# Shri Rawatpura Sarkar University, Raipur



# **Examination Scheme & Syllabus**

## For

## **BBA** (Hotel Management)

# Semester-(I)

(Effective from the session: 2022-23)

## **BBA Hotel Management Programme**

## Scheme of Teaching and Examination

### **BBAHM First Semester**

Choice Based Credit System (CBCS)

(Effective from the Academic Year 2022-2023)

| S.No        |           |   | Hours /<br>Week |   |             |    | Maxir                    | ks                 | Sem<br>End |                           |
|-------------|-----------|---|-----------------|---|-------------|----|--------------------------|--------------------|------------|---------------------------|
| Course Code |           | Course Title                              | L               | Т | T P Credits |    | Continuous<br>Evaluation | Sem<br>End<br>Exam | Total      | Exam<br>Duration<br>(Hrs) |
| 1           | BBAHM101T | Basics of Food<br>Production I            | 3               | 1 | -           | 4  | 30                       | 70                 | 100        | 3                         |
| 2           | BBAHM101P | Basics of Food<br>Production I            | -               | - | 2           | 1  | 30                       | 70                 | 100        | -                         |
| 3           | BBAHM102T | Basics of Food<br>& Beverage<br>Service I | 3               | 1 | -           | 4  | 30                       | 70                 | 100        | 3                         |
| 4           | BBAHM102P | Basics of Food<br>& Beverage<br>Service I | -               | - | 2           | 1  | 30                       | 70                 | 100        | -                         |
| 5           | BBAHM103T | Basics of Hotel<br>Housekeeping<br>I      | 3               | 1 | -           | 4  | 30                       | 70                 | 100        | 3                         |
| 6           | BBAHM103P | Basics of Hotel<br>Housekeeping<br>I      | -               | - | 2           | 1  | 30                       | 70                 | 100        | -                         |
| 7           | BBAHM104T | Basics of Front<br>Office-I               | 3               | 1 | -           | 4  | 30                       | 70                 | 100        | 3                         |
| 8           | BBAHM104P | Basics of Front<br>Office-I               | -               | - | 2           | 1  | 30                       | 70                 | 100        | -                         |
| 9           | BBAHM105T | General<br>English &<br>Communicatio<br>n | -               | - | 2           | 2  | 30                       | 70                 | 100        | 3                         |
| 10          | BBAHM106T | Nutrition                                 | 2               | - | -           | 2  | 30                       | 70                 | 100        | 3                         |
|             |           |   |                 |   |             | 24 |                          |                    | 1000       |                           |



| Course Title          | <b>Basics of Food Production – I (Theory)</b>             |          |         |                              |  |  |  |  |  |
|-----------------------|---|----------|---------|------------------------------|--|--|--|--|--|
| Course Code           | BBAM1   | BBAM101T |         |                              |  |  |  |  |  |
| <b>Course Credits</b> | L   | Т        | Р       | ТС                           |  |  |  |  |  |
|                       | 3   | 1        | 1       | 5                            |  |  |  |  |  |
| Prerequisites         | Basic cor   | icept (  | of foo  | d productio                  | n  |  |  |  |  |
| Course<br>Objectives  | <b>^</b>  |          | 0       | & interest i<br>service role | n basic Indian food production & prepare students for each es. |  |  |  |  |
| Course<br>Contents    | UNIT – I<br>INTRODUCTION TO COOKERY                       |          |         |                              |  |  |  |  |  |
|                       | A   | . Orig   | gin of  | Modern Co                    | ookery & Culinary History                                      |  |  |  |  |
|                       | E   | . Lev    | els of  | skills and e                 | experiences  |  |  |  |  |
|                       | C   | C. Atti  | tudes   | and behavi                   | or in the kitchen  |  |  |  |  |
|                       | E   | D. Pers  | sonal l | nygiene                      |  |  |  |  |  |
|                       | E   | . Uni    | forms   | & protectiv                  | ve clothing  |  |  |  |  |
|                       | F   | . Safe   | ety pro | cedure in h                  | andling equipment  |  |  |  |  |
|                       | τ   | JNIT -   | - II    |                              |  |  |  |  |  |
|                       | E   | HER      | ARCH    | IY AREA                      | OF DEPARTMENT AND KITCHEN                                      |  |  |  |  |
|                       | A. C  | Classic  | cal Bri | gade                         |  |  |  |  |  |
|                       | B. N  | loder    | n staff | ing in vario                 | bus category hotels  |  |  |  |  |
|                       | C. R  | loles o  | of exe  | cutive chef                  |  |  |  |  |  |
|                       | D. E  | Outies   | and re  | esponsibilit                 | ies of various chefs   |  |  |  |  |
|                       | E. Co-operation with other departments Selection of title |          |         |                              |  |  |  |  |  |
|                       | UNIT – III  |          |         |                              |  |  |  |  |  |
|                       | A   | IMS      | & OF    | BJECTS O                     | F COOKING FOOD   |  |  |  |  |
|                       |   | A. Aiı   | ns and  | l objectives                 | of cooking food  |  |  |  |  |
|                       | 1   | 3. Va    | rious t | extures                      |  |  |  |  |  |
|                       |   |          |         |                              |  |  |  |  |  |



| 2022-23  |
|--|
| C. Various consistencies                       |
| D. Techniques used in pre-preparation          |
| E. Techniques used in preparation              |
| F. List of culinary (common and basic) terms   |
| G. Explanation with example                    |
|  |
| UNIT – IV                                      |
| <b>BASIC PRINCIPLES OF FOOD PRODUCTION – I</b> |
|  |
| i) VEGETABLE AND FRUIT COOKERY                 |
| A. Introduction – classification of vegetables |
| B. Pigments and colour changes                 |
| C. Effects of heat on vegetables               |
| D. Cuts of vegetables                          |
| E. Classification of fruits                    |
| F. Uses of fruit in cookery                    |
| G. Salads and salad dressings                  |
|  |
| ii) STOCKS                                     |
| A. Definition of stock                         |
| B. Types of stock                              |
| C. Preparation of stock                        |
| D. Recipes                                     |
| E. Storage of stocks                           |
| F. Uses of stocks                              |
| G. Care and precautions                        |
| iii) SAUCES                                    |
| A. Classification of sauces                    |
| B. Recipes for mother sauces                   |
| C. Storage & precautions                       |
|  |
| iv) SOUPS                                      |
| A. Classification with examples                |
| B. Basic recipes of Consommé with 10 Garnishes |



|                    | UNIT – V<br>METHODS OF COOKING FOOD<br>A. Roasting<br>B. Grilling<br>C. Frying<br>D. Baking<br>E. Broiling<br>F. Poaching<br>G. Boiling<br>• Principles of each of the above<br>• Care and precautions to be taken<br>• Selection of food for each type of cooking  |
|--------------------|---|
| Course<br>Outcomes | <ul> <li>Course Outcome: Student will be able to</li> <li>1. Develop knowledge &amp; interest in basic Indian food production.</li> <li>2. Know different equipment used in cooking.</li> <li>3. Understand basic skills required in the food production department</li> <li>4. The students after completing the Diploma Hotel Management Studies will be competently skilled in taking up operational and supervisory roles in all the four core areas of the Hotel Industry.</li> <li>5.Student will be able to understand basic principles of baking</li> </ul> |
| Text Books         | <ol> <li>Food Production Operations Book by Chef Parvinder S Bali</li> <li>International Cuisine &amp; Food Production Management by Chef Parvinder S Bali</li> <li>Theory of Cookery by chef Krishna Arora</li> </ol>  |
| Reference<br>Books | <ol> <li>Quantity Food Production Operations and Indian Cuisine</li> <li>Theory of Bakery and Patisserie by Parvinder S Bali</li> <li>Principles of Food Production Operation by Yogesh Sinha.</li> </ol>   |



|             | 2022-25  |
|-------------|--|
| Assignments | Assignment 1: Write about 10 famous chefs in world   |
|             | Assignment 2: Write about different equipments used in kitchen and classify them with pictures   |
|             | Assignment 3: Write about weight and volume equivalents  |
|             | Assignment 4:Write about different methods of cooking used with example of each method Assignment 5: Write on hygiene and skills required in kitchen |
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| Course Title |   | Basics of Food Production – I ( Practical)       |                                      |       |  |  |  |  |  |
|--------------|---|--|--------------------------------------|-------|--|--|--|--|--|
| Course       | e Code  | BBAHM101P  |                                      |       |  |  |  |  |  |
| S.No         |   | Торіс  | Method                               | Hours |  |  |  |  |  |
| 1            | Uses & l<br>ii) Hyg<br>handling   | iene - Kitchen etiquettes, Practices & knife     | Demonstrations & simple applications | 2     |  |  |  |  |  |
| 2            | Vegetables – classificationDemonstrations & simpleii) Cuts - julienne, jardinière, macedoines, brunoise,<br>payssane, mignonette, dices, cubes, shred, mirepoixDemonstrations & simple<br>applications by studentsiii) Preparation of salad dressingsDemonstrations by students     |  |                                      |       |  |  |  |  |  |
| 3            | Egg cookery - Preparation of variety of egg dishes<br>Boiled (Soft & Hard) Fried (Sunny side up, Single<br>fried, Bull's Eye, Double fried) Poaches Scrambled<br>Omelet (Plain, Stuffed, Spanish) En cocotte (eggs<br>Benedict) Demonstrations & simple<br>applications by students |  |                                      |       |  |  |  |  |  |
| 4            | Simple S<br>root sala   | Demonstrations & simple applications by students | 2                                    |       |  |  |  |  |  |
| 5            | BREAD MAKING<br>Demonstration & Preparation of Simple and enriched<br>bread recipes Bread Loaf (White and Brown) Bread<br>Rolls (Various shapes) French Bread BriocheDemonstrations & simple<br>applications by students  |  |                                      |       |  |  |  |  |  |
| 6            | 6 Sauces - Basic mother sauces Béchamel Espagnole<br>Veloute Hollandaise Mayonnaise TomatoDemonstrations &<br>simple applications   |  |                                      |       |  |  |  |  |  |
| 7            | SOUPS<br>A. Classification with examples<br>B. Basic recipes of Consommé with 10 GarnishesDemonstrations & simple<br>applications by students2  |  |                                      |       |  |  |  |  |  |



|   | DACTO   |  |             |              |   |  |  |  |  |
|---|---|--|-------------|--------------|---|--|--|--|--|
| Course Title  | BASIC OF FOOD AND BEVERAGE SERVICE – I (Theory)   |  |             |              |   |  |  |  |  |
| Course Code   | BBAHM102T   |  |             |              |   |  |  |  |  |
| <b>Course Credits</b>   | L   | Т  | Р           | ТС           |   |  |  |  |  |
| Course creans   | 3   | 1  | 1           | 5            |   |  |  |  |  |
| Prerequisites   | Basic kno   | owled  | ge of l     | Food & Bey   | verage.   |  |  |  |  |
| Course Objectives   | The objective of Food Production is concerned with planning, directing and controlling the kind, amount, location, movement and timing of various flows of Food Production used in and produced by the process. |  |             |              |   |  |  |  |  |
|   | UNIT – I  |  | 8-04        | TEDING       | INDUCTOV  |  |  |  |  |
|   | THE HO  | TEL  | <b>a</b> CA | ALEKING      | INDUSTRY  |  |  |  |  |
|   | A. Introd   | luctio   | n to th     | e Hotel Ind  | ustry and Growth of the hotel Industry in India             |  |  |  |  |
|   | B. Role of  | B. Role of Catering establishment in the travel/tourism industry |             |              |   |  |  |  |  |
|   | C. Types of F&B operations  |  |             |              |   |  |  |  |  |
|   | D. Classification of Commercial, Residential/Non-residential  |  |             |              |   |  |  |  |  |
|   | E. Welfa  | re Ca  | tering      | - Industrial | /Institutional/Transport such as air, road, rail, sea, etc. |  |  |  |  |
| F. Structure of the catering industry - a brief description of each |   |  |             |              | stry - a brief description of each                          |  |  |  |  |
|   | UNIT – I  | I  |             |              |   |  |  |  |  |
|   | <b>DEPARTMENTAL ORGANISATION &amp; STAFFING</b>   |  |             |              |   |  |  |  |  |
| <b>Course Contents</b>  | A. Organization of F&B department of hotel  |  |             |              |   |  |  |  |  |
|   | <ul><li>B. Principal staff of various types of F&amp;B operations</li></ul>   |  |             |              |   |  |  |  |  |
|   | C. French terms related to F&B staff  |  |             |              |   |  |  |  |  |
|   | D. Duties & responsibilities of F&B staff   |  |             |              |   |  |  |  |  |
|   | E. 7  | E. Attributes of a waiter  |             |              |   |  |  |  |  |
|   | F. Inter-departmental relationships (Within F&B and other department)   |  |             |              |   |  |  |  |  |
|   | UNIT – I  | UNIT – III   |             |              |   |  |  |  |  |
|   | FOOD SERVICE AREAS (F & B OUTLETS)  |  |             |              |   |  |  |  |  |
|   | A. S  | pecia  | lty Re      | staurants    |   |  |  |  |  |
|   | В. С  |  |             |              |   |  |  |  |  |
|   | C. (  | Cafete   | eria        |              |   |  |  |  |  |



- D. Fast Food (Quick Service Restaurants)
- E. Grill Room
- F. Banquets
- G. Bar
- H. Vending Machines
- I. Discotheque

#### **II ANCILLIARY DEPARTMENTS**

- A. Pantry
- B. Food pick-up area
- C. Store
- D. Linen room
- E. Kitchen stewarding

#### $\mathbf{UNIT} - \mathbf{IV}$

#### F & B SERVICE EQUIPMENT

Familiarization & Selection factors of: -

- Cutlery
- Crockery
- Glassware
- Flatware
- Hollowware
- All other equipment used in F&B Service
- French terms related to the above

#### UNIT – V

#### NON-ALCOHOLIC BEVERAGES

- Classification (Nourishing, Stimulating and Refreshing beverages)
  - A. Tea
    - Origin & Manufacture Types & Brands
  - B. Coffee –

| AJEASARKAR UNIVERS |  |
|--------------------|--|
| SRU<br>CONTRACTOR  |  |

| भर्मसम् प्रदेशसम् अवस्थ | 2022-23   |  |  |  |  |  |  |
|-------------------------|---|--|--|--|--|--|--|
|                         | Origin & Manufacture - Types & Brands   |  |  |  |  |  |  |
|                         | C. Juices and Soft Drinks   |  |  |  |  |  |  |
|                         | D. Cocoa & Malted Beverages –   |  |  |  |  |  |  |
|                         | Origin & Manufacture  |  |  |  |  |  |  |
|                         | Course Outcomes: Student will be able to  |  |  |  |  |  |  |
|                         | 1. Develop knowledge & interest in Food and Beverage Service basic practices.   |  |  |  |  |  |  |
|                         | 2. Know different equipment used in Restaurant  |  |  |  |  |  |  |
| <b>Course Outcomes</b>  | 3. Understand basic skills required in the Food and Beverage Service department.  |  |  |  |  |  |  |
|                         | 4. To know and understand and make the various cocktails using alcoholic and non alcoholic beverages.                   |  |  |  |  |  |  |
|                         | 5. To know about the buffet service and equipments.   |  |  |  |  |  |  |
| Text Books              | 1. Food & Beverage Service Book by R. Singaravelavan.   |  |  |  |  |  |  |
| TEAT DOORS              | 2. Food & Beverage Management by Peter Alcott   |  |  |  |  |  |  |
|                         | Recommended   |  |  |  |  |  |  |
| <b>Reference Books</b>  | 1. Food & Beverage Service Book by R. Singaravelavan.   |  |  |  |  |  |  |
| Kelefence Dooks         | 2. Food & Beverage Service by John Cousin.  |  |  |  |  |  |  |
|                         |   |  |  |  |  |  |  |
|                         | 1. Mise en Place Activity   |  |  |  |  |  |  |
|                         | 2. Silver Service/ Serving Lunch  |  |  |  |  |  |  |
|                         | 3. Handling of Tray and Salver  |  |  |  |  |  |  |
|                         | 4. Rules of Laying a guest Table  |  |  |  |  |  |  |
| Practical               | 5. Room Service Tray and Trolley Setup  |  |  |  |  |  |  |
|                         | 6. Setting Up Various Buffets   |  |  |  |  |  |  |
|                         | 7. Dining Etiquettes & Table Manners  |  |  |  |  |  |  |
|                         | 8. Pantry Operations  |  |  |  |  |  |  |
|                         | 9. Service of Indian & Regional Dishes  |  |  |  |  |  |  |
|                         |   |  |  |  |  |  |  |
|                         | Assignment 1: To find 02 suppliers of Restaurant equipments in Raipur city.   |  |  |  |  |  |  |
|                         | Assignment 2: To find the prices of various equipments used in restaurant.  |  |  |  |  |  |  |
| <b>.</b> • <i>. .</i>   | Assignment 3: Collect at least 2 menus each of – Indian Restaurants, Institutional and Industrial canteens              |  |  |  |  |  |  |
| Assignment              | Assignment 4: Plan an Indian menu for a restaurant.   |  |  |  |  |  |  |
|                         | Assignment 5: To identify different types of services used in various Food and beverage outlets in Raipur city (any 05) |  |  |  |  |  |  |
|                         |   |  |  |  |  |  |  |



| Course Title Course Code Prerequisites Course Objective |   | BASIC OF FOOD AND BEVERAGE SERVICE – I (Practical)<br>BBAHM102P  |   |       |       |  |  |  |  |
|---|---|--|---|-------|-------|--|--|--|--|
|   |   |  |   |       |       |  |  |  |  |
|   |   | Food and Beverage Services <i>covers</i> all the aspects of food and beverage department starting from understanding of the industry, organization of the department, menu served, various service procedures, managing cordial relations with customers   |   |       |       |  |  |  |  |
|   |   | S.No   |   | Торіс | Hours |  |  |  |  |
| 1   | Food Ser  | vice areas – Induction & Profile of the areas  | 2 |       |       |  |  |  |  |
| 2   | Ancillary   | F&B Service areas – Induction & Profile of the areas   | 2 |       |       |  |  |  |  |
| 3   | Familiari   | zation of F&B Service equipment  | 2 |       |       |  |  |  |  |
| 4   | Care & N  | Aaintenance of F&B Service equipment   | 2 |       |       |  |  |  |  |
| 5   | Coffee - I  | Preparation & Service  | 2 |       |       |  |  |  |  |
| 6   | Task-02:           Task-03:           Task-04:           Task-05:           Task-06:           Task-07:           Task-08:           Task-08:           Task-09:           Task-10: | Holding Service Spoon & Fork<br>Carrying a Tray / Salver<br>Laying a Table Cloth<br>Changing a Table Cloth during service<br>Placing meal plates & Clearing soiled plates<br>Stocking Sideboard<br>Service of Water<br>Using Service Plate & Crumbing Down<br>Napkin Folds<br>Changing dirty ashtray<br>Cleaning & polishing glassware | 2 |       |       |  |  |  |  |
| 7   | Tea – Preparation & Service   |  |   |       |       |  |  |  |  |
| 8   |   | Soft Drinks - Preparation & Service<br>ails · Juices, Soft drinks, Mineral water, Tonic water  |   |       |       |  |  |  |  |



| Course Title           | BASICS OF HOUSEKEEPING – I (Theory)  |        |          |               |  |  |  |  |
|------------------------|--|--------|----------|---------------|--|--|--|--|
| Course Code            | BBAHM103T  |        |          |               |  |  |  |  |
|                        | L  | Т      | Р        | тс            |  |  |  |  |
| <b>Course Credits</b>  | 3  | 1      | 1        | 6             |  |  |  |  |
| Prerequisites          | Basic kno  | wled   | ge of I  | House Keep    | ping operation management.                           |  |  |  |
|                        | • Provide  | an ov  | verviev  | w of the key  | y issues of housekeeping and maintenance management. |  |  |  |
| Course Objective       | • Unders<br>housekeep  |        | the t    | heoretical    | and practical knowledge that constitutes the work of |  |  |  |
|                        | • Illustrate the complexities and demands of working in the industry through the scope of housekeeping |        |          |               |  |  |  |  |
|                        | UNIT – I   |        |          |               |  |  |  |  |
|                        | A.THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION  |        |          |               |  |  |  |  |
|                        | Role of Housekeeping in Guest Satisfaction and Repeat Business   |        |          |               |  |  |  |  |
|                        | B.ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT  |        |          |               |  |  |  |  |
|                        | A. Hierarchy in small, medium, large and chain hotels  |        |          |               |  |  |  |  |
|                        | B. Identifying Housekeeping Responsibilities   |        |          |               |  |  |  |  |
|                        | C. Personality Traits of housekeeping Management Personnel.  |        |          |               |  |  |  |  |
|                        | D. Duties  | and    | Respo    | nsibilities o | f Housekeeping staff                                 |  |  |  |
|                        | E. Layout of the Housekeeping Department   |        |          |               |  |  |  |  |
| <b>Course Contents</b> | UNIT – II  |        |          |               |  |  |  |  |
|                        | CLEANING ORGANISATION  |        |          |               |  |  |  |  |
|                        | A. Principles of cleaning, hygiene and safety factors in cleaning                                      |        |          |               |  |  |  |  |
|                        | B. Methods of organizing cleaning  |        |          |               |  |  |  |  |
|                        | C. Frequency of cleaning daily, periodic, special  |        |          |               |  |  |  |  |
|                        | D. Design features that simplify cleaning  |        |          |               |  |  |  |  |
|                        | E. Use and care of Equipment   |        |          |               |  |  |  |  |
|                        | UNIT – I   | II     |          |               |  |  |  |  |
|                        | CLEANI   | NG A   | AGEN     | TS            |  |  |  |  |
|                        | A. Genera  | ıl Cri | teria fo | or selection  |  |  |  |  |
|                        | B. Classi  | ficati | on       |               |  |  |  |  |



|                        | C. Polishes   |  |  |  |  |  |
|------------------------|---|--|--|--|--|--|
|                        | D. Floor seats  |  |  |  |  |  |
|                        | E. Use, care and Storage  |  |  |  |  |  |
|                        | F. Distribution and Controls  |  |  |  |  |  |
|                        | G. Use of Eco-friendly products in Housekeeping                                       |  |  |  |  |  |
|                        |   |  |  |  |  |  |
|                        |   |  |  |  |  |  |
|                        | COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES                                   |  |  |  |  |  |
|                        | A. Metals   |  |  |  |  |  |
|                        | A. Metals<br>B. Glass   |  |  |  |  |  |
|                        |   |  |  |  |  |  |
|                        | C. Leather, Leatherites, Rexines<br>D. Plastic  |  |  |  |  |  |
|                        | E. Ceramics   |  |  |  |  |  |
|                        | F. Wood   |  |  |  |  |  |
|                        | G. Wall finishes  |  |  |  |  |  |
|                        | H. Floor finishes   |  |  |  |  |  |
|                        |   |  |  |  |  |  |
|                        | UNIT – V  |  |  |  |  |  |
|                        | INTER DEPARTMENTAL RELATIONSHIP   |  |  |  |  |  |
|                        | A. With Front Office  |  |  |  |  |  |
|                        | B. With Maintenance   |  |  |  |  |  |
|                        | C. With Security  |  |  |  |  |  |
|                        | D. With Stores  |  |  |  |  |  |
|                        | E. With Accounts  |  |  |  |  |  |
|                        | F. With Personnel   |  |  |  |  |  |
|                        | G. Use of Computers in House Keeping department                                       |  |  |  |  |  |
|                        | G. Ose of Computers in House Reeping department                                       |  |  |  |  |  |
|                        | 1. Develop knowledge & interest in basic practices of Housekeeping                    |  |  |  |  |  |
|                        | 2. Know different equipment used in Housekeeping                                      |  |  |  |  |  |
| <b>Course Outcomes</b> | 3. Understand basic skills required in the Housekeeping department.                   |  |  |  |  |  |
|                        | 4. To understand the tactics of Handling Guest Complaints at Housekeeping department. |  |  |  |  |  |
|                        | 5. To find out environmental friendly practices in housekeeping department            |  |  |  |  |  |
|                        | 1. Hotel House Keeping Operations and Management by G. Raghubalan and Smritee         |  |  |  |  |  |
| Text Books             | Raghubalan  |  |  |  |  |  |
|                        |   |  |  |  |  |  |



|                        | 2022-23  |  |  |  |  |
|------------------------|--|--|--|--|--|
|                        | 2. Hose keeping Management by Matt A. Casado   |  |  |  |  |
|                        | 3. Managing House Keeping Operations by Aleta Nitschke and William D. Frye   |  |  |  |  |
|                        | 1 Hotel House Keeping exerctions by Seilender Dei and Debit Dicht  |  |  |  |  |
|                        | 1. Hotel House Keeping operations by Sailender Rai and Rohit Bisht   |  |  |  |  |
| Defenence Deeler       | 2. Hotel Hospital and Hostel House Keeping by Joan C Branson   |  |  |  |  |
| <b>Reference Books</b> | 3. Front Office Operations – Colin Dix & Chris Baird.  |  |  |  |  |
|                        |  |  |  |  |  |
|                        | Assignment 1: Name and draw the Diagrams of 10 Manual Cleaning equipments along with their usage   |  |  |  |  |
|                        | Assignment 2: Name and draw the Diagrams of 10 Mechanical Cleaning equipments along with their usage   |  |  |  |  |
| Assignments            | Assignment 3: Draw the Layout of Housekeeping Department and briefly explain its sections. Assignment 4: Draw the Hierarchy / Organizational structure of Housekeeping department of Small, Medium and Large sized Hotels. |  |  |  |  |
|                        | Assignment 5: Name the Facilities and Amenities offered in guest room by Hotels and explain in brief.  |  |  |  |  |
|                        | Assignment 6: Write in brief about the different functions of Housekeeping Department.   |  |  |  |  |
|                        | 1  |  |  |  |  |



| Course Title |  | BASICS OF HOUSEKEEPING – I ( Practical)  |       |  |  |  |  |  |
|--------------|--|--|-------|--|--|--|--|--|
| Course (     | Code   | BBAHM103P  |       |  |  |  |  |  |
| Prerequi     | isites   | Basic knowledge of Accommodation operation management.   |       |  |  |  |  |  |
| Course (     | Objective  | The objective of this course is to make student understand about how to achieve organizational goals |       |  |  |  |  |  |
| S.No         |  | Торіс  | Hours |  |  |  |  |  |
| 1            | <ul> <li>Single r</li> <li>Double</li> <li>Twin ro</li> </ul>  | room   | 2     |  |  |  |  |  |
| 2            | Suite     Guest Room Supplies and Position     Standard room     Suite     VIP room special amenities  |  |       |  |  |  |  |  |
| 3            | Cleaning<br>Familiari<br>• Differe<br>• Functio  | Equipment-(manual and mechanical)<br>zation<br>nt parts  | 2     |  |  |  |  |  |
| 4            | Cleaning<br>• Familian<br>• Function   | rization according to classification   | 2     |  |  |  |  |  |
| 5            | Maid's tro<br>• Conten<br>• Trolley  | ts   | 2     |  |  |  |  |  |
| 6            | • Trolley setup       2         Familiarizing with different types of Rooms, facilities and surfaces       •         • Twin/ double       •         • Suite       •         • Conference etc       2 |  |       |  |  |  |  |  |



|                       | 2022-23  |   |  |   |  |  |           |  |  |  |  |  |  |
|-----------------------|--|---|--|---|--|--|-----------|--|--|--|--|--|--|
| Course Title          | Basic Front Office- I (Theory)   |   |  |   |  |  |           |  |  |  |  |  |  |
| Course Code           | BBAHM104T  |   |  |   |  |  | BBAHM104T |  |  |  |  |  |  |
|                       | L  | Т   | Р  | тс  |  |  |           |  |  |  |  |  |  |
| <b>Course Credits</b> | 3  | 1   | 1  | 6   |  |  |           |  |  |  |  |  |  |
| Prerequisites         | Basic Fur  | ndame   | entals   | of Front Of   | fice.  |  |           |  |  |  |  |  |  |
| Course<br>Objectives  | At the end of the semester the students will be able to – Understand the various types of hotels and their features Explain the structure of Front Office Department Develop clear concept about Accommodation facilities Handle Reservation activities Deal effectively with Guests & Colleagues Maintain Personal Care & Safety. |   |  |   |  |  |           |  |  |  |  |  |  |
| Course<br>Contents    | A. Touris<br>B. Hospit<br>C. Hotels<br>D. Brief i<br>UNIT – I<br>CLASSII<br>A. S<br>B. S<br>C. L<br>D. C<br>E. II<br>F. M<br>G. C<br>H. F<br>I. S  | DUCI<br>m and<br>ality<br>, their<br>ntrod<br>I<br>FICA<br>ize<br>tar<br>.ocatic<br>Owner<br>ndepee<br>Ianag<br>Chains<br>Franch<br>upple<br>Fime | d its in<br>and its<br>evolu<br>uction<br><b>TION</b><br>on & c<br>ship b<br>ndent<br>gementa<br>sise/Af | nportance<br>s origin<br>ation and gr<br>to hotel co<br><b>NOF HOT</b><br>clientele<br>asis<br>hotels<br>t contracted<br>filiated<br>ary accomm<br>and condor | re areas with special reference to Front Office. |  |           |  |  |  |  |  |  |



|          | 2022-23  |
|----------|--|
|          | D. Suits   |
|          | TIME SHARE & VACATION OWNERSHIP  |
|          | A. What is time share? Referral chains & condominiums  |
|          | B. How is it different from hotel business?  |
|          | C. Classification of timeshares  |
|          | D. Types of accommodation and their size   |
|          |  |
|          | UNIT – IV  |
|          | FRONT OFFICE ORGANIZATION  |
|          | A. Function areas  |
|          | B. Front office hierarchy  |
|          | C. Duties and responsibilities   |
|          | D. Personality traits.   |
|          | BELL DESK  |
|          |  |
|          | A. Functions   |
|          | B. Procedures and records  |
|          | UNIT – V   |
|          | HOTEL ENTRANCE, LOBBY AND FRONT OFFICE   |
|          |  |
|          | A. Layout  |
|          | B. Front office equipment (non automated, semi-automated and automated   |
|          |  |
|          | <b>1</b> . Have an understanding of the modern day history of the hotel industry and the factors that drive the industry                           |
| Course   | 2. Able to articulate the difference in ownership and management in the hotel industry   |
| Outcomes | <b>3.</b> Have an understanding of the importance of forecasting, revenue management and reservation technologies and the impact it has on a hotel |
|          | <b>4.</b> To have a basic understanding of customer service and the confidence level to handle customer complaints                                 |



|  | <b>5.</b> Follow basic hotel accounting procedures ranging from posting accounts to conducting cash and check transactions at the front desk   |  |  |  |  |
|--|--|--|--|--|--|
|  | <ul><li>1.Legal Aspect of Hospitality Management Second Edition, By John E.H. Sherry, Publisher Wiley &amp; sons</li><li>2.Hospitality Management: Current Trends &amp; Practices by Dr. JM Negi, Amity University</li></ul> |  |  |  |  |
| Text Books   | Press, New Delhi   |  |  |  |  |
|  | 3.Front Office Management by Mr. Sbhal Nagar   |  |  |  |  |
|  | 4.Front Office by Abbott, Butter Worth Hiemann   |  |  |  |  |
| Reference  | 1.Front Office Operations: Jatashankar Tewari  |  |  |  |  |
| Books2.Front Office Management by Bardi, John Willy and Sons |  |  |  |  |  |
|  | Assignment 1: Write names of 50 countries along with names of their Continents, Capital Cities and Currencies.   |  |  |  |  |
|  | Assignment 2: Write names of all States and Union Territories of India along with names of their Capital Cities, Languages and Chief Ministers.  |  |  |  |  |
| Assignments  | Assignment 3: Write names of 50 Best International Airports along with their Locations and Name of Countries.  |  |  |  |  |
|  | Assignment 4: Writes names of 50 Best Tourist Destinations of the world along with their Locations and Names of Countries.   |  |  |  |  |
|  | Assignment 5: Writes names of 50 Best Tourist Destinations in India along with their Locations and Names of States.  |  |  |  |  |
|  | Assignment 6: Write names of 25 International Hotel Chains along with their countries of Origin.   |  |  |  |  |



| Course T         | itle  | Basic Front Office – I (Practical)   |       |  |  |  |  |  |  |  |
|------------------|---|--|-------|--|--|--|--|--|--|--|
| Course C         | code  | BBAHM104P  |       |  |  |  |  |  |  |  |
| Prerequisites    |   | Explain and discuss front office accounting procedures, checkout and settlement procedures, night audit functions and verification                                     |       |  |  |  |  |  |  |  |
| Course Objective |   | The objective of this course is to make student understand about understanding of the modern day history of the hotel industry and the factors that drive the industry |       |  |  |  |  |  |  |  |
| S.No             |   | Торіс  | Hours |  |  |  |  |  |  |  |
| 1                | Appraisal of front office equipment and furniture |  |       |  |  |  |  |  |  |  |
| 2                | Rack, Fro   | ack, Front desk counter & bell desk 2  |       |  |  |  |  |  |  |  |
| 3                | Filling up of various Performa                    |  |       |  |  |  |  |  |  |  |
| 4                | Welcomin  | ng of guest  | 2     |  |  |  |  |  |  |  |
| 5                | Telephon  | e handling   | 2     |  |  |  |  |  |  |  |
| 6                | • Messag  | ation<br>s<br>ge handling<br>ge and mail handling  |       |  |  |  |  |  |  |  |
|                  | Paging  | 2  |       |  |  |  |  |  |  |  |



| Course Title         | General English and Communication (Theory)  |  |  |  |                                       |  |
|----------------------|---|--|--|--|---------------------------------------|--|
| Course Code          | BBAHM105T   |  |  |  |                                       |  |
|                      | L   | Т  | Р  | ТС   |                                       |  |
| Course Credits       |   | 2  |  | 2  |                                       |  |
| Prerequisites        | Basic Cor   | mmui   | nicatio  | on Knowled   | ge for smooth operations              |  |
| Course<br>Objectives | <ul> <li>The student will be able to understand communication process</li> <li>The student will be able to understand Communication Effectiveness.</li> <li>The student will able to identify various issues in business communication</li> </ul>                                       |  |  |  |                                       |  |
| Course<br>Contents   | <ul> <li>A. Meani</li> <li>B. Nature</li> <li>C. Types</li> <li>D. Scope</li> <li>E. Barrier</li> <li>F. Active</li> </ul> UNIT – I EFFECT <ul> <li>A. Effecti</li> <li>B. Prepar</li> <li>C. Eleme</li> <li>D. Non v</li> <li>E. Body 1</li> <li>F. Gestur</li> </ul> UNIT – I BUSINES | CTI<br>ng<br>of co<br>control<br>of co<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control<br>control | ommu<br>ommu<br>effecti<br>ening<br>PRES<br>resenta<br>nd del<br>resenta<br>d del<br>reffec<br>comr<br>age<br>l hand | nication<br>nication<br>ve commun<br>Skills<br>SENTATIC<br>ation skills<br>ivering present<br>nunication<br>movement<br>UNICATIO<br>ness commu | ON SKILL<br>eentations<br>ations<br>s |  |



|                    | 2022-23   |
|--------------------|---|
|                    | UNIT – IV<br>A. Channels of Communication<br>B. Types of Communication<br>C. Dimensions of Communication<br>D. Barriers to communication<br>E. Principles of Communication  |
|                    | <ul> <li>F. Importance of Business Communication</li> <li>UNIT – V</li> <li>Spoken Skills, Conducting Presentation, oral presentation debates, speeches interviews, Group Discussion, Listening: Importance of listening, Types of Listening, Develop Listening Skills</li> </ul>   |
| Course<br>Outcomes | <ol> <li>Apply the practical knowledge of using action words in sentence construction</li> <li>Apply and analyze the right kind of pronunciation with regards to speech sounds and<br/>able to get different types of pronunciations.</li> <li>Understand the importance of pronunciation and apply the same day to day<br/>conversation.</li> <li>Students will increase their reading speed and comprehension of academic articles</li> <li>Analyze the different parameters and formats of written technical communication and<br/>apply in everyday work and life.</li> </ol> |
| Text Books         | <ol> <li>Food Science and Nutrition by Sunetra Roday</li> <li>Prescription for Nutritional Healing Pgylis A Balch</li> </ol>  |
| Reference<br>Books | <ol> <li>The Science of Nutrition: Debunk the Diet Myths and Learn How to Eat Well<br/>for Health and Happiness Alexander by Book by Rhiannon Lambert</li> <li>Fundamentals of Food and Nutrition by Teejmeet Rekhi &amp; Heena Yadav</li> <li>Food and Nutrition by Don Ross.</li> </ol>   |
| Assignment         | Assignment 1 Read newspaper articles related to hospitality<br>Assignment 2 Letter writing<br>Assignment 3 Writing memorandum<br>Assignment 4 Writing a notice<br>Assignment 5 Role play about how to improve communication<br>Assignment 6 Role play about how to eliminate gap while doing business communication   |



| С                    | 2022-25   |                 |        |                           |  |  |  |  |  |
|----------------------|---|-----------------|--------|---------------------------|--|--|--|--|--|
| Course Title         | Nutrition (Theory)  |                 |        |                           |  |  |  |  |  |
| Course Code          | BBAHM106T   |                 |        |                           |  |  |  |  |  |
|                      | L   | Т               | Р      | тс                        |  |  |  |  |  |
| Course Credits       |   | 2               |        | 2                         |  |  |  |  |  |
| Prerequisites        |   |                 |        | om foundat<br>th and dise | tional sciences as a basis for understanding the role of food ase. |  |  |  |  |
| Course<br>Objectives | This covers the areas of foods and nutrition from a scientific approach. Studies prepare students for many science, dietetics, food industry, and health-related careers. Producing, processing, preparing, evaluating, and using food are all aspects of this field. |                 |        |                           |  |  |  |  |  |
|                      | UNIT – I<br>BASIC ASPECTS<br>A. Definition of the terms Health, Nutrition and Nutrients   |                 |        |                           |  |  |  |  |  |
|                      | <ul><li>B. Importance of Food – (Physiological, Psychological and Social function of food)<br/>in maintaining good health.</li><li>C. Classification of nutrients</li></ul>   |                 |        |                           |  |  |  |  |  |
|                      | UNIT – II   |                 |        |                           |  |  |  |  |  |
|                      | ENERGY  |                 |        |                           |  |  |  |  |  |
|                      | A. Definition of Energy and Units of its measurement (Kcal)   |                 |        |                           |  |  |  |  |  |
|                      | B. Energy contribution from macronutrients (Carbohydrates, Proteins and Fat)  |                 |        |                           |  |  |  |  |  |
| C                    | C. Factors affecting energy requirements  |                 |        |                           |  |  |  |  |  |
| Course<br>Contents   | D. Concept of BMR, SDA, Thermodynamic action of food  |                 |        |                           |  |  |  |  |  |
|                      | E. Dietary sources of energy  |                 |        |                           |  |  |  |  |  |
|                      | F. Concept of energy balance and the health hazards associated with Underweight,<br>Overweight  |                 |        |                           |  |  |  |  |  |
|                      | UNIT – I  | UNIT – III      |        |                           |  |  |  |  |  |
|                      | MACRO N   | MACRO NUTRIENTS |        |                           |  |  |  |  |  |
|                      | Carbohy   | drate           | es     |                           |  |  |  |  |  |
|                      | • Definition Classification (mono, di and polysaccharides)  |                 |        |                           |  |  |  |  |  |
|                      | •   | Dieta           | ry Sou | irces                     |  |  |  |  |  |
|                      | • Functions   |                 |        |                           |  |  |  |  |  |
|                      | • Significance of dietary fiber (Prevention/treatment of diseases)  |                 |        |                           |  |  |  |  |  |
|                      |   |                 |        |                           |  |  |  |  |  |



#### Lipids

- Definition Classification : Saturated and unsaturated fats
- Dietary Sources
- Functions
- Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in
- maintaining health Cholesterol Dietary sources and the Concept of dietary and blood
- cholesterol

#### Proteins

- Definition
- Classification based upon amino acid composition
- Dietary sources
- Functions
- Methods of improving quality of protein in food (special emphasis
- on Soya proteins and whey proteins)

## UNIT – IV BALANCED DIET

- Definition
- Importance of balanced diet
- RDA for various nutrients age, gender, physiological state

#### UNIT – V

#### MENU PLANNING

- Planning of nutritionally balanced meals based upon the three food• group system Factors affecting meal planning
- Critical evaluation of few meals served at the Institutes/Hotel based on the principle of meal planning.
- Calculation of nutritive value of dishes/meals



| Course<br>Outcomes | <ol> <li>Students will be able to demonstrate critical thinking skills and analytical abilities to identify and solve problems in the nutritional sciences.</li> <li>Utilize knowledge from foundational sciences as a basis for understanding the role of food and nutrients in health and disease.</li> <li>Students will be able to critique and effectively communicate nutrition information.</li> <li>Students will be able to describe social, multiethnic, and environmental dimensions within nutrition and the life sciences.</li> <li>Explain the function of carbohydrates, fat, proteins, vitamins, minerals, and water and their role in promoting and maintaining health.</li> <li>Assess the effects of diet foods, food additives, and eating disorders on wellness.</li> </ol> |
|--------------------|--|
| Text Books         | <ol> <li>Food Science and Nutrition by Sunetra Roday</li> <li>Prescription for Nutritional Healing Pgylis A Balch</li> </ol>   |
| Reference<br>Books | <ol> <li>The Science of Nutrition: Debunk the Diet Myths and Learn How to Eat Well<br/>for Health and Happiness Alexander by Book by Rhiannon Lambert</li> <li>Fundamentals of Food and Nutrition by Teejmeet Rekhi &amp; Heena Yadav</li> <li>Food and Nutrition by Don Ross.</li> </ol>  |
| Assignments        | Assignment 1: New Trends in Food Science and Nutrition<br>Assignment 2 Methods of Food Preservation<br>Assignment 3 Factors affecting food spoilage<br>Assignment 4 Menu Planning, Principles importance and considerations<br>Assignment 5 Macro Micro Nutrients theirs functions source and importance<br>Assignment 6 Metabolism of protein carbohydrates and Fats  |



| MAXIMUM MARKS: 100<br>DURATION: 3HRS              | PASS MARKS: 50            |
|---|---------------------------|
| All Technical Skills to be tested                 | as listed in the syllabus |
| MA  | RKS                       |
| 1. Uniform / Grooming                             | : 10                      |
| 2. Service Equipment Knowledge / Identification   | : 20                      |
| 3. Care Cleaning & Polishing of service equipment | : 20                      |
| 4. Service skills / tasks                         | : 20                      |
| 5. Beverage service Tea / Coffee / Soft drinks    | : 20                      |
| 6. Journal  | : 10                      |
|   | 100                       |
| NOTE:   |                           |

2. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.