

BHARATHIAR UNIVERSITY : COIMBATORE**B.Sc. HOSPITALITY MANAGEMENT
(School of Distance Education)****For the candidates admitted during the academic year 2010- 2011****Scheme of Examinations**

Year	Part	Subject and Paper	Duration Hrs.	Max Marks
I	I	Language-I	3	100
	II	Language-II (English)	3	100
	III	Paper I - Cookery	3	100
		Paper II - Service for Food and Beverage Establishments	3	100
		Allied Paper I - Computers	3	100
		Practical I - Cookery Practical - I	3	100
		Practical II - Service Practical's	3	100
		Practical III - Computer applications- Practical's	3	100
II	III	Paper III - Rooms Division Management	3	100
		Paper IV - Food Production- Indian Regional and International	3	100
		Paper V - Alcoholic Beverages and Service	3	100
		Paper VI - Catering Science	3	100
		Allied Paper II - Accounting	3	100
		Practical IV - Rooms Division Practical's	3	100
		Practical V - Cookery Practical - II	3	100
		Practical VI - Alcoholic Beverages Practical's	3	100
III	III	Paper VII - Business Practice and Law	3	100
		Paper VIII Bakery and Confectionary	3	100
		Paper IX - Financial Management	3	100
		Paper X - Marketing Management	3	100
		Paper XI - Food and Beverage Control	3	100
		Practical VII - Bakery and Confectionary Practical's	3	100
Total				2200

PAPER I- Cookery

Unit 1: Aims and Objectives of cooking

- Cooking and art and science
- Constituents of cooking
- Fats and oils
- Proteins
- Types of raising agents
- Eggs
- How foods are flavored and seasoned
- Sugars and sweeteners

Unit 2: preparation of foods

- Miss en Place
- Cuts of vegetables
- Types of heat transfer
- Methods of cooking
- Stocks
- Hot Sauces
- Cold Sauces
- Soups

Unit 3 Cooking Ingredients

- Herbs and spices
- Types of glazes and essences
- Cereals and pulses
- Fruits and cookery
- Vegetables and cookery
- Dairy products
- Nuts and seeds
- Kitchen equipments and their usages
- Types of cooking fuel
- Kitchen organization
- French classical brigade
- Duties and responsibilities of various chefs

Unit 4 Meats and advanced cookery

- Fish and seafood's
- Poultry
- Meats (beef, veal, Lamb, Pork)
- Game
- Charcuteria

Unit 5 Specialty items

- Emulsion
- Sandwiches
- Hors d'oeuvres and appetizers
- Pastas
- Cheeses
- Storage and reheating of foods

Reference:

The art and science of culinary preparation-Jerald W Chesser
On food and cooking – Harold Magee
Larousse Gastronomique Hamlyn
Modern cookery –MS T.E. Philip
Professional Cookery Wyne Gisseleng

PRACTICAL I- Cookery Practical I

- Identification of equipments
- Cleaning and maintained of kitchen equipments
- Demonstration on making stocks
- Cuts of vegetables
- Cuts of chicken
- Cuts of fish
- Egg cookery
- Compiling and preparation of 10 / five course menus

References:

Practical Cookery David Foskeet
Food production operations-Parvinder S Bali

PAPER II - SERVICE FOR FOOD AND BEVERAGE ESTABLISHMENTS

Unit 1- introduction to catering

- Types of catering establishments
- Institutional catering
- Commercial catering
- Organization in F&B Dept
- Duties and responsibilities of restaurant staff
- Types of restaurants
- Attributes of a waiter

Unit 2 the restaurant

- Equipments used in the restaurant
- Auxiliary departments
- Mis en place
- Mis en scene
- Laying a table
- The dummy waiter
- Types of service
- Breakfast types and laying of cover
- Classification of beverages
- Non alcoholic beverages

Unit 3 the menu

- Definition
- Types of menu
- French classical menu
- Food and compliments
- Factors affecting service
- Menu design
- Control points

Unit 4 Order taking

- Procedures
- Room service
- Types and procedures
- KOT
- BOT
- Lying of a cover
- Hor d oeuvres
- Fish dishes
- Sweet courses
- Savory courses
- Ice cream

Unit 5 Managerial procedures

- Food production systems
- Effects of menus
- Setting par levels
- Comparing 4 basic types of service
- Income control procedures
- Job titles and responsibilities

References:

Food and beverage service – Lillicrap

Food & Beverage Market Place 3 Volume - Gottlieb, Richard

PRACTICAL II - Service Practical's

- Identification and drawing of culture
- Serviettes folds
- Laying and relaying of table cloth
- Cleaning and care of equipments
- Carrying of a tray
- Carrying of a glass
- Manipulation of cutlery and crockery
- Service of water
- Arrangement of sideboard
- Table d'hôte and A la card cover
- Menu compilation
- Receiving of guests
- Service of menu items
- Service of tea and coffee
- Continental breakfast setup
- English breakfast setup
- Room service order taking
- Changing ash tray
- Presenting of bill

Reference:

Food and beverage service training manuel-Sudhir Andrews

The Waiter & Waitress and Wait staff Training Handbook: Lora Ardusar

ALLIED PAPER I : COMPUTERS

Unit 1 introduction

- Definition
- History
- Types of computers
- Computer organization
- Importance of computers
- Computers in society
- Computers in the hospitality industry

Unit 2 computer systems

- Inside the computer
- Parts of the computer
- Information processing cycle
- Hardware
- Soft ware
- Using the keyboard
- Using the mouse
- Inputing data
- Input devices
- Video and sound
- Printing and devices

Unit 3 Processing Data

- Transformation of data into information
- Computer representation of data
- Memory
- Modern CPU's
- Processors
- Storage devices

Unit 4 Operating systems and Applications

- Basic operating systems
- Running programs
- DOS
- Windows XP
- Networking
- MS OFFICE (Word, Excel, Power Point, Access)

Unit 5 INTERNETS

Internet and the world wide web

- History
- E-Mail and internet services
- Connecting to the internet
- Spam

- Outlook
- E commerce
- Business and online

References:

**Introduction to computers- Peter Norton
DOS MANUEL**

PRACTICAL III - COMPUTER APPLICATION PRATICALS

- Working with office
- Processing with work
- Formatting in word
- Managing and customizing word
- Advanced features in word
- Computing with excel
- Starting excel
- Restricting and editing in excel
- Formatting
- Charting in excel
- Power point presentations
- Editing and arranging in PowerPoint
- Advanced features in PowerPoint
- Animating presentations
- Access basics
- Creating databases

Reference

Microsoft Office- Pearson

PAPER III : ROOMS DIVISION MANAGEMENT

Unit 1: housekeeping management

- The house keeping department
- Housekeeping in hotels – importance
- Coordination with other departments
- Types of rooms
- Classification of room types
- Room supplies
- Guest amenities
- Cleaning agents and equipments

Unit 2 Housekeeping procedures

- Bed making
- Laundry dept
- Machinery used in launder
- Key and key control
- Pest control
- Public areas
- Supervision in housekeeping
- Safety and security

Unit 3 Front Office management

- Introduction to hotels
- Classification of hotels
- Rates and meal plans
- Types of hotel guest
- Organization of the front office department
- Equipments used
- Layout of front office dept
- Duties and responsibilities of front office staff
- Reservation and registration
- Room assignments
- Guest folios
- Methods of payments

Unit 4 Functions of front office

- Accounting systems
- Credit controlling
- Methods of settlement
- Types of guest folios
- Front office documents
- Security functions
- Emergency situations
- Safety deposit lockers

Unit 5 Front office Procedures

- Guest services
- Guest complaints
- Check out settlement
- Night auditing
- Computer applications
- Yield management and forecasting

References:

Front Office Management and Operations- Ismail, Ahmed

Hotel Front Office Management- Bardi, James A.

Hotel Front Office Operations and Management-R Tewari

Hotel Housekeeping Operations Management-G Raghubalan

Supervisory Housekeeping- Jean Kimbell

PRACTICAL IV - ROOMS DIVISION PRACTICALS

PART A - HOUSEKEEPING

- Designing organizational chart
- Glass polishing
- Polishing hard surfaces
- Ceramic
- Wood
- Marble
- Granite
- Sunmica
- Terrazzo
- Bed making
- Toilet cleaning
- Public area cleaning
- Room set up procedures

PART B- FRONT OFFICE

- Check in and check out
- Telephone etiquettes
- Reservation procedures
- Identification of rooms using density charts systems
- Roll playing
- Guest mail and message handling
- Modes of bill settlement
- Handling guest complaints
- Places of interest in India and Tamil Nadu
- Capitals, currencies and airline codes

- Calculation of statically information
- Scanty baggage procedures
- Wake up call procedure
- Left luggage procedure

Reference:

Front office training manual – Sudhier Andrews
Professional Front Office Management-Robert Woods
Housekeeping- Robinson, Marilynne
HousekeepingManuel – Sudhir Andrews

PAPER IV : FOOD PRODUCTION INDIAN REGIONAL AND INTERNATIONAL

Unit 1 Indian Quantity food production

- Equipment used
- Menu planning
- Indenting
- Kitchen organization for Indian kitchen
- Layout of kitchen
- Layout of commissary
- Layout of butchery
- Layout of Garde manger
- Layout of bakery and confectioner
- Blending of spices and masalas
- Wet and dry methods of Indian cooking
- Special masalas blends
- Varieties of masalas in various regional areas

Unit 2 regional Indian cooking

- Introduction to regional styles
- Factors affecting eating habits
- Cooking based on –geographical location, history, season abilityavailability of ingredients, specialty cuisine.
- Tandoori cooking
- Indian breakfasts
- Indian snacks
- Cuisines form- Punjab, Kashmir, Bengal, Goa, and Maharashtra. Parsi, Gujarati, Kerala, Andhra, Tamil Nadu

Unit 3 Larder Theory

- Duties and responsibilities of larder chef

- Larder teams
- Larder control
- Sections of larder
- Hierarchy of larder staff
- Equipments used in larder kitchen
- Force meats
- The buffet chef
- Salads, salad dressings and cold sauces

Unit 4 International cuisines

- Equipments, ingredients, methods, s, recopies, and characteristics for the following places:
 - Italian
 - Arabic
 - Mexican
 - American
 - Scandinavian
 - Mediterranean
 - Russian

Unit 5 Asian

- Equipments, ingredients, methods, characteristics, recopies, and characteristics for the following places:
 - Chinese
 - Shanghi
 - Cantonese
 - Peeking
 - Sichuan
 - Japanese
 - Thai

Referene

Modern Cookery-MS T.E Philip

Understanding Cooking –Lundberge

Becoming a Chef - Dornenburg, Andrew

Theory of catering -Kinton

Chef's Book of Formulas, Yields, and Sizes- Schmidt, Arno

Iron Chef Chen's Knockout Chinese- Kenichi, Chen

Larder Chef: Food Preparation and Presentation-Leto

PRACTICAL V - Cookery Practical II

- Indian rice preparations
- Indian gravies
- Indian chats
- Indian breakfast preparations
- Indian biryani
- Tandoori preparations
- Indian sweets
- 5 course menu for the following
- Andhra Pradesh
- Bengal
- Goa
- Gujarat
- Kashmir
- Kerala
- Maharashtra
- Punjab
- Rajasthan
- Tamil Nadu
- Shanghai
- Cantonese
- Peking
- Szechwan
- Italian
- Russian
- Thai

References:

Food production operation-Parvinder S Bali

Accounting for Taste: The Triumph of French Cuisine- Ferguson, Priscilla Parkhurst

Authentic Chinese Cuisine- Grogan, Bryanna Clark

Best in the World: 175 Classic Recipes from the Great Cuisines: From Italy and Thailand to Russia, India and Japan - Day, Martha

PAPER V : ALCOHOLIC BEVERAGES AND SERVICE

Unit 1 Wine

- Definition and the history of wine
- Grapes-structure, constituents,
- Varieties of grapes
- Vine species
- Viticulture
- Vinification
- Pest and diseases
- Classification of wines
- Table wines
- Sparkling wines
- Manufacture
- Fortified wines
- Aromatized wines
- Wine terms, labels, storage
- Testing of wines
- Service of wines
- Foods that go with wines

Unit 2 Wine producing regions

- Wines of France Boudreaux, burgundy, Loir Valley, Rhone, Valley Alsace, Champagne
- Wines of Spain
- Wines of Italy
- Wines of Portugal
- Wines of Germany
- Wines of Australia

Unit 3 Liquors and Liqueur

- Aperitif
- Making of liqueurs
- Types of liquors
- Service of liquors
- Cocktails
- History of cocktails
- Types of cocktails
- Methods of preparations

Unit 4 Beers

- Beer
- Method of brewing
- Stages of manufacture
- Beer terminology
- Domestic beers
- International beers

Unit 5 Spirits

- Methods of production
- Types of spirits
- Gin
- Rum
- Whisky
- Brandy
- Aquavit
- Grappa
- Vodka
- Tequila

References:

Outlines & Highlights for Principles of Food, Beverage, and Labor Cost Controls by J. Desmond Keefe III, Paul R. Dittmer

Bar & Beverage Operation: Ensuring Success & Maximum Profit-Parry Chris

Food & Beverage Marke, Volume 1 - Gottlieb, Richard

PRACTICAL VI - Alcoholic Beverages Practical's

- Service of red wines
- Service of white wines
- Service of rose wines
- Service of cocktails
- Service of spirits
- Compiling of lunch and dinner menu with wines
- Setting room service tray
- Taking BOT orders
- Demonstration of mix logy
- Identification of different alcoholic beverages

References

The waiter: Curry AJ

Food and beverage Service Training Manuel- Sudhir Andrews

PAPER VI - CATERING SCIENCE

Unit 1 Hygiene

- Hygiene in the hotel industry
- Personal hygiene of staff members
- Cloths related to hygiene
- Importance of hygiene
- Storage conditions
- Reformation
- Hygiene in the kitchen\
- Sanitation and sterilization
- Sanitation in food preparations

Unit 2 Pest Control

- Classification of pest
- Necessity of pest control
- Control measures
- Sanitary factors and equipment location
- General guide lines for handling equipments

Unit 3 Pollution

- Pollution of airVI
- Pollution of water
- Pollution of soil
- Pesticides pollution
- Water supply
- Impurities
- Purification
- Recycling of waste water

Unit 4 Management and sanitation

- Management responsibilities
- Training and education
- Safety at work
- Control of food quality
- Food standards
- Adulteration
- Food inspections
- Health laws

Unit 5 Microbiology

- Introduction to food microbiology
- Classification of microbes
- Bacteria
- Yeast
- Fungi
- Algae

- Protozoa
- Factors affecting growth of microbes
- Friendly bacteria
- Moisture control
- Harmful effects of bacteria
- Food born diseases
- Food infection
- Food poisoning
- Food handlers
- HACCP

References:

Catering Science: O F G Kilgious

Food Microbiology Fraizer W C

Dictionary of Food Microbiology- Frank, Hanns K.

ALLIED PAPER II : ACCOUNTING

Unit 1 Introduction

- Definition and introduction to accounts
- Business transactions
- Rules of debit and credit
- Journal entries
- Posting
- Trial balance

Unit 2 Subsidiary books

- Purchase book
- Sales book
- Return inwards book
- Petty cash book
- Bills receivable
- Bills payable
- Posting of subsidiary books

Unit 3 accounting

- Rectification of errors
- Suspense accounts
- Checks promissory notes and bills of exchange
- Closing of books of accounts
- Trading profit and loss accounts
- Gross profit and net profit
- Profit and loss accounts with adjustments

Unit 4 balance sheet

- Introduction to balance sheet
- Comparative profit and loss accounts
- Analysis comparative of balance sheet
- Final accounts of non trading concerns
- Receipts and payments accounts
- Income and expenditure accounts

Unit 5 single entry accounts

- Conversion of single entry accounts to double entry
- Control accounts
- Partnership accounts
- Partners capital accounts
- Treatment of goods with partnership accounts
- Machine accounting – machines used in hotels and restaurants
- Computers in accounts

Reference

Practical Double entry Book Keeping- Nanabhoy S Davar

Food Cost Controls- Richard Koles

PAPER VII - BUSINESS PRACTICE AND LAW

Unit 1: Business Organization

- the nature of business organization
- business objectives and importance
- business environments-social, political and economical
- changing business environment
- forms of business organization

Unit 2 Business management

- functions of management
- principals of management
- evolution of management
- planning
- organization
- control
- delegation
- communication
- motivation

Unit 3 Law

- sources of Indian law
- Indian contract act
- Sale of goods act
- Lease negotiation
- Law of insurance

Unit 4 Industrial Law and The hotel and catering industry

- Shops and establishment acts
- Industrial employment
- Factories act
- Payment of wages
- Workmen's compensation
- Provident fund act

Unit 5 Economic Concepts

- Nature of economic problems
- Nature and scope of economic science
- Economic systems
- Market and price theory
- The industry in India's national economy

References

Business environment-John Kew

Business statistics-Bowerman

PAPER VIII - BAKERY AND CONFECTIONARY

Unit 1: Principals of Baking

- History of baking
- Art and science of baking
- Foundation ingredients
- Chocolate
- Flours
- Raising agents
- Milk and dairy products
- Cream
- Sweeteners

Unit 2 Breads

- Introduction to breads
- Yeast
- Effects of ingredients in baking
- Yeast breads
- Methods of preparations
- Forming loaves
- Proofing
- Baking and temperatures
- Washes
- Storage and handling
- Quick breads
- Methods of preparations-quick breads

Unit 3 Pastry

- Pastry techniques and principals
- Pastry dough
- Ingredients used
- Preparation of sweet dough
- Danish pastry
- Puff pastry
- Pastry and pies
- Pie crust
- Cookie dough
- Types of cookie dough
- Baking cookies
- Tarts and tartlets

Unit 4 Cakes

- Introduction
- Ingredients used
- Chocolate in cakes
- Types of cakes

- Batter cakes
- Foam cakes
- Chiffon cakes
- Preparation of cakes
- Mixing cakes
- Baking cakes
- Cooling cakes
- Storage of cakes

Unit 5 Toppings

- Fillings
- Thickening agents
- Ingredients
- Preparation of fillings
- Custards
- Chiffon and Bavarian cream filling
- Frostings
- Types of frostings
- Fondant
- Butter creams
- Foam type of frostings
- Decorative items
- Frozen deserts

References:

The art and science of culinary preparations-Jerald Chesser

Breads, Soups & Salads! Step by Step Success for Novice or Chef-Winstein, Sharon B.

Food production operations-Parvinder S Bail

PRACTICAL VII - BAKERY AND CONFECTIONERY PRATICALS

- Cake making
- Methods of cake making
- Recipes of cakes
- Cookie making
- Methods of preparations
- Frozen deserts
- Breads formation
- Loaf formation
- Varieties of icing
- Making meringues
- Working with chocolate

Reference

Desserts from Laura's Kitchen-Shumpert, Laura F.

Cupcakes: Luscious Bakeshop Favorites from Your Home Kitchen-Kaldunski, Shelly

PAPER IX - FINANCIAL MANAGEMENT

Unit 1 Financial Management in the Hospitality industry

- Introduction
- Share holder value
- Creditors
- Organization of finance function in the hotel industry
- Factors affecting the hotel industry
- Legislation
- Tourism scenario
- Financial environment
- Tax environment

Unit 2 Time Value of money

- Time line
- Simple interest
- Compound interest
- Growth rate
- Annuity
- Amortizing a loan
- Financial statements of hospitality businesses
- Balance sheet
- Financial ratios
- Analysis and index analysis
- Funds analysis
- Cash flow analysis
- Financial planning
- Sales forecast

Unit 3 Working Capital

- Level of working capital
- Classification of current assets
- Operating and cash conversion
- Management of cash
- Cash flow
- Cash budget
- Receipts and payments methods
- Cash control reports

Unit 4 Inventory and receivables management

- Objectives of inventory management
- Cost associated with inventory
- Par levels
- Safety stock
- Inventory control
- Credit management

- Credit standards
- Credit terms
- Cash discount
- Default risk
- Front office and accounts receivables
- Collection policy

Unit 5 Budgeting

- Introduction
- Capital budgeting
- Capital budgeting techniques
- Definition of value
- Risk in the hospitality industry
- The financial system
- Franchising
- Leasing

References:

Hotel Finance –Anand Iyengar

Purchasing for the food service operations- Ronald Cichy

PAPER X - MARKETING MANAGEMENT:

Unit 1 introduction

- Concept of marketing
- Introduction to the 4 P's.
- Physical distribution
- Marketing mix

Unit 2 Importance of marketing

- Importance of the service factor
- Features
- Characteristics of services
- Different types of service with reference to the hospitality industry
- Sector hotel and catering industry

Unit 3 Market environment

- Present market environment in India
- Economical, social, cultural potential for tourism
- Internal and international awareness of consumerism

Unit 4 Product

- Product behavior
- Factors affecting consumer behavior
- Market segmentation

- Geographical behavior
- Demographical behavior
- Psychographic behavior
- Produce concept
- Hotel as a product
- Physical aspects and brand imaging
- Product differentiation
- Product life cycle
- New product development

Unit 5 Research

- Marketing research \
- Marketing controls
- Marketing organization
- Marketing duties and responsibilities at different levels

Reference:

Marketing for hospitality and tourism-Philip Kotler
Marketing Hospitality-Cathy H C

PAPER XI - FOODS AND BEVERAGE CONTROL

Unit 1 Introduction

- Hotel organization
- Commercial and institutional food services
- Food service management
- Management resources and objectives
- The control process
- Control systems
- Responsibilities of control

Unit 2 Planning

- food and beverage standards
- standard purchase specifications
- standard recipes
- standard yields
- standard portion size and costs
- standard beverage costs

Unit 3 Budgeting

- the budget process
- budget development
- cost volume profit analysis
- purchasing and receiving controls
- beverage cost calculations

Unit 4 the menu

- food service control points
- menu planning
- calculating menu prices
- evaluation of the menu
- menu engineering

Unit 5 Revenue

- collecting revenue from guest
- standard revenue beverage operations
- preventing theft of revenue
- control of cash
- human resources
- implementing labor cost
- staffing guide
- employee scheduling

References

Planning and control for food and beverage operations –Jack Niemeyer
Purchasing for food service operations-Cichy Elsworth.