



**Roots Institute of Hotel Management**  
**BSC ( HOSPITALITY AND HOTEL ADMINISTRATION)**  
**SYLLABUS**

**SEMESTER - I**

**ENGLISH**

1. Every unit shall state the objectives and expected deliverables.
2. Every lesson shall have
  - i) Questions on subject comprehension, paragraph, short note, single sentence answer types
  - ii) Exercises on vocabulary, syntax, and pronunciation
  - iii) Language exercises shall include exercises in paraphrasing, note-making and report writing wherever possible
  - iv) Pre -reading and post- reading activities.

**Unit - I**

**PROSE**

1. A.P. J. Abdul Kalam: The Knowledge Society (from *Ignited Minds*)
2. NgugiWaThiong'o: The Language of African Literature (from *Decolonizing the Mind*)

**Unit - II**

**POETRY**

1. Robert Frost: The Road Not Taken
2. Nissim Ezekiel: Night of the Scorpion

**Unit - III**

**SHORT STORY**

1. Mulk Raj Anand : The Lost Child
2. Henry Lawson: The Loaded Dog

**Unit - IV**

**ONE - ACT PLAY**

William Shakespeare: The Merchant of Venice (Court Scene – Act IV Scene - 1)

**Unit - V**

**LANGUAGE ACTIVITY**

1. Classroom and Laboratory Activities
  - i. Single Sentence Answer Questions on Vocabulary (spelling), sound(pronunciation), sense (meaning), and syntax (usage)
2. Classroom Activity
  - i. Exercises in Articles and Prepositions
  - ii. Exercises in Tenses, Interrogatives and Question tags

**ANY ONE LANGUAGE MAY BE OPTED**  
**(TELUUGU/SANSKRIT/HINDI/URDU/FRENCH)**

**French**

**UNIT: 1**

**Lesson-1:** Introduction the language - letters of alphabet and their pronunciation.

**Lesson-2:** Distinction between vowels and consonant words and the use of different Accents, verbs and grammar.

**Lesson-3:** Self introduction - presenting and introducing another Person - greetings - how to greet and reply to a greeting

**UNIT: 2**

**Lesson-1:** All reception desk of a hotel

**Lesson-2:** In the restaurant: dialogues between restaurant staff and the waiter, between reception and the guest, etc.

**UNIT: 3**

**Lesson-1:** Name of profession, countries & nationalities, fruits & vegetables - introduction of the number and gender of nouns and objectives

**Lesson-2:** Numerical from 1 to 100

**UNIT: 4**

**Lesson-1:** The time of the day

**Lesson-2:** Members of the family (simple sentence)

**UNIT: 5**

**Lesson-1:** Hotel and kitchen personnel: French terms and the duties involved

**Lesson-2:** Various terms in kitchen procedures and utensils used.

## **Foundation Course – 1**

### **I. HUMAN VALUES AND PROFESSIONAL ETHICS**

#### **I Semester**

##### **Unit-I : Introduction to Value Education**

1. Value Education, Definition, Concept and Need for Value Education
2. The Content and Process of Value Education
3. Self-Exploration as a means of Value Education
4. Happiness and Prosperity as parts of Value Education

##### **Unit-II : Harmony in the Human Being**

1. Human Being is more than just the Body
2. Harmony of the Self ('I') with the Body
3. Understanding Myself as Co-existence of the Self and the Body
4. Understanding Needs of the Self and the Needs of the Body

##### **Unit-III : Harmony in the Family and Society and Harmony in the Nature**

1. Family as a basic unit of Human Interaction and Values in Relationships
2. The Basics for respect and today's Crisis : Affection, Care, Guidance, Reverence, Glory, Gratitude and Love
3. Comprehensive Human Goal : The Five dimensions of Human Endeavour

##### **Unit-IV : Social Ethics**

1. The Basics for Ethical Human conduct
2. Defects in Ethical Human Conduct
3. Holistic Alternative and Universal order
4. Universal Human Order and Ethical Conduct

##### **Unit-V : Professional Ethics**

1. Value Based Life and Profession
2. Professional Ethics and Right Understanding
3. Competence in Professional Ethics
4. Issues in Professional Ethics – The Current scenario
5. Vision for Holistic Technologies, Production System and Management Models

## **Foundation Course-2: Environmental Studies**

### **Unit-I : Natural Resources: 6 Hrs**

Definition, scope and importance. Need for public awareness.

Brief description of;

Forest resources: Use and over-exploitation. Deforestation; timber extraction, mining, dams. Effect of deforestation environment and tribal people

Water resources: Use and over-utilization. Effects of over utilization of surface and ground water. Floods, drought.

Mineral resources: Use and exploitation, environmental effects of extracting and using mineral resources.

Food resources: World food problems, Effects of modern agriculture; fertilizer-pesticide, salinity problems.

Energy resources: Growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources.

Land resources: Land as resources, land degradation, man induced landslides, soil erosion and desertification

### **Unit-II : Ecosystems, Biodiversity and its conservation 6 Hrs**

Concept of an ecosystem

Structure and function of an ecosystem Producers, consumers and decomposers

Food chains, food webs and ecological pyramids

Characteristic features of the following ecosystems:-Forest ecosystem, Desert ecosystem, Aquatic ecosystem.

Value of biodiversity: Consumptive use, productive use. Biodiversity in India. Threats to biodiversity: habitat loss, poaching of wildlife, man wildlife conflicts. Endangered and endemic species of India

Conservation of biodiversity

### **Unit-III : Environmental Pollution 6 Hrs**

Definition, Causes, effects and control measures of:- Air pollution, Water pollution, Soil pollution, Noise pollution

Solid waste management; Measures for safe urban and industrial waste disposal  
Role of individual in prevention of pollution

Disaster management: Drought, floods and cyclones

#### **Unit-IV : Social Issues and the Environment 6 Hrs**

From Unsustainable to Sustainable development

Water conservation, rain water harvesting, watershed management. Climate change, global warming, ozone layer depletion,

Environment protection Act

Wildlife Protection Act, Forest Conservation Act

#### **Unit-V : Human Population and the Environment 6 Hrs**

Population explosion, impact on environment. Family welfare Programme

Environment and human

health Women and Child

Welfare

Value Education

Role of Information Technology in Environment and human health.

## **Housekeeping - I**

### **Unit-1**

Introduction: Meaning and definition. Importance of Housekeeping, Responsibility of the Housekeeping department, a career in the Housekeeping department..

Housekeeping Department:

### **Unit - 2**

Organizational framework of the Department (Large/Medium/Small Hotel), Role' of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper, Interdepartmental Coordination with more emphasis on Front office and the Maintenance department.

### **Unit-3**

Housekeeping Procedures: Briefing, Debriefing, Gate pass, indenting from stores.

Inventory of Housekeeping Items.

### **Unit -4**

House keeping control desk, Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Formats and registers used in the Control Desk, Paging systems and methods, Handling of Guest queries, problem, request, General operations of control desk..

### **Unit-5**

The Hotel Guest Room: Layout of guest room (Types), Layout of corridor and floor pantry, Types of guest rooms. Guest Room Features – Housekeeping Perspective

## **Practical's of House Keeping**

01 Rooms layout and standard supplies. (Amenities)

02 Identification of cleaning equipments both manual and Mechanical. Use of different Brushes, brooms, mops, identification of cleaning agents.

03 Maids Trolley: Set Up, Stocking and usage.

04 Bed making:

- Identifying of linen.
- Step by step procedure for making bed/ Turn down service.

## **Food Production- I**

### **Unit-I:**

Introduction to cookery & its evolution - Aims and objectives of cooking  
Food De Cuisine - Raw materials : classification and uses according to their functions .

### **UNIT-2**

Principles of food storage, Preparation of ingredients Mise-en-place and methods of mixing, texture faults and remedies - Effects of heat on food: Methods of cooking, time and temperature - Culinary

### **UNIT 3**

Hygiene: introduction, importance and types.  
Handling kitchen accidents e.g. burns, cuts, fractures and Heart attack. Fire:  
Introduction, Types and how to extinguish different types of fire

### **Unit-4**

Kitchen organization: brigade, liaison of kitchen with other departments - Duties of kitchen staff, functions of various sections of kitchen -

### **Unit-5**

Kitchen equipment and tools, cleaning and maintenance - Kitchen structure , layout, receiving and preparing areas - Cooking areas, serving areas and wash up areas - Safety precautions -Weight and measures



## **FOOD PRODUCTION PRACTICALS**

01. Proper usage of a kitchen knife and hand tools 02.

Understanding the usage of small equipments

03. Familiarization, identification of commonly used raw material 04.

Basic hygiene practices to be observed in the kitchen

05. First aid for cuts & burns

### **06 EGG COOKERY**

Preparation of :

(i) Hard & soft boiled eggs.

(ii) Fried eggs.

(iii) Poached eggs.

(iv) Scrambled eggs.

(v) Omlelet's (Plain, Spanish, Stuffed)

### **07 PREPARATION OF VEGETABLES**

(i) Cuts of vegetables: Julienne, Jardinière ,Dices, Cubes, Macedoine, Paysanne, Shredding, Concassé

ii) Mire-poix

iii) Blanching of Tomatoes and Capsicum.

iv) Cooking vegetables :Boiling (potatoes, peas),Frying (Aubergine, Potatoes)

Steaming (Cabbage),Braising (Potatoes),Braising (Onions, cabbage)

### **08 RICE & PULSES COOKING**

(i) Identification of types of rice varieties & pulses.

(ii) Simple preparation of (a) Boiled rice (Draining & absorption) Method.

(iii) Fried rice.

(iv) Simple dal preparation

(v) Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris.

## **Food& beverage service- I**

### **Unit - 1**

F&B Services: –Introduction, Importance, Function, Sections Classification of catering establishment- commercial and non commercial

### **Unit-2**

Food and Beverage Service Areas in a Hotel

- Restaurants and their subdivisions: Coffee Shop, Room Service, Bars, Banquets, Discotheques, Grill Room, Snack Bar, Executive Lounges, Business Centers and Night Club

### **Unit - 3**

Ancillary Areas of Food and Beverage Service

- Back areas: Still Room, Wash-up, Hot-Plate, Plate Room, Kitchen Stewarding

### **Unit- 4**

Departmental Organization & Staffing – Organization Structure of F&B Services in different types of Hotels. Job Descriptions and Job specifications of different F&B service positions, attributes of F&B personnel

### **Unit- 5**

Food & Beverage Service equipment : Operating equipment, Requirements, Criteria for selection quantity and types. Classification of crockery/ cutlery/ glassware/ hollowware/ flatware/ special equipment upkeep and maintenance of equipment., Furniture, Linen, Disposables. Rules of Laying a table, Cover Definition and different layouts of Cover, Rules of waiting at the table, Do`s and Don`ts of Waiter,

## **Practical: Food and Beverage Service Practical -I**

### **Basic Etiquettes for Restaurant Staff.**

1. Grooming and Hygiene
2. Identification of Restaurant and Bar equipment.
3. Knowledge of other interlink department.

### **4. Training:**

1. Telephone Etiquettes.
2. Carrying Salvers and Room service trays
3. Holding of plates(Soiled and Fresh)
4. Holding of glassware.
5. Holding of Cutlery.
6. Laying of Table Cloth & Relaying.
7. Napkin folding with video presentations

## **Front Office - I**

### **Unit 1:**

Tourism Industry: Introduction, 5 A's of tourism,  
Hospitality Industry: Introduction, origin and its nature, Development and growth in India

### **Unit 2:**

Accommodation Industry, Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others.

### **Unit 3:**

Organization structure of hotels, Various departments and sub-departments in a hotel, Their profile and activities.

### **Unit 4:**

Front Office: Functions and its importance, Different sections of the front office department and their importance - Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier. Inter and intra-department coordination

### **Unit 5:**

Types of rooms and food plans - Different section of front office and their importance. Layout. of front office department - Equipments used in front office -Planning the F.O. and lobby - Qualities, social skills, poise, voice and speech required of front office staff - Hotel Brochure - Facilities available in hotel - Tariff - Glossary of F.O. Terms.

# **SYLLABUS**

## **SEMESTER - II**

### **ENGLISH**

#### **SEMESTER - II**

#### **Unit - I**

##### **PROSE**

1. J. B.S Haldane: The Scientific Point of View
2. A.G. Gardiner : On Shaking Hands

#### **Unit - II**

##### **POETRY**

1. John Keats: Ode to Autumn
2. KishwarNaheed : I am not that Woman (from *An Anthology of Commonwealth Poetry* edited by C.D. Narasimhaiah)

#### **Unit -III**

##### **SHORT STORY**

1. Ruskin Bond : The Boy Who Broke the Bank
2. R. K. Narayan : Half a Rupee Worth

#### **Unit - IV**

##### **ONE ACT PLAY**

Anton Chekhov: The Proposal

#### **Unit - V**

##### **LANGUAGE ACTIVITY**

1. Classroom and Laboratory Activities
  - i. Transformation of Sentences (Voice, Speech and Degrees)
  - ii. Dialogue Practice (Oral)
  - iii. Listening Comprehension
2. Classroom Activity
  - i. Guided Composition
  - ii. Dialogue Writing
  - iii. Reading Comprehension

**ANY ONE LANGUAGE MAY BE OPTED**  
**(TELUGU/SANSKRIT/HINDI/URDU/FRENCH)**

**HOTEL FRENCH**

**Objective:** To enable the students to speak and write simple sentences, understand terms pertaining to the hotel and catering activities.

**Unit I** - Time, Days of the week, months of the year and seasons.

**Unit II** - Vegetables, fruits, cereals dairy products.

**Unit III** - Relations & house.

**Unit IV** - Culinary terms (Food) & various utensils used in kitchen.

**Unit V** - Poultry, Fish, meat wines and weights & measures

**Foundation Course – 3 A**  
**Information & Communication Technology-I**

**(Computer Fundamentals and Office Tools)**

(Common for all UG Programs) (30 hrs. of Teaching Learning including Lab)

**Unit-I: Basics of Computers :** Definition of a Computer - Characteristics and Applications of Computers – Block Diagram of a Digital Computer – Classification of Computers based on size and working – Central Processing Unit – I/O Devices.

**Unit-II:** Primary, Auxiliary and Cache Memory – Memory Devices. Software, Hardware, Firmware and People ware – Definition and Types of Operating System – Functions of an Operating System – MS-DOS – MS Windows – Desktop, Computer, Documents, Pictures, Music, Videos, Recycle Bin, Task Bar – Control Pane.

**Unit-III: MS-Word**

Features of MS-Word – MS-Word Window Components – Creating, Editing, Formatting and Printing of Documents – Headers and Footers – Insert/Draw Tables, Table Auto format – Page Borders and Shading – Inserting Symbols, Shapes, Word Art, Page Numbers, Equations

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Spelling and Grammar – Thesaurus – Mail Merge

**Unit-IV: MS-PowerPoint**

Features of PowerPoint – Creating a Blank Presentation - Creating a Presentation using a Template - Inserting and Deleting Slides in a Presentation – Adding Clip Art/Pictures - Inserting Other Objects, Audio, Video - Resizing and Scaling of an Object – Slide Transition – Custom Animation

**Unit-V: MS-Excel**

Overview of Excel features – Creating a new worksheet, Selecting cells, Entering and editing Text, Numbers, Formulae, Referencing cells – Inserting Rows/Columns – Changing column widths and row heights, auto format, changing font sizes, colors, shading.

**References:**

1. Fundamentals of Computers by ReemaThareja, Publishers : Oxford University Press,India
2. Fundamentals of Computers by V.Raja Raman, Publishers : PHI
3. Microsoft Office 2010 Bible by John Walkenbach, Herb Tyson, Michael R.Groh andFaitheWempen, Publishers : Wiley

**Foundation Course-4A**  
**Communication and Soft**  
**Skills-1 Course Content (30**  
Hours)

Vocabulary is considered the key to communication and it plays a great role for learners in acquiring a language. The first unit, therefore, is on the different aspects of vocabulary. Since English is a predicate-oriented language, there are two units on grammar focusing on the verb phrase. Listening and speaking are the two receptive skills. Listening is the basic skill of communication, and reading helps a person refine their writing skills. Unit IV and Unit V are on listening and reading respectively.

**Unit I: Vocabulary Building**

- 1.(a) Prefixes and Suffixes
- (b) Conversion
- (c) Compounding
- (d) Analogy
2. One-Word Substitutes
3. Words Often Confused
4. Synonyms and Antonyms
5. Phrasal Verbs

**Unit II: Grammar - 1**

1. Types of Verbs
2. Subject-Verb Agreement

**Unit III: Grammar - 2**

1. Meanings of Modals
2. Tense (Present and Past) and Aspect
3. The Several Possibilities for Denoting Future Time
4. Articles and Prepositions

**Unit IV: Listening Skills**

1. The Importance of Listening
2. Types of Listening
3. Barriers/Obstacles to Effective Listening
4. Strategies for Effective Listening

**Unit V: Reading Skills**

1. Skimming
2. Scanning
3. Intensive Reading and Extensive Reading
4. Comprehension



## Housekeeping II

### Theory

#### Unit-1

Cleaning Science: Characteristics of a good cleaning agent, PH scale and cleaning agent with their application, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment: Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment.

#### Unit -2

Standard cleaning methods: Manual procedure – Work cards – Cleaning routine: daily, periodical and spring cleaning, servicing of guest rooms- Servicing of departure rooms – Servicing of vacant rooms –turn down services- Check – lists of supplies to replenish- Standard contents of a guest room –placement – Frequency of change.

#### Unit -3

Cleaning of various surfaces and metals: floors, walls and laminated surfaces-cleaning of public areas- Lobbies, elevators, restaurants- Cleaning of food service areas and employees' areas.

#### Unit -4

Cleaning of Public Areas: Cleaning process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/bar/banquet Halls/Administration offices/Lifts and Elevators/Staircase/back areas/Front areas/ Corridor), Pest Control: Types of pests, Control procedures, Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets.

#### Unit-5

Cleaning of Guest Rooms: Daily cleaning of (Occupied/Departure vacant Under repair VIP rooms, Weekly cleaning/spring cleaning, Evening service, Systems & procedures involved, Forms and Formats, Guest room cleaning - Replenishment of Guest supplies and amenities.

i) Types of Cleaning

(ii) Cleaning Procedures of Guest Bed Rooms

(iii) Cleaning of Public Areas & Inspection of public areas (lobby, Restaurant, staircase,) cloak rooms, corridor, offices, Back areas

(iv) Cleaning of different surfaces e.g. windows , tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.

## **Food Production II**

### **UNIT-1**

Ingredients used in cooking-I: Cereals and Grains, Fruits and Vegetables, and Sweeteners-Types, Purchasing and Storing considerations.

Ingredients used in cooking-II: Milk and Milk Products, Salt and Oil & Fat - Introduction, Types, Purchasing and Storing considerations.

### **UNIT-2**

EGG, Meat (Lamb, Poultry, Beef, veal, pork & game birds) - Fish & Shell Fish. Introduction, Types, Purchasing and Storing considerations.

### **UNIT-3**

Roux's ,Stocks, soups: classification and types - Soup garnishes and accompaniments, thickening agents, binding agent and clarifying agents -

### **UNIT-4**

Sauces: Classification of mother sauces with five derivatives - Proprietary sauces and compound butters -Accompaniments and garnishes -Flavouring and colouring agents

### **UNIT-5**

Bakery: Flour - types, uses and storage - Different dough's used in bakery - Sugar: types ,uses and storage, different stages of sugar when melted and its application in bakery - Effect of temperature and different temperatures used in bakery for different products - Role of egg, fat and leavening agents in bakery products - Methods of bread and cake making : different methods, Faults and their remedies.

## Food Production -II

1. **Preparation of stocks:** - Demonstration + Preparation of white stock, brown stock, fish stock.
2. **Preparation of sauces:** - Demonstration + Preparation of basic mother sauces & 2-3 derivatives of each.
3. **Preparation of soups:-**
  - Consomme - royale, Carmen, Claremont, ambassadrice, Indienne.
  - Cream - tomato, spinach, vegetable
  - Puree - lentils, peas, carrots
  - Broth - scotch broth, minestrone
  - Veloutes - cream de volaille princesse, veloute dame blanche / marielouise
  - National soups - mulugutwany, French onion, ox-tail.
  - Bisque - prawn, shrimp

### Identification and preparation of fish

Cuts of fish (fillet, dame, troncon, paupiette, goujon)

Preparation of simple fish - saumon grille, pomfret Meuniere, sole Mornay, fish Orly, fish Colbert, alaanglaise.

### 7. Identification and preparation of poultry:-

• Cuts of poultry, preparation and jointing of chicken, preparing of simple dishes such as Poulet roti al'anglaise, Poulet grille diable, Poulet sauté chasseur, Poulet Maryland.

8. **Identification & preparation of meat:** - Identification of various cuts - Carcasse demonstration of lamb & pork - preparation of basic cuts as lamb & pork chops, tournedoes, fillet steak & escalope - Roast leg of lamb.

## **Food & Beverage Service II**

### **Theory**

#### Unit – 1

Menu: –Introduction, Importance, and Menu Planning Considerations and Constraints, Menu Terms , Menu Design.

#### Unit -2

Types of Menu (detailed description of each type): A` la Carte & Table D`Hote, French Classical Menu Factors affecting menu item selection. Food Accompaniment with their covers, Indian Regional Dishes, Accompaniments and service.

#### Unit- 3

Types of meals -

- Breakfast – Introduction, Types, Service methods, a la carte, and TDH setups.
- Brunch, Lunch, Hi- tea, Supper, Dinner, and others

#### Unit-4

Food and Beverage Service Methods

- Table Service – Silver/English, Family, American, Butler/ French, Russian
- Self Service - Buffet and Cafeteria Service
- Specialized Service – Gueridon, Tray, Trolley, Lounge, Room service operation and procedures.
- Single Point Service- Takeaway, Vending, Kiosks, Food Courts, Bars, Automats

#### Unit-5

Control Methods-

- Billing methods – Duplicate and Triplicate system, KOTs and BOTs, Computerized KOTs
- Necessity and functions of a control system, F&B Control cycle and monitoring

## **Food and Beverage Service - II**

### **Napkins foldings - -**

#### **Cover Set - ups**

- Breakfast. Lunch Dinner with wine glasses.
- Ala carte and table d hote and different courses.

#### **. Rota**

- o Receiving
- o Seat allotment.
- o Introduction of Waiter. o
- o Poring of Water.
- o Unfold of Napkin
- o Presenting Menu Card. o
- o Order taking.
- o Offering Plate.
- o Serving techniques. o
- o Ashtray changing. o
- o Clearance.
- o Cheque presentation.

#### **Suggested Readings:**

Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS

Food & Beverage Service Management- Brian Varghese

Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS

Introduction F& B Service- Brown, Heppner & Deegan

## **Front Office II**

### **Unit-1**

Organisation structure of front office of different category of hotels, Qualities of Front office staff, Job description and specification of front office staff

### **Unit 2:**

Equipments used at front office - Room Rack, Mail, Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments , Knowledge of rooms and plans, Basis of Room charging, Tariff fixation

### **Unit 3:**

Front desk operations & functions during different stages of guest cycle. Role and functions of lobby manager, handling complaints.

### **Unit 4:**

Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation ,Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups, procedure

### **Unit 5:**

Countries - capital currency and their Indian equivalents FEMA, RBI regulations, Tourist information in India - Reseats, historical and important cities, wild life, monuments and festivals -Role of International airlines in tourism - International timings-and calculation or time difference between countries - Country code and the country they belong to.

## **Front Office -II**

Skill to handle guest arrival (FIT and groups) including registering the guests and rooming the guest functions.

Skills to handle telephones at the reception- receive/ record messages.

Skills to handle guest departure (fits and groups)

Preparation and study of countries, capitals, currencies, airlines and flags chart

Identification of F.O. equipment. Telephone handling at Reservations and Standard phrases.

Role play :At the porch, Guest driving in. Doorman opening the door and saluting guest; Calling bell boy.

At the Front Desk : Guest arriving ; greeting & offering welcome drink, Checking if there is a booking

### **FAMILARISATION WITH RECORD BOOKS, LISTS &FORMS SUCH. AS :**

- (i) Arrival/ departure register
- (ii) Departure intimation
- (iii) Arrival/ Departure list
- (iv) No show/ cancellation report
- (v) VIP List
- (vi) Fruits & Flowers requisition
- (vii) Left luggage register
- (viii) Bell boy movement control sheet
- (ix) Scanty Baggage Register
- (x) Arrival & Departure errands cards
- (xi) Expected arrival/ departure list



**SYLLABUS**  
**SEMESTER - III**  
GENERAL ENGLISH SYLLABUS

SEMESTER –III

M.K. Gandhi: Shyness My Shield (from The Story of My Experiments with Truth)

Alexis C. Madrigal: Why People Really Love Technology: An Interview with Genevieve

Gabriel Okara: Once upon a Time

Seamus Heaney: Digging

Jhumpa Lahiri: The Interpreter of Maladies

Shashi Deshpande: The Beloved Charioteer

Gurajada Appa Rao: Kanyasulkam, translated by C. Vijayasree & T. VijayaKumar (Acts

LANGUAGE ACTIVITY

Classroom and Laboratory Activities

JAM Sessions

Note Taking

Reporting for the Media

Expansion of an idea Classroom Activity

Transformation of sentences ( Simple-Complex- Compound Sentences)

Note Making

Report Writing

Writing for the Media

## Foundation Course -

### 3B Information & Communication Technology-2

#### (Internet Fundamentals and Web Tools)

(Common for All UG Programs) (30 Hours of Teaching Learning including Lab)

**Unit-I: Fundamentals of Internet :** Networking Concepts, Data Communication –

Types of Networking, Internet and its Services, Internet Addressing – Internet

Applications – Computer

Viruses and its types – Browser –Types of Browsers.

**Unit-II:Internet applications:** Using Internet Explorer, Standard Internet Explorer Buttons, Entering a Web Site Address, Searching the Internet – Introduction to Social Networking: twitter, tumblr, LinkedIn, facebook, flickr, skype, yelp, vimeo, yahoo!, google+, youtube, WhatsApp, etc.

**Unit-III:E-mail :**Definition of E-mail - Advantages and Disadvantages –

UserIds, Passwords,

Email Addresses, Domain Names, Mailers, Message Components, Message

Composition, Mail

Management,Email Inner Workings.

**Unit IV:WWW-** Web Applications, Web Terminologies, Web Browsers,URL

– Components of

URL, Searching WWW – Search Engines and Examples

**Unit-III:Basic HTML:** Basic HTML – Web Terminology – Structure of a HTML

Document –

HTML, Head and Body tags – Semantic and Syntactic Tags – HR, Heading, Font, Image

and Anchor Tags –Different types of Lists using tags – Table Tags, Image formats –

Creation of simple HTML Documents.

#### **References :**

1. Raymond Green Law and Ellen Hepp, Fundamentals of the Internet and the World Wide Web, TMH

Publishers :

**Foundation Course - 4B**  
**Communication and Soft**  
**Skills-2 Course Content(30**  
hours)

CSS-2 aims at improving the speaking skills of the learner. For many learners of English, the sound-spelling relationship of the language appears anarchic. Another problem many Indian learners face is English word accent. Unit I and Unit II help learners overcome these problems to

a great extent. The remaining units are on the two productive skills, speaking and writing. The

techniques of day-to-day conversations and the important characteristics of interviews and GDs

presented in this course strengthen the learner's speaking skills. The last unit presents various aspects of presentation in writing.

**Unit I: Pronunciation-1**

The Sounds of English

**Unit II: Pronunciation-2**

1. Word Accent

2. Intonation

**Unit III: Speaking Skills-1**

1. Conversation Skills

2. Interview Skills

3. Presentation Skills

4. Public Speaking

**Unit IV: Speaking Skills-2**

1. Role Play

2. Debate

3. Group Discussion

**Unit V: Writing Skills**

1. Spelling

2. Punctuation

3. Information Transfer

o Tables

o Bar Diagrams

o Line Graphs

o Pie Diagrams

o Flow Charts

o Tree

Diagrams

Pictures

## **House Keeping-III**

### **Unit :1**

**Housekeeping Supervision Importance of Inspection Checklist for Inspection Typical Areas usually neglected where special attention is required. Self Supervision Techniques for Cleaning Staff Degree of Discretion / Delegation to Cleaning Staff.**

### **Unit : 2**

**Linen / Uniform / Tailor Room Layout Types of Linen, Sizes, and Linen Exchange Procedure Selection of Linen Storage Facilities and Conditions Par Stock : Factors affecting Par Stock, Calculation of Par Stock Discard Management Linen Inventory System Uniform Designing : Importance, Types, Characteristics, Selection, Par Stock Function of Tailor Room Managing Inventory Par level of linen, uniform, guest loan items, machines & equipment, cleaning supplies & guest supplies Indenting from stores.**

### **Unit 3**

**Laundry Commercial and On-site Laundry Flow process of Industrial Laundering-OPL Stages in the Wash Cycle Laundry Equipment and Machines Layout of the Laundry Laundry Agents Dry Cleaning Guest Laundry/Valet service Stain removal**

### **Unit 4**

**Flower arrangement Flower arrangement in Hotels Equipment and material required for flower arrangement conditioning of plant material Styles of flower arrangements Principles of design as applied to flower arrangement**

### **Unit 5**

**key cards, key control register- issuing, return, changing of lock, key belts, unusual occurrences. Cleaning of Different Types of Floor Surfaces Special Services - baby sitting, second service, freshen up service, valet service. Care and Cleaning of Metals Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless Steel, Types of tarnish, cleaning agents and methods used.**



**Objective: After doing this course, students should be able to plan and execute quantity menus - Northern, Eastern, Western & Southern cuisines of India & planning meal for various groups.**

**UNIT-I:**

**a) Principles of Quantity cooking, equipment, problems and adjustment in terms of cooking time & temperature. b) Fuel Types: electricity, gas, oil, coal, steam & high pressure steam.**

**UNIT-II :**

**a) Menu Planning: Basics, special emphasis on quantity food production, planning of menus for various categories such as: school/college students, Industrial workers, hospitals, canteens, outdoor parties, theme dinners, transport/mobile catering - parameters for quantity food planning.**

**b) Standard recipe & Indenting: Principles of Standard recipe & Indenting Quantities/portions for bulk production, Translation of recipes for indenting, practical difficulties involved in indenting. Formats**

**UNIT-III :**

**a) North Indian cuisine - Moghlai, Avadh (Dum Pukht), Punjabi, Kashmiri: History, methodology, equipments, culinary terms -Tandoor: make, size, fixing and repairing -Tandoori Breads, Kababs, etc.**

**b) South Indian Cuisine - Hyderabad!, Kerala, Andhra, Tamilnadu, Chettinad : History, Methodology, equipment and culinary terms. c) Eastern & Western cuisine - Gujarati, Rajasthan, Goan, Maharashtra, Bengal: History, Methodology, equipment & culinary terms.**

**UNIT-IV**

**a) Institutional & Industrial catering: Types, planning menu & scope of growth.**

**b) Hospital catering: Diet menus, importance of Hygiene. c) Off premises catering: Hiring of equipment, menu planning, theme parties, concept of central production. d) Transport catering: Airlines, Marine and Railways.**

**UNIT- V**

**a) Rechauffe cookery: Principles of reheating, precautions to be taken, Rechauffe of leftover foods, identification of foods for recycling -important points in storage of meat for recycling.**

## KASHMIRI

Two menus may be formed out of the Dishes given as under:

**Rice and Bread Preparations:** Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

**Meat Preparations:** Gushtaba ,Rista ,Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh

**Vegetables and Potato:** Ruwangan chaman, Choek wangan, Chaman Qaliyan Alleh Yakhean, Dum Aloo Kashmiri ,Nader Palak, Razma Gogji

**Sweet Dishes:** Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa National Council for Hotel Management & Catering Technology, Noida. 8

**Chutneys:** Mujeh cheten, Ganda Cheten, Duen cheten, Aleh cheten (pumpkin chutney)

**Note:** In addition to above each institute to formulate 08 (eight) set of regional menus including snacks, sweets etc.

<b>MAHARASTRIAN</b>	<b>MAHARASTRIAN</b>	<b>AWADH</b>	<b>AWADH</b>
<b>MENU 01</b> Masala Bhat Kolhapuri Mutton Batata Bhajee Masala Poori Koshimbir Coconut Poli	<b>MENU 02</b> Moong Dal Khichdee Patrani Macchi Tomato Saar Tilgul Chapatti Amti Basundi	<b>MENU 01</b> Yakhni Pulao Mughlai Paratha Gosht Do Piazza Badin Jaan Kulfi with Falooda	<b>MENU 02</b> Galouti Kebab Bakarkhani Gosht Korma Paneer Pasanda Muzzafar
<b>BENGALI</b>	<b>BENGALI</b>	<b>BENGALI</b>	<b>GOAN</b>
<b>MENU 01</b> Ghee Bhat Macher Jhol Aloo Posto Misti Doi	<b>MENU 02</b> Doi Mach Tikoni Pratha Baigun Bhaja Payesh	<b>MENU 03</b> Mach Bhape Luchi Sukto Kala Jamun	<b>MENU 01</b> Arroz Galina Xacutti Toor Dal Sorak Alle Belle
<b>GOAN</b>	<b>GOAN</b>	<b>PUNJABI</b>	<b>PUNJABI</b>
<b>MENU 02</b> Coconut Pulao Fish Caldeen Cabbage Foogath Bibinca	<b>MENU 03</b> Prawan Pulao Mutton Vidalloo Beans Foogath Dodol	<b>MENU 01</b> Rada Meat Matar Pulao Kadhi Punjabi Gobhi Kheer	<b>MENU 02</b> Amritsari Macchi Rajmah Masala Pindi Chana Bhaturas Row Di Kheer
<b>PUNJABI</b>	<b>PUNJABI</b>	<b>SOUTH INDIAN</b>	<b>SOUTH INDIAN</b>
<b>MENU 03</b> Sarson Da Saag Makki Di Roti Peshawari Chole Motia Pulao Sooji Da Halwa	<b>MENU 04</b> Tandoori Roti Tandoori Murg Dal Makhani Pudinia Chutny Baingan Bhartha Savian	<b>MENU 01</b> Meen Poriyal Curd Rice Thoran Rasam Pal Payasam	<b>MENU 02</b> Lime Rice Meen Moilee Olan Malabari Pratha Parappu Payasam

<b>SOUTH INDIAN</b>	<b>SOUTH INDIAN</b>	<b>RAJASTHANI</b>	<b>RAJASTHANI</b>
<b>MENU 03</b> Tamarind Rice Kori Gashi Kalan Sambhar Savian Payasam	<b>MENU 04</b> Coconut Rice Chicken Chettinad Avial Huli Mysore Pak	<b>MENU 01</b> Gatte Ka Pulao Lal Maas Makki Ka Soweta Chutny (Garlic) Dal Halwa	Dal Batti Churma Besan Ke Gatte Ratalu Ki Subzi Safed Mass Bajra Roti
<b>GUJRATI</b>	<b>GUJRATI</b>	<b>HYDERABADI</b>	<b>HYDERABADI</b>
<b>MENU 01</b> Sarki Brown Rice Salli Murg Gujrati Dal Methi Thepla Shrikhand	<b>MENU 02</b> Gujrati Khichadi Oondhiyu Batata Nu Tomato Osaman Jeera Poori Mohanthal	<b>MENU 01</b> Sofyani Biryani Methi Murg Tomato Kut Hare Piaz ka Raita Double Ka Meetha	<b>MENU 02</b> Kachi Biryani Dalcha Mirchi Ka Salan Mix Veg. Raita Khumani Ka Meetha



## **Food & Beverage -III**

**OBJECTIVE: To develop in the student the knowledge of various non alcoholic and alcoholic beverages and their service, and Banquets.**

### **UNIT-I**

**Classification of beverages into alcoholic and non-alcoholic and their further breakup in their respective categories. Different stimulating, refreshing and nourishing drinks. Service of non-alcoholic beverages. Types of tea leaves, types of tea, golden rule of tea making. Coffee variety of coffee seeds, types of coffee, different methods of coffee making.**

### **UNIT-II**

**Spirits - meaning of distillation, spirit proof: American proof: British proof and GL and conversions - Manufacture of whisky, types and quality - Manufacture of Gin and Vodka: types and quality -Manufacture of Rum and its variety - Manufacture of Brandy: grading and types - Cognac: ages of cognac.**

**Beer: History, manufacture, types, storage and service - Wine made from other fruits (apart from grapes) and their country of origin, method of service and storage -Liqueurs: types, classification and service - Other spirits: schnapps arrack, calvados, framboise, grappa and marc, ouzo, quetsch, tequila, sake, apertif, vermouth.**

### **UNIT-III**

**Bar and restaurant planning - induction and types of Bar -Layout and planning of a bar, restaurant, pub - Laws, stocking and licensing laws - Corkage - bar equipment and control systems in bar -Need for proper planning - importance of free flow - Furniture, decor, equipment: crockery, cutlery hollow - ware and other equipment, their manufacturers -Requirement of staff - arrangement of stations, allocations of stations to staff - records to be maintained by restaurant staff.**

**Cocktails - Mixed drinks, classification and important mixed drinks - cocktails and mocktails - definition, types and method of mixing, recipe with different bases and their service.**

**Tobacco - types, storage and service**

**UNIT-IV: General introduction of wine: history and principal wine producing countries of the world - Types of wine and other classification - Manufacturing of wine, bottling, labelling and shipping of wine.**

**Wine producing regions of France and their examples, production of champagne Wines of Italy and Spain, their manufacture - Wine of Portugal, Germany, Australia, S.Africa, California, and India - Storage of wine -Types of wine glasses - equipment needed for service of wine. Procedure of Service of Wines ( Red, White, and Sparkling)**

**UNIT-V:**

**Banquets and conventions: Banquets - History and types -Organization of banquets department: duties and responsibilities of banquet staff - Layout arrangements, seating plans, facilities to be provided, booking dairy, function prospectus - Compilation of menus for functions, service during different occasion**

## FOOD AND BEVERAE SERVICE PRACTICALS

S.N O	TOPIC	HOURS
1	<b>Dispense Bar – Organizing Mise-en-place</b> Task-01 Wine service equipment Task-02 Beer service equipment Task-03 Cocktail bar equipment Task-04 Liqueur / Wine Trolley Task-05 Bar stock - alcoholic & non-alcoholic beverages Task-06 Bar accompaniments & garnishes Task-07 Bar accessories & disposables	05
2	<b>Service of Wines</b> Task-01 Service of Red Wine Task-02 Service of White/Rose Wine Task-03 Service of Sparkling Wines Task-04 Service of Fortified Wines Task-05 Service of Aromatized Wines Task-06 Service of Cider, Perry & Sake	05
3	<b>Service of Aperitifs</b> Task-01 Service of Bitters Task-02 Service of Vermouths	03
4	<b>Service of Beer</b> Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers	02
5	<b>Service of Spirits</b> Task-01 Service styles – neat/on-the-rocks/with appropriate mixers Task-02 Service of Whisky Task-03 Service of Vodka Task-04 Service of Rum Task-05 Service of Gin Task-06 Service of Brandy Task-07 Service of Tequila	04
6	<b>Service of Liqueurs</b> Task-01 Service styles – neat/on-the-rocks/with cream/en frappe Task-02 Service from the Bar Task-03 Service from Liqueur Trolley	03
7	<b>Wine &amp; Drinks List</b> Task-01 Wine Bar Task-02 Beer Bar Task-03 Cocktail Bar	04
8	<b>Matching Wines with Food</b> Task-01 Menu Planning with accompanying Wines Continental Cuisine Indian Regional Cuisine	04

## **FRONT OFFICE -III**

### **Unit:1**

**Registration (non automatic, semi automatic and automatic)**

**Relevant records for FITs, Groups, Air crews & VIPs During the Stay Activities  
Information services Message and Mail Handling Key Handling Guest special  
Requests Hospitality desk Complaints handling Guest handling Guest history**

### **Unit :2**

**Front office (Accounting) Accounting fundamentals Guest and non guest  
accounts Accounting system**

### **Unit 3**

**Check out procedures Guest accounts settlement Cash and credit Indian  
currency and foreign currency Transfer of guest accounts Express check out.**

### **Unit 4**

**Control of cash and credit night auditing Functions  
Audit procedures (Non automated, semi automated and fully automated)**

### **UNIT 5**

**Front office and guest safety and security Importance of security systems**

**Safe**

**deposit Key**

**control**

**Emergency situations (Accident, illness, theft, fire, bomb)**

## **Practical SYLLABUS**

### **Front Office Lab - III**

**Hotel function keys Create and update guest profiles**

**Make FIT reservation Send confirmation letters**

**Printing registration cards**

**Make an Add-on reservation**

**Amend a reservation**

**Cancel a reservation-with deposit and without deposit**

**Log onto cashier code**

**Process a reservation deposit**

**Pre-register a guest Put message and locator for a guest Put trace for guest**

**Check in a reserved guest**

**Check in day use**

**Check -in a walk-in guest**

**Maintain guest history**

**Issue a new key**

**Verify a key**

**Cancel a key**

**Issue a duplicate key**

**Extend a key**

**Programme keys continuously**

**Re-programme keys**

**Programme one key for two rooms**

**Suggestive list of tasks for front office operation system How to make a reservation**

**How to create and update guest profiles**

**How to update guest folio**

**How to print guest folio**

**How to make sharer reservation**

**How to feed remarks in guest history**

**How to add a sharer**

**How to make add on reservation**

**How to amend a reservation**

**How to cancel a reservation**

**How to make group reservation**

**How to make a room change on the system How to log on cashier code**

**How to close a bank at the end of each shift How to put a routing instruction**

**How to process charges in**

**How to process a guest check out How to check out a folio**

**How to process deposit for arriving guest How to process deposit for in house guest How to check room rate variance report How to process part settlements**

**How to tally allowance for the day at night How to tally paid outs for the day at night**

**How to tally fore**

**SYLLABUS**  
**SEMESTER – IV**  
**Foundation Course - 4C**

**Communication and Soft Skills-3 Course Content(30 hours)**

A current axiom is that hard skills will get a person an interview, but soft skills will get that person the job. Unit I of the course is on soft skills, which are absolutely necessary in the global job market. Writing is considered the most difficult of all the skills. Units II to V help the learner improve their writing skills, especially academic/formal writing.

**Unit I: Soft Skills**

1. Positive Attitude
2. Body Language
3. SWOT/SWOC Analysis
4. Emotional Intelligence
5. Netiquette

**Unit II: Paragraph Writing**

1. Paragraph Structure
2. Development of Ideas

**Unit III: Paraphrasing and Summarizing**

1. Elements of Effective Paraphrasing
2. Techniques for Paraphrasing
3. What Makes a Good Summary?
4. Stages of Summarizing

**Unit IV: Letter Writing**

1. Letter Writing (Formal and Informal)
2. E-correspondence

**Unit V:**

1. Resume and CV
2. Cover Letter

**Foundation Course - 5# Analytical Skills**

(Common for All UG Programs) (Total 30 Hrs)

**Unit-I : Data Analysis:-**The data given in a Table, Graph, Bar Diagram, Pie Chart, Venn diagram or a passage is to be analyzed and the questions pertaining to the data are to be answered.

**Unit-II: Sequence and Series:-** Analogies of numbers and alphabets completion of blank spaces following the pattern in A:b::C: d relationship odd thing out; Missing number in a sequence or a series.

**Unit-III: Arithmetic ability:-**Algebraic operations BODMAS, Fractions, Divisibility rules,

LCM & GCD (HCF). **Date, Time and Arrangement Problems:** Calendar Problems, Clock

Problems, Blood Relationship.

**Unit-IV: Quantitative aptitude:-** Averages, Ration and proportion, Problems on ages, Time distance – speed.

**Unit-V: Business computations:-** Percentages, Profit & loss, Partnership, simple compound interest.

**References:**

1. R S Agrawal, Quantitative Aptitude for Competitive Examination, S.Chand publications.
2. R V Praveen, Quantitative Aptitude and Reasoning, PHI publishers.
3. Pratogitaprakasan, Kic X, Quantitative Aptitude: Numerical Ability (Fully Solved) Objective Questions, KiranPrakasan publishers
4. AbhijitGuha, Quantitative Aptitude for Competitive Examination, TMG Hill publications.
5. Old question Paper of the Exams conducted by (Wipro, TCS, Infosys, etc.) at their recruitment process, source-Internet.

Note: The teachers/students are expected to teach /learn the contents by not converting them to the problems of algebra at the maximum possible extent, but to use analytical thinking to solve the exercises related to those topics. This is the main aim of the course.



## **Foundation Course-6 Entrepreneurship Education**

(Common for All UG Programs) (Total 30 Hrs)

**Unit-I: Entrepreneurship:** Entrepreneur characteristics – Classification of Entrepreneurships –

Incorporation of Business – Forms of Business organizations –Role of Entrepreneurship in economic development –Start-ups.

**Unit-II: Idea Generation and Opportunity Assessment:**

Ideas in Entrepreneurships – Sources of New Ideas – Techniques for generating ideas – Opportunity Recognition – Steps in tapping opportunities.

**Unit-III: Project Formulation and Appraisal :**

Preparation of Project Report –Content;

Guidelines for Report preparation – Project Appraisal techniques –economic – Steps Analysis;

Financial Analysis; Market Analysis; Technical Feasibility.

**Unit-iv: Institutions Supporting Small Business Enterprises:** Central level Institutions:

NABARD; SIDBI, NIC, KVIC; SIDIO; NSIC Ltd; etc. – state level Institutions –DICs-SFCSSIDC-

Other financial assistance.

**Unit-V: Government Policy and Taxation Benefits:**

Government Policy for SSIs- tax

Incentives and Concessions –Non-tax Concessions – Rehabilitation and Investment Allowances.

## **Foundation Course-7 Leadership Education**

(Common for All UG Programs) (Total 30 Hrs)

1. Organisation – Management – Leadership – Meaning and Significance – Different theories – Trait Theory, Blake & Mountan Theory – Other functions of Management.

2. Behavioral Concepts – Individual Behaviour – Perception – Learning – Attitude

Formation and Change – Motivation – Theories of Motivation – Personality Development.

3. Interpersonal Behaviour – Communication – Leadership – Influencing Relations – Transactional Analysis.

4. Group Dynamics – Roles – Morale – Conflict – Groups

– Inter-Group Behaviour – Inter-Group Collaboration and Conflict Management.

5. Team Building and Management – Developing team resources – Designing team –

Participation and Repercussion – Team building activities.

## **Industrial Exposure Training**

### **Front Office - IV**

#### **WHAT TO OBSERVE**

##### **Front Office**

**There are certain shifts that are more important to be done in order to learn the systems and procedures of the department. You should make sure that you cover all shifts so as understand the department fully.**

- 1. Greeting, meeting & escorting the guest**
- 2. Total capacity and tariffs of the rooms**
- 3. Location and role of status board, different types of status's maintained**
- 4. Special rates and discounts applicable to groups, business houses, airlines, vip 's etc**
- 5. Identification of kind, mode and type of reservation**
- 6. Filing systems and follow-up on reservations**
- 7. Types of plans and packages on offer**
- 8. Forms and formats used in the department**
- 9. Meaning of guaranteed, confirmed and waitlisted reservations**
- 10. Reports taken out in the reservations department**
- 11. Procedure of taking a reservation**
- 12. Group reservations, discounts and correspondence**
- 13. How to receive and room a guest**
- 14. Room blockings**
- 15. Size, situations and general colour schemes of rooms and suites**
- 16. Discounts available to travel agents, tour operators, FHRAI members etc**
- 17. Co-ordination of reception with lobby, front office cash, information, room**
- 18. service, housekeeping and telephones Guest registration, types of guest folios, arrival slips, c-forms and their purpose**
- 18. How to take check-ins and check-outs on the computer**
- 19. Various reports prepared by reception**
- 20. Key check policy**
- 21. Mail & message handling procedures**
- 22. Departure control**

- 23. Percentage of no-shows to calculate safe over booking**
- 24. Group and crew rooming, pre-preparation and procedures**
- 25. Scanty baggage policy**
- 26. Housekeeping discrepancy - investigation**
- 27. Handling of room changes / rate amendments / date amendments / joiners / one person departure**
  
- / allowances / paid outs and all formats accompanying them**
- 28. Requisitioning of operating supplies**
- 29. Handling of special situations pertaining to guest grievances, requests etc**
- 30. BELL DESK / CONCIERGE FUNCTIONS: luggage handling during check-in & check-out, left luggage**
- procedures, wake-up call procedures, scanty baggage procedure, handling of group baggage,**
- maintenance of records, Errands made, briefings etc.**
- 32. TRAVEL DESK: coordination, booking, transfers etc.**

## **Industrial Exposure Training House Keeping - IV**

### **Housekeeping**

**There are certain shifts that are more important to be done in order to learn the systems and procedures of the**

**department. You should make sure that you cover all shifts so as understand the department fully.**

#### **1. LINEN & UNIFORM**

- a. Learn to identify the linen / uniform by category/size even when in fold**
- b. Study the Pest Control procedure followed & learn how the linen/uniform is preserved against Mildew**
- c. Observe protection against dust**
- d. Observe system & quantum of Linen Exchange with Laundry, Room, and Restaurants**
- e. Note the discard procedure & observe the percentage of discard**
- f. Observe procedure for exchange of uniforms and linen**
- g. Note procedure followed for uniform/linen exchange after closing hours**
- h. Note arrangement of linen/uniforms systematically in shelves/hangers.**
- i. Understand the need & use of par stocks maintained**
- j. Study total number and variety of items**

#### **2. ROOMS**

- a. Number of rooms cleaned in a shift**
- b. Time taken in making bed/toilet**
- c. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used**
- d. Observe all guest supplies kept in guestroom and bathroom. Understand the procedure for procurement and replenishment of guest supplies**
- e. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guests facilities e.g. telephone, channel music, A/C, T. V. etc**
- f. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and Efficiency**
- g. Observe how woodwork, brass work are kept spotlessly clean and polished**
- h. Observe procedure for handling soiled linen & procurement of fresh linen**
- i. Observe the procedure for Freshen up and Turn down service**

- k. Observe room layout, color themes and furnishings used in various categories and types Carpet brushing and vacuum cleaning procedure**
- l. Windowpanes and glass cleaning procedure and frequency**
- m. Observe maintenance of cleanliness in the corridors and other Public areas on the floors**
- n. Understand policy and procedure for day-to-day cleaning**
- o. Observe methods of stain removal**
- p. Understand the room attendant's checklist and other formats used**
- q. Observe handling of guest laundry & other services (like shoe shine etc.)**

### **3. THE CONTROL DESK**

- a. Maintenance of Log Book**
- b. Understand the functions in different shifts**
- c. Observe the coordination with other departments**
- d. Observe the area & span of control**
- e. Observe the handling of work during peak hours**
- f. Observe the formats used by the department and study various records maintained**

### **PUBLIC AREA**

- a. Observe the duty and staff allocation, scheduling of work and daily briefing**
- b. What to look for while inspecting and checking**

## **Public Area**

- c. Importance of Banquets function prospectus**
- d. Observes tasks carried out by the carpet crew, window cleaners and polishers**
- e. Note Maintenance Order procedure**
- f. Study the fire prevention and safety systems built into the department**
- g. Observe coordination with Lobby Manager, Security and other departments**
- h. Observe the pest control procedure and its frequency**
- i. Study the equipment and operating supplies used the procedure for its Procurement .Observe Policy and procedures followed for various cleaning**

## **Industrial Exposure Training**

### **Food & Beverage – IV Food & Beverage Service**

#### **BANQUETS**

- 1. How to take a banquet booking**
  - 2. What is banqueting – the need to have banquet facilities, scope, purpose, menus and price structures**
  - 3. Types of banquet layouts**
  - 4. Types of banquet equipment, furniture and fixtures**
  - 5. Types of menus and promotional material maintained**
  - 6. Types of functions and services**
  - 7. Discounts given and subsequent data maintained**
  - 8. Guests comments and complaints**
  - 9. Importance of function prospectus and reservations register their usage**
  - 10. To study staffing i.e. number of service personnel required for various functions, scheduling of staff on daily basis, source of manpower**
  - 11. Liaisons maintained with excise people, liquor permit and guest control order**
  - 12. Safety practices built into departmental working**
  - 13. Cost control by reducing breakage, spoilage and pilferage**
  - 14. To study different promotional ideas carried out to maximize business**
  - 15. Types of chaffing dish used-their different makes and sizes**
  - 16. Par stock maintained (glasses, cutlery, crockery etc.)**
- 1. Store room - stacking and functioning RESTAURANT**  
**Taking orders, placing orders, service and clearing**
  - 2. Taking handover from the previous shift**
  - 3. Laying covers, preparation of mise-en-place and arrangement and setting up of station**
  - 4. Par stocks maintained at each side station**
  - 5. Functions performed while holding a station**
  - 6. Method and procedure of taking a guest order**
  - 8. Service of wines, champagnes and especially food items**  
**Service equipment used and its maintenance**
  - 9. Study of menu items and also have a**  
**brief idea about their mode of preparation, inputs used,**



**preparation time, accompaniment and final appearances**

- 10. Coordination with housekeeping for soil linen exchange**
- 11. Physical inventory monthly of crockery, cutlery, linen etc.**
- 12. Equipment, furniture and fixtures used in the restaurant and their use and maintenance**
- 13. Method of folding napkins**
- 14. Note proprietary sauces, cutlery, crockery and other service accessories kept at the station**
- 15. K.O.T. handling, check preparation, ordering and the timely pickup**

**BAR**

- 1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor Bottles**
  - 2. Implications of short and over pouring**
  - 3. Types of glasses used in bar service and types of drinks served in each glass**
  - 4. Liaison with f& b controls for daily inventory**
  - 5. Spoilage and breakage procedures**
  - 6. Handling of empty bottles**
  - 7. Requisitioning procedures**
  - 8. Recipes of different cocktails and mixed drinks**
  - 9. Provisions of different types of garnish with different drinks**
  - 10. Processing of all guests' checks as per drinks served**
  - 11. Dry days and handling of customers during the same**
  - 12. Handling of complimentary drinks**
  - 13. Bar cleaning and closing**
  - 14. Guest relations and managing of drunk guests**
  - 15. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens**
  - 16. Types of garnishes and service accessories maintained, and preparation of the same before the bar**
- Opens**
- 17. To know the different brands of imported and local alcoholic and non-alcoholic beverages**
  - 18. Bar salesmanship**
  - 19. KOT/BOT control**
  - 20. Coordination with kitchen for warm snacks**

**21. Using of draught beer machine**

**22. Innovative drinks made by the bar tender ROOM SERVICE**

### **Identifying Room Service Equipment**

**1. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)**

**4. Food Pickup Procedures Room service Layout Knowledge**

**5. Laying of trays for various orders**

**6. Pantry Elevator Operations**

**7. Clearance Procedure in Dishwashing area**

**8. Room service Inventories and store requisitions**

**9. Floor Plan of the guest floors**

**10. Serving Food and Beverages in rooms**

**11. Operating dispense Bars**

## **Industrial Exposure Training**

### **Food Production – IV**

#### **WHAT TO OBSERVE**

##### **F&B Production**

**There are certain shifts that are more important to be done in order to learn the systems and procedures of the**

**department. You should make sure that you cover all shifts so as understand the department fully.**

- 1. Area & Layout of the Kitchen**
  - 2. Study of Standard Purchase Specifications**
  - 3. Study of Standard Recipes**
  - 4. Indenting, Receiving & Storing**
  - 5. Checking the stock in the Walk-In cooler / freezer (deep)**
  - 6. Indenting of Butchery and grocery etc.**
  - 7. Preparing of batters, marinations and seasonings**
  - 8. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)**
  - 9. Daily procedure of handover from shift to shift**
  - 10. Recipes and methods of preparation of all sauces**
  - 11. Quantities of preparation, weekly preparations and time scheduling**
  - 12. Stock preparation and cooking time involved**
  - 13. Cutting of all garnishes**
  - 14. Temperatures and proper usage of all equipment**
  - 15. Plate presentations for all room service and a la carte orders**
  - 16. Cleaning and proper upkeep of hot range**
  - 17. Cleanliness and proper upkeep of the kitchen area and all equipment**
  - 18. Storage of ice creams and other cold desserts**
  - 19. Yield of fresh juice from sweet lime / oranges**
  - 20. Filling of coffee, water, milk in the dispensers**
  - 21. Storage of different mise-en-place – (Raw, Semi-Processed)**
  - 22. Usage of wines, spirits-correct quantity and method of usage**
  - 23. Bulk preparations**
  - 24. Finishing of buffet dishes**
  - 25. Recipes of at least 10 fast moving dishes**
  - 26. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen**
- Rechauffe / Leftover Cooking**

## **Food Production – IV**

### **LARDER**

#### **UNIT I**

**I. LAYOUT & EQUIPMENT :** A. Introduction of Larder Work B. Definition  
C. Equipment found in the larder D. Layout of a typical larder with equipment  
and various sections

**II. TERMS & LARDER CONTROL :** A. Common terms used in the Larder and  
Larder control : B. Essentials of Larder Control, C. Importance of Larder Control,  
D. Devising Larder Control Systems, E. Leasing with other Departments, F. Yield  
Testing

**III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF :** A. Functions of  
the Larder B. Hierarchy of Larder Staff C. Sections of the Larder D. Duties &  
Responsibilities of larder Chef

#### **UNIT II**

##### **CHARCUTIERIE**

**I. SAUSAGE** A. Introduction to charcutierie B. Sausage – Types & Varieties  
C. Casings – Types & Varieties D. Fillings – Types & Varieties E. Additives &  
Preservatives

**II. FORCEMEATS :** A. Types of forcemeats B. Preparation of forcemeats C.  
Uses of forcemeats

**III. BRINES, CURES & MARINADES :** A. Types of Brines B. Preparation of Brines C.  
Methods of Curing D. Types of Marinades E. Uses of Marinades F. Difference between  
Brines, Cures & Marinades

**IV. HAM, BACON & GAMMON :** A. Cuts of Ham, Bacon & Gammon. B. Differences  
between Ham, Bacon & Gammon C. Processing of Ham & Bacon D. Green Bacon  
E. Uses of different cuts

**V. GALANTINES :** A. Making of galantines B. Types of Galantine C. Ballotines

**VI. PATES :** A. Types of Pate B. Pate de foie gras C. Making of Pate  
D. Commercial pate and Pate Maison E. Truffle – sources, Cultivation and uses and  
Types of truffle.

**VII. MOUSE & MOUSSELINE :** A. Types of mousse B. Preparation of mousse C.  
Preparation of mousseline D. Difference between mousse and mousseline

**VIII. CHAUD FROID ;** A. Meaning of Chaud froid B. Making of chaud froid & Precautions  
C. Types of chaud froid D. Uses of chaud froid

**IX. ASPIC & GELEE :** A. Definition of Aspic and Gelee B. Difference between the two  
C. Making of Aspic and Gelee D. Uses of Aspic and Gelee

**X. QUENELLES, PARFAITS, ROULADES:** Preparation of Quenelles, Parfaits and  
Roulades

**XI. NON EDIBLE DISPLAYS :** A. Ice carvings B. Tallow sculpture C. Fruit &  
vegetable Displays D. Salt dough E. Pastillage F. Jelly Logo G. Thermacol work.

#### **UNIT-III**

**APPETIZERS & GARNISHES :** A. Classification of Appetizers B. Examples

of Appetizers C. Historic importance of culinary Garnishes D. Explanation of different Garnishes

#### **UNIT IV**

**SANDWICHES:** A. Parts of Sandwiches B. Types of Bread C. Types of filling – classification D. Spreads and Garnishes E. Types of Sandwiches F. Making of Sandwiches G. Storing of Sandwiches

#### **UNIT V**

**USE OF WINE AND HERBS IN COOKING:** A. Ideal uses of wine in cooking  
B. Classification of herbs C. Ideal uses of herbs in cooking

## Food Production – Lab IV

<p><b>MENU 01</b>          Consommé Carmen          Poulet Sauté Chasseur          Pommes Loretta          Haricots Verts          Brioche          Baba au Rhum</p>	<p><b>MENU 02</b>          Bisque D'écrevisse          Escalope De Veau viennoise          Pommes Batailles          Epinards au Gratin          Soft Rolls          Chocolate Parfait</p>	<p><b>MENU 03</b>          Crème Du Barry          Darne De Saumon Grille          Sauce paloise          Pommes Fondant          Petits Pois A La Flamande          French Bread          Tarte Tartin</p>
<p><b>MENU 04</b>          Veloute Dame Blanche          Cote De Porc Charcuterie          Pommes De Terre A La Crème          Carottes Glace Au Gingembre          Garlic Rolls          Crêpe Suzette</p>	<p><b>MENU 05</b>          Cabbage Chowder          Poulet A La Rex          Pommes Marguises Ratatouille          Harlequin Bread          Chocolate Cream Puffs</p>	<p><b>MENU 06</b>          Barquettes Assortis          Stroganoff De Boeuf          Pommes Persilles          Riz Pilaf          Foccacia          Crème Brûlée</p>

**MENU 07**  
 Duchesse Nantua  
 Poulet Maryland  
 Croquette Potatoes  
 Banana fritters  
 Corn gallets  
 Vienna Rolls  
 Mousse Au Chocolate

**MENU 08**  
 Kromeskies  
 Filet De Sols Walweska  
 Pommes Lyonnaise  
 Funghi Marirati  
 Bread Sticks  
 Souffle Milanaise

**MENU 09**  
 Vol-Au-Vent De Volaille Et Jamb  
 Poulet a la kiev  
 Creamy Mashed Potatoes  
 Butter tossed green peas  
 Brown Bread  
 Pâte Des Pommes

**MENU 10**  
 Quiche Lorraine  
 Roast Lamb  
 Mint sauce  
 Pommes Parisienne  
 Clover Leaf Rolls  
 Savarin des fruits

**MENU 11**  
 Whole Wheat Bread  
 Herb & Potato Loaf  
 Milk Bread  
 Doughnuts  
 Charlotte Royal  
 Gateaux des Peache

V Semester  
Food & Beverage Management

UNIT:1

COST DYNAMICS :Elements of Cost . Classification of Cost SALES CONCEPTS :  
Various Sales Concept. Uses of Sales Concept

INVENTORY CONTROL : Importance, Objective, Method, Levels and Technique  
Perpetual Inventory, Monthly Inventory, Pricing of  
Commodities, Comparison of Physical and Perpetual Inventory

UNIT:2

Beverage Control: Purchasing a. Receiving b. Storing c. Issuing d. Sales Control  
Production Control e. Standard Recipe f. Standard Portion Size g. Bar Frauds h.  
Books maintained i. Beverage Control 5. Sales Control a. Procedure of Cash Control b.  
Machine System c. ECR d. NCR e. Preset Machines f. POS g. Reports h. Thefts i. Cash  
Handling

UNIT 3

Budgetary Control: Define Budget, Define Budgetary Control, Objectives  
Frame Work Key Factors, Types of Budget, Master Budget, Budgetary  
Control Variance Analysis Standard Cost, Standard Costing, Cost Variances,  
Material Variances . Overhead Variances, Labor Variance, Fixed Overhead  
Variance,SalesVarianc, Profit Variance Labor Cost Control a. Staffing b.  
Payroll c. Over time Breakeven Analysis a. Breakeven Chart b. P V Ratio c.  
Contribution d. Marginal Cost e. Graphs .

Unit 4

Menu Merchandising a. Menu Control b. Menu Structure c. Planning d.  
Pricing of Menu. e. Types of Menu f. Menu is Marketing tool g. Layout h.  
Constraints of Menu Planning

UNIT 5

MIS Reports a. Calculation of actual cost b. Daily Food Cost c. Monthly Food  
Cost d. Statistical Revenue Reports e. Cumulative and non-cumulative

## Accommodation Management

### UNIT –I:

Ecotel certification Choosing Eco-friendly site Hotel Design and construction for ecotel Environment friendly House Keeping practices Case study

### UNIT-II:

Ergonomics in Rooms Division Ergonomics in Rooms Division Importance of Ergonomics Principles of Ergonomics Ergonomic Training to staff Case Studies

### UNIT-III:

Public relation Importance of Public relations in Hotels Agents of Public relation building at Front Office Various Public Relation tactics Role of Media in Public Relation

### UNIT-IV:

Communication in Rooms Division Role and importance of communication Types of communication Barriers in communication Effective communications E-communication in Rooms

### Unit V:

Front Office as Sales Department Coordination of Front Office with sales department Importance of Front office as sales point Sales promotion technique used by front Office Qualities of Front Office Staff to act as sales agent



## **BAR MANAGEMENT**

**Unit 1. Introduction to Bar and Beverage Operation:** A brief History, Types of Bar and Beverage Operation, Managing Bar and Beverage Operation, The future of Bar  
**Social Concerns and Management:** Definitions, Responsibility in today's Alcohol Market, Third – Part liability, Changing Drinking Patterns, Health Concerns, Maintaining a professional and Hygienic appearance

**UNIT 2. The Bar:** Bar layout, Basic Bar Arrangements, Bar equipment, Accessories Bar Sanitation,

**The Bartender and the Art of Mixology:** The Bartender, The art of Mixology A guide to Bartending.

**UNIT 3 Service procedures and Selling Techniques:** A service Orientation, Establishing Service Standards, Handling Service Problems, Selling – Techniques and Strategies.

**Marketing Bar and Beverage Operations:** Special consideration in Bar and Beverage Marketing, The Marketing Mix, Product and Place, Price: Beverage-Pricing Strategies

**UNIT 4. Bar Control Systems:** The Control System, Product Control, Sales Profitability and

Control

**UNIT 5:** The Legal Tangle, Federal Control, State Control, Community or Local Regulations The importance of Prudent preparation.

## **CARGO AND AIRTICKETING MANAGEMENT**

**UNIT I** Role of transportation in tourism – major entry points in India – history of air transportation – Major airports in India (domestic & international) -Role of AAI and DGCA. A brief account of IATA/ICAO-Three letter city codes and airport codes.Major world cities and airports and identifying cities and countries on the map.

**UNIT II** Cargo, meaning definition - Cargo transportation – scope of cargo business, structure of cargo industry, movement of cargo, basics of cargo rate preparation, airway bill preparation, cargo insurance and clauses. Cargo terminology-Trucking, RFS, Warehousing, Trade Free Zone, Charters.

**UNIT III** Airline Terminology – Airports and offline stations served by airlines – abbreviations used in airlines, its fleet – types of journeys (OW, CT, RT, OJ,RTW) – International sale indicators – Global indicators.

**UNIT IV** Passenger ticket: Different coupons – ticketing instruction and conjunction tickets – Opentickets, E-tickets and its advantages – Miscellaneous charges order (MCO) and Prepaid Ticket Advice (PTA) – the rounding off of currencies, referring to airline time table, TIM, OAG, PAT.

**UNIT V** :Types of fare – normal face (Adult, child & infant) – Special fares, discounted fares,passengers requiring special handling – passengers with medical problems – Expectant women – Unaccompanied minors – infants – VIPs/ CIPs, introduction to special fares.

## **Human Resource Management**

### **Unit 1**

Introduction to Human Resource Management:

Introduction, Concept of Human Resource Management, Scope of Human Resource Management, History of Human Resource Management, Function of Human Resource Management, Role of HR Executives

### **Unit 2**

HRM in India: Introduction, Changing Role of Human Resource in India, Globalization, Its Impact on HR

### **Unit 3**

Human Resource Planning: Process of Human Resource Planning, Need for Human Resource Planning, HR Forecasting Techniques, Successful Human Resource Planning

### **Unit 4**

Recruitment and Selection: Concept of Recruitment, Factors Affecting Recruitment, Sources of Recruitment, Recruitment Policy, Selection, Selection Process, Application Forms, Selection Test, Interviews, Evaluation, Placement, Induction

### **Unit 5**

Training and Management Development: Meaning of Training, Area of Training, Methods of Training, Concept of Management Development, Management Development Methods, Differences Between Training and Development, Evaluation of Training and Management Development.

## RETAIL MANAGEMENT

### UNIT I

Retailing—nature and scope—objectives and functions—retailing scenario in India—wheel of retailing—retailing life cycle—types of retailing—ownership based, store based and non store based retailing—vertical marketing system

### UNIT II

Strategic planning in retailing—retail environment and customers—design retail information system and research—location and organizational decisions—trading area analysis—site selection, organizational pattern in retailing.

### UNIT III

Retail operations management—budgeting and resource allocation—store format and size decision—store layout and space allocation—store security aspects—credit management— working capital for retailing—cash collection and recovery

### UNIT IV

Product assortment decision—merchandise forecasting—buying and handling merchandise—inventory management—pricing, labeling and packaging

### UNIT V

Retail promotion—building retail store image—role of atmosphere—layout planning—retail promotion mix—sales promotion scheme— public relations in retailing—CRM in retailing-- retail control system—financial control, merchandise control-- human resource control— operational control.

## **Sales and Marketing**

### **UNIT 1**

Salesmanship: Meaning, Definition, Characteristics, Concept, Kinds, Nature, Evolution, and Psychology in Selling, Scope, Limitations and Importance; Sales Management: Meaning, Definition, Characteristics, Principles, Functions and Importance, Difference between Sales Management and Marketing Management

### **UNIT 2**

Marketing: nature and scope of marketing; marketing concepts- traditional and modern; selling and marketing; marketing mix; marketing environment; service marketing-characteristics of service.

### **UNIT 3**

Product: concept of product; consumer and industrial goods; product planning and development; packaging- role and functions; branding: brand name and trade mark; product life cycle; after sales service.

Price: importance of price in marketing mix; factors affecting price; discounts and rebates; pricing strategies.

Promotion: promotion mix; methods of promotion; advertising; personal selling; selling as a career; functions of a salesman; characteristics of a good salesman; approach and presentation to a customer; objection handling; closing sale and follow up; publicity and public relations.

### **UNIT 4**

Sales Planning: Meaning, Components, Elements, Types, Importance and Limitations, Sales Fields or territories: Meaning, Definition, Objectives, Factors determining Size, Allocation of Sales territories, Steps in setting Sales territories Consumer Behaviour: Meaning, Definition, Variables and Factors affecting Consumer Behaviour. Buying Motives: Meaning, Kinds, Chief Buying Motives, Different Types of Consumers, Behaviour and Customer Service.

### **UNIT 5**

Consumer Behaviour: Meaning, Definition, Variables and Factors affecting Consumer Behaviour. Buying Motives: Meaning, Kinds, Chief Buying Motives, Different Types of Consumers, Behaviour and Customer Service.

## Accountancy

### UNIT - I

#### **INTRODUCTION TO ACCOUNTING**

Meaning and Definition, . Types and Classification, Principles of accounting, Systems of accounting Generally Accepted Accounting Principles (GAAP).

**PRIMARY BOOKS (JOURNAL):** Meaning and Definition, Format of Journal, . Rules of Debit and Credit, Opening entry, Simple and Compound entries, . Practicals.**SECONDARY BOOK (LEDGER):** Meaning and Uses, Formats. Posting, Practicals.

### UNIT-II

**SUBSIDIARY BOOKS:**..Need and Use, . Classification, Purchase Book, Sales Book, Purchase Returns, • Sales Returns, • Journal Proper, • Practicals**CASH BOOK:** . Meaning, Advantages, Simple, Double and Three Column . Petty Cash Book with Imprest System (simple and tabular forms) Practicals.

**UNIT – III BANK RECONCILIATION STATEMENT:** Meaning Reasons for difference in Pass Book and Cash Book Balances Preparation of Bank Reconciliation Statement

### UNIT – IV

#### **TRIAL BALANCE**

Meaning, Methods . Advantages.Limitations.PRACTICALS

### UNIT –V

**FINAL ACCOUNTS:** Meaning, Procedure for preparation of Final Accounts.

Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet. .

Adjustments (Only four) • Closing Stock

• Pre-paid Expenses • Outstanding Expenses • Depreciation

**CAPITAL AND REVENUE EXPENDITURE :** Meaning . Definition of Capital and Revenue Expenditure

# Tourism Management

## UNIT I

**1 Introduction to Tourism :** 1 Brief historical evolution & development 2 Definition of Tourism and its terms- Tour, Tourist, visitor & excursionist 3 The 5 A's of tourism: - Attraction, Accessibility, Accommodation , Amenities and Affordability.

**2 Types & forms of tourism:** 1 Motivation to travel .2 Types: Domestic, International-Inbound and Outbound 3 Forms: - Leisure, Business, Social, Cultural, Religious, Nature, cuisine, Family, sports, political, health, Senior citizen. MICE, Medical, Adventure 3 Alternative forms of tourism: Eco- tourism, Agro rural tourism, Special interest tourism

## UNIT II

**3.Constituents of tourism industry:** 1 Primary Constituents : accommodation, Food, Transport,Intermediaries,Govt.Organizations 2 Secondary Constituents : Shops and Emporiums, Handicrafts and Souvenirs,Local Transport, Communications Services, Publishing and Advertising Agencies, Entertainment,Touts and Brokers

**4.The Impact of Tourism:** 1 Economic impact: employment generation, foreign exchange

earnings & Infrastructure development 2 Social & Political Impact

3. Environmental Impact

## UNIT III

**5. The Travel Agent and Tour operator :** 1 Meaning & definition of Travel Agent and Tour operator 2 Functions of Travel Agency 3 Online Travel Agency 4 Types of tour operators, inbound, outbound, domestic 5 Tour packaging: definition, components of a tour package, types of package tours 6 Setting up a travel agency

**6. Documentation :** 1 Passport: Definition, types, requirements for Passport 2 Visa: - Definition, types of visa, requirements for visa 3. Other travel regulations – health regulations, insurance, permits etc.

**7. Guides & Escorts:** .1 Definition 2 Role, functions and characteristics of Guides and Escorts 3 Guiding and Escorting a tour

**8.Role of Transportation in tourism.:** 1 Rail Transportation 2 Road Transportation 3 Air

Transportation 4 Water Transportation

## **UNIT IV**

**9. Role & functions of tourism organisations:** 1 Govt. organisation: - MTDC, ITDC, IndiaTourism, TFCI 2 Domestic Organisation: - TAAI, FHRAI  
3 International Organisation: -UNWTO, IATA

**10. Indian Culture and Heritage:** 1 Indus Valley civilization , 2 Religions in India , 3 Forms of Architecture 4 Handloom and Handicraft 5 Dances of India  
6 Indian Fairs & Festival 7 Indian music 8 Indian Cuisine

**11. Indian Tourist Destinations:** Major tourist attractions in India-North, South, East, West

## **UNIT V**

**12. World Tourist Destinations :** 1 World division according to IATA Continents , 3 IATA

- I 4 IATA - II 5 IATA - III 6 Present status of tourism in the world 7 Major tourist attractions in the world/ Continents

**13. Itinerary Planning :** 1 Meaning , 2 Basics of Itinerary planning 3 Steps in Itinerary planning 4 Planning itineraries (Domestic and International) - Week end, One week, Two weeks and more 5 Special interest Itineraries



**SYLLABUS**  
**SEMESTER - VI**

Sno	Course	Total Marks
1	On Job specialization Training	500
2	Project Work	100

Marks Break up

Attendance	100 Marks
Training certificate	100 Marks
Training Log Book Evaluation	100 Marks
Training Presentation	100 Marks
Viva Voce	100 Marks