menu should consists of rice, Indian breads, chicken/ mutton/fish/salads/vegetable and a sweets

More weightage given to chettinad & Kerala.

INTERNATIONAL CUISINE (INDIVIDUAL)

To formulate 15 set of menu consisting of 4 dishes from the following countries mentioned below:

1. American
2. Chinese
3. Greece
4. Holland
5. Indonesia
6. Italian
7. Japanese
8. Malaysian
9. Mexican, Portugal
10. Scandinavian
11. Spain
12. Thai
13. Turkey

BAKERY (Demonstration)

To formulate 10 sets of bakery dishes consisting of 4 item from the below for each practical:

1. Pizza
2. French bread
3. White bread
4. Italian bread
5. Vienna bread
6. Muffins
7. Sourrye
8. Baba / Savarin dough
9. Brioche
10. Croissant
11. Danish pastry
12. Double Knot Roll
13. Braided roll
14. Eight roll
15. Kaiser roll
16. Butter flake roll
17. Danish spiral
18. Coffee cake (Wreath/ Filled/ Danish pockets/ Braided loaf)
19. Biscuits (any two variations)
20. Scones
21. Doughnuts
22. Fruit tart
23. Frangipane tart
24. Lemon tart
25. Pinwheels
26. Cream horns
27. Profitroles
28. Apple pie
29. Yellow butter cake
30. Swiss roll
31. Genoise sponge
32. Petit four
33. Checkerboard cookies
34. Almond macaroons

35. Jam buns
36. Madeleines
37. Pineapple upside down cake
38. Black forest cake
39. Christmas cake
40. Cheese straws
41. Chicken Vol au vent
42. Melting moments
43. Almond Bonbons
44. Brandy Snaps
45. Marshmallows
46. Date udge
47. Chelsea bun
48. Banana bread
49. Cinnamon rolls
50. Cherry cake

Reference

1. Cooking with Indian Masters – J. IndersinghKaira&Pradeej Das Gupta.
2. A taste of india - Madhurjaffery.
3. Flavors of India - Madhurjaffery.
4. cooking delights of the Maharajas – Digvijay Singh
5. rotis&Naans Of India – PurobiBabber
6. The Indian menu Planner (Luster) – Welcomgroup chefs.
7. Food Heritage of India – VimalaPatil.
8. The Professional Chef (IV Edition) – Le Roi A Polsom.
9. Larousse Gastronomique – Cookery Encylopedia – paulHamyln.
10. Professional Cooking – Wayne Gisslen
11. The Complete Guide to Art of Modern Cookery – Escoffier.
12. Modern Cookery (Vol I & II) For Teaching & Trade – ThangameE .Phlip.
13. The Cookery Year - Readers Digest Association Ltd.
14. Italian Cooking For Pleasure – maryrenolds
15. Cook Book (Food for Family & Friends) – MadhurJaffery
16. Practical Proffesional Cookery – Cracknell&Kaulmann
17. Contemporary Cookery – Caserani&Kinton and Foskett.
18. The cooking of India – Time Life Service
19. Classical Recipes of the World – Henry Smith.

MSU/2016-17/UG-Colleges/Part-III (B.Sc. Hotel Management & Catering Science)

Semester - III / Allied - III

BEVERAGE SERVICE - I

Unit I

Introduction to Food & Beverage Services

- a. Introduction and Evolution of Hotel Industry.
- b. Different Types of Catering Establishments - Commercial , Non- Commercial
- c. Different Outlets of F & B service-Coffee shop, restaurant, bar, room service, discotheque, barbeque, night clubs, banquets, outdoors catering.
- d. Staff Hierarchy of F & B Outlets-Duties and responsibilities of each level of Staff, Attributes of service personnel, Safety, hygiene and attributes (positive & negative).
- e. Inter Departmental Relationship – Co-operation and Co-ordination.

Unit II

Restaurant Operations:

- a. Service Equipments – Cutlery, crockery and glassware(dimensions and uses),Specials tableware (asparagus tongs, corn on the cob holder, snail tongs, snail dish, lobster pick , caviar knife ,nut cracker, grape scissors),Silver Ware, Silver Cleaning methods – Burnishing, Polivit, Silver dip, Plate powder.
- b. Cover- Definition and Size, Size of table clothes, baize, serviettes, napperons and their uses, Rules for laying a table.
- c. Mise-En-Place & Mise-En-Scene
- d. Types of Service – English, Silver, Russian, American & Others.
- e. Food Service – Rules for waiting at a table (receiving, order taking, service & settlement), Operation of K.O.T, Significance of kitchen Stewarding.

Unit III

Ancillary Departments:

- a. Still Room.
- b. Plate Room.
- c. Pantry.
- d. Hot Section.
- e. Significance of Kitchen Stewarding.

Unit IV

Menu and Menu Planning:

- a. Definition
- b. Types of Menus – Ala Carte, Table d’hote, Banquet menu.
- c. Types of meals – Breakfast, Brunch, Lunch, hi-tea, dinner, Supper.
- d. French Classical Menu – Courses and its accompaniments, cover, service.
- e. Menu Planning – Points to be considered while planning a menu, menu engineering.

Unit V

Non-Alcoholic Beverages:

- a. Stimulating
- b. Refreshing
- c. Nourishing

Reference

1. Modern Restaurants Service – John Fuller.
2. Food & Beverage Service – Lillicrap & John Cousins
3. Food & Beverage Service Training Manual – Sudhir Andrews(Tata Mc.Graw Hill Publications)
4. Food & Beverage Service – Vijay Dhawan.

**MSU/2016-17/UG colleges/Part III (B.Sc. Hotel Management & Catering Science)
Semester III / Allied Practical - III**

BEVERAGE SERVICE – I

1. Apprising and drawing of cutlery, crockery, glassware, and miscellaneous equipment's.
2. Serviette folds.
3. Laying and relaying of table cloths.
4. Cleaning and Polishing/ wiping of Cutlery, crockery glassware.
5. Carrying a light tray
6. Carrying a heavy tray.
7. Carrying glasses
8. Handling cutlery and Crockery
9. Manipulating service spoon and fork.
10. Service of water
11. Arrangements of side board
12. Table d' hote cover laying
13. A la carte cover laying.
14. Practice of simple menu compilation
15. Receiving the guest presenting the menu, taking order
16. Service hors d oeuvre
17. Service of soup
18. Service of main course
19. Service of salads
20. Service of cheese
21. Service of non – alcoholic drinks
22. Continental breakfast cover and tray setup
23. English breakfast cover and tray setup
24. Taking orders through telephone for room service
25. Changing ashtray during room service
26. Presenting the bill.

MSU/2016-17/UG colleges/Part III (B.Sc. Hotel Management & Catering Science)
Semester III / Skill Based Paper

PRINCIPLES OF TOURISM MANAGEMENT

Unit I

Definition of tourism - origin & Growth of Tourism – Types of Tourism – Forms of Tourism – Basic Components of Tourism

Unit II

Importance of Tourism in modern times – Causes for the rapid growth of tourism – concept of Domestic & International tourism

Unit III

Travel agency & its function – Travel agent in India – role of Tamil Nadu Tourism Development Corporation – Role of Indian Tourism Development Corporation – Role of World Tourism Organizations

Unit IV

Transportation: Airline transportation, significant of air transport in tourism – Origin and growth air transport industry in India

Road transportation – significant of road transport in tourism – growth and development of road transport in India

Rail transportation – significant of rail transport in tourism – growth and development of rail transport in India

Water transportation – significant of water transport in tourism – growth and development of water transport in India

Unit – V

Introduction to Hospitality Industry – classification of hospitality industry, growth of hotels in India – Accommodation and its types – Scope of Hospitality industry

Reference

Successful tourism management – PranNath Seth – Sterling Publishers Pvt.ltd
Tourism management – A.K.Bhatia - Sterling Publishers Pvt.ltd.

**MSU/2016-17/UG colleges/Part III (B.Sc. Hotel Management & Catering Science)
Semester III / Non-Major Elective – 1(A)**

HOSPITALITY MANAGEMENT – I

Unit – I

Hospitality and Over view – Meaning, scope, significance, classification, growth of hotel industry, growth of hotels in India, departments of large hotels.

Unit – II

Front Office Operations – functions, sections and organization of front office.

Unit – III

Housekeeping operations – functions, personal qualities of housekeeping staff, cleaning procedure, interior decoration, and flower arrangement.

Unit – IV

Catering operations – styles of catering, types of plan, classification of catering establishment.

Unit – V

Hotel management – management issues, training of hotel staff, forms of ownership.

Reference

1. Hospitality management – Dr.Reegan, CN publication, kottaram.
2. Front office management – S K Bhanager, Frank brothers & co publishers
3. Accommodation operation management – S K Kaushal, Frank brothers & co publishers.

**MSU/2016-17/UG colleges/Part IV (B.Sc. Hotel Management & Catering Science)
Semester III/ Non-Major Elective – I (B)**

BAKERY AND CONFECTIONERY - I

Unit – I

Role of other ingredients in baking I

Wheat – type, grading, structure, composition, principles of flour milling

Flour – types of flours, composition, role of constituents, quality assessment (biscuit, cake, pastry, self – rising flour, whole wheat flour)

Unit – II

Role of other ingredients in baking II

Yeast – types, functions, uses, effect of over and under fermentation.

Eggs – composition, functions in bakery.

Sugar – types, different forms, uses.

Fats – composition, classification, function, effect of cooking.

Milk and milk products – emulsifiers, dried fruits enzymes, cream, other leavening agents.

Unit – III

Baking process – basic concepts batch or continue dough mixing, dividing, molding, proofing, baking, formation and expansion of gases, rapping of gases in air cells. Coagulation of protein, gelatinization of starches, evaporation of water, melting of shortening, browning of the sugar.

Stilting – protecting a product from air, adding moisture retainer to the formula, freezing.

Unit – IV

Preparation of cake-different methods

Preparation of biscuits, cookies and its types

Unit -V

Machinery and equipment – bulk handling, mixers, molding, cuttings, ovens, packaging.

Reference

Kent N.L. Technology of cereals with special references of wheat, New York

**MSU/2016-17/UG colleges/Part III (B.Sc. Hotel Management & Catering Science) Semester IV/
Core Paper – 5**

FOOD PRODUCTION AND PATISSERIE – IV

Unit – I

Basic principles of baking

Formulas & Measurement – Measurement, procedure for using a baker's balance scale, baker's percentages.

Gluten – Meaning, Baker control of gluten

The baking process – Formation & expansion of gases, trapping of gases in air cells, coagulation of proteins, gelatinization of starches, evaporation of water, melting of shortenings, browning of the sugar & crust formation.

Staling – Protecting the produce from air, adding moisture retainer to the formula, freezing.

Unit – II

Breads – Types, mixing methods (straight dough method, modified straight dough method for rice dough, sponge methods) steps in dough production.

Dough formulas & techniques – hard rolls & breads, Soft rolls, french breads, white pan bread, rye bread & rolls, brioche, sweet roll dough products.

Make – up techniques – Hard roll & breads, soft roll dough, sweet dough products, rolled in dough products.

Unit – III

Sponges: preparation methods, types

Icing: Types (Fondant, butter creams, foam, flat, fudge, royal icings, marzipan, tragacanth, meringues) glazes, fillings.

Assembling a icing cakes: selection of icing, procedure for assembling layer cakes, small cakes and sweet cakes.

Unit – IV

Cake decoration: colour, design, templates, texture, equipment, casting moulds, lettering, monogram, stencils.

Cookies: characteristics & causes, mixing methods, types & make – up, panning, baking and cooling, formulas for bar cookies, macarons, lace cookies & sandwich cookies.

Pies: Types, mixing pie dough, pie crusts, procedure for making small fruit tarts, assembling baking & filling, common problems in fruit pies.

Unit – V

Tarts & tartlets: preparation & types

Puff pastry: preparation & types.

Sweet meats: truffles, Fondants, Glazed petit fours.

Chocolate: manufacture & processing of chocolate, types & uses of chocolate, cocoa butter, white chocolate, liquor chocolates, fondant chocolates & toffies.

Reference

1. Professional Baking – Wayne Gisslen – John Wiley & Sons.
2. The New International Confectioner – Edited by Wilfred J. Franc
3. Practical baking – William J. Sultan.

**MSU/2016-17/UG colleges/Part III (B.Sc. Hotel Management & Catering Science)
Semester IV / Major Practical – IV**

FOOD PRODUCTION AND PATISSERIE – II

QUANTITY KITCHEN (INDIAN)

To formulate 15 sets of menu consisting of 5 dishes from the following regions:

13. Andhra Pradesh
14. Bengal
15. Chettinad
16. Goa
17. Gujarat
18. Kashmir
19. Karnataka
20. Kerala
21. Maharashtra
22. Punjab
23. Rajasthan
24. Tamil Nadu

Note: the menu should consists of rice, Indian breads, chicken/ mutton/fish/salads/vegetable and a sweets

More weightage given to chettinad & Kerala.

INTERNATIONAL CUISINE (INDIVIDUAL)

To formulate 15 set of menu consisting of 4 dishes from the following countries mentioned below:

14. American
15. Chinese
16. Greece
17. Holland
18. Indonesia
19. Italian
20. Japanese
21. Malaysian
22. Mexican, Portugal
23. Scandinavian
24. Spain
25. Thai
26. Turkey

BAKERY (Demonstration)

To formulate 10 sets of bakery dishes consisting of 4 item from the below for each practical:

51. Pizza
52. French bread
53. White bread
54. Italian bread
55. Vienna bread
56. Muffins
57. Sourrye
58. Baba / Savarin dough
59. Brioche
60. Croissant
61. Danish pastry
62. Double Knot Roll
63. Braided roll
64. Eight roll
65. Kaiser roll
66. Butter flake roll
67. Danish spiral
68. Coffee cake (Wreath/ Filled/ Danish pockets/ Braided loaf)
69. Biscuits (any two variations)
70. Scones
71. Doughnuts
72. Fruit tart
73. Frangipane tart
74. Lemon tart
75. Pinwheels
76. Cream horns
77. Profitroles
78. Apple pie
79. Yellow butter cake
80. Swiss roll
81. Genoise sponge
82. Petit four
83. Checkerboard cookies
84. Almond macaroons
85. Jam buns
86. Madeleines

87. Pineapple upside down cake
88. Black forest cake
89. Christmas cake
90. Cheese straws
91. Chicken Vol au vent
92. Melting moments
93. Almond Bonbons
94. Brandy Snaps
95. Marshmallows
96. Date udge
97. Chelsea bun
98. Banana bread
99. Cinnamon rolls
100. Cherry cake

Reference

20. Cooking with Indian Masters – J. IndersinghKaira&Pradeej Das Gupta.
21. A taste of india - Madhurjaffery.
22. Flavors of India - Madhurjaffery.
23. cooking delights of the Maharajas – Digvijay Singh
24. rotis&Naans Of India – PurobiBabber
25. The Indian menu Planner (Luster) – Welcomgroup chefs.
26. Food Heritage of India – VimalaPatil.
27. The Professional Chef (IV Edition) – Le Roi A Polsom.
28. Larousse Gastronomique – Cookery Encyclopedia – paulHamyln.
29. Professional Cooking – Wayne Gisslen
30. The Complete Guide to Art of Modern Cookery – Escoffier.
31. Modern Cookery (Vol I & II) For Teaching & Trade – ThangameE .Phlip.
32. The Cookery Year - Readers Digest Association Ltd.
33. Italian Cooking For Pleasure – maryrenolds
34. Cook Book (Food for Family & Friends) – MadhurJaffery
35. Practical Proffesional Cookery – Cracknell&Kaulmann
36. Contemporary Cookery – Caserani&Kinton and Foskett.
37. The cooking of India – Time Life Service
38. Classical Recipes of the World – Henry Smith.

MSU/2016-17/UG colleges/Part III (B.Sc. Hotel Management & Catering Science)

Semester IV / Major Elective – I (A)

FRONT OFFICE MANAGEMENT – II

Unit – I

- a. Front Office Salesmanship – Upgrading, front office reception as a sales department.
- b. Guidelines to selling – by telephone, face to face, selling to the business person, conference and group business, how to compete the market.
- c. Guest relation and social skills – The role of guest relations officer, types of guest problems, skills necessary for dealing with problems, solving problems, handling complaints, course of action to take when handling problems, telephone handling skills.

Unit – II

- a. Flow of guest information between sections of front office and other department, importance of log book, reservation, reception, mail and information, bell desk, front office cashier, telephone, housekeeping department, sales department, engineering department, accounts department.
- b. Information/bell desk/concierge – function of the information department, handling guest mail and messages, registered and insured mail, guest tickets and special request, information binder.

Unit – III

- a. Lobby hierarchy – duties of the bell desk, luggage handling, vending stamps, scanty luggage and control on bell desk.
- b. Types of folios (guest, master, non-guest), allowance and paid outs.
- c. Check out procedures – role of bell desk, cashier, late check outs
- d. Front office security functions – role of front office in key control (electronic key card system, grand master key, lost keys, damaged keys,
- e. Safe deposit locker – safe deposit registration card.
- f. How to deal with lost and found
- g. Emergency procedures – medical, theft, fire and death.

Unit – IV

- a. Function of front office accounting system – methods of accounts settlement - cash settlement(local currency, travellers cheque, personal cheque),
- b. Credit settlement (bank credit card, settlement of corporate account, travel agent vouchers.
- c. Procedure for accepting such settlement. Guest accounting cycle,the checkout procedures, procedure for late check out, preventing walkouts

Unit – V

- a. Yield management – concept of yield management, hospitality application, measuring yield formulas.
- b. Differential rates – potential average single rate, multiple rate, potential average double rate, multiple occupancy percentage, rate spread, potential average rate, room rate achievement factor.
- c. Forecasting – importance of forecast, how to forecast, useful forecast data, format of reservation forecast.
- d. Tariffs – Establishing room rate, the rule of thumb approach, Hubbart formula, differential room rate, seasonal rates.

REFERENCE

1. Basic Hotel Front Office Procedures – Neter – Van nostrand Reinhold.
2. Managing Front Office Operations – Michael L Kasavana – Education Institution AHMA.
3. Principles of Hotel Front Office Operations –Sue Baker, Pam Bradley & Jeremy Huyton.

Semester IV/ Major Elective – I (B)

BAR MANAGEMENT

Unit I

Beverage Management

- a) Food and Beverage outlets- Responsibilities of food and beverage management.
- b) Objectives of food and beverage control, fundamentals of control, beverage controlling, calculation of beverage cost, methods of beverage control, control checklist, beverage service methods.

Unit II

Bar Service Procedures

- a) Service industry introduction- Bar Equipment, Bar preparation, Bar service, taking orders various types of cocktails.
- b) Alcoholic and non-alcoholic liquors - Introduction to liquors, manufacture and service procedure, hard and fruit liquors, storage methods to be followed in bar.

Unit III

Guest Relation and Sales Analysis

Customer relations, personal presentations, customer contact, wine list, Fire E emergencies, fire extinguishers, control and pest, cleaning schedules, laws affecting food and beverage operations, energy management, automatic data procedures, management information system, sales analysis

Unit IV

Cocktails

Introduction to cocktails, preparing and serving cocktails, receiving, storing and returning of drinks, keg management and drink dispense lines, maintaining cellars, providing a table service

Unit V

Safety preparations

Maintaining safe and secure working environment, on-events of fire, on events of accidents, professional and hygiene appearance, maintaining customer's care, dealing with customer complaints, dealing with various incidents.

Reference

1. Management training – Neal J.Scot
2. Principles of food beverages and labour cost controls, 5th edition- Paul R.Dittmer
3. How to manage a successful bar- Christoher Egerton- Thomas
4. Bar (Management & Control) – Dr. B.K.Chakravarthi
5. Profitable Food and beverage Management – Richard Kotas & Chandana Jayewardene

MSU/2016-17/UG-Colleges/Part-III (B.Sc. Hotel Management & Catering Science)

Semester IV/ Allied - IV

BEVERAGE SERVICE– II

Unit I

Introduction of Beverages:

Definition – Classification - Significance

Wines:

Definition – Classification - Grape varieties – Production of table Wine – Service and storage – Production of table wine – Service and Storage – Wine of France – Wines of Italy – Wines of Germany – Wines of U.S.A – Wines of Australia – Other wine Producing Countries.

Sparkling Wines:

Methods of producing sparkling wines – Champagne-Production and its significance - Service and storage.

Fortified Wines:

Sherry – Port – Madeira – Marsala.

Unit II

Spirits:

Definition – Distillation (Pot still & Patent Still) – Different Spirits (Brandy, Whisky, Gin, Vodka, Rum (Production, Types, Service and Storage)) – Others spirits – Aperitifs and Liqueurs (Definitions, Production, Service and Storage)

Unit III

Beer:

Definition – Production – Types of beer – service and storage.

Unit IV

Cocktails, Food and Wine Harmony:

Cocktails - Definition – History – Methods of mixing cocktails – World famous cocktails.

Food and Wine Harmony – Food and Matching Drink.

Unit V

Beverage control:

Bar (Layout - Types of bar - Proof System) – Beverage control Measures (Allocation - Bar ledger – Indent, Receipt and issue of Liquors) – Cellar maintenance – Different measures (Ounces) – Legal points.

Reference

1. Food and Beverage Service – Lillicrap & John cousins
2. Food and Beverage service training manual - SUDHIR ANDREWS.
3. Food and Beverage Service – Vijay Dhawan
4. Professional guide to alcoholic beverages – Lipinski
5. Beer – Michael Jackson
6. Public house & Beverage management – Michael Flynn
7. Key issues & Principle – Carolineritchie, Andrew Roberts
8. The world encyclopedia of wine – Stuart Walton
9. Beer Basics – Peter cafrance

**MSU/2016-17/UG colleges/Part III (B.Sc. Hotel Management & Catering Science)
Semester IV / Allied Practical - IV**

BEVERAGE SERVICE – I

27. Apprising and drawing of cutlery, crockery, glassware, and miscellaneous equipment's.
28. Serviette folds.
29. Laying and relaying of table cloths.
30. Cleaning and Polishing/ wiping of Cutlery, crockery glassware.
31. Carrying a light tray
32. Carrying a heavy tray.
33. Carrying glasses
34. Handling cutlery and Crockery
35. Manipulating service spoon and fork.
36. Service of water
37. Arrangements of side board
38. Table d' hote cover laying
39. A la carte cover laying.
40. Practice of simple menu compilation
41. Receiving the guest presenting the menu, taking order
42. Service hors d oeuvre
43. Service of soup
44. Service of main course
45. Service of salads
46. Service of cheese
47. Service of non – alcoholic drinks
48. Continental breakfast cover and tray setup
49. English breakfast cover and tray setup
50. Taking orders through telephone for room service
51. Changing ashtray during room service
52. Presenting the bill.

MSU/2016-17/UG colleges/Part III (B.Sc. Hotel Management & Catering Science)

Semester IV/ Skill Based subject

COMPUTER APPLICATION IN HOTEL INDUSTRY

Unit – I

Computer appreciation and dos: Introduction – characteristics, History, Generations, Classifications, Applications of computer – Hardware and Software – Operating systems – Computer languages.

DOS file Directory – Changing the directory – creating a new directory – copying files – deleting files – changing file name – Data and time – type – print.

Unit – II

Window 2000: window basics – Introduction – Starting windows – Using mouse – Moving & Resizing windows – maximizing, minimizing and restoring windows – Using menu in windows. Word: Introduction to word – Editing a document – Move and copy text and Help system – Formatting text & paragraph – Finding & replacing text and spell checking – Using tabs – Enhancing documents – Columns, tables & other features. Using Graphics, Templates & Wizards – Using mail merge – Miscellaneous features of word.

Unit – III

Introduction to worksheet & excel – Getting started with excel – Editing cells and using commands and functions – Moving and copying, Inserting and deleting rows & columns – Getting help and formatting a Worksheet – printing the worksheet – creating charts – using date and time and addressing modes – Naming ranges and using statistical, math and financial functions.

Database in a Worksheet – Additional formatting commands and drawing tool bar – miscellaneous commands and functions – multiple worksheets and macros.

Unit – IV

Power point basics – editing text – adding subordinate points – deleting slides – working in outline view – using a design template – merging presentation in slide sorter view applying templates – adding graphs – adding organization charts – running an electronic slide show – adding special effects.

Unit – V

Access Basics – creating a table – entering and adding records – changing a structure – working with records – creating forms – establishing relationships using queries to extract information – using reports to print information.

Reference

1. PC Software for Windows Made Simple – R. X. Taxali – Tata McGraw Hill
2. PC Software for Office Automation – Karthikeyan & Dr. C. Muthu – Sultan Chand.
3. Office 2000 complete reference – Stephen L. Nelson – BPB
4. Quick course in Microsoft office – Joyce Cox, Pully Urban – Galgotia Publications.
5. Mastering Office 2000 – Gini Courter, Annette Marquis – BPB.

**MSU/2016-17/UG colleges/Part IV (B.Sc. Hotel Management & Catering Science)
Semester IV/ Non-Major Elective –II (A)**

HOSPITALITY MANAGEMENT – II

Unit – I

Hospitality industry – introduction & growth. Organization of hotels based on location, size, and length of stay of guest other types of accommodations, bungalow, youth hostel, types of ownership sole proprietorship and partnership organizational structure of various kind of hotels.

Unit – II

Introduction - housekeeping, layout, organization structure, hotel linen – classification items classified as bed and bath linen and other sizes.

Selection criteria for linen items

linen functions and its uses.

Unit – III

Introduction to front office-Front office organization, duties and responsibilities.

Attitudes and attributes of front office staff.

Types of rooms – single, double, twin suites, penthouses, cabana

Types of plan – EP, CP, AP and MAP.

Unit – IV

Reservation and reservation enquiry sources of reservation types of reservation confirmation forecasting system, VIP lists, amenities, vouchers arrival & departure register guest history cards.

Unit – V

Rules of guest floor.

Bed making, Key handling procedure- types of key standard supply provide on guest rooms. Special service.

Cleaning procedure and frequency methods.

Reference

1. Hospitality management – Dr. O. Reegan, CN publication, Kottaram
2. Front Office management – S.K.Bhatnagar, Frank Brothers& Co Publishers.
3. Accommodation operation management – S.K.Kaushal, frank brothers & co publishers

**MSU/2016-17/UG colleges/Part IV (B.Sc. Hotel Management & Catering Science)
Semester IV/ Non-Major Elective –II (B)**

BAKERY AND CONFECTIONERY – II

Unit – I

Commercial bread making methods

Recent advances, chemical dough development, mechanical development. Methods of preparing bread and bread rolls. Evaluation of bread and quality control

Methods of preparation of pizza.

Unit – II

Microbial aspect of different bakery products

Prevention of bacterial rope and mold infection.

Unit – III

Pastries – types, recipes for shortcut cut pastry, buff pastry, sweet pastry, suet pastry, reason for fault in the above preparation.

Unit – IV

Tarts and tartlets – preparation and types.

Chocolate – manufacture and processing of chocolate,

Types and uses of chocolate, cocoa, white chocolate.

Unit – V

Bakery

Machinery and equipment

Bakery machinery and equipment – bulk handling, mixers, moulding, cuttings, ovens, packaging.

Reference

1. Professional Baking – Wayne Gisslen – John Wiley & Sons.
2. The New International Confectioner – Edited by Wilfred J. Franc
3. Practical baking – William J. Sultan.