



Savitribai Phule Pune University

(Formerly University of Pune)

Three Year B.Sc. Degree Program in Hospitality Studies

(Faculty of Science & Technology)

F.Y.B.Sc. Hospitality Studies

Choice Based Credit System Syllabus

To be implemented from Academic Year 2019-2020

Tital of The Course : B.Sc. (Hospitality Studies)

Preamble:

The B.Sc. - H.S. is a discipline of hospitality and tourism. Considering that the hospitality industry is dynamic in nature, with new trends in food, service and décor periodically becoming the norm, it is important to review and revise the syllabus at regular intervals. This is also the first time that the choice-based credit system is being introduced, providing choices to the students to select from the prescribed courses. The shift is from a conventional marking system to a grading system. The requirement for awarding a degree is prescribed in terms of the number of credits to be completed by the students. Attempt has also been made to integrate skill sets that will add value to the curriculum and make it more effective.

Introduction:

The B.Sc. – Hospitality Studies programme is made of intensive six semester curriculum which equips the student with the knowledge and skills essential in the hospitality industry. The courses relevant to the Industry of today, like Environmental Sciences, Tourism Operations, Hotel Laws etc. have been included in the curriculum. With this revision a Choice Based Credit System has been introduced to provide choices for students to select from the prescribed courses. CBCS provides a 'Cafeteria' approach in which the students can take courses of their choice and adopt an interdisciplinary approach to learning. This revision also introduces a shift from conventional marking system to a grading system. The requirement for awarding a degree is prescribed in terms of the number of credits to be completed by the students.

Current curriculum orientation:

The curriculum is designed keeping in mind, the basic minimum requirement of this industry in terms of enhancing the student knowledge and skill sets. Curricula of similar programmes by various state and international universities have been reviewed, and incorporated wherever appropriate, further enhancing the syllabus

Objectives and Framework of the Curriculum of BSc -HS programme

I. The basic objective is to provide to the hospitality industry a steady stream of competent young men and women with the necessary knowledge, skills, values and attitudes to occupy key operational positions.

II. The Programme structure is designed keeping in view the basic objectives stated above. Consequently, certain essential features of the model are:

- To impart to the students latest and relevant knowledge from the field of Hospitality Operations.
- To ensure that students are equipped with necessary operational skills related to the hospitality industry.
- To develop the right kind of values and attitudes to function effectively in the hospitality trade.

III. The following considerations have been taken into account.

- The knowledge inputs and opportunities for skill development have been offered in an evenly distributed and logically sequenced manner with appropriate options.
- The design is simple and logical and offers the student a choice of subjects.

IV. The relative importance of skills and ability development and attitudinal orientation in hospitality education has been kept in mind. The courses have been designed and classified as core, ability enhancement, discipline specific, skills enhancement and general courses, with the freedom to choose courses from amongst discipline specific and general electives.

Course Structure**First Year – Semester I**

Course Code	Course Title	Number of Lectures	Credits	Marks per subject
HS 101	Food Production - I	04	04	100 (70 External +30 Internal)
HS 102	Food & Beverage Service - I	04	04	
HS 103	Housekeeping Operations - I	04	04	
HS 104	Front Office Operations – I	04	04	
HS 105	Food Production – I (Practical)	03	1.5	50 (35 External +15 Internal)
HS 106	Food & Beverage Service – I (Practical)	03	1.5	
HS 107	Housekeeping Operations – I (Practical)	03	1.5	
HS 108	Front Office Operations – I (Practical)	03	1.5	
HS 109	Development of Generic Skills	02	02	
Total		30	24	650

First Year – Semester II

Course Code	Course Title	Number of Lectures	Credits	Marks per subject
HS 201	Food Production – II	04	04	100 (70 External +30 Internal)
HS 202	Food & Beverage Service - II	04	04	
HS 203	Housekeeping Operations – II	04	04	
HS 204	Front Office Operations – II	04	04	
HS 205	Food Production – II (Practical)	03	1.5	50 (35 External +15 Internal)
HS 206	Food & Beverage Service – II (Practical)	03	1.5	
HS 207	Housekeeping Operations – II (Practical)	03	1.5	
HS 208	Front Office Operations – II (Practical)	03	1.5	
HS 209	French	02	02	
Total		30	24	650

Second Year – Semester III

Course Code	Course Title	Number of Lectures	Credits	Marks per subject
HS 301	Food Production - III	04	04	100 (70 External +30 Internal)
HS 302	Food & Beverage Service - III	04	04	
HS 303	Accommodation Operations - I	04	04	
HS 304	Food Production – III (Practical)	04	02	50 (35 External +15 Internal)
HS 305	Food & Beverage Service – III (Practical)	04	02	
HS 306	Accommodation Operations – I (Practical)	04	02	
HS 307	Environmental Science – I	02	02	
HS 308	Communication Skills – I	02	02	
Total		28	22	550

Second Year – Semester IV

Course Code	Course Title	Number of Weeks	Credits	Marks per subject
HS 401	Internship	16	12	300 (180 External +120 Internal)
Total		16	12	300

Third Year – Semester V

Course Code	Course Title	Number of Lectures	Credits	Marks per subject
HS 501	Advanced Food Production - I	04	04	100 (70 External +30 Internal)
HS 502	Advanced Food & Beverage Service - I	04	04	
HS 503	Advanced Accommodation Operations - I	04	04	
HS 504	Advanced Food Production I (Practical)	04	02	50 (35 External +15 Internal)
HS 505	Advanced Food & Beverage Service - I (Practical)	04	02	
HS 506	Advanced Accommodation - I Operations (Practical)	04	02	
HS 507	Environmental Science - II	02	02	
HS 508	Communication Skills – II	02	02	
HS 509	Basic Accountancy Skills	02	02	
Total		30	24	600

Third Year – Semester VI

Course Code	Course Title	Number of Lectures	Credits	Marks per subject
HS 601	Research Project	06 (Field Work)	06	150 (100 External +50 Internal)
HS 602	Advanced Food Production - II	04	04	100 (70 External +30 Internal)
HS 603	Advanced Food & Beverage Service - II			
HS 604	Advanced Accommodation Operations - II			
HS 605	Advanced Food Production - II (Practical)	04	02	50 (35 External +15 Internal)
HS 606	Advanced Food & Beverage Service - II (Practical)			
HS 607	Advanced Accommodation Operations -II (Practical)			
HS 608	Entrepreneurship Development	04+ 02 (Tutorials)	06	100 (70 External +30 Internal)
HS 609	Principles of Management			
HS 610	Tourism Operations	04+ 02 (Tutorials)	06	
HS 611	Hotel related Law			
HS 612	Food Science	02	02	50 (35 External +15 Internal)
Total		28	26	550

Note:

- 1) Each credit = 15 lectures (Theory)
- 2) Each credit = 30 lectures (Practical)
- 3) Each lecture period is of 50 minutes

Course Type

Semester 1	Semester 2	Semester 3	Semester 4	Semester 5	Semester 6
#HS 101	#HS 201	#HS 301	#HS 401	\$HS 501	#HS 601
#HS 102	#HS 202	#HS 302	--	\$HS 502	\$HS 602 / 603 / 604
#HS 103	#HS 203	#HS 303	--	\$HS 503	PHS 605 / 606 / 607
#HS 104	#HS 204	PHS 304	--	PHS 504	\$HS 608 / 609
PHS 105	PHS 205	PHS 305	--	PHS 505	\$HS 610 / 611
PHS 106	PHS 206	PHS 306	--	PHS 506	@HS 612
PHS 107	PHS 207	&HS 307	--	&HS 507	--
PHS 108	PHS 208	&HS 308	--	\$HS 508	--
@HS 109	@HS 209	--	--	@HS 509	--

Colour code	Course Type	Total Courses
#	CC	13
&	AECC	4
@	SEC	4
\$	DSEC	6
P	Practical	15

Equivalence of previous syllabus (2017 pattern)

Old Course (2017 pattern)	Equivalent subjects in 2019 pattern
F.Y.B.Sc.HS (Annual)	
HS 101 Fundamentals of Food Production Principles	HS 101 Food Production – I HS 201 Food Production – II
HS 102 Fundamentals of Food & Beverage Service Methodology	HS 102 Food & Beverage Service – I HS 202 Food & Beverage Service - II
HS 103 Rooms Division Techniques	HS 103 Housekeeping Operations - I HS 104 Front Office Operations – I HS 203 Housekeeping Operations – II HS 204 Front Office Operations - II
HS 104 Tourism Operations	HS 610 Tourism Operations
HS 105 Food Science	HS 612 Food Science
HS 106 Principles of Nutrition	----
HS 107 Communication Skills (English / French)	HS 209 French HS 308 Communication Skills – I HS 508 Communication Skills - II
HS 108 Information Systems	-----
HS 109 Fundamentals of Food Production Principles (Practical)	HS 105 Food Production – I (P) HS 205 Food Production – II (P)
HS 110 Fundamentals of Food & Beverage Service Methodology (HS)	HS 106 Food & Beverage Service – I (P) HS 202 Food & Beverage Service - II
HS 111 Rooms Division Techniques (HS) (Practical)	HS 107 Housekeeping Operations – I (P) HS 108 Front Office Operations – I (P) HS 207 Housekeeping Operations – II (P) HS 208 Front Office Operations – II (P)
HS 112 A Information Systems (Practical)	-----
HS 112 B Communication Skills (English / French) (Practical)	-----
S.Y.B.Sc.HS (Semester- I)	
HS 201 Principles of Quantity Food Production	HS 301 Food Production - III
HS 202 Beverage Service Methodology	HS 302 Food & Beverage Service - III
HS 203 Accommodation Techniques	HS 303 Accommodation Operations - I
HS 204 Principles of Management	HS 609 Principles of Management
HS 205 Basic Principles of Accounting	HS 509 Basic Accountancy Skills
HS 206 The Science of Hotel Engineering	---
HS 207 Principles of Quantity Food Production (Practical)	HS 304 Food Production – III (P)

HS 208 Beverage Service Methodology (Practical)	HS 305 Food & Beverage Service – III (P)
HS 209 Accommodation Techniques (Practical)	HS 306 Accommodation Operations – I (P)
Environmental Science Internal	HS 307 Environmental Science – I HS 507 Environmental Science - II
S.Y.B.Sc.HS (Semester-II)	
HS 210 Project Report	HS 601 Research Project
HS 211 Industrial Training	HS 401 Internship (16 weeks)
T.Y.B.Sc.H.S (Semester- III)	
HS 301 Advanced food production systems	HS 501 Advanced Food Production - I
HS 302 Food & Beverage service techniques & Management	HS 502 Advanced Food & Beverage Service - I
HS 303 Accommodation operations Techniques	HS 503 Advanced Accommodation Operations - I
HS 304 Hotel Accounting procedures	HS 509 Basic Accountancy Skills
HS 305 Hospitality Marketing Management	----
HS 306 Hotel law practices	HS 611 Hotel related Law
HS 307 Advanced food production systems (Practical)	HS 505 Advanced Food & Beverage Service - I (P)
HS 308 Food & Beverage service techniques & Management (Practical)	HS 505 Advanced Food & Beverage Service - I (P)
HS 309 Accommodation operations Techniques (Practical)	HS 506 Advanced Accommodation - I Operations (P)
T.Y.B.Sc.H.S (Semester- IV)	
HS 401 Principles of International cuisine	Offered as Elective subjects in the Sixth semester
HS 402 Advanced Food & Beverage service techniques & Management	
HS 403 Specialized accommodation management	
HS 404 Total quality Management	---
HS 405 Human Resource management	---
HS 406 Entrepreneurship development	HS 608 Entrepreneurship Development
HS 407 Principles of International cuisine (Practical)	Offered as Elective subjects in the Sixth semester
HS 408 Advanced Food & Beverage service techniques & Management (Practical)	
HS 409 Specialized accommodation Management (Practical)	

Detailed Syllabus:**SEMESTER –I****Subject : Food Production - I****Subject Code : HS 101****Subject Credits : 04****Course outcomes:**

- 1 Introduction to the art of cookery and the basic cooking techniques.
- 2 Knowledge of food & kitchen safety practices.
- 3 Identify and apply various cooking methods and technique
- 4 Classify kitchen brigade and equipment used

		Hours
Chapter – 1	Introduction to cookery	06
	1.1 Origin of modern cookery practices	
	1.2 Factors influencing eating habits,	
	1.3 Sectors of hospitality/ Catering industry.	
	1.4 Attitudes and behavior in kitchen	
	1.5 Personal hygiene & food safety	
	1.6 Kitchen uniform – importance	
	1.7 Aims & objective of cooking	
Chapter – 2	Safety practices & procedures	08
	2.1 Kitchen accidents, types (cuts, burn, scald & falls) – meaning, types and preventive measures for each type of accident	
	2.2 Preventive measures for each type of accident.	
	2.3 Care for your own health & safety.	
	2.4 First aid- meaning, importance, and basic rules	
	2.5 Fire prevention – fire types, types of extinguishers, precautions	
	2.6 Food contaminations – types, control	
	2.7 Introduction to HACCP- meaning, importance, Principles	
Chapter – 3	Methods of Cooking	14
	• Classification & salient features of various cooking methods	
	• Equipment used, their care & maintenance	
	• Temperature precautions	
	3.1 Heat Transfer Principles – Conduction, Convection, Radiation	

3.2	Moist methods of cooking	
3.2.1	Steaming	
3.2.1	Braising	
3.2.3	Poaching	
3.2.4	Boiling – Blanching, Simmering, Parboiling	
3.3	Dry methods of cooking	
3.3.1	Baking	
3.3.2	Roasting – Oven, Split, Pot, Tandoor, Barbecue	
3.3.3	Grilling/Broiling	
3.4	Frying	
3.4.1	Types of frying medium	
3.4.2	Sautéing	
3.4.3	Shallow frying	
3.4.4	Deep frying	
3.4.5	Pressure frying	
3.5	Microwave cooking	
3.5.1	Advantages &disadvantages	
Chapter- 4	Equipment and fuel used in kitchen	06
4.1	Classification of kitchen equipment – by size or mode of use	
4.2	Selection criteria for kitchen equipment	
4.3	Properties, advantages &dis-advantages of various materials used in tools &equipment.	
4.4	Fuel - classification, types, advantages & disadvantages	
Chapter –5	Kitchen organization structure	04
5.1	Classical kitchen brigade for 5 star& 3 star hotel	
5.2	Duties & responsibilities of various chefs	
5.3	Liaison of kitchen with other department	
5.4	Kitchen stewarding – Importance, Hierarchy	
Chapter –6	Introduction to food commodities	14
6.1	Cereals & Pulses - Classification and varieties, catering uses, bi-products	
6.2	Fats and Oil –Types, varieties, catering uses, hydrogenation and rendering of fat	
6.3	Sweeteners - Types, stages in sugar cooking, catering uses	
6.4	Dairy products: Milk, Cream, Cheese, Curd-types and uses	

6.5	Spices, Herbs, Condiments & Seasonings -used in Western & Indian cooking, examples and uses	
6.6	Fungi – Types, uses	
Chapter – 7	Convenience foods	04
7.1	Definition and characteristics	
7.2	Processing methods	
7.3	Advantages &disadvantages	
Chapter - 8	Basic Indian gravies &masalas	04
8.1	White, Brown, Makhani, Green, Kadhai, Tomato onion masalas – Recipes & bi-products	
8.2	Masalas – Composition - Garam, Sambar, Goda, Chat, Chole, Pav-Bhaji, Curry, Vindaloo etc	
	Total	60

Note: Glossary of Terms

Students should be familiar with the glossary of Terms pertaining to above mentioned topics

Assignments:

A minimum of **3 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Hindi equivalents of major food commodities
2. Chart of presentation of cooking technique
3. Presentation on kitchen brigade. (Chart presentation or file submission)
4. Food and kitchen safety rules.
5. Spice blends chart for - Basic Garam Masala, Curry Powder, Sambar Masala, Chat Masala,Pav-bhaji masala, Goda Masala, Vindaloo Masala
6. Basic Indian gravies with 5 preparations of each - white, red, brown and green

Reference:

- Practical Cookery-Victor Ceserani&Ronald Kinton, ELBS
- Theory of Catering- Victor Ceserani&Ronald Kinton,ELBS
- Theory of Cookery- Mr.K. Arora, Franck Brothers
- Modern Cookery for Teaching &Trade Voll- Ms. Thangam Philip, Orient Longman.
- Food Production Operations ByParvinder S. Bali
- Food Commodities- Bernard Davis
- Prashad – IndersinghKalra and Pradeep das Gupta
- Success in Principles of Catering - Michael Colleer& Colin Saussams
- Fundamentals of Food Production Principles – Shefali Joshi &PralhadBotre

SEMESTER –I

Subject : Food and Beverage Service - I

Subject Code : HS 102

Subject Credits : 04

Course outcome-:

1. The course would explore the scope and nature of F & B service operations.
2. It would develop the essential attributes and elementary skills of students in the service procedures.
3. Basics of Food and Beverage Service Department will be covered in the semester.

	Hours
Chapter 1 Food & Beverage Service Industry	12
1.1 Introduction to Food & Beverage Industry	
1.2 Classification of Catering Establishments (Commercial & Non-Commercial)	
1.3 Introduction to F & B outlets – Restaurants, Bars, Cafes, Cafeteria, Coffee Shops, Drive in, Drive through, Fast Food, Food courts, Kiosk, Snack Bars, Banquets, Business Centre, Discotheques, Executive Lounges, Night Clubs, Pubs, Room Service	
1.4 Auxiliary areas – Still Room/Pantry, Silver/Plate room, Hotplate, Wash up/Kitchen Stewarding, Dispense bar, Linen Stores	
Chapter 2 Food & Beverage Service Equipments – Types and Usage	12
2.1 Furniture – tables, chairs, sideboards	
2.2 Chinaware – sizes and capacity	
2.3 Stainless steel and Silverware – cutlery, flatware, service equipments	
2.4 Glassware- capacity & usage	
2.5 Disposables – types, advantage & disadvantage	
2.6 Linen – types & sizes	
2.7 Special equipments	
2.8 Silver cleaning methods – Burnishing, Plate powder, Silver dip, Polivit	
Chapter 3 Chapter 3. Food & Beverage Service Personnel	12
3.1 Food & Beverage Service Organization Structure – 5 star hotel, Standalone Restaurants, Quick Service Restaurants	
3.2 Job Descriptions, Job Specifications and Competencies	
3.3 Attributes (Qualities) of Food & Beverage personnel/Staff	

3.4	Etiquettes & mannerisms	
3.5	Inter-departmental relationship with – Front Office, Housekeeping, Kitchen, Kitchen Stewarding, Engineering, Security, Human Resources, Stores	
Chapter 4	Chapter 4. Types of Food & Beverage Service	12
4.1	Table Service – Service to customers at a laid cover (a. English/Silver, b. American/Plate, c. French/Butler, d. Russian, e. Gueridon)	
4.2	Assisted Service: Combination of Table service and Self-service– (Carvery, Buffet)	
4.3	Self Service: Self-service of customers – (Cafeteria, Supermarket)	
4.4	Single Point Service – Service of customers at single point– (Takeaway, Drive-thru, Fast Food, and Vending. Kiosks. Food Court, Bar)	
4.5	Specialised (or in situ) Service – Service to customers in areas not primarily designed for service(Tray, Trolley, Home delivery, Lounge, Room, and Drive-in)	
Chapter 5	Chapter 5. Types of Meals	12
5.1	Breakfast – Introduction, Types – English, American, Continental, Indian Menu and Service procedure	
5.2	Brunch – Introduction and Menu	
5.3	Lunch – Introduction and Menu	
5.4	High Tea – Introduction and Menu	
5.5	Dinner – Introduction and Menu	
5.6	Supper – Introduction and Menu	
	TOTAL	60

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Assignments:

Minimum **three assignments** shall be prepared and submitted by individual student at the end of semester.

1. Identify various food service outlets in your locality
2. Draw and write the sizes / capacities and uses of various food and beverage equipments used in f & b service department – in the form of charts.
3. Prepare any one chart / PPT from the following:
 - a. Organizational hierarchy of Food & Beverage Service personnel for 5 star hotel and QSR
 - b. Job descriptions of any five personnel in the hierarchy

- c. Attributes and attitudes of Food & Beverage Service personnel
4. Prepare PPT on different types of service
5. Prepare charts for different breakfast menus

REFERENCE BOOKS:

1. Food & Beverage Service – Dennis Lillicrap and John Cousins
2. Food & Beverage Service – R. Sinagaravelavan
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill
4. Modern Restaurant Service – John Fuller
5. The Restaurant (from Concept to Operation) – Lipinski
6. Bar and Beverage Book – Chris Katsigris, Chris Thomas
7. Textbook of Food & Beverage Service – Anita Sharma, S. N. Bagchi
8. Textbook of Food & Beverage Service – Bobby George

SEMESTER –I**Subject : Housekeeping Operations I****Subject Code : HS 103****Subject Credits : 04****Course outcomes:**

- 1 Introduction to basic Housekeeping.
- 2 Understand role of Housekeeping in Hotel Industry.
- 3 Knowledge of different departments in House Keeping.
- 4 Introduction to Basic operational aspects of accommodation operations
- 5 Introduction to Hospitality Industry.

Chapter 1	Introduction to House keeping	Hours
1.1	Importance & Functions of Housekeeping	06
1.2	Guest satisfaction and repeat business	
1.3	House Keeping areas – Front of the House	
1.4	House Keeping areas – Back of the House	
1.5	Guest Rooms, Public areas, Maid's Room, Indoor & Out Door areas	
Chapter 2	Co-ordination with other Departments	06
2.1	Coordination of Housekeeping with other departments like Front Office, Engineering, Food & Beverage Service, Food Production, Security, Purchase, Human Resource, Accounts.	
Chapter 3	Layout of House Keeping Department	10
3.1	Sections of the house keeping department	
3.2	Functions of Housekeeping Department	
3.3	Lay Out of House Keeping Department	
Chapter 4	Organization of Housekeeping Department	12
4.1	Hierarchy in large, medium & small hotels	
4.2	Attributes of staff.	
4.3	Job Descriptions and Job Specifications	
4.4	Duties and Responsibilities of Executive Housekeeper, Floor Supervisor, Guest room Attendant, Linen Room Supervisor, and other housekeeping staff	
Chapter 5	Guest Rooms	08

5.1	Types of Guest Rooms	
5.2	Amenities & Facilities for Standard &VIP guestrooms.	
Chapter 6	Cleaning Equipment	08
6.1	Classification of Equipments	
6.2	Use, care & maintenance of Equipments	
6.3	Selection & purchase criteria of Equipments	
Chapter 7	Cleaning Agents	10
7.1	Classification of Cleaning Agents	
7.2	Use of Cleaning Agents	
7.3	Care and Storage of Cleaning Agents	
7.4	Distribution & Control	
	TOTAL	60

Assignments:

A minimum of **3 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- 1 Collecting Brands and information of various cleaning agents from Market.
- 2 Collecting information of Cleaning equipments (Brands, prices etc)
- 2 Preparing or procuring samples of guest supplies and amenities.

REFERENCE BOOKS: -

1. Housekeeping Training Manual-Sudhir Andrews
2. Hotel, Hostel & Hospital Housekeeping—Brenscon & Lanox
3. Hotel Housekeeping and operations – Raghubalan

SEMESTER –I**Subject : Front Office Operations I****Subject Code : HS 104****Subject Credits : 04****Course outcomes:**

- 1 Introduction to basic Front office.
- 2 Understand role of front office in Hotel Industry.
- 3 Knowledge of different departments in Front Office
- 4 Introduction to Basic operational aspects of accommodation operations
- 5 Introduction to Hospitality Industry.

	Hours
Chapter 1 Introduction to Hospitality Industry	12
1.1 Definition of Hotel Evolution& Development of Hospitality Industry and Tourism, Introduction of famous hotels worldwide.	
1.2 Classification of hotels. (based on various categories like size, location, clientele, length of stay)	
1.3 Organizational Chart of hotels (Large, Medium, Small)	
Chapter 2 Front Office Department	12
2.1 Sections and layout of Front Office	
2.2 Organizational chart of front office department (small ,medium and large hotels)	
2.3 Duties and responsibilities of various staff.	
2.4 Attributes of front office personnel	
2.5 Coordination of front office with other departments of the hotel	
2.6 Equipments used (Manual and Automated)	
Chapter 3 Room Types & Tariffs	12
3.1 Types of rooms	
3.2 Food/Meal plans	
3.3 Types of room rates (Rack, FIT, crew, group, corporate, weekend etc.)	
Chapter 4 Role of Front Office	12
4.1 Key control and key handling procedure	
4.2 Mail and message handling	
4.3 Paging and luggage handling	
4.4 Rules of the house (for Guest and Staff)	

- 4.5 Black List
- 4.6 Bell desk and Concierge

Chapter 5 Reservations 12

- 5.1 Importance of guest cycle (Various stages, sections, staff in contact during each stage)
- 5.2 Modes and sources of reservation
- 5.3 Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats) Computerized system (CRS, Instant reservations)
- 5.4 Types of reservation (guaranteed, confirmed, groups, FIT)
- 5.5 Procedure for amendments, cancellation and overbooking.

Total 60

Assignments:

A minimum of **3 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

3. Information of National and International chains of Hotels
4. Collecting information of major star hotels in your region.
5. Country, Capital and Currencies and Indian States and their Capitals.

Reference Books:

1. Hotel front Office Training Manual. (Sudhir Andrews)
2. Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J. Huyton)
3. Hotel Front Office Operations and Management (Jatashankar R. Tewari)
4. Managing Front Office Operations (MichaelKasavana)

SEMESTER –I

Subject : **Food Production - I**
Subject Code : **HS 105**
Subject Credits : **1.5**

Practicals:

1. Minimum **12 Individual Practical's** to be conducted during the semester.
2. The practical should comprise of the following:
 - Introduction to various kitchen equipment, tools and their usage.
 - Safety precaution to be taken while handling equipment.
 - Hygiene & Safety practices to be observed in kitchen – 1 Practical
3. Demonstration of Food pre-preparation and cooking methods – 1 Practical

Preparation Methods –Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing, (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marinating (meat, fish, chicken), Sprouting (pulses & legumes), Blanching, Filleting of fish, Deboning & jointing poultry

Methods of Mixing – Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring

4. Basic Indian masalas & gravies Demo (Dry &wet) - 1 Practical
5. Basic Indian menu consisting of a Meat, Vegetable, Rice, Dal/Raita, Bread and Sweet Preparation. – 08 practical's

Practical Examination: (Internal & External)

- Exams to be conducted on Indian menus consisting of a Meat, Vegetable, Rice/Bread, Dal/Raita and Sweet Preparation.
- The internal exams to be assessed by the internal examiner and external exams by the external examiner.

SEMESTER –I

Subject : Food and Beverage Service - I (P)

Subject Code : HS 106

Subject Credits : 1.5

Practicals:

1. Food and Beverage Service Attributes, etiquettes and hygiene practices
2. Identification of equipment – Crockery, Cutlery,
3. Identification of equipments – Serviceware, glassware and miscellaneous
4. Mise-en-place and Mise-en-scene, Organization of Sideboard
5. Tablecloth - Laying and relaying
6. Laying of Cover – A la carte & Table d'hôte
7. Napkin Folds (Minimum 10 folds)
8. Service of Water
9. Technical Skills – Carrying Salver, Carrying plates, glasses and other equipment, Handling of service gear, Clearance, crumbing down and presentation of bill
10. Continental Breakfast – Menu planning, setup, Service, American Breakfast – Menu planning, setup, Service, English Breakfast – Menu planning, setup, Service, Indian Breakfast – Menu planning, setup, Service.

SEMESTER –I**Subject : Housekeeping Operations I****Subject Code : HS 107****Subject Credits : 1.5****Practicals: Minimum of 12 practicals to be conducted in the semester**

1. Introduction to the Housekeeping department
2. Introduction to Cleaning Equipment
3. Introduction to Cleaning Agents
4. Introduction to Guest Room and supplies & placement
5. Sweeping and Mopping – dry, wet.
6. Polishing of Laminated surfaces.
7. Polishing of Brass Articles.
8. Polishing of EPNS articles.
9. Polishing of Copper articles.
10. Cleaning of Glass surfaces.
11. Cleaning of oil painted and plastic painted surfaces.
12. Mansion polishing

SEMESTER –I**Subject : Front Office Operation I****Subject Code : HS 108****Subject Credits : 1.5****Practicals: Minimum of 12 practicals to be conducted in the semester**

1. Telephone Etiquettes
2. Telephone handling.
3. Key control Procedures and handling room keys(issuing, receiving, missing keys, computerized keycards)
4. Handling guest enquiries.
5. Handling guest messages and mails.
6. Handling Paging for guests
7. Handling guests who are blacklisted
8. Bell desk activities and concierge
9. Handling guest luggage
10. Taking down reservation request for FIT, Corporate guest, Group / Crew.
11. Use of Convention chart and density chart to process the reservation
12. Amendments and Cancellation of Reservations

SEMESTER –I

Subject : Development of Generic Skills

Subject Code : HS 109

Subject Credits : 02

Course outcomes:

- 1 Introduction to Generic Skills
- 2 Development of self-management skills
- 3 Development of team management skills
- 4 Development of task management skills
- C5 Knowledge of effective problem solving techniques

		Hours
Chapter 1	Introduction to Generic Skill	4
1.1	Concept and importance	
1.2	Local and global scenario	
1.3	Concept of life-long learning (LLL)	
Chapter 2	Self-Management and Development	10
2.1	Concept of Personality Development, Ethics and Moral values	
2.2	Concept of Intelligence and Multiple intelligence Types viz, linguistic, mathematical & Logical reasoning, emotional, and social intelligence (interpersonal & intrapersonal).	
2.3	Concept of Physical Development; significance of health, hygiene, body gestures & kinesics.	
2.4	Time Management concept and its importance	
2.5	Intellectual Development; reading skills (systematic reading, types and SQ5R), speaking, listening skills, writing skills (Note taking, rough draft, revision, editing and final drafting), concept of critical Thinking and problem solving (approaches, steps and cases).	
2.6	Psychological Management; stress, emotions, anxiety and techniques to manage these.	
2.7	ICT & Presentation skills; use of IT tools for good and impressive presentations.	
Chapter 3	Team Management	6
3.1	Concept of Team Dynamics. Team related skills such as; sympathy, empathy, leading, coordination, negotiating and synergy. Managing cultural, social and ethnic diversity.	

3.2	Effective group communication and conversations.	
3.3	Team building and its various stages like forming, storming, norming, performing and adjourning (Bruce Tuckman's five stage Model)	
Chapter 4	Task Management	4
4.1	Task Initiation, Task Planning, Task execution, Task close out	
4.2	Exercises/case studies on task planning towards development of skills for task management	
Chapter 5	Problem Solving	6
5.1	Prerequisites of problem solving- meaningful learning, ability to apply knowledge in problem solving	
5.2	Different approaches for problem solving	
5.3	Steps followed in problem solving.	
5.4	Exercises/case studies on problem solving	
	Total	30

Assignments:

A minimum of 2 **assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- 1 Problem solving case studies
- 2 Management Games
- 3 Team building exercises

Reference Books:

1. Soft Skills for Interpersonal Communication by S.Balasubramaniam; Published by Orient BlackSwan, New Delhi
2. Generic skill Development Manual, MSBTE, Mumbai.
3. Lifelong learning, Policy Brief (www.oecd.org)
4. Lifelong learning in Global Knowledge Economy, Challenge for Developing Countries – World Bank Publication

SEMESTER –II**Subject : Food Production - II****Subject Code : HS 201****Subject Credits : 04****Course outcomes:**

- 1 Identify and prepare basic stocks, soups and sauces.
- 2 List & Prepare various types of salads, sandwiches and appetizers.
- 3 Recognize different types of fruits, vegetables & eggs with its uses
- 4 Understand characteristics & functions of various bakery ingredients.

		Hours
Chapter 1	Stocks	06
1.1	Definition & uses of stocks	
1.2	Classification - (White, brown, fish and vegetable)	
1.3	Rules of stock making	
1.4	Recipe of 1liter of various stocks	
1.5	Storage & care of stock	
1.6	Glazes &Aspic	
Chapter 2	Soups	06
2.1	Aim of soup making	
2.2	Classification of soups - Cream, Puree, Velouté, Chowder, Consommé, National soups	
2.3	Classical accompaniments and garnishes	
Chapter 3	Sauces	08
3.1	Classification & uses of sauces	
3.2	Composition	
3.3	Thickening agents used in sauce making	
3.4	Recipes of basic mother sauces,	
3.5	Derivatives of basic mother sauces	
3.6	Finishing of sauces (reducing, straining, de glazing, enriching and seasoning)	
3.7	Precautions &rectification, Storage	
3.8	Pan gravies, Jus lie, Jus roti	
3.9	Flavored butters	
Chapter 4	Egg cookery	04
4.1	Composition and structure of egg	
4.2	Selection criteria for egg	
4.3	Various methods of cooking egg	
4.4	Uses of egg in cookery	

Chapter 5	Vegetable and Fruit cookery	06
5.1	Classification	
5.2	Colourpigments types	
5.3	Effect of heat on colour pigments and texture	
5.4	Methods of cooking	
5.5	Precautions for enhancing & retention of color	
5.6	Vegetable cuts	
Chapter 6	Salads & Salad Dressings	08
6.1	Parts of salad with ingredients used	
6.2	Types of Salads - Green, Vegetable, Cooked, Main course, Fruit, Gelatin based	
6.3	Principles/guidelines of salad making	
6.4	Salad dressings – Types	
6.5	International classical salads – composition and country of origin	
Chapter 7	Sandwiches	06
7.1	Parts of sandwiches	
7.2	Types of sandwiches – cold and hot sandwiches	
7.3	Classical sandwiches with composition and country of origin.	
7.4	Precautions to take while preparing and storing sandwiches	
Chapter 8	Appetizers (Hot & Cold)	06
8.1	Types of appetizers with examples	
8.2	International classical appetizers	
8.3	Precautions for preparing and presentation of appetizers	
8.4	Storage of appetizers	
Chapter 9	Introduction to bakery & confectionery	10
9.1	Principles of baking	
9.2	Bakery equipment (small, large, tools etc)	
9.3	Formulas & measurements	
9.4	Physical & chemical changes during baking	
9.5	Characteristics & functions of ingredients – Flour, Sugar, Fat, Egg, Dairy products, Raising agent, Sundry items	
	Total	60

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Assignments:

A minimum of **3 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Minimum 10 examples of each category of soups.
2. Chart presentation - Basic mother sauces derivatives with composition & accompanying dishes.
3. Chart presentation of 10 International classical salads with ingredients used, dressing & country of origin
4. Classical sandwiches – Chart presentation
5. Vegetable cuts – Diagram, brief explanation & catering uses.
6. Vegetable & fruit classification chart
7. Chart presentation of classical appetizers.

Reference Books

1. Practical Cookery -Victor Ceserani& Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani& Ronald Kinton, ELBS
3. Theory of Catering- Mrs. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I –MsThangam Philip, Orient Longman.
5. The Professional Chef (4th Edition)- Le Rol A. Polsom
6. The book of Ingredients- Jane Grigson
7. Success in Principles of Catering - Michael Colleer& Colin Saussams
8. Fundamentals of Food Production Principles – Shefali Joshi &PralhadBotre

SEMESTER –II

Subject : Food and Beverage Service - II

Subject Code : HS 202

Subject Credits : 04

Course outcome-:

1. The course would explore the scope and nature of f & b service operations. It would develop the essential attributes and elementary skills of students in the service procedures.

2. Basics of Food and Beverage Service Department (Food and Beverage) will be covered in the semester.

	Hours
Chapter 1 Control Methods	10
1.1 Introduction	
1.2 Functions of a control system	
1.3 Order Taking Methods – Triplicate checking System, Duplicate checking System, Service with order, Pre-ordered	
1.4 Formats used - Kitchen Order Ticket, Beverage Order Ticket, Special food checks	
1.5 Flow chart of KOT & BOT	
1.6 Methods of payment – Cash, Cheques, Credit cards / Debit cards, Traveler’s cheques, Vouchers and tokens	
Chapter 2 Chapter 2. Menu knowledge	15
2.1 Introduction	
2.2 Types of Menu – A la Carte Menu & Table d’hôte Menu	
2.3 Menu Planning – Considerations and Constraints, Religious and cultural dietary influences	
2.4 Menu Terms	
2.5 French Classical Menu sequence	
2.6 Classical Food dishes – cover and accompaniments	
Chapter 3 Chapter 3. Beverages	15
3.1 Non Alcoholic Beverages – Definition, Classification Stimulating – Tea, Coffee, Chocolate Nourishing – Juices, Syrups, Squashes, Crushes, Milk, Floats and Shakes Refreshing – Waters – Aerated Water, Natural	

Spring Water, Mineral Water, Packaged drinking water	
3.2 Alcoholic Beverages – Definition, Classification and examples	
Fermented – Beer, Wine, Sake, Cider, Perry	
Distilled – Spirits	
Compound – Liqueurs.	
Chapter 4 Chapter 5. Beers	10
4.1 Introduction	
4.2 Ingredients used	
4.3 Production	
4.4 Service – Glassware and temperature	
4.5 Types and Brands – Indian and International	
Chapter 5 Chapter 6. Tobacco	5
5.1 Introduction	
5.2 Cigar – Parts and Structure of cigar, Terms referred to colour of wrapper, Storage,	
5.3 Brands of cigar	
Cigarette - Brands of cigarettes	
TOTAL	60

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Assignments:

Minimum **three assignments** shall be prepared and submitted by individual student at the end of semester.

1. Prepare PPT on French Classical Menu Courses with examples
2. Prepare chart for alcoholic beverages and non-alcoholic beverages with examples of each
3. Collect samples of wrappers of cigars and cigarettes
4. Find the electronic devices used for order taking in restaurants
5. Beer cards from five outlets

REFERENCE BOOKS:

1. Food & Beverage Service – Dennis Lillicrap and John Cousins
2. Food & Beverage Service – R. Sinagaravelavan
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill
4. Modern Restaurant Service – John Fuller
5. The Restaurant (from Concept to Operation) – Lipinski

6. Bar and Beverage Book–Chris Katsigris, Chris Thomas
7. Textbook of Food & Beverage Service – Anita Sharma, S. N. Bagchi
8. Textbook of Food & Beverage Service – Bobby George

SEMESTER –II**Subject : Housekeeping Operations II****Subject Code : HS 203****Subject Credits : 04****Course outcomes:**

- 1 Understand role of Housekeeping in the Hospitality Industry.
- 2 Study basic Skills for different tasks and aspects in Housekeeping.
- 3 Learn Operational aspects like Cleaning Routine of House Keeping Department.
- 4 Understand Various Procedural aspects of cleaning public areas.

		Hours
Chapter 1	Cleaning Routine of Housekeeping Department	08
	1.1 General principles of cleaning.	
	1.2 Work routine for floor supervisors and chambermaids.	
	1.3 Rules of the floor.	
Chapter 2	Cleaning routine of Guest Rooms	16
	2.1 Daily Cleaning of occupied, Departure, Vacant, Under Repair and VIP Rooms	
	2.2 Evening service and second service procedures	
	2.3 Weekly/Periodic cleaning.	
	2.4 Spring cleaning procedures.	
Chapter 3	Cleaning Routine of public areas	08
	3.1 Areas to be maintained	
	3.2 Daily, Weekly, and spring cleaning procedure for public areas.	
Chapter 4	Key Control	04
	4.1 Computerized keys	
	4.2 Manual keys	
	4.3 Key Control Procedures	
Chapter 5	Control Desk	08
	5.1 Importance of Control Desk	
	5.2 Records maintained at Control Desk	
	5.3 Functions performed by Control Desk	

Chapter 6	Housekeeping Supervision	08
6.1	Importance of supervision	
6.2	Checklist for inspection	
6.3	Dirty Dozen	
Chapter 7	Lost and Found Procedure	08
7.1	Procedure for Guest articles	
7.2	Procedure for Lost Hotel Property	
7.3	Records maintained	
	TOTAL	60

Assignments:

A minimum of **3 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- 1 Collect Rules of Floors from various Hotels
- 2 Make presentation of various records maintained in Housekeeping Department
- 3 Make presentation of Cleaning Routine of Guest Room and Public Area.

Reference Books

1. Hotel Housekeeping Operations & Management – G. Raghubalan
2. Housekeeping Training Manual-Sudhir Andrews.
3. Hotel, Hostel& Hospital Housekeeping–Branson&Lanox

SEMESTER –II**Subject : Front Office Operations II****Subject Code : HS 204****Subject Credits : 04****Course outcomes:**

- 1 Understand role of Front Office in Hospitality Industry.
- 2 Study basic Skills for different tasks and aspects in Front Office.
- 3 Understand Various Front Office Operational Procedures.
- 4 Learn about Guest cycle in Front Office.

		Hours
Chapter 1	Pre-Arrival Procedures	10
1.1	Pre-arrival activities (Preparing an arrival notification etc.)	
1.2	Procedure for VIP arrival	
1.3	Procedure for group arrival (special arrangements,meal coupons ,etc.)	
Chapter 2	Guest Arrival	14
2.1	Types of Registers (Register, Loose Leaf, Registration Cards)	
2.2	Receiving guest Arrival procedure for different kinds of Guests. (Foreign Guest. Confirmed Reservation,FITs, Walk In)	
2.3	Notification of guest arrival	
2.4	Advance payment procedure	
Chapter 3	Guest Stay	12
3.1	Rooming a guest(information of Hotel Facilities & Room)	
3.2	Procedure for room change	
3.3	Safe deposit procedure.	
3.4	Assisting Guest with various information	
Chapter 4	Guest Departure	12
4.1	Departure notification	
4.2	Task performed at bell desk,	

	cashier/reception	
4.3	Express checkouts	
4.4	Late check outs and charges	
Chapter 5	Methods of Payment	12
5.1	Credit card handling	
5.2	Travelers' cheques, Personal cheques	
5.3	Handling cash Indian, Foreign currency	
5.4	Other methods of payment (Travel agent , Bill to Company etc.)	
	Total	60

Assignments:

A minimum of **3 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Different airlines with their codes worldwide
2. 4 Metro cities information (Location, shopping facilities restaurants, places of interest, historical monuments, etc.)
3. Beaches in India

Reference Books

1. Check in Checkout (Jerome Vallen)
2. Hotel front Office Training Manual. (Sudhir Andrews)
3. Principles of Hotel Front Office Operations (Sue Baker, P.Bradley, J. Huyton)
4. Hotel Front Office Operations and Management (Jatashankar R. Tewari)

SEMESTER –II**Subject : Food Production - I****Subject Code : HS 205****Subject Credits : 1.5****Practicals:**

Minimum **12 Individual Practical's** to be conducted during the semester.

The practical should comprise of the following:

1. Demonstration of stocks, soups and sauces- 1 practical
2. Types of sandwiches – 1 practical
3. Types of salads with dressings. – 1 practical
4. Demonstration of types of appetizers – 1 practical
5. Basic continental menus consisting of appetizer/soup, meat preparation with suitable accompaniments &dessert – 8 practical's

Practical Examination: (Internal & External)

- Exams to be conducted on basic Continental menu consisting of Appetizer/Soup, Meat with Starch and Vegetable accompaniments & Dessert.
- The internal exams to be assessed by the internal examiner and external exams by the external examiner.

SEMESTER –II**Subject : Food and Beverage Service – II (P)****Subject Code : HS 206****Subject Credits : 1.5****Practicals:**

1. Writing food and beverage checks
2. Menu planning, Cover layout and service of each course - 3 / 4 course lunch and dinner
Menu – 2 Practical.
3. Menu planning, Cover layout and service of each course - 5 / 6 course lunch and dinner
Menu
4. Menu planning, Cover layout and service of each course - 7 / 8 course lunch and dinner
Menu
5. Service of Non-alcoholic beverages – Water, Syrups, Aerated Water, Tea, and Coffee.
6. Service of Non- alcoholic beverages – Juices, Squashes, Mocktail, Specialty coffee (Irish)
7. Service of alcoholic beverage – Beer (Bottled, Canned and Draught)
8. Service of Cigar and Cigarettes
9. Situation Handling – any five situations

REFERENCE BOOKS:

1. Food & Beverage Service – Dennis Lillicrap and John Cousins
2. Food & Beverage Service – R. Sinagaravelavan
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill
4. Modern Restaurant Service – John Fuller
5. The Restaurant (from Concept to Operation) – Lipinski
6. Bar and Beverage Book–Chris Katsigris, Chris Thomas
7. Textbook of Food & Beverage Service – Anita Sharma, S. N. Bagchi
8. Textbook of Food & Beverage Service – Bobby George

SEMESTER –II**Subject : Housekeeping Operations II****Subject Code : HS 207****Subject Credits : 1.5****Practicals: Minimum of 12 practicals to be conducted in the semester**

1. Vacuum Cleaning
2. Bed making Day /Evening – Traditional and Modern methods.
3. Cleaning of different floor finishes, & use of floor scrubbing machine
4. Equipping Maids Carte / Trolley.
5. Daily Cleaning of Guest rooms – Departure, occupied and vacant.
6. Daily cleaning of Public Areas(Corridors)
7. Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators /Exterior areas.
8. Weekly / Spring-cleaning of Rooms and Public Areas
9. Understanding Inspection records –Checklist
10. Monogramming
11. Linen Inventory – Stock Taking
12. Identification and Construction of – Plain, Basket, Figured etc weaves.

SEMESTER –II**Subject : Front Office Operations II****Subject Code : HS 208****Subject Credits : 1.5****Practicals – Minimum of 12 practicals to be conducted during the semester**

1. Preparing for VIP and Group Arrivals
2. Guest arrival procedures.
3. Procedures for dealing with Walk-ins, Scanty Baggage while taking advance
4. Registration process for Walk-ins, FIT, Corporate Guests, Group / Crew.
5. Rooming a guest procedure
6. Room Change procedures.
7. Handling guest departures / check outs.
8. Express Check Outs
9. Various methods of payments – Credit / Debit Card, Travelers' Cheque ,
Personal Cheque,
10. Cash – Indian and Foreign Currency, Travel Agents Voucher, BTC.
11. Role Plays- Taking a wakeup call
12. Role Play – Handling a reservation of a guest who is a black listed
13. Role Play – Handling a check in procedure of a foreigner.

SEMESTER –II**Subject : French****Subject Code : HS 209****Subject Credits : 02****Course Outcome:**

- 1 To understand the importance of French in Hotel Operations.
- 2 Help to acquire the correct pronunciation of French terminology.
- 3 Basic introduction to spoken French.

		Hours
Chapter No. 1	General French	10
	1.1 Pronunciation	
	1.1.1 The Alphabet	
	1.1.2 The Accents	
	1.2 Numbers (0 to 100)	
	1.2.1 Cardinal Numbers	
	1.2.2 Ordinal Numbers	
	1.3 Time – Only 24 hours clock	
	1.4 Calendar	
	1.4.1 Day of the Week	
	1.4.2 Month of the Year	
	1.4.3 Date	
	1.5 Weights and Measures	
Chapter No. 2	Grammar	08
	2.1 Conjugation of verbs in the present tense relevant to the Hotel Industry – [only 'je', 'nous' and 'vous' forms] – also the negative form[ne....pas]	
	2.2 Definite and Indefinite articles	
	2.3 Prepositions	
	2.4 Plural forms of names	
	2.5 Adjectives	

Chapter No. 03	Food & Beverage Service	06
3.1	Restaurant Brigade	
3.2	Hot Plate Language	
3.3	The French Classical Menu (17courses) with classic examples of each course	
3.4	Wines – Classification of Wines	
3.4.1	1Wines of France	
3.5	Flatware Terminology	
Chapter No. 04	Food Production	06
4.1	The Role of Various Positions in Kitchen	
4.2	Ingredients used in the Kitchen	
4.2.1	Dairy Products	
4.2.2	Vegetables	
4.2.3	Fruits	
4.2.4	Herbs and Spices	
4.2.5	Poultry	
4.2.6	Fish	
4.2.7	Meat	
4.2.8	Cereals	
4.2.9	Seasonings	
4.3	French Cheeses	
4.4	Culinary Terms in French	
	Total	30

Assignments – [Any Three]

1. Self-Introduction
2. Charts Preparation – Vegetables, Spices and Herbs, Dairy Products
3. Preparation of Menu Card [5 Course French Classical Menu]
4. Dialogue – [Any One]
 - 4.1 At Front Desk – Dialogue between Receptionist and A guest (Enquiry about room, rates and facilities)
 - 4.2 At Restaurant – Dialogue between Waiter and A guest (Placing an order, Suggesting the dishes)

Reference Books –

1. Basic French Course For The Hotel Industry – by Catherine Lobo and Sonali Jadhav
2. French for Hotel Management & Tourism Industry – by S. Bhattacharya
3. F & B Service – by Dennis Lillicrap, John Courins & Robert Smith
4. Modern Cookery Vol. I – by Thangam Philip