

**UNIVERSITY OF MUMBAI**



**Syllabus for the S.Y.B.Sc.**

**SEMESTER III & SEMESTER IV**

**Program: B.Sc.**

**Course: Hospitality Studies**

(As per Credit Based Semester and Grading System  
with effect from the Academic Year 2012–2013)

Students will be sent for Industrial Training either during the IIIrd or IVth semester as per the convenience of Industry/Institute. Classes will be conducted for the batch of students not undergoing Industrial Training.

## Semester III - B.Sc. (Hospitality Studies)

Course Code	Subject	Class Room Instruction Face to Face									Credits				
		Per Week			Per Sem			Per Sem Hrs			Total	Credits			
		L	P	T	L	P	T	L	P	T		L	P	T	Total
USHO301	Food Production & Patisserie III	3	4	-	45	60	-	45	60	-	105	2	2	-	4
USHO302	Food & Beverage Service III	3	4	-	45	60	-	45	60	-	105	2	2	-	4
USHO303	Front Office III	3	-	-	45	-	-	45	-	-	45	2	-	-	2
USHO304	Housekeeping III	3	-	-	45	-	-	45	-	-	45	2	-	-	2
USHO305	Rooms Division Management(Practicals)-III	-	4	-	-	60	-	-	60	-	60	-	2	-	2
USHO306	Hotel Accountancy & Cost Control	3	-	-	45	-	-	45	-	-	45	2	-	-	2
USHO307	Hospitality Law & Human Resource Management	3	-	-	45	-	-	45	-	-	45	2	-	-	2
USHO308	Management Information System in Hospitality Industry	3	-	-	45	-	-	45	-	-	45	2	-	-	2

Name of the Programme	Duration	Semester	Course/ Course Code
<b>B.Sc. in Hospitality Studies</b>	<b>Six Semesters</b>	<b>III</b>	<b>Food Production &amp; Patisserie-II (USHO 301)</b>
Course Code	Title	Credits	
<b>USHO301</b>	<b>Food Production &amp; Patisserie-III</b>	<b>2 + 2</b>	

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

Class Room Instruction Face to Face									Credits			
Per Week			Per Semester			Per Semester Hrs						
L	P	T	L	P	T	L	P	T	L	P	T	Total
3	4	-	45	60	-	45	60	-	2	2	-	4

### FOOD PRODUCTION & PATISSERIE-III (Theory)

**OBJECTIVES:** To get trained on various aspects of regional Indian cuisine – Quantity Food Production (QFP)

#### Contents of syllabus for USHO 301

UNIT I	TOPIC	Hrs.
1	<b>MENU PLANNING &amp; ITS TYPES (QFP)</b> Basic Menu Planning – Recapitulation, Special emphasis on Quantity Food Production, Planning of Menus for various categories, such as:  <ul style="list-style-type: none"> <li>- Institutional &amp; Industrial Catering (School / College, Canteen, Industrial Workers.)</li> <li>- Hospital Catering (Diet Menu, Importance of Hygiene.)</li> <li>- Off Premises Catering (Outdoor Parties, Theme Dinner, and Food Festival.)</li> </ul> Parameters of Quantity Food Menu Planning.	07

- 2 **Indian Culinary Terms** 04
- 3 **INTRODUCTION TO CAKE MAKING:** 04  
 Elements in Cake Making, Role of each Element in Cake Making, Methods of Cake Making, Recipes for Basic Cakes, Faults in Cake Making, Recipe Balancing.

**UNIT II.**

**TOPIC**

**Hrs.**

- 4) **EQUIPMENT (QFP)** 3  
 Quality of Equipment used, Specification of Equipment, Heat and Cold Generating Equipment, Maintenance of Equipment

List: -	
1. Mixers	2. Grinders
3. High Pressure Gas Burner	4. Ovens
5. Grillers	6. Knives
7. Choppers	8. Peelers (Potato)
9. Brat Pan	10. Bulk Boilers
11. Steamers	12. Walk in Coolers / Walk in Freezers / Deep Freezers
13. Tandoor	14. Storage & Receiving Quays
15. Griddle Plate	

- 5) **QUANTITY PURCHASE AND STORAGE (QFP)** 3  
 Modern Developments in Equipment Manufacturing.  
 Introduction of Purchasing, Purchasing System, Purchase Specifications, Purchasing Techniques, Duties of Purchase Officer & Store Keeper, Storage.
- 6) **INDENTING (QFP)** 5  
 Principles of Indenting, Quantities / Portions for Bulk Production, Conversion of Recipes for Indenting, Practical difficulties involved in Indenting.
- 7) **Pastry:** 04  
 Recipes, Method of Preparation, Differences, Uses of each Pastry, Care to be taken while preparing Pastry, Role of each Ingredient, Temperature of Baking the following Pastries, Short Crust, Choux Pastry, Laminated, Hot Water / Rough Puff.

UNIT	TOPIC	Hrs.
III	8) <b>INDIAN COOKERY (QFP)</b> <b>Introduction to Regional Cooking:</b> 1) Factors affecting eating habits. 2) Heritage of Indian Cuisine. 3) Regional Commodities, Spices & Masalas (Wet & Dry). 4) Geographical location, Historical background, Availability of raw material (seasonal), Equipment and fuel (special), Staple diet, Speciality Cuisine, Food prepared for festivals and occasions of the following states: - Andhra Pradesh / Hyderabad, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala / Malabari, Madhya Pradesh, Maharashtra / Malwani, North Eastern States, Punjab, Rajasthan, Tamilnadu / Chettinad, Uttar Pradesh / Dum & Avadh / Lucknawi, Also Communities / Styles such as : Parsee, Bohra & Indian Gravies.	12
	9) <b>VOLUME FEEDING (QFP)</b> Institutional & Industrial Feeding, Banquet and Buffet.	03

**INDIAN CULINARY TERMS:**

1. Imarti	16. Dhuanaar	31. Marinade	46. Quabarga
2. Baffad	17. Dum	32. Moilee	47. Rabri
3. BalUSHOhi	18. Dum Pukht	33. Murgh Musallam	48. Raita
4. Bharta	19. Gaujas	34. Mutanjan	49. Rasam
5. Baghar	20. Gustaba	35. Mulligutwanyy Curry	50. Roomali Roti
6. Bhunao	21. Aappam	36. Naan	51. Rogan Josh
7. Bonda	22. Jalebi	37. Neera	52. Rista
8. Biryani	23. Kabab	38. Nargisi Kofta Curry	53. Rasgullas
9. Bhaturas	24. Kalia	39. Pachadi	54. Shami Kebab
10. Sheera	25. Kesari	40. Paneer	55. Shrikhand
11. Charoli	26. Khoa	41. Payasam	56. Seekh Kebab
12. Cocum	27. Kofta	42. Phirnee	57. Sandesh
13. Dagad Phool	28. Panch Phoran	43. Pulao	58. Toddy
14. Dhansak	29. Loochi / Luchi	44. Chingri Malai Curry	59. Vindaloo
15. Dahibhalla	30. Macher Jhol	45. Palak Mutton / Chicken	60. Wark
			61. Zarda
			62. Ratan Jog

**ASSIGNMENTS**

Students have to do at least four group assignments on Indian Regional Cuisine.

**REFERENCES**

1. Thangam Philips - Modern Cookery Vol. 1 - Orient Longman - 1997
2. A. L. Cracknell and R.J. Kanfmann - Practical Professional Cookery - Macmillan - 1992
3. Anthony O'Reilly - Cookery Manual - Pitman Publishing - 1993.
4. Victor Cererem, Ronald Kinton, David Foskett - Practical Cookery - Aodder & Stonghton - 1999
5. David R. Stevenson - Basic Cookery - Stanley Thornes (Publishes) Ltd. - 1991
6. REBO Productions - Encyclopedia of Bakery - Rebo Publishers - 1999
7. Robert T. Marshall, W. S. Arbuckle - Ice Cream - ITP International Thomson Publishing - 1996.
8. Malcolm Stogo - Ice Cream & Frozen Desserts - John Wiley & Sons, Inc - 1997

9. L. G. Nicolelb, J Dinsdale - Basic Pastry Work Techniques - Hodder & Stoughton - 1991.
10. Mohini Sethi, Surjeet Malhan - Catering Management (An Integrated Approach) - Wiley Easter Limited - 1993.
11. Robert Bradnock - India Handbook - Footprint Handbook - 2000.
12. Ranjit Rai - Tandoor (The Great Indian Barbeque) - Viking - 1995.
13. Satarupa Banerjee - Book of Indian Sweets - Rupa & Co - 1994.
14. Digvijaya Singh - Cooking Delights of The Maharajas - Vakils, Fetter & Simons Ltd. - 1995
15. Master Chefs of the Ashoka Group - Royal Indian Recipes - J. G. Press - 1995.
16. Purobi Babbar - Rotis & Naans of India - Vakil Fetter & Simon Ltd. - 1994.
17. Inder Singh Kalra - Prashad, Cooking with the Indian Masters - Allied Publishers Ltd. - 1993.
18. Devaki Babbar - Gujrat Nu Jaman - India Book House - 1996.
19. Chandra Padmanabhan - Dakshin - Harper Oollins - 1995.
20. Jeroo Mehta - Parsi Guisine - Vakil, Fetter & Simons Ltd. - 1993.
21. Hegde - Manglorean Cuisine - India Book House - 1994.
22. Gilda Mendonsa - The Best of Goan Cooking - UBS Publishers Distributors Ltd. - 1995.
23. Neerja - Kashmiri Cooking - Penguin Books - 1995.
24. Madhur Jaffery - A Taste of India - Pavillion Books Ltd., - 1985.
25. Minakshie Das Gupta - The Bengal Cook Book - UBS Publishers Distributors Ltd. - 1998.
26. Kaumudi Marathe - Maharshtrian Cuisine - Business Publications Inc. - 1999.
27. Food Production Operation - Parvinder S. Bali.

## (Food Production Practical)

**Each College will prepare their own menus as per the pattern given below. Well-known and authentic dishes from particular region should be included while compiling the menu.**

States
1. Andhra Pradesh / Hyderabad
2. Bengal & North Eastern States
3. Goa
4. Gujarat / Parsi / Bohri
5. Karnataka
6. Kashmir
7. Kerala / Malabari
8. Maharashtra / Malvani
9. Punjab
10. Rajasthan
11. Tamil Nadu / Chettinad
12. Uttar Pradesh / Dum & Avadh / Lucknavi

### **BAKERY & CONFECTIONERY PRACTICAL**

Demonstration of the following

Cakes - 4 varieties

Pastries - Short Crust, Puff Pastry, Flaky Pastry & Choux Pastry

Cookies - 6 varieties

FOOD PRODUCTION PRACTICAL MENUS – SEMESTER III			
MEN U NO.	PRACTICAL TOPIC	Any 6 dishes per Menu (Prepare any 1 or 2 dishes per course)	
1	Andhra Pradesh / Hyderabadi Cuisine	Starter Options:	Shammi Kebab / Shikampuri Kebab
		Main Course Options:	Tamater ka Kut / Mirchi ka Salan/ Baghara Baingan/ Burhani/ Achari Gosht/ Nehari/ Haleem/ Khichra/ Murgh Malai Korma
		Breads, Rice & Dal Options:	Sheermal/ Bakharkhani/ Khameeri Roti/ Hyderabad Biryani/ Sofyani Biryani/ Qabooli/ Khatti Dal
		Dessert Options:	Double ka Meetha/ Khubani ka Meetha/ Sheer Qurma/ Gil e Firdaus
2	North Eastern States / Bengali Cuisine	Starter Options:	Begun Bhaja/ Panthar Ghugni/ Alu Chop/ Egg Roll
		Main Course Options:	Shukto/ Alu Posto/ Palak Panch Phoran / PanchMishali Charchari/ Macher Jhol/ macher Kalia/ Doi Mach/ Chingri Malai Kari/ Mangsho
		Breads, Rice & Dal Options:	Luchi/ Dhakai Paratha/ Ghee Bhat/ Cholar Dal/ Mishti Mug Dal
		Dessert Options:	Gulab jamun/ Balu Shahi/ Rasmalai/ Mishti Doi
3	Goan Cuisine	Soup & Starter Options:	Caldo Verde/ Sopa Grossa/ Rissois de Camarao/ Stuffed Prawn Papad/Goan Fried Fish/Pomfret Recheiada/ Prawn Balchao/ Kismur
		Main Course Options:	Goan Fish Curry/ Amottik Fish Curry/ Sorpotel/ Vindaloo/ Baffat/ Chicken Cafreal/ Galina Xacuti
		Breads, Rice & Dal Options:	Sannas/ Pav/ Boiled Rice/Coconut Rice/ Daali Thoy
		Dessert Options:	Neureos/ Coconut Bhatt/ Bebinca/Dodol/Perada
4	Gujarati Cuisine	Starter Options:	Dhokla/Patra/Muthiya
		Main Course Options:	Oondhiya/ Sev Tameta nu Shaak/ Tuvar Ringna nu Shaak/ Flower Batata nu Shaak
		Breads, Rice & Dal Options:	Thepla/Rotla/Munga Dal Khichdi/ Vagheral Bhaat/ Shaakwala Bhaat/ Dal Dhokli/ Kadhi
		Dessert Options:	Basundi/ Dudh Paak/ Mohan Thaal/ Gor Papdi
5	Bohri Cuisine	Starter Options:	Shammi kebab/ Kheema Samosa/ Kheema Pattice/ Kheema Cutlet (with mint chutney)
		Main Course Options:	Alishan Baingan/ Bohri Chicken Kari/ White Mutton kari/ Dabba Gosht
		Rice & Dal Options:	Chawal/ Khada Masala Pulav/ Kheema Pulav/ Dal/Palidu
		Dessert Options:	Thuli/Malido
6	Parsi Cuisine	Starter Options:	Papeta nu Pattice/ Papeta ne Cheese na Pattice/ Eda Chutney na pattice
		Main Course Options:	Kolmi no Patio/ Saas ni Macchi/ Salli Murghi/ Patra ni Macchi/ Margi na Farcha/ Mutton Dhansaak

		Rice/ Dal Option:	Dhan (steam rice)/ Brown Rice/Dar
		Dessert Options:	Lagan nu Custard/ Kopra Pak
<b>MEN U NO.</b>	<b>PRACTICAL TOPIC</b>	<b>Any 6 dishes per Menu (Prepare any 1 or 2 dishes per course)</b>	
7	Karnataka Cuisine	Starter Option:	Alu Bonda
		Main Course Options:	Uppu Curry/ Chana Ghashi/ Upkari/ Koli Gassi/ Mangalorean Fish Curry
		Bread & Rice Options:	Jolada(Jwar Roti)/ Neer Dosa/ Bisi Bele Huliana
		Dessert Options:	Worne/ Chiroti
8	Kashmiri Cuisine	Starter Options:	Seekh Kebab/ Shammi Kebab
		Main Course Options:	Dum Oluv/ Navratan Korma/ Dhaniwal Korma/ Mutton Roganjosh/Gustaba/Rista
		Breads & Rice Options:	Khameeri Naan/ Khameeri Roti/ Kashmiri Pulav/ Yakhni Pulav
		Dessert Options:	Phirni/ Zarda/Seb ki Kheer
9	Kerala / Malabari Cuisine	Main Course Veg. Options:	Drumstick Ullitheeyal/ Avial/ Olan/Kalan/Erussery
		Main Course Non veg. Options:	Meen Moilee/ Meen Curry/ Malabari Fish Curry/ Kozhi Vartha Curry/ Mutton Kuruma/ Malabari Egg Curry
		Breads, Rice & Dal Options:	Kerala Parotta/ Lime Rice/ Boiled Rice/ Nai Chor(Ghee Bhat)/ Rassam/ Sambhar
		Dessert Options:	Payasam
10	Maharashtrian / Malwani Cuisine	Starter & Salad Options:	Sabudana Wada/ Aluchi wadi/ Kothimbirwadi/Batata Vada/Koshimbir/Khamang Kakdi
		Main Course Options:	Bharli Vangi/ Zhunka/ Kala Vatana Rassa/ Btatyachi Bhaaji/ Kombdicha Rassa/ Kolhapuri Mutton/ Malvani Kombdi
		Breads, Rice & Dal Options:	Bhakri/ Chapati/ Thalipith/Puri/Masale Bhat/Tendli Bhat/Varan/Amti/Dal Bhaaji/Usal/Sol Kadhi
		Dessert Options:	Sheera/ Shrikhand/ Kheer/ Besan Ladu/Puran Poli/ Modak
11	Punjabi Cuisine	Starter & Accompani ment Options:	Dahi Bhalle/Paneer Pakoda/ Alu Tikki/ Tandoori Chicken/ Chicken Tikka/ Hara Bhara Kebab/ Alu Chat/ Alu Papdi Chat/Boondi Raita/ Pudina Raita



		Main Course Options:	Matar Paneer/ Malai Kofta/ Sarson da Saag/ Baigan Bharta/ Pindi Chole/ Rajmah/Murgh Makhani/ Palak Gosht
		Breads, Rice & Dal Options:	Makai di Roti/ Missi Roti/ Pudina Paratha/ Mooli Paratha/ Kulcha/ Bhatara/ Matar Pulav/ Jeera Rice/ Dal Makhani/ Dal Amritsari/ Punj Ratni Dal/ Punjabi Kadhi
		Dessert Options:	Gajrela/ Rabri/Jalebi/Malpoora
<b>FOOD PRODUCTION PRACTICAL MENUS – SEMESTER III</b>			
<b>MEN U NO.</b>	<b>PRACTICAL TOPIC</b>	<b>Any 6 dishes per Menu (Prepare any 1 or 2 dishes per course)</b>	
12	Rajsthani Cuisine	Starter Options:	Pyaz ki Kachori/ Matar ki Kachori
		Main Course Options:	Panchmel Subji/ Gatta Curry/ Ker Sangri/ Methi Mangodi Subji/ Amrud ki Subji/Lal Maas/ Makai ka Soweta/ Maas ki Kadhi
		Breads, Rice & Dal Options:	Masala Tikadia/ Missi Roti/Moongdal paratha/ Hare Matar ki Puri/ Bajre ki Roti/ Gatte ka Pulav/ Tej laung Pulav/ Khichdi/Dal Banjari/Dal Churma/Rajsthani Kadhi
		Dessert Options:	Moongdal Halwa/ Malpuva/ Churma Laddu/Rava dry fruit Ghugra
13	Tamilnadu/ Chettinad Cuisine	Starter & Accompaniment Options:	Chanadal Vada/ Dosa/Pachadi/Coconut Chutney
		Main Course Options:	Gundu Poriyal (baby potato poriyal)/ Beans Poriyal/ Khathrikai Kozambu (Brinjal Curry)/ Cauliflower Kootu/ Kari Kolambu (Mutton Curry)/ Kozi Mulagu Varuval (Chicken Pepper Fry)/ Chicken Chettinad/ Nilgiri Korma
		Rice & Dal Options:	Puli Satham/ Thayar Satham/ Takali Satham/ Elamcha Satham/ Ulli Sambhar/Koli Rasama (Chicken Rassam)
		Dessert Options:	Payasam/ Kesari
14	Uttar Pradesh / Lucknow Cuisine	Starter Options:	Pasanda Kebab/Galouti Kebab/ Chapli Kebab
		Main Course Options:	Banarasi Alu/ Dhingri Dulma/ Paneer Pasanda/ Gosht Korma/ Chandi Kaliyan
		Bread & Rice Options:	Tehri/ Laccha Paratha/ Kulcha/ Naan
		Dessert Options:	Seviyan ka Muzaafar/ Anannas ka Muzaafar/ Shahi Tukra

Practical: - 4 hours / Week

Total Menus in Semester III: - Menus (14) + Exam Menu (1) = 15 Menus.

Total Hours in Sem. III: - 15 Menus \* 4 hours = 60 Hours.

### 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**

Third 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	<b>Internal assessment</b>	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.

Name of the Programme	Duration	Semester	Course/Course Code
<b>B.Sc. Hospitality Studies</b>	<b>Six Semesters</b>	<b>III</b>	<b>Food &amp; Beverage Service-III(USHO 302)</b>
Course Code	Title	Credits	
<b>USHO302</b>	<b>Food &amp; Beverage Service-III</b>	<b>2+2</b>	

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

### Semester III – 15 weeks

THEORY				PRACTICAL				
Hours / week	Total Hours	Credits	Total Marks	Hours / week	Total Hours	Credits	Total Marks	Lecture + Practical
03	45	02	--	04	60	02		04

#### OBJECTIVES:

At the end of semester III :-

- Describe the duties and responsibilities of beverage service staff members, and summarize techniques and procedures for responsibly selling and serving cocktails, beer, and wine.
- Understanding the production process of Beer, Wine and Spirits.
- Making of cocktails with use of ingredients such as liqueurs and bitters.

### FOOD & BEVERAGE SERVICE SEMESTER – III (THEORY)

#### Contents of syllabus for USHO 302

UNIT .	TOPICS	TOTAL NO. OF HOURS
I	<b><u>ALCOHOLIC BEVERAGES</u></b> a. Definition, history of Alcoholic Beverages & classification. b. Benefits and harmful effects of alcohol.	02
	<b><u>WINES</u></b> <b>1.1 Definition &amp; history of wines.</b> <b>1.2 Types of Wines:</b> Still (red, white & rose), sparkling/Champagne, Fortified (sherry, port, Madeira, marsala & malaga), Aromatized wines (Vermouth). <b>1.3 Methods of production, Still (red, white, rose).</b>	13

	<p>a) <b>Viticulture</b> (Wine calendar, terroir, vine species, grape varieties &amp; diseases).</p> <p>b) <b>Vinification</b> (Manufacturing process, elements of wine &amp; faults in wines).</p> <p>c) <b>Champagne &amp; Sparkling Wines.</b> (History, districts, grape varieties, Methode Champenoise, cuvee close, transfer method, charmat &amp; impregnation, Names &amp; bottle sizes).</p> <p>d) <b>Fortified Wines (Production &amp; types).</b>  1) Sherry (Solera system)  2) Port  3) Madeira (estufagen)  4) Marsala  5) Malaga</p> <p>e) <b>Aromatised wines (Definition &amp; types)</b></p>	
II.	<p><b>1.1 Wine producing countries of the world</b></p> <p>(Regions, Wine laws, labels &amp; shippers).</p> <p>a) Old world wine producing countries (France, Italy, Germany, Spain &amp; Portugal).</p> <p>b) New World wine producing countries (Australia, New Zealand, South Africa, U.S.A. &amp; India).</p> <p><b>1.2 Wine tasting, Storage &amp; Service</b></p> <p><b>1.3 Food and wine Harmony.</b></p>	07
	<p><b>1.4 BEER &amp; OTHER FERMENTED BEVERAGES</b></p> <p>a) <b>Definition, History &amp; Brewing process.</b> (Components of beer, top fermentation, bottom fermentation)</p> <p>b) <b>Types of Beer, Storage &amp; Service</b> (Lager, Pilsner, Draught, Ale, Stout, Porter, Ice, Lambic &amp; Smoked).</p> <p>c) <b>Other fermented beverages (Cider, Perry, Mead, Sake &amp; Toddy).</b></p>	03
	<p><b>1.5 SPIRITS</b></p> <p>a) Introduction and definition  b) Pot and patent still method of production.</p> <p><b>1.6 History, Production, types &amp; Brand names (national &amp; International)</b></p>	05

	<ul style="list-style-type: none"> <li>a) Whisky (Scotch, American, Canadian, Irish &amp; Japanese)</li> <li>b) Rum (White, Gold, Dark &amp; Flavoured)</li> <li>c) Brandy (Cognac, Armagnac &amp; Fruit)</li> <li>d) Gin</li> <li>e) Vodka, flavoured vodka</li> <li>f) Tequila &amp; Mezcal</li> </ul>	
<b>III.</b>	<p><b>1.1 Alcoholic Strength :Proof, GL, Sykes, U.S., British (OIML)</b></p> <p><b>1.2 Other Spirits (Aquavit, schnapps, Pastis, ouzo, arrack)</b></p> <p><b>1.3 LIQUEURS</b> Introduction, definition, classification &amp; production of liqueurs</p> <ul style="list-style-type: none"> <li>a) Different types of liqueurs: Base, Flavours, Country of origin.</li> <li>b) Brand names of liqueurs ( Generic &amp; Proprietary)</li> </ul>	03
	<p><b>3.4 APERITIFS &amp; BITTERS</b></p> <ul style="list-style-type: none"> <li>a) Definition</li> <li>b) Brand names</li> </ul>	01
	<p><b>3.5 COCKTAILS &amp; MIXED DRINKS</b></p> <ul style="list-style-type: none"> <li>a) Introduction, History &amp; Definition</li> <li>b) Bar Equipment. (glassware, fixed &amp; movable equipment)</li> <li>c) Methods of Mixing Cocktails. (Stirred, Shaken, Built-up/Layered, Blended &amp; Muddled)</li> <li>d) Styles of Cocktails (Collins, cobblers, coolers, crustas, cups,</li> <li>e) daisies, eggnogs, flips, frappes, fixes, fizzes, Highball, juleps,</li> <li>f) Pick-me-ups, pousse café, smashes, sours, swizzles &amp; toddies).</li> <li>g) Rules to be observed while making cocktails.</li> </ul> <p style="text-align: center;"><b>Recipes of classic &amp; exotic cocktails.</b></p> <ul style="list-style-type: none"> <li>a) <b>Whisky:</b> (Godfather, Manhattan, Mint Julep, Whisky Sour &amp; Rusty Nail)</li> <li>b) <b>Rum:</b> (Daiquiri, Planters Punch, Mai-Tai, Mojito &amp; Pinacolada)</li> <li>c) <b>Brandy:</b> (Between The Sheets, Grasshopper, Sidecar, Brandy Alexander &amp; B&amp;B)</li> <li>d) <b>Gin:</b> (Martini, Gimlet, Tom Collins, Singapore Sling &amp; Pink Lady)</li> <li>e) <b>Vodka:</b> (Bloody Mary, Screw Driver, Harvey’s Wallbanger, Blue Lagoon &amp; Black Russian)</li> <li>f) <b>Tequila &amp; Mezcal:</b> (Bloody Maria, Long Island Iced tea, Marguerita, Spanish fly, Tequila Sunrise).</li> <li>g) <b>Wine, Sparkling Wine &amp; Beer:</b> ( Shandy, Sangria, Buck’s Fizz, Kir Royale &amp; Black Velvet)</li> </ul> <p><b>3.6 Mocktails</b> (fruit punch, Shirley temple, Virgin Pinacolada, Virgin Mary, Flavoured Iced tea)</p>	09
	<b>TOTAL THEORY HOURS</b>	<b>45</b>

### FOOD & BEVERAGE SERVICE SEMESTER – III (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.	Collecting wine labels of different wine producing countries and explain any one in detail.	
2.	Identifying International and Indian brands of Spirits.	
3.	Identifying International and Indian brands of Beer.	
4.	Explore any two innovative cocktails according to different methods of making cocktails. (Built up / Stirred / Shaken / Blended / Muddled)	
5.	Visit to Vineyard.	

### FOOD & BEVERAGE SERVICE SEMESTER – III (PRACTICAL)

SR. NO.	PRACTICALS	HOURS
1	<b><u>ALCOHOLIC BEVERAGES</u></b> Attributes of a bar personnel Bar equipment, cutlery & glassware Table setup of TDH menu with wine glasses	<b>06</b>
2	<b><u>WINE PRACTICE</u></b> Procedure of Service of white, rose & red (old & young) wines. (Temperature of service / Glassware).	<b>04</b>
3	Procedure of Service of Champagne & fortified/ aromatized wines. (Temperature of service / Glassware).	<b>03</b>
4	Wine tasting	<b>04</b>
5	Menu compilation (5, 6, 7 courses) with appropriate wine and their services. (French classical, English & Indian)	<b>16</b>
6	<b><u>BEER &amp; OTHER FERMENTED BEVERAGES</u></b> Procedure of Service of Beer: Temperature of service / type of glassware,	<b>03</b>
7	Service of bottled, canned beer & draught beer.	<b>02</b>
8	<b><u>SPIRITS</u></b> Service of Liquors: Whisky, Brandy & Rum	<b>02</b>
9	Service of Liquors: Vodka, Gin & Tequila	<b>02</b>
10	Service of Liquors: Other spirits (Aquavit, Schnapps, Pastis, Ouzo, Arrack ).	<b>02</b>
11	<b><u>LIQUEURS</u></b> Service of Liqueur: Temperature of service / type of glassware.	<b>01</b>
12	<b><u>APERITIFS &amp; BITTERS</u></b> Service of Aperitifs: Temperature of service / type of glassware	<b>01</b>
13	<b><u>COCKTAILS &amp; MIXED DRINKS</u></b>	<b>12</b>

	<b>PRACTICE:</b> Procedure of Service & Preparation of Cocktails. (Stirred, Shaken, Built-up/Layered, Blended & Muddled)	
	Procedure of Service & Preparation of Mocktails.	<b>02</b>
	<b>TOTAL PRACTICAL HOURS</b>	<b>60</b>

**(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	Service of Alcoholic Beverages	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.

**REFERENCE BOOKS:-**

- Dennis Lillicrap, John Cousins and Robert Smith- Food and Beverage Service
- Larousse Christopher Foulkes- Encyclopedia of Wines-
- Roy Hayter Food And Drink Service Levels 1 And 2
- Greg Dempsey- The Perfect Cocktail-
- Joanna, Simon- Wine With Food- Simon & Schuster
- Dave Broom- Handbook of Whiskey
- Shatbi Basu- The can't go wrong Cocktail book
- Brian Glover- The world encyclopedia of Beer
- Tom Stevenson- Champagnes and Sparkling Wines guide
- Vijay Dhawan- Food and Beverage Service

**FRONT OFFICE SEMESTER – III (THEORY)**

Name of the Programme	Duration	Semester	Course/Course Code
<b>B.Sc. in Hospitality Studies</b>	<b>Six Semesters</b>	<b>III</b>	<b>FRONT OFFICE III (USHO 303)</b>
Course Code	Title	Credits	
<b>USHO303</b>	<b>FRONT OFFICE-III</b>	<b>2</b>	

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

**Semester III – 15 weeks**

Hours / week	Total Hours	Credits
03	45	02

**OBJECTIVES:**

At the end of semester III:- The student is expected to possess knowledge and skills with respect to handling Group Reservations, Assigning Rooms, Check-in, Cashiering and Security Systems.

**Contents of syllabus for USHO 303**

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I	<p><b>Advanced Guest Cycle ( Reservation, Assigning Rooms, Check-in)</b></p> <ul style="list-style-type: none"> <li>• Group ( Tourist/ Conference/ Convention)</li> <li>• Crew ( Airline- Layovers/ Cruise lines/ Cargo)</li> <li>• Regular Guests</li> <li>• Special Attention Guests ( Handle With Care, Single ladies, unaccompanied children, Sr. Citizens, Disabled Guest)</li> </ul> <p><b>ROOM CHANGE PROCEDURES</b></p> <ul style="list-style-type: none"> <li>• By Hotel ( Upgrade/ Up sell)</li> <li>• By Guest ( Discrepancy/ Personal Preference)</li> </ul>	15
II.	<p><b>HANDLING OF COMPLAINTS</b></p> <ul style="list-style-type: none"> <li>• Types of Complaints( Service related/ Attitudinal/ Mechanical/ Unusual complaints)</li> <li>• Guidelines to handle complaints</li> </ul> <p><b>FRONT OFFICE ACCOUNTING SYSTEM AND SETTLEMENT</b></p> <ul style="list-style-type: none"> <li>• Guest and Non Guest Folio</li> <li>• Types of Folio</li> <li>• Types of Vouchers</li> <li>• City Ledger</li> <li>• Billing Procedure instruction</li> <li>• Methods of settlement( Cash/ CC- Direct currency converter/ BTC/ TAV/ PSO/ COMP Voucher)</li> </ul>	15
III.	<p><b>SECURITY SYSTEMS IN HOTELS</b></p> <ul style="list-style-type: none"> <li>• Fire Alarm Systems</li> <li>• Burglar Alarm Systems</li> <li>• Electronic Locking Systems</li> </ul> <p><b>TERMINOLOGY</b></p>	15
<b>TOTAL THEORY HOURS</b>		<b>45</b>

**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,	Reception	Stanley Thornes	london



Caroline			
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
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	

Name of the Programme	Duration	Semester	Course/Course Code
<b>B.Sc. in Hospitality Studies</b>	<b>Six Semesters</b>	<b>III</b>	<b>Housekeeping III (USHO 304)</b>
Course Code	Title	Credits	
<b>USHO304</b>	<b>Housekeeping-III</b>	<b>2</b>	

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

**Semester III – 15 weeks Semester I – 15 weeks**

THEORY			
Hours / week	Total Hours	Credits	Total Marks
03	45	02	

### **HOUSEKEEPING SEMESTER – III (THEORY)**

**OBJECTIVES:**

At the end of semester III :-

- The student will be able to explain various operational procedures and formats pertaining to linen, uniforms, and laundry.

- The student will be able to create formats and design layouts of linen room, uniform room and laundry.
- The student will be able to create Flower Arrangements for various occasions and locations.
- The student will be able to plan and implement décor for special occasions.

#### Contents of syllabus for USHO 304

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I.	<b>1. LINEN ROOM OPERATIONS</b> 1.1 Introduction, classification and sizes of linen 1.2 Selection criteria for linen 1.3 Calculation of linen requirement – Par stock 1.4 Purchase of linen 1.5 Layout and equipment in linen room 1.6 Activities in linen room 1.7 Linen control 1.7.1 Linen exchange procedure 1.7.2 Inventory control – Procedures and records 1.7.3 Recycling of condemned linen 1.8 Linen hire 1.9 Glossary	10
	<b>2. FORMATS</b> 2.1 Linen Exchange Slip 2.2 Purchase Index Card 2.3 Linen Replenishment Slip 2.4 Master Inventory Sheet – Linen/Uniforms/F&B Linen 2.5 Floor Inventory Sheet 2.6 Stock Register 2.7 Linen Discard Sheet 2.8 Lost Linen Record 2.9 Laundry List	05
II	<b>1. UNIFORM AND SEWING ROOM</b> 1.1 Importance of uniforms 1.2 Designing of uniform, Selection criteria (Functional & Aesthetic) 1.3 Layout of uniform room 1.4 Issuing and exchange of uniforms 1.5 Storage of uniforms 1.6 Importance and activities of sewing room	05
	<b>2. LAUNDRY OPERATIONS</b> 2.1 Introduction to laundry operations 2.2 Types of laundries – Commercial / In house (OPL) 2.3 Advantages and Disadvantages of OPL 2.4 Laundry agents 2.5 Laundry equipments 2.6 Layout of laundry 2.7 Laundry process – On Premises and Off Premises 2.7.1 Wash cycle 2.7.2 Coordination between laundry and linen room 2.8 Stain removal methods 2.9 Dry cleaning – Chemicals and Process	10

	2.10 Handling Guest Laundry/Valet Service 2.11 Glossary	
III	<b>1. FLOWER ARRANGEMENT</b> 1.1 Introduction to Flower Arrangement 1.2 Flower arrangement materials – Flowers, Fillers, and equipments, tools, accessories 1.3 Selection, care and conditioning of plant material 1.4 styles of flower arrangements – Western, Free style, Abstract, Oriental (Ikebana) 1.5 Principles of Western flower arrangement 1.6 Glossary	10
	<b>2. ERGONOMICS IN HOUSEKEEPING</b>	05
	<b>TOTAL THEORY HOURS</b>	<b>45</b>

### HOUSEKEEPING SEMESTER - III (ASSIGNMENTS)

Out of the following given options each student needs to work on both.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1.	Uniform designing OR Flower arrangement – Rates of flowers, different types of flowers and foliage. Significance of flowers used for various occasions such as baby shower, wedding, religious function, festivals etc (students need to work on any 4 occasions)	10
2.	Special decorations for different Theme Events (Group assignment) as per <ul style="list-style-type: none"> <li>• Planning</li> <li>• Costing</li> <li>• Purchasing</li> <li>• Implementing</li> </ul>	10

#### Reference

- 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 Textiles – Fiber to Fabric – Bernard P. Corbman  
Library of congress category
- 5 Stain Removal – Stephanie Zia – Bounty Books
- 6 Professional Management of Housekeeping Operations – Thomas J. A. Jones – John Wiley & Sons
- 7 Flower Arranging – Joyce Rogers – Paul Hamlyn London
- 8 Textile and Laundry in Hotel Industry - Dr. D.K.Agrawal - Aman Publications
- 9 The Art of Flower Arranging - Ian Hall & Sarah Waterkeyn - Smithmark Publications
- 10 Creative Flower Arranging - Tamaris Ryan - Tiger Books International, London
- 11 The World of Flower Arranging - Barbara Pearce - Optimum Books
- 12 Flower Arrangement. Expert :- Dr. D G Hessayon - British Library , Tranworld Publishers

Name of the Programme	Duration	Semester	Course/Course Code
<b>B.Sc. in Hospitality Studies</b>	<b>Six Semesters</b>	<b>III</b>	<b>Rooms Division Management -III Practical USHO305</b>
Course Code	Title	Credits	
<b>USHO305</b>	<b>Rooms Division Management - Practical-III</b>	<b>2</b>	

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

### Semester III – 15 weeks

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

### ROOMS DIVISION MANAGEMENT –III (PRACTICAL)

#### Contents of syllabus for USHO 305

#### FRONT OFFICE PRACTICAL- III

Note: Formats to be taken from MIS and to be practised in Front office Practicals.

Sr.	Topic	Hr
1	SELECTION OF THE FRONT OFFICE MANAGEMENT SYSTEM Software –Shawmans Property Management System-Amadeus. Fidelio	5
2	ROOM MANAGEMENT SOFTWARE Room Inventory, Room Status availability	5
3	REGISTRATION Reservation/ Guest data (profile) GHC, Reports /self check-in	5
4	POSTING Paid Out/ Miscellaneous Voucher, Telephone, Display Folio (bill), Reports	5
5	CALL ACCOUNTING Guest Information/ Employee Information/ Post Charges/ Messages/ Wake Calls	5
6	CHECK OUT Folio /Adjustment/ Cashier/ Back Office Guest History	5

#### HOUSEKEEPING (PRACTICAL) –III

SR. NO.	PRACTICALS	HOURS
1	STAIN REMOVAL • Ink • Oil / grease	6

	<ul style="list-style-type: none"> <li>Tea/Coffee</li> <li>Juice</li> <li>Lipstick/nail polish</li> <li>Curry</li> <li>Shoe polish</li> </ul>	<ul style="list-style-type: none"> <li>Chewing gum</li> <li>Hair dye</li> <li>Henna/Mehendi</li> <li>Blood/Chocolate</li> <li>Urine/Vomit</li> </ul>	
2	<b>FLOWER ARRANGEMENT</b> <ul style="list-style-type: none"> <li>Ikebana/Western/Free style</li> <li>Demo</li> <li>individual (any one)</li> </ul>		10
3	<b>IRONING</b>		4
4	<b>VARIOUS STITCHES</b> <ul style="list-style-type: none"> <li>Straight/Running stitch</li> <li>Hemming</li> <li>Button and buttonhole</li> <li>Hook and eye</li> </ul>		4
5	<b>UNIFORM DESIGNING</b>		6
	<b>TOTAL PRACTICAL HOURS</b>		<b>30</b>

### 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.

Name of the Programme	Duration	Semester	Course/Course Code
<b>B.Sc. (Hospitality Studies)</b>	<b>Six Semesters</b>	<b>III</b>	<b>HOTEL ACCOUNTANCY &amp; COST CONTROL (USHO 306)</b>
Course Code	Title	Credits	
<b>USHO 306</b>	<b>HOTEL ACCOUNTANCY &amp; COST CONTROL</b>	<b>2</b>	

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

Semester III – 15 weeks

THEORY			
Hours / week	Total Hours	Credits	Total Marks
03	45	02	

### HOTEL ACCOUNTANCY & COST CONTROL

Contents of syllabus for USHO 306

#### SEMESTER – III

Sr.	Topic	Hr	Marks
	<b>Unit - I</b> <b>1. <u>Company Accounts</u></b> <ul style="list-style-type: none"> <li>Preparation of Company Final Accounts ie. Trading Account , Profit &amp; Loss Accounts, Profit &amp; Loss Appropriation Account &amp; Balance Sheet with adjustments in accordance with Provisions of the Companies Act.</li> <li>Practical Problems in horizontal format</li> <li>Adjustment –               <ol style="list-style-type: none"> <li>Closing stock</li> <li>O/S exp</li> <li>Prepaid exp</li> <li>Depreciation</li> <li>Prov. For tax</li> <li>Bad debts</li> <li>Trans to Res.</li> <li>Prop. Div.</li> </ol> </li> </ul>	12	
	<b>2. <u>Allowances &amp; Visitors Paid outs:</u></b> <ul style="list-style-type: none"> <li>What are Allowances &amp; Visitors Paid outs?</li> <li>Difference between Discounts &amp; Allowances.</li> <li>Formats of Allowance &amp; Visitors paid outs.</li> </ul>	3	
	<b>Unit - II</b> <b>1. <u>The Guest Weekly Bill &amp; Visitors Tabular Ledger</u></b> <ul style="list-style-type: none"> <li>Importance, Purpose, layout &amp; format of Guest weekly Bill &amp; Visitors Tabular ledger.</li> <li>Practical Problems on Guest weekly bill</li> </ul>	7	
	<b>2. <u>Uniform System of Accounting for Lodging Industry</u></b> <ul style="list-style-type: none"> <li>Importance, uses &amp; approach</li> <li>Income statement as per uniform system of accounts in lodging industry – scheduler –Rooms, F &amp; B, laundry dept only.</li> <li>Practical Problems</li> </ul>	8	
	<b>Unit - III</b> <b>1. <u>Internal Audit, Statutory Audit &amp; Night Audit</u></b> <ul style="list-style-type: none"> <li>Introduction to Internal Audit &amp; Statutory Audit</li> <li>Distinction between Internal Audit &amp; Statutory Audit</li> <li>Importance, Purpose &amp; advantages of Night Audit &amp; daily Revenue Report.</li> <li>Functions &amp; Duties of Night Auditor</li> </ul>	4	
	<b>2. <u>Food &amp; Beverage Cost Control:</u></b> Steps in Food & Beverage Control : Purchasing , Receiving, Storing,	4	

	Issuing, Preparing & Selling. Formats of Purchase Requisition, Purchase order, Delivery Challan, Bin-card, K.O.T, K.O.T Analysis, Restaurant Bill, Food cost Report		
	<b>3. Standard Costing &amp; Variance Analysis</b> <ul style="list-style-type: none"> <li>• Advantages &amp; Limitations of Standard Costing</li> <li>• Variance Analysis</li> <li>• Material Variances: Material Cost Variance, Material Price variance &amp; Material Usage (quantity variance)</li> <li>• Labour Variances – Labour cost variance, Labour Rate variance &amp; Labour Efficiency variance.</li> <li>• Practical Problems</li> </ul>	7	

**HOSPITALITY LAW & HUMAN RESOURCE MANAGEMENT  
SEMESTER – III (THEORY)**

Name of the Programme	Duration	Semester	Course/Course Code
<b>B.Sc. ( Hospitality Studies )</b>	<b>Six Semesters</b>	<b>III</b>	<b>HOSPITALITY LAW &amp; HUMAN RESOURCE MANAGEMENT (USHO 307)</b>
Course Code	Title	Credits	
<b>USHO 307</b>	<b>HOSPITALITY LAW &amp; HUMAN RESOURCE MANAGEMENT</b>	<b>2</b>	

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

Semester III- 15 weeks Semester I – 15 weeks

THEORY			
Hours / week	Total Hours	Credits	Total Marks
03	45	02	

**Contents of syllabus for USHO 307**

Semester III- 15 weeks

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
<b>I</b>	<b>1. SOURCES OF LAW</b> 1.1 Definition: Law 1.2 Sources of Indian Law 1.3 Preamble to the Indian Constitution 1.4 Fundamental Rights and Fundamental Duties	01

	<b>2. LAW OF CONTRACT</b> 2.1 Definition: Contract. 2.2 Difference between Agreement and Contract 2.3 Essentials of Valid Contract. 2.4 Contract of Indemnity and Contract of Guarantee.	02
	<b>3. LAW OF AGENCY</b> 3.1 Definition: Agency, Agent and Principal. 3.2 Rights and Duties of Principal and Agent	01
	<b>4. LAW OF BAILMENT</b> 4.1 Definition and Nature of Bailment. 4.2 Rights and Duties of the Bailor and Bailee.	01
	<b>5. CONSUMER PROTECTION ACT</b> 5.1 Objectives of the Act, 5.2 Definition: Consumer, Goods/Service, Consumer Complaint, Consumer Dispute, Deficiency, Defect	01
	<b>6. PREVENTION OF FOOD ADULTERATION ACT</b> 6.1 Definition: Food, Adulterant, Adulteration, Misbranding and Label 6.2 Food Inspector - Powers and Duties 6.3 Procedure to be followed by Food Inspectors	02
	<b>7. INDUSTRIAL DISPUTES ACT</b> 7.1 Objectives and Applicability 7.2 Definition: Industry, Workmen, Industrial Dispute, Strike, Layoff, Lockout, Closure, Misconduct 7.3 Causes and Effects of Industrial Dispute 7.4 Kinds of Punishments: Minor and Major	03
	<b>8. INDUSTRIAL EMPLOYMENT (STANDING ORDERS) ACT</b> 8.1 Definition: Standing Orders 8.2 Model Standing Orders 8.3 Procedure for Disciplinary Action	02
	<b>9. FACTORIES ACT</b> 9.1 Definition: Factory, Occupier 9.2 General Duties of the Occupier. 9.3 Health, Safety and Welfare Provisions	
	<b>10. BOMBAY SHOPS AND ESTABLISHMENTS ACT</b> 10.1 Definition of Establishment, Commercial Establishment 10.2 Procedure for Registration. 10.3 Working hours	

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
II	<b>Human Resource Development</b>  1.4.1 Introduction to Human Resource Development 1.4.2 Evolution of Human Resource Management 1.4.3 Importance of Human Resource Management 1.4.4 HRD Culture and Climate <b>Job Analysis and Job Design</b> – Meaning and Definition of Job Analysis	15



	<ul style="list-style-type: none"> <li>- Job Analysis</li> </ul> <p>Objectives and Process of Job Analysis Job Description Job Specification</p> <ul style="list-style-type: none"> <li>- Job Design</li> </ul> <p>Factors affecting Job Design Approaches to Job Design</p> <p><b>Human Resource Planning</b></p> <ul style="list-style-type: none"> <li>- Introduction to Human Resource Planning (Definition and Concept)</li> <li>- Human Resource</li> <li>- Planning Process</li> </ul> <p>HR Demand Forecast HR Supply Forecast Measurement in Human Resource Planning</p> <p>Sub Topics</p> <ul style="list-style-type: none"> <li>- Human Resource Information System (HRIS)</li> <li>- Human Resource Audit</li> </ul>	
<b>III</b>	<p><b>Action Area</b></p> <ul style="list-style-type: none"> <li>- Recruitment and Selection</li> <li>- Orientation and Placement</li> <li>- Training and Development</li> </ul> <p>On the job training Off the job training</p> <ul style="list-style-type: none"> <li>- Performance Appraisal</li> </ul> <p>Meaning and Purpose Limitations of Performance Appraisal Methods of Job Appraisal</p> <ul style="list-style-type: none"> <li>- Transfer, Promotion and Reward Policies</li> </ul> <p><b>Challenges of Human Resource Management</b></p> <ul style="list-style-type: none"> <li>- Absenteeism and Turnover</li> <li>- Balancing work with Life</li> <li>- Managing Diversity</li> <li>- Ethical Issues in HRM</li> </ul>	15
	<b>TOTAL THEORY HOURS</b>	<b>45</b>

**REFERENCE**

<b>Name of the Book</b>	<b>Author</b>	<b>Publisher</b>	<b>Place of Publication</b>	<b>Year</b>
Human Resource Development	David Mankin	Oxford University Press	New York	2009
Human Resource and Personnel Management (Text and Cases);	K.Aswathapa	Tata Mc Graw Hill	New Delhi	2005
Human Resource Management	Michael Vaz			

Elements of Commercial Law	Mr. N D Kapoor	Sultanchand		
Business Law	Mr. P C Tulsian			
Business Law	Venkataraman Kalaivani	Vipul Prakashan		
Bombay Rents, Hotel and Lodging House Rates Control Act 1947				
Prevention of Food Adulteration Act, 1954				
Bombay Shops & Establishments Act, 1948				

### MANAGEMENT INFORMATION SYSTEMS

Name of the Programme	Duration	Semester	Course/Course Code
<b>B.Sc. in Hospitality Studies</b>	<b>Six Semesters</b>	<b>III</b>	<b>MANAGEMENT INFORMATION SYSTEMS (USHO 308)</b>
Course Code	Title	Credits	
<b>USHO 308</b>	<b>MANAGEMENT INFORMATION SYSTEMS</b>	<b>2</b>	

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 III – 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		--	--	--	--	--

**Contents of syllabus for USHO 308**

**(SEMESTER – III) – 15 Weeks**

**Objective:** To equip the student with the required knowledge to understand the theory and practical aspects of the functioning of the systems department of a hotel with focus on skills development in handling Property Management Systems software.

**(Theory – 45 Hrs)**

**UNIT 1****15 Hrs****Management Information Systems**

- Definition of MIS
- MIS Personnel
- Managing multi processor environments
- MIS security issues

**Selecting and Implementing Computer systems**

- Analysing current information needs
- Collecting sales information
- Establishing system requirements
- Requesting proposals from vendors
- Contract negotiation

**UNIT 2****15 Hrs****Rooms Management and Guest Accounting Applications**

- Room Management Module
- Guest Accounting Module

**Point of Sale Technologies**

- POS Order entry units
- POS Printers
- Accounts Settlement
- Managing Guest Accounts
- POS Software
- Automated Beverage control systems

**UNIT 3****15 Hrs****Food & Beverage Management Applications**

- Recipe Management
- Sales Analysis
- Menu Management
- Integrated Food Service software
- Automated Beverage system reports

**Sales & Catering Applications**

- Hotel Sales Office Automation
- Revenue Management
- Catering Software

**(Practical 15 Hrs)**

Sr.	Topic	Hr
1	Suggested Softwares to be used for Practical Purposes <ul style="list-style-type: none"> <li>a. Opera</li> <li>b. Amadeus</li> <li>c. Fidelio</li> <li>d. IDS</li> <li>e. Shawman</li> </ul> <u>Standard PMS Exercises</u> <ul style="list-style-type: none"> <li>a. Creating a Profile of a guest</li> </ul>	15 Hrs

	b. Creating a reservation record c. Creating a registration record d. Shortcut keys e. Manual Posting of vouchers f. Billing g. Report Generation	
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Following will be the Scheme of Examination for Theory Internal assessment and Semester end examination (Pattern of Question Paper for all subjects)

**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**

Third 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.



## **INDUSTRIAL TRAINING – USHO 401**

### **Semester - IV**

1. Exposure to Industrial Training is an integral part of the 3<sup>rd</sup> or 4<sup>th</sup> semester. The class would be divided into two groups or as the case may be. The 20 weeks industrial training would be divided into all the major departments of the hotel.
2. Industrial Training will require an input of 120 working days i.e. (20 weeks x 06 days = 120 days).
3. For award of marks, 50% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students responsibility to get this feed-back / assessment form completed from departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 50% marks(10%-Presentation Skills,10% Viva, 10% Log Book and 20% Training Report) students would be assessed on the basis of seminar / presentation before a select panel. A hard copy of the report will also have to be submitted to the panel.
4. Responsibilities of Institute, hotel and the student / trainee with aims & objectives have been prescribed for adherence.