

Semester 1 - B.Sc.(Hospitality Studies)

Course Code	Subject	Class Room Instruction Face to Face									Notional			Credits				
		Per Week			Per Sem			Per Sem Hrs			L	P	T	Total	L	P	T	Total
		L	P	T	L	P	T	L	P	T								
USHO101	Food Production & Patisserie I	3	4	-	45	60	-	45	60	-	25	10	-	140	2	2	-	4
USHO102	Food & Beverage Service I	3	4	-	45	60	-	45	60	-	25	10	-	140	2	2	-	4
USHO103	Front Office I (pg 19)	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO104	Housekeeping I	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO105	Rooms Division Mgt (Practicals)-I (pg 27)	-	4	-	-	60	-	-	60	-	-	10	-	70	-	2	-	2
USHO106	Communication Skill I (English & French)	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO107	Information Technology	1	2	-	15	30	-	15	30	-	20	5	-	70	2		-	2
USHO108	Food Safety & Nutrition	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
	Total	19	14	-	285	210	-	285	210	-	170	35	-	700	14	6	-	20
L one lecture / period of 60 minutes (1 hr.) P Practical T Tutorial																		
Notional includes time spent in library / home / other institutions for preparation and writing of assignments, quizzes, open book test, journal, case studies, project, practical, field work, excursion, etc.																		
Information Technology will be single head of passing.																		

FOOD PRODUCTION & PÂTISSERIE-I (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semesters	I	Food Production & Patisserie- I(USHO 101)
Course Code	Title	Credits	
USHO101	Food Production & Patisserie-I	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	2					
Credit	2	2					

Class Room Instruction Face to Face									Notional			Credits				
Per Week			Per Sem			Per Sem Hrs										
L	P	T	L	P	T	L	P	T	L	P	T	Total	L	P	T	Total
3	4	-	45	60	-	45	60	-	25	10	-	140	2	2	-	4

OBJECTIVES:

- To inculcate a right attitude and the required basic knowledge and technical skills in the art of culinary and the food production department.
- To introduce the various equipments and utensils used in the kitchen.

Contents of syllabus for USHO 101

UNIT NO.	Ch.No.	TOPIC	Hrs.
01	1	Introduction to the Food Production Department 1.1 Levels of Skills and Experience 1.2 Attitude and Behaviour in the Kitchen 1.3 Kitchen Uniforms 1.4 Personal Hygiene 1.5 Safety Procedures for Handling Equipment	01
	2	Culinary History and Culinary Terms (Explanation with Examples) Origins of Modern Cookery Modern Development in Equipment and Technology	02
	3	Equipment and Hand Tools used in Kitchen & Different Types of Fuels used in Kitchen 3.1 Hand tools and utensils used in Kitchen 3.2 Various Fuels used in the Kitchen 3.3 Advantages & Disadvantages of Various Fuels 3.4 Various Equipment used in the Kitchen	04
	4	Introduction to Cooking 4.1 Aims and Objectives of Cooking 4.2 Classification of Various Raw Materials according to Functions 4.3 Various Textures and Consistencies 4.4 Methods and Techniques of Preparation	04
	5	Stocks 5.1 Definition of Stock 5.2 Types of Stocks 5.3 Preparation (Recipe), Storage, Care and Precautions in Preparation	02
	6	Culinary Terms	02
02	7	Methods of Cooking 7.1 Various Methods of Cooking Foods (Roasting, Grilling, Frying, Baking, Boiling, Poaching, Microwave) 7.2 Principles of each Method and Precaution to be taken	04

	8	Hierarchy and Kitchen Staffing 8.1 Classical Kitchen Brigade 8.2 Modern Staffing in Various Category Hotels 8.3 Duties and Responsibilities of Various Chefs 8.4 Role and Duties of the Executive Chef 8.5 Inter-Departmental Co-operation and Co-ordination	03
	9	Egg 9.1 Selection of Eggs 9.2 Structure of Eggs 9.3 Uses of Eggs 9.4 Nutritive Value of Eggs	02
	10	Vegetables & Fruits 10.1 Classification of Vegetables 10.2 Colour Pigments in Vegetables and Effects of Heat, Acid and Alkali on each of them 10.3 Cuts of Vegetables 10.4 Classification of Fruits 10.5 Uses of Fruits 10.6 Salad & Salad Dressing	04
	11	Bakery & Pastry Sugar 11.1 Importance of Sugar 11.2 Types of Sugar 11.3 Cooking Stages and Temperature of Various Stages 11.4 Uses of Sugar	02
UNIT NO. 03	Ch.No. 12	TOPIC Sauces 12.1 Classification of Sauces / Composition 12.2 Mother Sauces and its Recipes (1 Litre) 12.3 Derivatives Bechamel Sauce Veloute Sauce Espagnole Sauce Mornay Allemande Demi-glaze Cream Supreme Madeira Parsley Mushroom Nancy Mustard Hongroise Chasseur Onion Ivory Robert Soubise Aurore Bordelaise Cardinal Caper Devil Tomato Sauce Hollandaise Mayonnaise Sauce Barbecue Bearnaise Tartare Italienne Maltaise Thousand Island Portugaise Choron Cocktail Provencal Foyot Chantilly Bretonne Mustard Gribiche	Hrs. 04

	Milanaise	Mousseline	Vincent	
	Chaufroid	Noisette	Andalouse	
13	Bakery & Pastry			
	13.1 Bread Making			03
	Principles of Bread Making			
	Role of Each Ingredient			
	Simple Yeast Bread			
	Baking Temperature & its Importance			
	13.2 Cookies			
	Types of Cookies			02
	Methods of Preparation			
	13.3 Flour – Structure of Wheat			
	Types of Wheat			04
	Types of Flour			
	Milling of Flour			
	Nutritive Value			
	13.4 Raising Agents			
	Classification and Role of Raising Agents			02

Culinary Terms (Explanation of the following Culinary Terms with examples)

Au gratin	Bake	Barbeque
Baste	Batter	Béarnaise
Beat	Béchamel	Beurre Noir
Beurre Manie	Blanch	Blend
Bouquet garni	Broil	Brunoise
Brush	Bouillon	Caramel
Consommé	Court Bouillon	Croutes
Croutons	Custard	Dough
Mince	Estouffade	Espagnole
Fume	Garnish	Glaze
Hollandaise	Infusion	Liason
Beurre Maître d' Hotel	Marinate	Mire Poix
Mis-en-place	Par boil	Pare
Poach	Roux	Sabayon
Sauté	Stock	

REFERENCE BOOKS

- Thangam Philip – Modern Cookery I & II – Orient Longman – 2001
 Auguste Escoffier – Ma Cuisine – Hamlyn – 2000
 Digvijay Singh – Cooking Delight of the Maharajas – Vakils, Feffer & Son's Ltd. – 1982
 Philip Dowell & Adrian Barley – The Book of Ingredients – Mermaid Books – 1987
 Wayne Gisslen – Professional Baking – John Wiley & Sons – 1994
 Martha Day – Baking – Lorenz Books – 1999
 M. J. Leto & Bode – The Larder Chef – Heinemann Publishing House – 1989
 Parvinder S. Bali - Food Production Operations
 Thangam E. Philip - Modern Cookery for Teaching and Trade - 4th Vol. - 1996

Krishna Arora - Theory of Cookery – 2nd – 1992

Wayne Gisselen - Professional Cooking – 4th – 1992

Wayne Gisselen - Professional Baking – 2nd – 1994

J. C. Dubey - Basic Bakery - 1st – 1992

Kinton Ceserani - Theory of Catering – 7th – 1996

Bernard Davis - Food Commodities - 4th – 1998

Daniel R. Stevenson - Basic Cookery The Process Approach - 5th – 1997

(Practical - Bakery)

Sr.	Topic
1	Breads Bread Rolls Bread Loaf Chelsea Buns
2	Pastries Jam Tarts Lemon Curd / Chocolate Tarts Bakewell Tarts
3	Cakes Chocolate Chip Muffins Ribbon Cake Madeleines Swiss Roll Genoese Sponge
4	Cookies Butter Cookies Melting Moments Peanuts Macaroons
5	Doughnuts

(Food Production Practical)

Sr.	Topic
1	Identification of Tools & Equipments (Familiarization of Kitchens BTK, QTK, ATK, Bakery, Pot Wash & Utility Area) Introduction to Basic Commodities used in the Kitchen
2	Methods of Cooking Roasting, Grilling, Frying, Baking, Boiling, Poaching, Microwave. Principles of each method of cooking & precautions to be taken. Cuts of Vegetables and Egg Preparation
3	Suggested Menu Patterns Indian Menus Continental Menus

PRACTICAL MENU

I	Cuts of Vegetables		
	Slicing	Chopping	Mincing
	Shredding (Chiffonade)	Fardinier (Batons)	Allumettes
	Julienne	Dices	Brunoise
	Lozengue	Paysanne	
	Eggs		
	Boiled Eggs (Soft and hard)		
	Friend Eggs		
	Fried Eggs [sunny Sideup, Double Fried (Over Easy, Flipped)]		
	Scrambled Eggs		
	Omelet – Cheese, Spanish and Masala		
II	Salads		
	Veg Kachumber		
	Mixed Veg Raita		
	Cole Slaw with Vinegrette Dressing		
	Cole Slaw with Mayonnaise		
	Russian Salad		
III	Soups		
	Crème of Tomato / Épinard / Champignon		
	Consommé Julienne / Brunoise / Royale		
	Puree Dubarry		
	Potage Minestrone		
	Cabbage Chowder		
	Bisque (Crab, Prawn)		
IV	Poisson		
	Fillet de Pomfret Colbert au beurre maitre d' hotel		
	Fillet de Pomfret Bonne Femme		
	Fillet de Pomfret Belle Meuniere		
	Fillet de Pomfret Orly		
	Masala Fried Fish		
V	Poulet		
	Poulet sauté a la king		
	Poulet Saute Chasseur		
	Poulet Saute Champignon		
	Methi Murg		
	Murg Masala		
VI	Entrees		
	Irish Stew		
	Shepherds Pie		
	Boeuf Stroganoff		
	Palak Ghosht		
	Mutton Masala		
	Pork Vindaloo		
VII	Legumes (Vegetables)		
	Glazed Carrots / Beans		
	Petite Pos a la Flamande		
	Chouox fleux au Gratin		
	Ratatouille		
	Legumes aux fine herbs		
	Épinard a la Crème		

	Palak Paneer Cabbage Foogath Batata Bhujia Vegetable Rogout
VIII	Pommes de terre
	French Fries Pommes Persilles Mashed Potato Pommes de terre Lyonnaise Duchees Potatoes Pommes de terre anna Hash Brown Potato Roast Potatoes
IX	Cereals & Pulses
	Boiled Rice Jeera Rice Mixed Veg Pulao Tadka Dal Masala Dal Moong Dal with Palak
X	Rotis
	Phulkas Chappatis Pooris
XI	Hot Desserts
	Doodhi Halwa Sevyan Kheer Caramel Custard Bread and Butter Pudding Crème Brulee Albert Pudding
XII	Cold Desserts
	Coffee Mousse Fruit Salad with Crème Anglaise Lemon Souffle Soufflé au Caramel Bavarois a la Crème

Scheme of Examination (Theory)**(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

(b) Semester end examination (Pattern of Question Paper):-**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

Conduct of Practical Examination**(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
4	Internal assessment	20

(b) Semester end assessment - 30 marks

- Candidate will be given a menu comprising of 4 dishes.
- Indent sheet and plan of work sheet to be filled by the candidate of the menu he gets.
- He / she supposed to collect indents, prepare and present the dishes in the menu within stipulated time.
- Cleaning and securing equipments and working area is also to be done within stipulated time.

Assessment will be done as follows –

Journal	Indent Sheet & plan of work	Colour	Consistency	Taste	Texture	Viva-voce	Personal Grooming, Cleaning
10	10	10	10	10	10	10	10

Marks obtained out of 80 shall be converted to out of 30 to the next integer for final calculation.

FOOD AND BEVERAGE SERVICE - I

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semesters	I	Food & Bevera ge Service- I(USHO 102)
Course Code	Title	Credits	
USHO102	Food & Beverage Service-I	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

Semester I – 15 weeks

THEORY					PRACTICAL					Total Credits
Hours / week	Total Hours	Notion al Hours	Credi ts	Total Marks	Hours / week	Total Hour s	Notion al Hours	Credi ts	Total Marks	Lecture + Practic al
03	45	25	02		04	60	10	02		04

OBJECTIVES:

At the end of semester I the student will be able to:-

- Identify the role of the Food and Beverage Service department and explain its organization structure and importance.
- Explain how "moments of truth" affect guests, staff members, and managers, and describe the value of guests and staff members to a food service operation.
- Describe the duties and responsibilities of beverage service staff members, and summarize techniques and procedures for responsibly selling and serving cocktails, beer, and wine.
- Identify the operational and Auxiliary areas as well as equipments used in the Food and Beverage department.
- Understand the various service methods and procedures followed in the department.

Contents of syllabus for USHO 102

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I	1. INTRODUCTION TO HOTEL AND CATERING INDUSTRY 1.1 Role of catering establishment in travel / tourism industry 1.2 Types of F& B operation (Classification). Commercial (residential / Non Residential) <ul style="list-style-type: none"> • Welfare • Institutional • Transport (Roads, Railways, Airlines, Marine) 1.3 Structure of hospitality industry and career opportunities	06
	2. DEPARTMENTAL ORGANISATION AND STAFFING 2.1 Organisation of F & B Department of a Hotel (English & French) 2.2 Etiquette & Attributes of an F & B Personnel. 2.3 Duties and responsibilities of F & B Staff. <ul style="list-style-type: none"> a) F & B Manager. b) Banquet manager. c) Outlet Manager (All day dining/ Bar/ In Room Dining/ Specialty Restaurant, etc) d) Senior captain/ Captain/ Supervisor. e) Steward. f) Sommelier. g) Hostess. h) Cashier. 2.4 Departmental Relationship of F& B with other Departments.	09
II.	1. OPERATIONAL & AUXILLARY AREAS OF FOOD AND BEVERAGE DEPARTMENT : IMPORTANCE & LAYOUTS <ul style="list-style-type: none"> a) Coffee shop b) Snack bar/ counter service c) Kiosks d) Specialty restaurant/ theme restaurant e) Banquet operations/ outdoor catering f) In-Room Dining g) Dispense Bar / Discotheque/ night club/ pub h) Pantry/Still room i) Kitchen stewarding j) Silver room k) Linen room l) Vending machine 	06
	2. FOOD AND BEVERAGE SERVICE EQUIPMENT 2.1 Classification of equipment. (Familiarization of equipment). 2.3 Criteria for selection and requirements.	09

	<ul style="list-style-type: none"> • Tableware/ silverware (cutlery/ hollowware/flatware) • Glassware • Crockery • Bar equipment <p>(For all of the above Brands, Measures & Quality suppliers)</p> <ul style="list-style-type: none"> • Special equipment with their uses. • Furniture (Tables/Chairs/Trolleys/Dumb Waiter) • Linen. • Light and décor • Care and maintenance of equipment. • Napkin folds. <p>2.4 Table d 'hote ,ala c"arte Mis-en -place, Mis -en -Scene</p>	
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<p>III.</p>	<p>1. DINING SERVICES METHOD AND PROCEDURES</p> <p>1.1 Different methods of services</p> <p>a. Table service</p> <ul style="list-style-type: none"> • Silver service/ English service • American/ Plated • Family • Russian • French/ butler • Gueridon <p>b.Bar Counter</p> <p>c.Assisted Service</p> <ul style="list-style-type: none"> • Carvery • Buffets <p>d.Self Service</p> <ul style="list-style-type: none"> •Cafeteria : a).Counter b).free-flow c).Echelon d).Supermarket <p>e)Single point service</p> <ul style="list-style-type: none"> •Take-away •Drive through •Fast food •Vending •Kiosk •Food court •Bar <p>f). Specialised (in-situ)</p> <ul style="list-style-type: none"> •Tray •Trolley •Home delivery •Lounge 	<p>09</p>
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	<ul style="list-style-type: none"> •Room •Drive in 	
	1.2 Special Service <ul style="list-style-type: none"> • Formal Service • Wave service • Carlton club service 	06
	1.3 a. Rules to be observed while laying the table. b. Rules to be observed while waiting at the table. c. Dos & don'ts in a restaurant	
	TOTAL THEORY HOURS	45

REFERENCE BOOKS:-

1. Food & Beverage Service – R. Singaravelavan-Oxford University Press
2. Dennis Lillicrap, John Cousins and Robert Smith
3. Vijay Dhawan- Food and Beverage Service
4. Peter Dias- The Steward
5. John Fuller & A.J. Currie
6. Sudhir Andrews- Food and Beverage Service
7. Bobby George-Food & Beverage Service

FOOD AND BEVERAGE SERVICE SEMESTER - I (ASSIGNMENTS)

All students should be given individual assignments. Out of the following given options each student needs to work on any two.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1.	Design and Layout of a operational areas of Food and Beverage department.	
2.	Organizational Chart of a Small, Medium & Large Hotel.	
3.	Comparative analysis of at least two quotations from any supplier to understand rates and quality of crockery.	
4.	Comparative analysis of at least two quotations from any supplier to understand rates and quality of glassware.	
5.	Design and Layout of Air catering or Marine catering.	

**FOOD & BEVERAGE SERVICE SEMESTER – 1
(PRACTICAL)**

SR. NO.	PRACTICALS	HOURS
1	INTRODUCTION TO HOTEL AND CATERING INDUSTRY.	08

	<p>Visit to various catering outlets</p> <ol style="list-style-type: none"> a. Coffee shop b. specialty restaurant c. Bar d. Room Service e. Banquets f. Snack bar (any fast food or QSR) g. Kiosk <p>After visiting the above mentioned outlets the student is required to submit report.</p>	
2	<p>Emerging trends in the hospitality industry – Guest lecture from the Industry</p> <p>After the lecture the student is required to submit a report</p>	02
3	<p>DEPARTMENTAL ORGANISATION & STAFFING</p> <p>Role play on the attributes, attitude & etiquette of a food service personnel</p>	04
4	<p>DEPARTMENTAL ORGANISATION & STAFFING</p> <p>Standard phrases used in food & beverage service outlets (Role play)</p>	04
5	<p>OPERATIONAL & AUXILLARY AREAS OF FOOD & BEVERAGE DEPARTMENT : IMPORTANCE & LAYOUTS</p> <p>Practical: Drawing Layouts of operational & auxiliary areas.</p> <ol style="list-style-type: none"> a. Coffee shop b. specialty restaurant c. Bar d. Room Service e. Banquets f. Snack bar (any fast food or QSR) g. Kiosk 	08
6	<p>FOOD AND BEVERAGE SERVICE EQUIPMENT.</p> <p>1. Familiarization of equipment</p> <ol style="list-style-type: none"> a. Silverware b. Glassware c. Crockery d. Linen e. Furniture 	08
7	<p>FOOD AND BEVERAGE SERVICE EQUIPMENT</p> <p>2. Napkin fold: 15 napkin folds</p> <p>Book fold, Fan fold, Sunrise, Candle & fan, Bishop's mitre, Cocks comb, Tall dome, Cinderella shoe, Pinwheel, Rose, Sydney opera, Arum's Lily, Lover's k Triple wave & Cone.</p>	08

8	3. Stacking of side station	02
9	. Polishing of silver ware (Polivit, Silver dip and Burnishing methods)	02
10	Cleaning& Wiping of glassware and wiping of crockery	02
11	DINING SERVICES METHOD AND PROCEDURES PRACTICE: 1. Carrying and balancing the salver/tray. 2. Laying and relaying of tablecloth. 3. Water service 4. carrying, placing and clearance of plates 5. Handling and using service fork/spoon 6. Laying of a la carte cover 7. Clearance of ashtray& crumbing at the table 8. Role play on do's and dont's in a restaurant.	01 02 01 02 02 01 01 02
TOTAL PRACTICAL HOURS		60

FOOD AND BEVERAGE SERVICE SEMESTER - I (ASSIGNMENTS)

All students should be given individual assignments on the following:

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1.	Presentation to be done on visits conducted to restaurants.	
2.	Presentation to be done on any one - Emerging trends in Bar / Restaurants / Pubs / Banquets .	

Scheme of Examination (Theory)

(a) Internal assessment- 40 marks

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

(b) Semester end examination (Pattern of Question Paper):-

Theory

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks

Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.
- Question no. 1 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.
- Question 2, 3 & 4 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.

Conduct of Practical Examination

(a) Internal assessment- 20 marks

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
		20

(b) Semester end assessment - 30 marks

- A candidate will be given a menu to compile and laying table for it.
- Assessment will be done as follows

Journal	Grooming	Identification of cutlery, crockery, glass ware and hollow ware	Menu Planning	Cover laying	Viva - voce
10	10	10	10	10	10

- Marks obtained out of 60 shall be converted to out of 30 to the next integer for final calculation.

FRONT OFFICE SEMESTER – I (THEORY)

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	I	FRONT OFFICE I(USHO 103)
Course Code	Title	Credits	
USHO103	FRONT OFFICE-I	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

Semester I – 15 weeks

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02	--	--	--	--	--	--

OBJECTIVES:

At the end of semester I:-

- Introduce the students to the Hotel & Tourism Industry
- Understand the appropriate organization structures and duties in the Front Office and related departments.
- Develop, prepare guest relations and evaluate practical aspect with guests.
- Understand the role of public relations with hotel industry.
- Develop skills required as an efficient and effective receptionist in any hotel (large or Small) and to handle situations and types of guest in the job.
- Understanding the functioning of the Telecommunication department.

Contents of syllabus for USHO 103

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I	<p>Introduction to the Hotel and Tourism Industry</p> <ul style="list-style-type: none"> • An account of development and growth of hotel and tourism industry in the world • Development and Growth of Hotel and Tourism industry in India. <p>Classification of Hotels by</p> <ul style="list-style-type: none"> • Location • Architectural design • Number of Rooms • Ownership • Pricing Plan • Type of Clientele • Duration of Guest stay • Facilities offered • Star rating criteria in India (HRACC) • Supplementary accommodation 	15

II	<p>Tariff Structure</p> <ol style="list-style-type: none"> 1. Types of Rooms Single, Double, Twin, Hollywood twin, Interconnecting, Adjacent, Adjoining, Lanai, Penthouse, Duplex, Efficiency, Physically Challenged, Studio, Parlour, Hospitality Room, Suite (Types) 2. Tariff Fixation Check-in and Check-out basis, 24 hour basis, on the basis of competitor's rate, Night basis, Day rate. 3. Types of Meal Plans European, Continental, Bermuda Plan, Modified American Plan (Half-Board, Demi- Pension), and American Plan (Full-Board: En Pension). 4. Packages and Special Rates Rack rate, Group rate, Volume rate, Government rate, FIT, Wholesale net rate, discounted rates, Seasonal rate, Crib Rate, Extra bed rate, Family rate, Crew rate, Week day/Weekend rates, Membership rates, Executives of the other units of the same chain, Corporate rate, Commercial rate, Advance purchase rate Package rate, Ad-hoc rate 5. Taxation <ul style="list-style-type: none"> • Luxury tax, Expenditure tax, Sales tax, Value added tax and other statutory taxes. • Service Charges. <p>Organisation of the Front Office Department</p> <ol style="list-style-type: none"> 1. Organisation charts of <ul style="list-style-type: none"> • Small Hotel • Medium Hotel • Large Hotel 2. Sections of the Front Office Department 3. Inter and Intra departmental Co-ordination 4. Job Specifications and Job Description <ul style="list-style-type: none"> • Front Office Manager • Duty Manager • Guest Relations Executive 	15
III.	<p>Telecommunications</p> <ul style="list-style-type: none"> • Introduction • Types of Exchange- PBX, PABX, EPABX • Other Communication Equipment- Walkie- Talkies, Pagers, Mobile Phones, Telephone Instruments, Pay Phones, Facsimile. • Organisation of the Telecommunications department • Job descriptions of the Telecommunications department supervisor & Operator • Skills and Competencies of the Telephone Operator • General duties of a Telephone Operator • Internet Access- Introduction, Dial up access, High speed with wired access, High speed with wireless access • Future of Hotel telephones- Voice-over-internet-protocol (VOIP) • AYS – at your service 	15
TOTAL THEORY HOURS		45

REFERENCE BOOKS:-

Name of the book	Author	Publisher	Place of Publication
Jatashankar Tiwari	Front Office Management	Oxford University Press	New Delhi
Andrews, Sudhir	Hotel Front Office Training Manual	The Tata M'cGraw Hill	New Delhi
Kasavana, Michael & Brooks, Richard	Managing Front Office Operations	AHMA	USA
Baker & Bradley	Principles of Hotel front Office Operations	Cassell	London
Deveau, insley & deveav, Patricia	Front Office Management and Operations (2)	Prentice Hall	NEW JERSEY
Bullied, An Ritchie, Caroline	Reception	Stanley Thornes	london
Chakravarti, B.K.	Front Office Management In Hotel	BNS Publishers	New Delhi
Braham, Bruce	Hotel Front Office	Hutchinson	London
Ford, Robert & Heaton, Cherrill	Managing the guest Experience	Delmar Publishers	London
Bardi, James	Hotel Front office Management	John wiley & sons	new Jersey
Aggarwal.Ravi	Hotel front Office	sublime Publications	jaipur
Huyton Jeremy & Baker Sue	Case Studies in Rooms Operations and Management	Hospitality Press P Ltd.	Melbourne
Bhatnagar S.K.	Front office Management	Frank Bros & Co.	New delhi
Andrews, Sudhir	Hotel Front Office Training Manual(latest ed)	The Tata M'cGraw Hill	New delhi
Chakravarti B.K.	Front Office Management in Hotel	CBS Publisher	New Delhi
Chakravarti B.K.	Concept of Front Office Management	APH Publishing	New Delhi
	India(Tourist Guide)	Lonely Planet	

FRONT OFFICE SEMESTER - I (ASSIGNMENTS)

All students should be given individual assignments. Out of the following given options each student needs to work on any two.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1	Countries, Capitals, Currencies	
2	Airlines and Airline codes (National Carrier and Domestic)	
3	Names of Airports : National and International	

Scheme of Examination (Theory)**(b) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

(b) Semester end examination (Pattern of Question Paper):-**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

HOUSEKEEPING SEMESTER – I (THEORY)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semesters	I	Housekeeping I(USHO 104)
Course Code	Title	Credits	
USHO104	Housekeeping-I	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

Semester I – 15 weeks

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

OBJECTIVES:

At the end of semester I:-

- The student will be able to identify the role of the housekeeping department and explain its organization structure and importance.
- The student will be able to list the basic cleaning equipments, cleaning agents and explain their use.
- Will be able to perform basic cleaning procedures of various surfaces.

Contents of syllabus for USHO 104

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I	1. INTRODUCTION TO HOUSE KEEPING DEPARTMENT 1.1 Types of Hotel & services offered 1.2 Types of Room 1.3 Role of Housekeeping department in a Hotel 1.4 Personality Traits of Housekeeping Personnel 1.5 Daily routine in Housekeeping 1.6 Glossary	15
II.	1. ORGANIZATION OF HOUSEKEEPING DEPARTMENT 1.1 Organization Chart of a Small, Medium & Large Hotel 1.2 Duties & Responsibilities of House Keeping Personnel	09

	1.3 Inter departmental coordination 1.4 Control Desk Operations	
	2. CLEANING EQUIPMENT 2.1 Classification of Cleaning Equipment 2.2 Use & Care of Equipment 2.3 Glossary	06
III.	1. CLEANING AGENTS 1.1 Classification 1.2 Use, care & Storage 1.3 Distribution & Control 1.4 Glossary	08
	2. CLEANING & POLISHING OF DIFFERENT SURFACES 2.1 Metals 2.2 Glass 2.3 Plastic 2.4 Ceramics 2.5 Wood 2.6 Leather 2.7 Rexene	07
	TOTAL THEORY HOURS	45

REFERENCE BOOKS:-

1. Hotel Housekeeping Operations and Management – G. Raghubalan & Smritee Raghubalan – Oxford University Press.
2. Housekeeping Operations, Design and Management – Malini Singh & Jaya B. George – Jaico Publications.
3. Housekeeping Management – Margaret Kappa, Aleta Nitschken, Patricia B. Schappert – A.H. & L.A.
4. Hotel Hostel and Hospital Housekeeping – Joan Branson & Margaret Lennox –
5. Hotel Housekeeping Management & Operations – Sudhir Andrew – McGraw Hill Companies.

HOUSEKEEPING SEMESTER - I (ASSIGNMENTS)

All students should be given individual assignments. Out of the following given options each student needs to work on any two.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1.	Design and Layout of a Room Maids Trolley (Front View & Top View)	10
2.	Organizational Chart of a Small, Medium & Large Hotel.	10
3.	Layout of the Housekeeping Department of a Small, Medium & Large Hotel.	10
4.	Layout and design of a Floor Pantry.	10
5.	Cleaning Agents from one manufacturer	10

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Scheme of Examination (Theory)**(c) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

(b) Semester end examination (Pattern of Question Paper):-**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

ROOMS DIVISION MANAGEMENT –I (PRACTICAL)

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	I	RDM-I Practical-USHO105
Course Code	Title	Credits	
USHO105	RDM-Practical-I	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	--	4					
Credit	--	2					

Semester I – 15 weeks

THEORY					PRACTICAL					Total Credits
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Lecture
--	--	--	--	--	4	60	10	02	--	02

Contents of syllabus for USHO 105**Front Office – I (Practical)**

Sr.	Topic	Hr
1	<ul style="list-style-type: none"> Grooming Standards- For Boys and Girls Social Etiquettes- Soft Skills 	6
2	TELEPHONE HANDLING <ul style="list-style-type: none"> Transferring calls Call on hold Procedure Voice modulation 	12
3	KNOW YOUR CITY- MUMBAI/ NAVI MUMBAI ETC Shopping, Tourist attractions, Beaches, Historical and Archaeological monuments, Religious sites, Hotels and Restaurants, Live Theatres, Cinema Halls and Multiplexes, Handicrafts, Hospitals, Consulates and Embassies etc.	12

HOUSEKEEPING - I (PRACTICAL)

SR. NO.	PRACTICALS	HOURS
1	Introduction to Housekeeping practical, grooming and journal	02
2	Introduction to all cleaning equipments, agents and surfaces & Orientation of the different areas	02
3	Dusting (high & low)	04
4	Floor cleaning- Sweeping & mopping – Dry and Wet Mopping	02
5	Floor cleaning – Scrubbing – Manual and with Machines	02
6	Cleaning and Polishing of Brass (Functional & Decorative) – Demo &	02

	Practical	
7	Cleaning and polishing of Silver (Functional & Decorative) – Demo & Practical	02
8	Cleaning and polishing of steel/chrome – Demo & Practical	02
9	Cleaning of Glass – Demo & Practical	02
10	Cleaning of Tiles – Demo & Practical	02
11	Cleaning and polishing of Wood Surfaces – Demo & Practical	02
12	Cleaning and polishing of Laminated Wood – Demo & Practical	02
13	Cleaning and polishing of Marble/ Granite_– Demo & Practical	04
	TOTAL PRACTICAL HOURS	30

REFERENCES:

Conduct of Practical Examination**(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
		20

(b) Semester end assessment - 30 marks

- A candidate will be given a 2 activities bed making and polishing or special cleaning of any surface or area
- Assessment will be done as follows

Journal	Grooming	Work sheet	Activity One	Activity Two	Viva-Voce
10	10	10	10	10	10

- Marks obtained out of 60 shall be converted to out of 30 to the next integer for final calculation.

COMMUNICATION SKILLS (ENGLISH & FRENCH)

LANGUAGE SKILLS – 45 Hours

Semester - I

Name of the Programme	Duration	Semester	Course/C ourse Code
B.Sc. in Hospitality Studies	Six Semesters	I	Commun cation Skills USHO106
Course Code	Title	Credits	
USHO 106	Communication Skills (English and French)	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

Semester I – 15 weeks

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

OBJECTIVES:

- Developing and adapting speaking and achieve listening skills and strategies.
- Generating, planning and drafting ideas
- Improving vocabulary for precision and impact
- Using grammar (French & English) accurately and appropriately.
- Structuring, organising and presenting texts in variety of formats.
- To be able to understand and speak basic French.

Contents of syllabus for USHO 108

Unit 1		
I	<ul style="list-style-type: none"> • 1.1 The sentence – Kinds of sentences – Subjects & Predicate • 1.2 The Phrase and the Clause • 1.3 Parts of speech – Noun, Adjective, Pronoun, Verb, Adverb, Preposition, Conjunction, Interjection 	3 Hours

	2.1 Noun- Kinds of Noun- i.e Common, Proper, Collective, Abstract	6 Hours
	2.2 The Noun: Gender – Masculine, Feminine, Common and Neuter gender	
	2.3 The Adjective – Kinds of Adjectives, Comparison of Adjectives – Positive, Comparitive and Superlative Degrees. The correct use of some Adjectives Viz little, a little etc	
	2.4 Articles – Use of Definite Article and Indefinite Article	
	2.5 Personal Pronouns – Forms of the Personal Pronouns - i.e First Person etc.	
	(French)	
	1. Translate the Dialogue into English	
	2.Culinary Terms. Translate to French using match the columns/crosswords	
UNIT 1-15 TEACHING HOURS		
Unit2		
II	1.1 The Verb – Transitive and Intransitive Verbs, Person & Number' Active and Passive Voice' Direct and Indirect Speech;	6 Hours
	1.2 Tense: Present Tense; Past Tense; Future Tense;	
	1.3 Adverb: Kinds of Adverbs	
	1.4 The Preposition – Kinds of Prepositions – Using appropriate prepositions	
	1.5 The Conjunction – use of appropriate Conjunctions – Classes of Conjunctions The Interjection – Meaning of & some example	
	2.1 Punctuation	4 Hours
	2.2 Commonly confused words / Common Errors / Antonyms / synonyms	
	(French)	
1	Days , Months, Numbers, Seasons	5 Hours
2	Plan a five course menu in French	
UNIT 2-15 TEACHING HOURS		

Unit3		
III	1.1 Newspaper Reading – current affairs	6 Hours
	1.2 Comprehension , Precis writing, Paragraph writing	
	2.1 Conversation / Role Play	5 Hours
	2.2 Public Speaking	
	(French)	
1	Make Negative, make plurals, conjugate in the present tense: avoir etre,Faire, Manger,Boire,mettre	4 Hours
UNIT 3-15 TEACHING HOURS		
Total Theory Hours		45

REFERENCE (English)

- Business Communication – Meenakshi Raman and Prakash Singh
- Business Correspondence and Report writing – R.K.Sharma and Krishna Mohan
- Business Communication – Chaturvedi
- High School English – Wren and Martin
- Understanding Human Communication – Ronald B Adler and George Rodman (with CD)
- Skills Development for Business and Management Students - Kevin Gallagher
- Personality and Skills Development – Barun Mitra (with CD)
- Technical Communication , 2nd Edition – Meenakshi Raman (with CD)
- Corporate Communication – Jaishri Jethwaney
- Understanding Human Communication-Ronald B. Adler / George Rooman - Oxford

REFERENCES (French)

- E. J. Neather - Mastering of French I & II - Macmillan - 1982
- Bridget Anfossy - Speak French Today - Augo - 1991
- R. Diez La Cortina - Cortina's French Method - Grosset & Dunlop - 1988
- Mathuram Bondo - Modern French Course - D. C. Heath & Co. -.1983.
- Course de langue et civilizaion Franchises. G. Mauger.
- Oxford French Dictionary

SEMESTER - I (ASSIGNMENTS)

All students should be given individual assignments. Out of the following given options each student needs to work on any two.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1.	Paragraph writing on myself (100 words) & Presentation on it.	10
2.	Essay on hospitality industry (500 words)	10
3.	Group Discussion, news paper reporting, letter writing (formal & informal)	10
4.	Speaking skills – conversation skills in French	10
5.	Presentation on any given topic	10

Scheme of Examination (Theory)**(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments / projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ group discussion/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities & teamwork demonstrated through organizing co-curricular activities, etc.	05
	Total	40

(b) Semester end examination (Pattern of Question Paper):-**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

INFORMATION TECHNOLOGY (THEORY)
(SEMESTER – I) – 15 Weeks

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	I	INFORMATION TECHNOLOGY(USHO 107)
Course Code	Title	Credits	
USHO107	INFORMATION TECHNOLOGY	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	1	2					
Credit	2						

Semester I – 15 weeks

THEORY					PRACTICAL					Total Credits
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Lecture
01	15	20	02	--	02	30	05	02	--	02

Objective: To equip the student with the theory inputs with respect to understanding the fundamentals of computers and necessary skills to operate the generic applications and standard operating systems

Contents of syllabus for USHO 107

(Theory – 15 Hrs)

Sr.	Unit I Topic	Hr
A	Introduction to Computer Fundamentals	15 Hours
	<ul style="list-style-type: none"> • 5 Parts of Computer • Difference between Hardware & Software • Difference Between Data and Information • Types of Computers – Server (Types), Clients (Types of Portable Computer) • Application Software • System Software • Software Copyright – Freeware, Shareware, Licensed 	
B	Software	
	<ul style="list-style-type: none"> • Application Software – Word Processor, Spreadsheet, Database Management, Presentation, Media, Outlook, Browser and Utility Software like Acrobat Reader • System Software – Operating System (Windows, Linux, Android) • Device Driver • Utility Software – VLC Player, File Converter 	

C Hardware

- Introduction of Central Processing Unit
- Processor – Intel, AMD, Clock Speed
- Input Devices – Keyboard, Mouse, Mic, Scanner, Barcode Reader, RFID, Touch Screen
- Output Devices – Displays (CRT, TFT, LCD, Plasma, LED, Projector)
- Display Resolution
- Printers – Inkjet, Laser, Thermal
- Storage Devices – Primary (RAM & ROM), Secondary (HDD, Flash Drive, USB, CD/DVD, Blue Ray, Media Players)

D Networking

- Types of Network (LAN, WAN, MAN)
- Topology (Bus, Star, Ring, Mesh & Tree)
- Network Hardware – (Cables – RJ45, RJ11, MTRJ, Switch, Routers, Access Point, Modem)
- IP and MAC Address, Subnet, Gateway, DNS
- Understanding Network Address & Node Address
- Network Security – Firewalls (Hardware & Software)
- Bandwidth

E Internet

- Intranet, Internet & Extranet
- WWW, HTTP, Domains
- VPN & VoIP
- Search Engines
- ISP & Bandwidth

(Practical 30 Hrs)

Sr.	Topic	Hr
1	Computer Architecture (DEMO)	02
	• Motherboard, RAM, PCI Slots, SMPS & different Ports	
2	Operating System	06
	• DOS Commands (CMD, IP, IPCONFIG, DIR, CLS, PING etc.)	
	• Introduction to Desktop	
	• Control Panel	
	• Configuring Printers (Standalone & Network)	
	• Sharing & Security	
3	Word 2007	06
	Microsoft word	
	File, Edit, View, Insert, Format, Tools, Table Commands	
	Page Setup, Print Options, Setting Page Margins	
	Clip Arts, Inserting Pictures/Charts/Files	
	Correcting Text, Cut, Paste, Undo, Redo, Deleting Blank Lines, Inserting A Page, Typing Over Text, Replacing Text, Moving And Copying Text. Menu Method, Key Board Method, Tool Bar Method, Drag & Drop Method, Checking Text, The Spell Checker, Auto Correct Check Up, The Sanrus, The Grammar Checker, Formatting A Text, Changing Type Style, Character Highlighting, Alignment Of Text, Left, Right, Center, Justifying Text-Types & Tab Setting, Setting Tab Using Ruler, Indenting Paragraphs, Increasing And Decreasing Indents, Using Ruler To Set Indents, Spacing Paragraph Line Spacing, Spacing Between Paragraphs, Page Views, Normal Views,	

Page Layout View, Outline View, Print Preview, "Full Screen View, Master Document View, Magnification, 200 M Control In Any View, Page Formatting, Setting Margins, Paper Size, Printing In Landscape Or Portrait Orientation, Page Numbering, Adjoining Page Numbering, Deleting Page Numbering, Header & Footer, Creating And Editing, Inserting And Deleting Pages In A Document, Saving The Text, Saving The File To Disk, Closing A File, Opening A Non-Work Document, Printing The Text.

- 4 EXCEL 06**
 Processing With Ms Excel, Starting Excel, Starting New Work Book, Entering And Editing Data, Formatting Work Sheet, Sorting The Data, The Worksheet Selecting Cells And Ranges, Selecting With Mouse, Data Entry, Entering Numbers, Text, Date 4 Time Entries, Entering Series, Filing A Text Series With Auto Fill, Filing A Number Series, Editing Data, Clearance And Replacing Contents Of A Cell, Deleting The Contents Of A Range Of Cell, Rearranging Work Sheet Data, Copying, Auto Correct, Spell Checking, File dose, Formatting Data, Font Selection, Aligning Data, Format Style, Formatting Work Book, Arranging, Hiding, Un hiding, Inserting Columns And Rows, Adjusting Width, Copying And Moving, Inserting And Deleting Sheets From Work Book, Mathematical Operator, Exponentiation And Percentage Operators, Logical Or Comparison Operators, Using Mouse To Create A Formula.
- Inserting A Chart, Chart Types, Modifying Chart, Adding Drawing To The Chart, Printing In Excel, Print Parameters, Default And Changing Default Settings, Sorting, Printing Etc.
- 5 POWERPOINT 08**
 Power Point Terminology-Getting Into Power Point-Creating, Opening And Saving Presentations- The Easy Way-Using Auto Content Wizard-Working With Blank Presentation-Using The Templates-Using The Slide Master-Working With Color Schemes-Working With Slides-Making A New Slide -Move, Copy Or Duplicate Slides-Delete A Slide-Copy A Slide From One Presentation To Another-Go To Specific Slide-Change The Lay Out Of A Slide-Zoom In Or Out Of Slide-Working With Text In Power Point-Cutting, Copying and Pasting-Formatting Text, Change Font & Size, Shadowing, Embossing-Alignment The Text-Left, Center, Right And Justify-Power Of Graphics In Power Point-Working With Clipart Picture-Using Microsoft Excel-Chart-Using Organization Charts-Power Point Drawings-Ways To Draw-Adding Lines-Connecting Lines-Borders And Adding Curves-Creating Word Tables-Making Great Looking Presentations(Putting On A Show)-Arranging, Creating Animated Slides- Manually Advancing Slides-Adding And Removing Transitions-Running A Presentation Continuously-Printing The Presentation Elements.
- 6 Outlook 02**
- Configuration

Scheme of Examination (Theory)**(b) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

(b) Semester end examination (Pattern of Question Paper):-**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

Conduct of Practical Examination**(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
		20

(b) Semester end assessment - 30 marks

- A candidate will be asked to carry out skill based practical in the Computer lab.
- Assessment will be done as follows

File	Grooming	Skill Set-I	Skill Set-II	Viva -voce
10	10	10	10	10

- Marks obtained out of 50 shall be converted to out of 30 to the next integer for final calculation.

FOOD SAFETY AND NUTRITION

Name of the Programme	Duration	Semester	Course/C ourse Code
B.Sc. in Hospitality Studies	Six Semesters	I	Food Safety & Nutrition(U SHO 108)
Course Code	Title	Credits	
USHO108	Food Safety & Nutrition	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

Semester I – 15 weeks

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	10	02		--	--	--	--	--

Contents of syllabus for USHO 108**OBJECTIVES:****At the end of Semester – I**

- To learn about the importance of hygiene & sanitation in the catering industry
- To get acquainted with the food standards.
- To learn about ways to minimize food poisoning and infections.
- To understand function, sources & deficiency of nutrients.
- To gain basic knowledge of nutrition
- To gain knowledge about maintenance of good health.
- To understand the changes brought about in food nutrients during processing

Semester I – 15 weeks

UNIT	TOPIC	TOTAL NO. OF HOURS
I	INTRODUCTION TO HYGIENE 1.1 Rules & importance of hygiene 1.2 Personal Hygiene 1.3 Cleaning of premises 1.4 Pest Control 1.5 Waste disposal 1.6 Dishwashing methods	15
	HACCP 2.1 Introduction 2.2 Importance 2.3 VII Critical Control Points	
	MICROBES 3.1 Introduction (Bacteria, Yeast, Mould) 3.2 Classification 3.3 Factors for growth 3.4 Role of microbes in manufacture of fermented foods (dairy products, Veg. & bakery preparations, alcoholic Bev., vinegar, fermented Indian foods)	
II	FOOD BORNE ILLNESS 1.1 Natural Toxins (Kesari Dal, Potatoes, Mushrooms, Shell Fish, Peanuts) 1.2 Chemical (Tin, Copper, Arsenic, Lead) 1.3 Bacterial toxins (staphylococcus, salmonella, Clostridium perfringens, Clostridium botulinum) 1.4 Food poisoning & Infections <ul style="list-style-type: none"> • Definitions • Food contamination & Spoilage • Differentiation • Examples 	15

FOOD ADULTERATION

2.1 Definition and types

2.2 Test to detect (coffee, semolina, flour, ghee, butter, margarine, oil, milk, turmeric, coriander powder, pepper corn , meat etc.

2.3 Food standards in India (PFA, FPO, MPO, BIS-ISI, AGMARK, ISO)

	<p>FOOD ADDITIVES</p> <p>3.1 Colours & Flavours 3.2 Browning reactions-causes, desirable & undesirable effects)</p>	
	<p>FOOD PRESERVATION</p> <p>❖ Methods of Preservation</p> <p>4.1 Natural & Chemical Preservation 4.2 Low temperature(Refrigeration, Freezing) 4.3 High Temperature(Pasteurisation, Sterilization, Canning) 4.4 Irradiation</p>	
	<p>FOOD STORAGE</p> <p>5.1 Dry food store 5.2 Refrigerated store 5.3 Freezer store 5.4 Holding at High Temperature 5.5 Stock rotation & cross contamination</p>	
III	<p>INTRODUCTION TO NUTRITION</p> <p>1.1- Definitions(Food, balanced diet, nutrition, over nutrition, under nutrition, malnutrition, health) 1.2 - Balanced diet-Food pyramid 1.3 - Meal planning steps</p>	15

	<p>CARBOHYDRATES</p> <p>2.1 - Classification & composition 2.2 - Functions & requirements, sources 2.3 - Excess & Deficiency 2.4 -Uses in food preparation (Gelatinization, Gel formation, Dextrinization, Gluten formation, Caremelization)</p>	
	<p>PROTEINS</p> <p>3.1 - Classification & Composition 3.2 - Functions & requirements, Sources 3.3 - Excess & Deficiency 3.4 - Uses in food preparation 3.5 - Effect of heat (Denaturation, Coagulation) 3.6 - Gel formation 3.7 - Foaming</p>	
	<p>FATS&OILS</p> <p>4.1 - Classification & Composition 4.2 - Functions & requirements, Sources 4.3 - Excess & Deficiency 4.4 - Types, Sources, Uses 4.5 - Factors causing deterioration 4.6 - Rancidity 4.7 - Flavour reversion 4.8 - Shortening 4.9 - Polymerisation</p>	

	VITAMINS, MINERALS, WATER & COLLOIDS	
5.1	- Functions	
5.2	- Sources	
5.3	- Deficiency & Excess	
5.4	- Fat soluble & water soluble Vitamins (A,D,E,K,B1,B2,B3,C)	
5.5	- Minerals (Ca,P, Na,K,Fe,I,Fl)	
5.6	- Importance, balance & Sources	
5.7	- Cooking losses & prevention	
5.8	- Definitions (sol, gels, foam, emulsion)	
5.9	- Examples(roasting, grilling, frying, baking, boiling, poaching, microwave)	
5.10	- Importance in food industry	

REFERENCE BOOKS

Sr no	Author	Title	Publisher	Place	Year
1	Hobbs, Betty & Roberts,	Food Poisoning and Food	Hoddr & Stoughton	Great Britain	1993
2	Rodey S		Tata Mcgraw Hill	New Dehli	1999
3	Trickett, Jill	Food Hygiene for Food Handlers	Macmillion	Hongkong	1997
4	Knowles Tim	Food Safety in the Hospitality Industry	Butterworth Heinemann	Oxford	2002
5	Scott Elizabeth & Sockett Paul	How To Prevent Food	John Wiley & sons	New York	1998
6	Loken Joan	The HACCP Food Safety Manual	John Wiley & sons	New York	1994
7	Commercial law Publishers	The Prevention of Food	Commercial law Publishers	Mumbai	2008
8	Mahindru S.N.	Food Additives	APH Publishing Corp	New Delhi	2008
9	Sareen, Sandeep	Food Preservation	Sarup & sons	New delhi	1999
10	VanGarde Shirley & Woodburn	Food Preservation & Safety	Surabhi Publication	Jaipur	1999
11	M.Swaminathan	Food & Nutrition Vol-I	Bappco.	Bangalore	1985
12	M.Swaminathan	Food & Nutrition Vol-II	Bappco.	Bangalore	1985

13	M.Swaminathan	Food & Nutrition	Bappco.	Bangalore	1996
14	B.Srilakshmi	Food Science	New Age International	New Delhi	2007
15	Roday Sunetra	Food Science & Nutrition	Oxford Uni.Press	New Delhi	2010
16	Adams MR. & Moss.M.O.	Food Microbiology	New Age International	New Delhi	2006
17	Jim Mann & A. Stewart Truswell	Essentials of Human Nutrition	Oxbord University Press	New Delhi	2010

Scheme of Examination (Theory)**(c) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

(b) Semester end examination (Pattern of Question Paper):-**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

NOTE: TUTION FEE FOR THE SEMESTER Rs. 65,000/-

