

MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI

PG- COURSES – AFFILIATED COLLEGES

M.Sc. Hotel Management and Catering Science with Applied Nutrition

(Choice Based Credits System)

(With effect from the academic year 2017-2018)

Sem. 1	Sub No. 2	Subject Status 3	Subject Title 4	L 5	T 6	P 7	C 8
III	15	Core-14	Baking And Food Preservation	4	0	0	4
	16	Core-15	Communication And Inter Personnel Skills	4	0	0	4
	17	Core-16	Human Resource Management In Hospitality Industry	4	0	0	4
	18	Core-17	Research Methodology	4	0	0	4
	19	Elective-2 (Choose any one)	Hotel Financial Management or Hospitality Law	4	0	0	3
	20	Practical-V	Baking And Food Preservation	0	0	4	2
	21	Practical-VI	Communication And Inter Personal Skills	0	0	6+	6
						30	27
IV	22	Project	Major Project(Internship Training)	-	0	30+	16
						TOTAL	16

MSU/2017-18/PG colleges/ (M.Sc. Hotel Management & Catering Science with Applied Nutrition) Semester III/ Ppr.No.15 /Core- 14

BAKING AND FOOD PRESERVATION

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OBJECTIVES

1. To develop professional competencies among student in catering & *bakery*.
2. To study the fundamentals of *baking* including, dough, quick breads, pies, cakes, cookies, tarts and basic items made in a *bakery*.
3. To know the causes of food spoilages.
4. To identify & select processing equipment and preservation methods appropriate for specific foods.

UNIT – I INTRODUCTION OF BAKERY

Introduction: Aims and objectives of bakery, Organizational structure of bakery – (both small and large scale), Equipments used (description and their uses), Ovens (types, advantages and disadvantages), Personal hygiene maintained in bakery. **(10L)**

UNIT – II INGREDIENTS USED IN BAKERY

Ingredients used in bakery their functions: Types of flour : bakers, biscuits, cake, pastry, self-mixing flour, whole meat flour) composition gluten WAP of flour PH value flour test quality assessment, Yeast elementary knowledge types activity functions it use effect of over & under fermentation , Eggs – composition, function and its uses in bakery , Sugars – types, deferent forms, functions and its users in bakery, Salt – functions and its uses it types any, Fat – composition, classification, functions and its uses and effect of cooking, Cream – functions and its users in bakery product, Milk – types, functions and its users, Leavening agents – functions and users, Flavoring, fruits and emulsification & enzymes – functions and its uses in bakery. **(15L)**

UNIT – III BAKING PROCESS

Baking process: Baking process – basic concepts, methods of preparing, dough, mixing, dividing, molding, panning, proofing & baking, Methods of preparing bread & bread rolls, Evaluation of bread & quality control, Faults & remedies in Bread making Bread improvers, leavening action of yeast on Bread dough. **(10L)**

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UNIT-IV CAKE PREPARATION

Cake preparation: Basic methods of cake preparation, variety cakes, The Quality of cake making ingredients and the types of cakes (Rich, Lean, High Ratio & Low Ratio cakes), Faults & remedies in cake making, leavening action of baking powder on cakes, Icing, Glazers, Cream, Fondants, Frostings, Preparation of basic custards, pudding, Mousse, Baverose, Oven temperature-(Hot, very hot, medium etc.) different temperature for baking rich & lean cakes/ **(12L)**

UNIT – V FOOD PRESERVATION

Food preservation: Food spoilage, asepsis, microbial spoilage, aspects of bakery products, Microbial aspects of bakery products preservation of bacterial rope & mold infection, Bread diseases & rectification , Methods of food preservation: Bacteriostatic – dehydration picking salting, sun drying, smoking, freezing mechanical drying, salt and sugar, oil and spices, acids, chemical preservation – low temperature, high temperature. Bactericidal – canning and irradiation,Use of preservatives: chemical preservative, food additives, ideal anti – microbial preservation, added preservative, developed preservatives. **(13L)**

TOTAL: 60L

REFERENCE

1. Potter, N. N. & Hotchkiss, J. H. Food Science. 5th Edition. Chapman & Hall. 1998.
2. France.W.J: The student Technology of Bread making and flour confectionery, Routledge and Kegan Paul Ltd., London, UK. 1974.
3. Sultan.W.J.: Practical baking manual – for students and instructors, AVI Publishing Co.INC, West Port, Connecticut. 1976.
4. Matz S.A.: Bakery Technology, packaging, nutrition, product development and quality assurance, Elsevier Science Publisher Ltd., New York, USA. 1989.
5. Malik. R.K. and Dhingra.K.C.: Technology of Bakery Industries. Small Industry Research Institute, New Delhi, India. 1981.
- 6.Yogambal and Ashok kumar, Theory of Bakery and Confectionary, PHT learning Private Limited, New Delhi. 2009.

MSU/2017-18/PG colleges/ (M.Sc. Hotel Management & Catering Science with Applied Nutrition) Semester III/ Ppr.No.15 /Core- 14

7. Battcock, M. Azam-Ali, S. Axtell, B. and Fellows, P. Training in Food processing: Successful Approaches. ITDG Publishing 1998. Technical Centre for Agricultural and Rural Cooperation (ACP-EU) 1998.
8. Fellows, P. J. Food Processing Technology- Principles and Practice. Wood head Publishing Limited, Cambridge England. 1988.

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COMMUNICATION AND INTERPERSONAL SKILLS

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UNIT - I: INTERPERSONAL SKILLS

Gratitude

Understanding the relationship between Leadership Networking & Team work.
Assessing Interpersonal Skills, Situation description of Interpersonal Skills

Team Work: Necessity of Team Work Personally, Socially and Educationally.

(13L)

UNIT - II: LEADERSHIP

Skills for a good Leader, Assessment of Leadership Skills

(10L)

UNIT- III: STRESS MANAGEMENT

Causes of stress and its impact, how to manage & distress, Circle of control, stress Busters.

Emotional Intelligence

What is Emotional Intelligence, emotional quotient why Emotional Intelligence matters, Emotion Scales, Managing Emotions,

(13L)

UNIT - IV: CONFLICT RESOLUTION

Conflicts in Human Relations - Reasons Case Studies, Approaches to conflict resolution.

(10L)

UNIT - V DECISION MAKING

- a. Importance and necessity of Decision Making, Process and practical way of Decision Making. Weighing Positives & Negatives.
- b. Technical Topic Presentation

(14L)

TOTAL: 60L

MSU/2017-18/PG colleges/ (M.Sc. Hotel Management & Catering Science with Applied Nutrition) Semester III/ Ppr.No.16 /Core- 15

REFERENCE:

1. Covey Sean, Seven Habit of Highly Effective Teens, New York, Fireside Publishers, 1998.
2. Carnegie Dale, How to win Friends and Influence People, New York : Simon & Schuster, 1998,
3. Thomas A Harris, I am ok, you are ok, New York - Harper and Row, 1972.
4. Daniel Coleman, Emotional Intelligence, Bantam Book, 2006.

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HUMAN RESOURCE MANAGEMENT IN HOSPITALITY INDUSTRY

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UNIT I INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

Introduction to Human Resource management – Definition – Objectives and functions- Roles and structure of Human & Resource function in Organizations. **(12L)**

UNIT II HUMAN RESOURCE PLANNING

Human Resource Planning – Personnel policy – Characteristics -Need for planning – Job Analysis – Job Design – Job Description – Job Specification. **(12L)**

UNIT III THE SELECTION PROCESS

The Selection Process – Placement and Induction – Training and development – Promotion – Demotions – Transfer – Separation. **(12L)**

UNIT IV EMPLOYEE COMPENSATION

Employee Compensation – Wage and salary administration – Bonus – Incentives – Fringe benefits – Job evaluation systems – Human resource information system. **(12L)**

UNIT V EMPLOYEE MAINTENANCE AND INTEGRATION

Employee Maintenance and integration – Welfare and Safety – Accident presentation– Employee grievances and their redressal – Administration of discipline-Industrial relations – Trade Unions – Multiplicity of trade unions – industrial Disputes and settlement – Indian experience on collective bargaining – Workers participation in management. **(12L)**

TOTAL: 60L

REFERENCES:

1. Ventraman C.S. Arid B.K. Srivastava, Personnel Management and Human Resources, Tata McGraw Hill, 1991.
2. Arun Monappa, Industrial Relation, Tata McGraw Hill, 1987.
3. Dale Yodder & Paul D. Standohar, Personnel Management & Industrial Relation, Sterling publishers, 1990.
4. David A. Decenzo & Stephen P. Robbins, Personnel / Human Resource Management, Prentice Hall, 1955.

RESEARCH METHODOLOGY

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OBJECTIVES

1. Understand the methodology of research and techniques
2. Develop skills in conducting research from planning a study to report writing
3. Apply statistical procedure to analyse numerical data draw inferences

UNIT I METHODS OF RESEARCH

- a) Definition of research, characteristics of research, criteria of good research
- b) Merits and demerits of scientific research
- c) Different types of research and characteristics:
 - i. Historical research, Ex-post facto research, laboratory experiments, Field experiments, survey research, evaluative research, Case study research, operational research, participatory research
 - ii. Steps in conducting research
 - iii. Hypothesis: Definition, purpose, types
 - iv. Reporting: Methods of reporting, Technical reports
 - v. Research Abstract: Definition, guidelines for writing abstract
 - vi. Thesis: Definition, parts, steps in writing thesis

(12L)

UNIT II SAMPLING DESIGN

- a) Census and sample survey- Steps in sampling design, Sample size and its determination
- b) Types of sampling: Random Sampling, Simple random sampling, Stratified random sampling, Systematic sampling, Cluster sampling
- c) Non random sampling methods:

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- i. Judgement sampling
- ii. Convenience sampling, quota sampling
- iii. Benefits of sampling
- iv. Sampling errors
- v. Non sampling errors

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UNIT III METHODS OF DATA COLLECTION AND CLASSIFICATION

- a) Methods of collecting primary data: Questionnaire, Interview, Schedule, Observation, Inventories, Checklists
- b) Scaling techniques
- c) Drafting of questionnaire, training of interviewers
- d) Criteria for evaluation of instruments – reliability and validity
- e) Sources of secondary data, precautions in the use of secondary data
- f) Classification of data: types of classification
- g) Formation of discrete and continuous probability distributions
- h) Tabulation of data: parts of a table, general rules of tabulation, types of tables
- i) Diagrammatic representation of data
- j) Graphic representation of data

(12L)

UNIT IV STATISTICAL METHODS

- a) Measures of central tendency: mean, median and mode, their relative advantages and disadvantages
- b) Measures of dispersion: Mean deviation, standard deviation, Coefficient of variation, percentile
- c) Types of correlation, coefficient of correlation and its interpretation- Rank correlation, Regression equations and predictions, Analysis of variance, Contingency tables, Chi-square test, 't' test: student's 't' test, paired 't' test, unpaired 't' test, 'F' test

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UNIT V

SAMPLING STATISTICS AND INTRODUCTION TO STATISTICAL PACKAGE FOR SOCIAL SCIENCES (SPSS)

- a) Statistical inference and central limit theorem
- b) Null hypothesis and tests of significance
- c) The chi-square
- d) Testing difference between mean, proportions, standard deviations and correlations.
- e) Introduction to Statistical Package for Social Sciences (SPSS)

(12L)

TOTAL: 60L

REFERENCES:

1. Best, John W., and Kahn, James V., "Research in Education," 5th Ed., New Delhi: Prentice-Hall of India Pvt. Ltd., 1986.
2. Cochran, W.G., Sampling Techniques, 2nd ed. New York: John Wiley & Sons, 1963.
3. Cooley, William W., and Lohnes, Paul R., Multivariate Data Analysis, New York: John Wiley & Sons., 1971.
4. Gatner, Elliot S.M., and Cordasco, Francesco, Research and Report Writing, New York: Barnes & Noble, Inc., 1986.
5. Ghosh, B.N., Scientific Methods and Social Research, New Delhi: Sterling Publishers Pvt. Ltd., 1982.
6. Kothari, C.R., Quantitative Techniques, 2nd ed., New Delhi: Vikas Publishing House Pvt. Ltd., 1984.
7. Whitney, F.L., The Elements of Research, 3rd ed., New York: Prentice-Hall, 1950.
8. Kothari, C.R., Research Methodology: Methods and Techniques, 2nd ed., New Age International (P) Ltd., Publishers. 2004.

MSU/2017-18/PG colleges/ (M.Sc. Hotel Management & Catering Science with Applied Nutrition) Semester III/ Ppr.No.19 /Elective – 2 (a)

HOTEL FINANCIAL MANAGEMENT

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UNIT-I: ACCOUNTS FOR HOTEL

Accounting System in Hotels sales Record of Control of Rooms, Food, Alcoholic Beverages Minor, Major Revenue producing Departments Financing Structures of Financial Risk short-term, long term, medium Term, and Equity Finance Factors Influencing the Use of Accounting within As Organizations. **(12L)**

UNIT-II: FINANCIAL MANAGEMENT

Nature & Scope of Financial Management

Meaning, Definition, Scope, Importance & Objectives of Financial Management, Functional Areas of Financial Management, Function of Finance Manager.

Financial Planning (Capitalization)

Meaning of Capitalization, Concept of Capitalization; Fair Capitalization, Over Capitalization, Under Capitalization - Meaning, Effects and Remedies. **(12L)**

UNIT-III: FINANCIAL ANALYSIS FOR HOTELS

Management Information System and Reporting (With Special reference to Hotel Industry)

- a. Meaning, Significance, Method, Requirements, Kinds, Designing MIS in Hospitality Industry, Meaning of Report, Kinds of Report, Method of Reporting, General Principles of Good Reporting System
- b. Case Studies - On Project Planning in the Hospitality Industry Project Network Techniques in the Hospitality Industry Project financing / Reporting Hospitality Industry

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UNIT-IV: COST ANALYSIS FOR HOTELS

Cost Accounting concepts Classifications of Costs Preparation of cost sheet Methods determination Of Room Rates Food and Beverages Pricing, Package Tours and Budgetary control. **(12L)**

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UNIT-V: FINANCIAL STUDY ON TOURISM PROJECTS

Long Term Investment Decisions - Working Capital - Components, Working Capital Finance - Financing Tourism projects Fund Management - Types, Benefits, Quality Allocation - Scheduling and Auditing.

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TOTAL: 60L

REFERENCE:

1. Ozi A. D'cunha & Gleason O.D'cunha, Hotel Accounting & Financial Control, The Dicky's Enterprise, Mumbai.
2. D.K. Mittal & Luv Mittal, Cost Accounting; Galgotia Publishing Company, New Delhi,
3. R.K. Sharma & Shashi K. Gupta, Management Accounting; Kalyani Publishers, H.O. Ludhiana,
4. S.C. Kuchhal, Financial Management; Chaitanya Publishing House Allahabad

MSU/2017-18/PG colleges/ (M.Sc. Hotel Management & Catering Science with Applied Nutrition) Semester III/ Ppr.No.19 /Elective – 2 (b)

HOSPITALITY LAW

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UNIT I CONSUMER PROTECTION LAWS

Consumer protection laws affecting hotels - The federal truth-in-lending etc. -state laws on credit reporting - State credit card laws - Consumer contracts: Print size and plain language laws - Catering contracts - Posting of rates - No smoking laws - Important points for management - References - Review questions. **(12L)**

UNIT II PUBLIC HEALTH AND SAFETY REQUIREMENTS

Public health and safety requirements - Building codes - Hotel linens, towels and glasses - Water supplies, sewage systems and drainage - Contagious diseases - Swimming pools - Laws regarding aid to choking victims - Important points for management - References - Review questions. **(12L)**

UNIT III OCCUPATIONAL SAFETY AND HEALTH ACT

Occupational Safety and Health Act - Reporting and record keeping requirements - Posting requirements - Inspections : Employers' and Employees' rights and remedies - State workplace safety and health programs under OSHA -OSHA Regulations on blood borne pathogens - Hazard communication standard - Important points for management - References - Review questions. **(12L)**

UNIT IV LICENSING AND REGULATION OF HOTELS

Licensing and regulation of hotels by cities, towns and villages - Types of Regulation - Important points for management - References - Definitions - Review questions. **(12L)**

UNIT V TELEPHONE SERVICE AND RESALE RIGHT

Telephone service and resale right - Resale of interstate and international telephone service - Intrastate Calls - Coin-box telephones - Telephone regulations for the hearing - Impaired - Important points for management - References -Definitions - Review questions.

Copyright Laws for Music, Television, Video, and Movies - General Rules - Copyright Associations - Exemptions under Copyright Law of 1976 - Unauthorized interception of cables television broadcasts - Videodisc and videocassette movies -Important points for management references - Definitions - Review questions. **(12L)**

TOTAL: 60L

MSU/2017-18/PG colleges/ (M.Sc. Hotel Management & Catering Science with Applied Nutrition) Semester III/ Ppr.No.19 /Elective – 2 (b)

REFERENCES:

1. Jack P. Jefferies, J.D.LL.M.J.S.D. "Hospitality Laws". Third edition (1995) Educational Institute, American Hotel and Motel Association.

MSU/2017-18/PG colleges/ (M.Sc. Hotel Management & Catering Science with Applied Nutrition) Semester III/ Ppr.No.20 / Practical -5

BAKING AND FOOD PRESERVATION

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Objectives

1. To develop professional competencies among student in catering & *bakery*.
 2. To study the fundamentals of *baking* including, dough, quick breads, pies, cakes, cookies, tarts and basic items made in a *bakery*.
 3. To know the causes of food spoilages.
 4. To identify & select processing equipment and preservation methods appropriate for specific foods.
1. Preparation of biscuits-salt and sugar biscuits
 2. Preparation of cakes-vanilla cake, black forest cake
 3. Preparation of breads
 4. Demonstration of cake icing
 5. Preparation of jam-mango, pineapple, papaya, sapota
 6. Preparation of jelly-guava
 7. Preparation of pickles-mutton, fish, mixed vegetables
 8. Preparation of squashes –mango, grapes, pineapple, lime
 9. Report writing on a visit to bakery and preservation unit

References

1. Potter, N. N. & Hotchkiss, J. H. Food Science. 5th Edition. Chapman & Hall. 1998.
2. France.W.J: The student Technology of Bread making and flour confectionery, Routledge and Kegan Paul Ltd., London, UK. 1974.
3. Sultan.W.J.: Practical baking manual – for students and instructors, AVI Publishing Co.INC, West Port, Connecticut. 1976.
4. Matz S.A.: Bakery Technology, packaging, nutrition, product development and quality assurance, Elsevier Science Publisher Ltd., New York, USA. 1989.
5. Malik. R.K. and Dhingra.K.C.: Technology of Bakery Industries. Small Industry Research Institute, New Delhi, India. 1981.

MSU/2017-18/PG colleges/ (M.Sc. Hotel Management & Catering Science with Applied Nutrition) Semester III/ Ppr.No.20 / Practical -5

6. Yogambal and Ashok kumar, Theory of Bakery and Confectionary, PHT learning Private Limited, New Delhi. 2009.

7. Battcock, M. Azam-Ali, S. Axtell, B. and Fellows, P. Training in Food processing: Successful Approaches. ITDG Publishing 1998. Technical Centre for Agricultural and Rural Cooperation (ACP-EU) 1998.

8. Fellows, P. J. Food Processing Technology- Principles and Practice. Wood head Publishing Limited, Cambridge England. 1988.

MSU/2017-18/PG colleges/ (M.Sc. Hotel Management & Catering Science with Applied Nutrition) Semester III/ Ppr.No.21 / Practical -6

COMMUNICATION AND INTERPERSONAL SKILLS

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1. Discussions on contemporary management Topics.
2. Role plays, Management games, ill-Basket Exercises.
3. Student Presentations.
4. Panel Discussions and Symposia.

REFERENCE

Soft Skills, Career Development Centre, Green Pearl Publications. 2015.

MSU/2017-18/PG colleges/ (M.Sc. Hotel Management & Catering Science with Applied Nutrition) Semester IV / Ppr.No.22 / Project

Major Project(Internship Training)

Individual Project & Viva-voce

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Students are encouraged to work on Individual Project to get acquaintance to real life problem solving and hands -on experience. The outcomes of the projects would be submitted as report and viva voce shall be conducted for student individually.