

**MAHATMA GANDHI UNIVERSITY,**

**KOTTAYAM**

**SYLLABUS**

**OF**

**BACHELOR OF SCIENCE IN CULINARY ARTS**

**&**

**CATERING TECHNOLOGY**

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# BACHELOR OF SCIENCE IN CULINARY ARTS & CATERING TECHNOLOGY

## Preamble

**Mahatma Gandhi University** introduced Choice Based Credit and Semester and Grading System in colleges affiliated to the University from the Academic Year 2009-10, under **Direct Grading System**. Subsequently, the Kerala State Higher Education Council constituted a committee of experts headed by Prof. B Hridayakumari, to study and make recommendations for the improvement of the working of the Choice Based Credit and Semester System in colleges affiliated to the Universities in the State. The State Government accepted the recommendations of the Committee and the Syndicate and the Academic Council of the Mahatma Gandhi University has resolved to reform the existing CBCSS regulations. Accordingly Regulations for Under Graduate Programmes under Choice Based Course-Credit-Semester System and Grading, 2013, was introduced in the University from the Academic year 2013-14 onwards, under Indirect Grading System. The University Grants Commission, in order to facilitate student mobility across institutions within and across countries and also to enable potential employers to assess the performance of students, insisted to introduce uniform grading system in the Universities. The Academic Council of the Mahatma Gandhi University at its meeting held on 23<sup>rd</sup> May 2015 resolved to introduce the UGC Guidelines for Choice Based Credit System from the Academic Year 2016-17 onwards and the Syndicate of the University at its meeting held on 1<sup>st</sup> August 2015 approved the resolution of the Academic Council. Hence it becomes necessary to modify the existing CBCSS regulation as follows.

## **1. TITLE**

- 1.1. These regulations shall be called **“REGULATIONS FOR UNDER GRADUATE PROGRAMMES UNDER CHOICE BASED CREDIT SYSTEM 2016”**

## **2. SCOPE**

- 2.1 Applicable to all regular Under Graduate Programmes conducted by the University with effect from 2016 admissions, except for Professional and B.Voc programmes. Also applicable to Distance/Private Undergraduate Programmes with suitable modifications. Under Graduate Programmes in Management Studies are included as non-professional programmes. Provided that the existing CBCSS Regulations 2013 shall be applicable to

students who were admitted prior to the commencement of these Regulations and who are continuing their studies.

- 2.2 Examinations of the courses being run under the Distance/Private registration scheme shall be conducted annually.
- 2.3 The provisions herein supersede all the existing regulations for the Regular/Distance/Private Undergraduate programmes to the extent herein prescribed.

### 3. DEFINITIONS

- 3.1. '**Academic Week**' is a unit of five working days in which the distribution of work is organized from day one to day five, with five contact hours of one hour duration on each day.
- 3.2. '**Choice Based Course**' means a course that enables the students to familiarize the advanced areas of core course.
- 3.3. '**College Coordinator**' is a teacher nominated by the College Council to co-ordinate the continuous evaluation undertaken by various departments within the college. He/she shall be nominated to the college level monitoring committee.
- 3.4. '**Common Course I**' means a course that comes under the category of courses for English and Environmental Studies & Human Rights and '**Common Course II**' means additional language.
- 3.5. '**Complementary Course**' means a course which would enrich the study of core courses.
- 3.6. '**Core course**' means a course in the subject of specialization within a degree programme.
- 3.7. '**Course**' comprises 'Paper(s)' which will be taught and evaluated within a programme.
- 3.8. '**Credit**' is the numerical value assigned to a paper according to the relative importance of the syllabus of the programme.
- 3.9. '**Department**' means any teaching department in a college.
- 3.10. '**Department Coordinator**' is a teacher nominated by a Department Council to co-ordinate the continuous evaluation undertaken in that department.
- 3.11. '**Department Council**' means the body of all teachers of a department in a college.
- 3.12. '**Faculty Advisor**' means a teacher from the parent department nominated by the Department Council, who will advise the student on academic matters.
- 3.13. '**Generic Elective (GE)**' means an elective paper chosen from any discipline/ subject, in an advanced area.
- 3.14. '**Grace Marks**' shall be awarded to candidates as per the University Orders issued from time to time.
- 3.15. '**Grade**' means a letter symbol (A, B, C, etc.), which indicates the broad level of performance of a student in a Paper/Course/ Semester/Programme.
- 3.16. '**Grade Point**' (GP) is the numerical indicator of the percentage of marks awarded to a student in a paper.
- 3.17. '**Institutional Average (IA)**' means average mark secured (Internal + external) for a paper at the college level.
- 3.18. '**Paper**' means a complete unit of learning which will be taught and evaluated within a semester.

- 3.19. **'Parent Department'** means the department which offers core course/courses within an undergraduate programme.
- 3.20. **'Programme'** means a three year programme of study and examinations spread over six semesters, the successful completion of which would lead to the award of a degree.
- 3.21. **'Semester'** means a term consisting of **90** working days, inclusive of tutorials, examination days and other academic activities within a period of six months.
- 3.22. **'University Average (UA)'** means average mark secured (Internal + external) for a paper at the University level.
- 3.23. **'Vocational Course' (Skill Enhancement Course)** means a course that enables the students to enhance their practical skills and ability to pursue a vocation in their subject of specialization.
- 3.24. Words and expressions used and not defined in this regulation shall have the same meaning assigned to them in the Act and Statutes of the University.

#### 4. ELIGIBILITY FOR ADMISSION AND RESERVATION OF SEATS

- 4.1 Eligibility for admission, norms for admission and reservation of seats for various Undergraduate Programmes shall be according to the regulations framed/orders issued by the University in this regard, from time to time.
- 4.2 Students can opt for any one of the **Generic Elective Papers** offered by different departments of the college in fifth semester (subject to the availability of vacancy in the concerned discipline). If the number of applications exceeds the number of vacancies for a particular Generic elective paper, priority will be given to the students from the parent department (core subject). Selection of students in the generic elective paper will be done in the college based on merit and interest of the students.

#### 5. DURATION

- 5.1 The duration of U.G. programmes shall be **6 semesters**.
- 5.2 There shall be two Semesters in an academic year, the 'ODD' semester commences in June and on completion, the 'EVEN' Semester commences after a semester-break of three days with two months vacation during April and May. (The commencement of first semester may be delayed owing to the finalization of the admission processes.)
- 5.3 A student may be permitted to complete the Programme, on valid reasons, within a period of 12 continuous semesters from the date of commencement of the first semester of the programme.

## 6. REGISTRATION

- 6.1. The strength of students for each programme shall be as per the existing orders, as approved by the University.
- 6.2. The college shall send a list of students registered for each programme in each semester giving the details of courses registered including repeat courses to the University in the
- 6.3. prescribed form within **20** days from the commencement of the Semester.
- 6.4. Those students who possess the required minimum attendance during an academic year/semester and could not register for the semester examination are permitted to apply for Notional Registration to the examinations concerned enabling them to get promoted to the next class.

## 7. SCHEME AND SYLLABUS

- 7.1. The U.G. programmes shall include **(a)** Common Courses I and II, **(b)** Core Course(s), **(c)** Complementary/Vocational Courses, and **(d)** Generic Elective Course (GE).
- 7.2. There shall be one Generic Elective paper in the fifth semester with a choice of one out of three elective papers from any programme or from the Physical Education department.
- 7.3. There shall be one Choice Based paper in the sixth semester with a choice of one out of three elective papers.
- 7.4. Credit Transfer and Accumulation system can be adopted in the programme. Transfer of Credit consists of acknowledging, recognizing and accepting credits by an institution for programmes or courses completed at another institution. The Credit Transfer Scheme shall allow students pursuing a programme in one University to continue their education in another University without break.
- 7.5. A separate minimum of 30% marks each for internal and external (for both theory and practical) and aggregate minimum of 40% are required for a pass for a paper. For a pass in a programme, a separate minimum of **Grade D** is required for all the individual papers. If a candidate secures **F Grade** for any one of the paper offered in a Semester/Programme, **only F grade** will be awarded for that Semester/ Programme until he/she improves this to **D Grade** or above within the permitted period. (See Clause 5.3)
- 7.6. Students who complete the programme with 'D' grade in the "Regulations for Under Graduate Programmes under Choice Based Credit System 2016" will have one betterment chance within 12 months, immediately after the publication of the result of the whole programme.
- 7.7. Students discontinued from previous regulations, CBCSS 2013, can pursue their studies in "Regulations for Under Graduate Programmes under Choice Based Credit System 2016" after obtaining readmission. These students have to complete the programme as per "Regulations for Under Graduate Programmes under Choice Based Credit System 2016".
- 7.8. Practical examinations will be conducted only at the end of even semesters for all programmes. Special sanction shall be given for those programmes which need to conduct practical examinations at end of odd semesters.

- **Course structure:**

The U.G. programme in BSc in Culinary Arts & Catering Science includes

- (a) Common Courses I and II, (b) Core Course(s), (c) Complementary/Vocational Courses, and (d) Generic Elective Course (GE) (e) Choice based Elective course (f) Industrial Training.

The structure of the course is as follows:

Type of course	Number of courses	Credits
Common courses	10	38
Core	19	49
Complementary	4	10
Generic Elective	1	03
Choice based Elective course	1	02
Industrial training	1	18
<b>Total</b>	<b>36</b>	<b>120</b>

## 8. EXAMINATIONS.

**9.1** The evaluation of each paper shall contain two parts:

- Internal or In-Semester Assessment (ISA)
- External or End-Semester Assessment (ESA)

**9.2.** The internal to external assessment ratio shall be 1:4. There shall be a maximum of **20** marks for internal evaluation and a maximum of 80 marks for external evaluation. Both internal and external marks are to be mathematically rounded to the nearest integer. For all papers (theory & practical), grades are given **on a 10-point scale** based on the total percentage of marks, **(ISA+ESA)** as given below:-

Percentage of Marks	Grade	Grade Point
95 and above	S Outstanding	10
85 to below 95	A <sup>+</sup> Excellent	9
75 to below 85	A Very Good	8
65 to below 75	B <sup>+</sup> Good	7

55 to below 65	B Above Average	6
45 to below 55	C Satisfactory	5
40 to below 45	D Pass	4
Below 40	F Failure	0
	Ab Absent	0

## 10. CREDIT POINT AND CREDIT POINT AVERAGE

**Credit Point (CP)** of a paper is calculated using the formula:-

$$CP = C \times GP, \text{ where } C \text{ is the Credit and } GP \text{ is the Grade point}$$

**Semester Grade Point Average (SGPA)** of a Semester is calculated using the formula:-

$$SGPA = TCP/TC, \text{ where } TCP \text{ is the Total Credit Point of that semester, ie, } \sum_1^n C_i; \\ TC \text{ is the Total Credit of that semester, ie, } \sum_1^n C_i, \text{ where } n \text{ is the} \\ \text{number of papers in that semester}$$

**Cumulative Grade Point Average (CGPA)** is calculated using the formula:-

$$CGPA = TCP/TC, \text{ where } TCP \text{ is the Total Credit Point of that programme, } \sum_1^n C_i; TC \\ \text{ is the Total Credit of that programme, ie, } \sum_1^n C_i, \text{ where } n \text{ is the} \\ \text{number of papers in that programme}$$

**Grade Point Average (GPA)** of a Course (Common Course I, Common Course II, Complementary Course I, Complementary Course II, Vocational course, Core Course) is calculated using the formula:-

$$GPA = TCP/TC, \text{ where } TCP \text{ is the Total Credit Point of course ie, } \sum_1^n C_i; \\ TC \text{ is the Total Credit of that course, ie, } \sum_1^n C_i, \text{ Where } n \text{ is the number of papers in that} \\ \text{course.}$$

Grades for the different courses, semesters and overall programme are given based on the corresponding CPA as shown below:

GPA	Grade
9.5 and above	<b>S Outstanding</b>
8.5 to below 9.5	<b>A+ Excellent</b>
7.5 to below 8.5	<b>A Very Good</b>
6.5 to below 7.5	<b>B+ Good</b>
5.5 to below 6.5	<b>B Above Average</b>
4.5 to below 5.5	<b>C Satisfactory</b>
4.0 to below 4.5	<b>D Pass</b>
Below 4.0	<b>F Failure</b>



## 10. MARKS DISTRIBUTION FOR EXTERNAL EXAMINATION AND INTERNAL EVALUATION

The external theory examination of all semesters shall be conducted by the University at the end of each semester. Internal evaluation is to be done by continuous assessment. For all papers (theory and practical) total marks of external examination is 80 and total marks of internal evaluation is 20.

Marks distribution for external and internal assessments and the components for internal evaluation with their marks are shown below:

### 11.1 For all theory papers

a) **Marks of external Examination : 80**

b) **Marks of internal evaluation : 20**

All the three components of the internal assessment are mandatory.

<b>Components of Internal Evaluation of theory</b>	<b>Marks</b>
Attendance	<b>5</b>
Assignment /Seminar/Viva	<b>5</b>
Test paper(s) (1 or 2) (1x10=10; 2x5=10)	<b>10</b>
<b>Total</b>	<b>20</b>

### 11.2 For all practical papers

a) **Marks of external Examination : 80**

b) **Marks of internal evaluation : 20**

All the four components of the internal assessment are mandatory.

<b>Components Internal evaluation of Practical</b>	<b>Marks</b>
Attendance	5
Test paper	5
Record*	5
Lab involvement	5
<b>Total</b>	<b>20</b>

\*Marks awarded for Record should be related to number of experiments recorded and duly signed by the concerned teacher in charge.

### 11.3 For projects

a) **Marks of external Examination : 80**

b) **Marks of internal evaluation : 20**

<b>Components of External Evaluation of Project</b>	<b>Marks</b>
Dissertation (External)	50
Viva-Voce (External)	30
<b>Total</b>	<b>80</b>

All the four components of the internal assessment are mandatory.

<b>Components Internal Evaluation of project</b>	<b>Marks</b>
Punctuality	<b>5</b>
Experimentation/Data collection	<b>5</b>
Knowledge	<b>5</b>
Report	<b>5</b>
<b>Total</b>	<b>20</b>

### **Attendance Evaluation**

#### **For all papers**

<b>% of attendance</b>	<b>Marks</b>
90 and above	5
85 – 89	4
80-84	3
76-79	2
75	1

(Decimals are to be rounded to the next higher whole number)

### **13. ASSIGNMENTS**

Assignments are to be done from 1<sup>st</sup> to 4<sup>th</sup> Semesters. At least one assignment should be done in each semester for all papers.

### **14. SEMINAR/VIVA**

A student shall present a seminar in the 5<sup>th</sup> semester for each paper and appear for Viva-voce in the 6<sup>th</sup> semester for each paper.

### **15. INTERNAL ASSESSMENT TEST PAPERS**

At least one internal test-paper is to be attended in each semester for each paper. The evaluations of all components are to be published and are to be acknowledged by the candidates. All documents of internal assessments are to be kept in the college for two years and shall be made available for verification by the University. The responsibility of evaluating the internal assessment is vested on the teacher(s), who teach the paper.

#### **15.1 Grievance Redressal Mechanism**

Internal assessment shall not be used as a tool for personal or other type of vengeance.

A student has all rights to know, how the teacher arrived at the marks. In order to address the grievance of students, a three-level Grievance Redressal mechanism is envisaged. A student can approach the upper level only if grievance is not addressed at the lower level.

**Level 1: Department Level:** The Department cell chaired by the HOD, Department Coordinator, Faculty Advisor and Teacher in-charge as members.

**Level 2: College level:** A committee with the Principal as Chairman, College Coordinator, HOD of concerned Department and Department Coordinator as members.

**Level 3: University Level:** A Committee constituted by the Vice-Chancellor as Chairman, Pro-Vice-Chancellor, Convener - Syndicate Standing Committee on Students Discipline and Welfare, Chairman- Board of Examinations as members and the Controller of Examination as member-secretary.

- 15.2** The College Council shall nominate a Senior Teacher as coordinator of internal evaluations. This coordinator shall make arrangements for giving awareness of the internal evaluation components to students immediately after commencement of I semester
- 15.3** The internal evaluation marks/grades in the prescribed format should reach the University before the 4<sup>th</sup> week of October and March in every academic year. **External 16.1**

## **16. Examination**

The external theory examination of all semesters shall be conducted by the University at the end of each semester.

- 16.1** Students having a minimum of 75% average attendance for all the courses only can register for the examination. Condonation of shortage of attendance to a maximum of 10 days in a semester subject to a maximum of 2 times during the whole period of the programme may be granted by the University on valid grounds. This condonation shall not be counted for internal assessment. Benefit of attendance may be granted to students attending University/College union/Co-curricular activities by treating them as present for the days of absence, on production of participation/attendance certificates, within one week, from competent authorities and endorsed by the Head of the institution. This is limited to a maximum of 10 days per semester and this benefit shall be considered for internal assessment also. Those students who are not eligible even with condonation of shortage of attendance shall repeat the **semester** along with the next batch after obtaining readmission.
- 16.2** All students are to do a **project in the area of core course**. This project can be done individually or in groups (not more than five students) for all subjects which may be carried out in or outside the campus. Special sanction shall be obtained from the Vice-Chancellor to those **new generation programmes** and programmes on **performing arts** where students have to take projects which involve larger groups. The projects are to be identified during the II semester of the programme with the help of the supervising teacher. The report of the project in duplicate is to be submitted to the department at the sixth semester and are to be produced before the examiners appointed by the University. External Project evaluation and Viva / Presentation is compulsory for all subjects and will be conducted at the end of the programme.
- 16.3** There will be no supplementary exams. For reappearance/ improvement, the students can appear along with the next batch.
- 16.4** A student who registers his/her name for the external exam for a semester will be eligible for promotion to the next semester.
- 16.5** A student who has completed the entire curriculum requirement, but could not register for the Semester examination can register notionally, for getting eligibility for promotion to the next semester.
- 16.6** A candidate who has not secured minimum marks/credits in internal examinations can re-do the same registering along with the University examination for the same semester, subsequently.
- 17.** All programmes, courses and papers shall have unique alphanumeric code. Each teacher working in affiliated institutions shall have a unique identification number and this number is to be attached with the codes of the courses for which he/she can perform examination duty.

## 18. PATTERN OF QUESTIONS

Questions shall be set to assess knowledge acquired, standard and application of knowledge, application of knowledge in new situations, critical evaluation of knowledge and the ability to synthesize knowledge. The question setter shall ensure that questions covering all skills are set. She/he shall also submit a detailed scheme of evaluation along with the question paper.

A question paper shall be a judicious mix of very short answer type, short answer type, short essay type /problem solving type and long essay type questions.

### Pattern of questions for external examination for theory paper

Pattern	Marks	Choice of questions	Total marks
Short Answer	2	9/12	18
Paragraph answer	4	6/9	24
Problem/ Short Essay	6	3/5	18
Long Essay	10	2/4	20
		20/30	80

Each BOS shall specify the length of the answers in terms of number of words. Pattern of questions for external examination of practical papers will be decided by the concerned Board of Studies/Expert Committees.

# BACHELOR OF SCIENCE IN CULINARY ARTS & CATERING TECHNOLOGY

## SCHEME & SYLLABI

### Course Credits

#### FIRST SEMESTER

SL.NO	COURSE CODE	SUBJECT	CREDITS	COURSE	Hours/Week	Marks	
						Intl	Extl
		<b>THEORY</b>					
1		Common Course – I English – 1	4	Common	5	20	80
2		Common Course – II – 2 <sup>nd</sup> Language – 1	4	Common	4	20	80
3		Common Course – I English – 2	3	Common	4	20	80
4	CU1CRT01	Foundation Course in Food Production – I [TH]	4	Core	4	20	80
5	CU1CRT02	Foundation Course in Food & Beverage Service– I [TH]	3	Core	4	20	80
6	CU1CRT03	Front Office Operations [TH]	3	Core	4	20	80
		<b>TOTAL</b>	<b>21</b>		<b>25</b>		

#### SECOND SEMESTER

SL.NO	COURSE CODE	SUBJECT	CREDITS	Course	Hours/Week	Marks	
						Intl	Extl
		<b>THEORY</b>					
1		Common Course – I English – 3	4	Common	5	20	80
2		Common Course – II – 2 <sup>nd</sup> Language – 2 -	4	Common	4	20	80
3		Common Course – I English – 4 -	3	Common	4	20	80
4	CU2CRT04	Foundation Course in Food & Beverage Service II [TH]	3	Core	4	20	80
		<b>PRACTICAL</b>					
5	CU2CRP05	Food Production practical – I	3	Core	4	20	80
6	CU2CRP06	Food & Beverage Service practical - I	3	Core	4	20	80
		<b>TOTAL</b>	<b>20</b>		<b>25</b>		

### THIRD SEMESTER

SL.NO	COURSE CODE	SUBJECT	CREDITS	COURSE	HOUR S/WE EK	Marks	
						Intl	Extl
<b>THEORY</b>							
1		Common Course – I English – 5 -	4	Common	5	20	80
2		Common Course – II – 2 <sup>nd</sup> Language –3 -	4	Common	4	20	80
3	CU3CMT07	Food Hygiene and Sanitation	3	Complementary	4	20	80
4	CU3CRT08	House Keeping Operations(TH)	3	Core	4	20	80
5	CU3CMT09	Hotel Accountancy	2	Complementary	3	20	80
6	CU3CRT10	Bakery & Confectionary	2	Core	3	20	80
7	CU3CMT11	Nutrition and Food Science	2	Complementary	2	20	80
		Total	20		25		

### FOURTH SEMESTER

SL.NO	COURSE CODE	SUBJECT	CREDITS	COURSE	HOUR S/WE EK	Marks	
						Intl	Extl
<b>THEORY</b>							
1		Common Course – I English – 6	4	Common	5	20	80
2		Common Course – II – 2 <sup>nd</sup> Language – 4	4	Common	5	20	80
3	CU4CRT12	Quantity Food Production (TH)	3	Core	3	20	80
4	CU4CMT13	Training, Learning and Development	3	Complementary	3	20	80
<b>PRACTICALS</b>							
5	CU4CRP14	Quantity Food Production Practical	3	Core	3	20	80
6	CU4CRP15	House Keeping Operation Practical	2	Core	3	20	80
7	CU4CRP16	Front Office Practical	2	Core	3	20	80
		<b>TOTAL</b>	<b>21</b>		<b>25</b>		

## **FIFTH SEMESTER**

SL.NO	COURSE CODE	SUBJECT	CREDITS	COURSE	HOUR S/WE EK	Marks	
						Intl	Extl
<b>THEORY</b>							
1	CU5CRT17	Advance culinary Management (TH)	3	Core	5	20	80
2	CU5CRT18	Food & Beverage Operations &Management	3	Core	4	20	80
3	Course code Mentioned Below	Generic Elective papers *[Elective] any one	3	Complementary	4	20	80
4	Course code Mentioned Below	Choice based Course*[Elective] any one	2	Core	3	20	80
<b>PRACTICALS</b>							
5	CU5CRP25	Advance Culinary Practical	3	Core	3	20	80
6	CU5CRP26	Bakery & Confectionary Practical	3	Core	3	20	80
7	CU5CRP27	Food & Beverage Operations &Management Practical	3	Core	3	20	80
<b>TOTAL</b>			<b>20</b>		<b>25</b>		

**\*Generic Elective papers [Elective] ANY ONE**

- I. CU5GET19 -Principles of Management.
- II. CU5GET20 - Event Management.
- III. CU5GET21 - Marketing Management.

**\* Choice [Elective] based course [ANY ONE]**

- I. CU5CBT22 - Advanced Garde Manger & Culinary Arts
- II. CU5CBT23 - Industrial, Hospital, and Outdoor Catering Management
- III. CU5CBT24- -Rooms Division Management

## **SIXTH SEMESTER**

SL.NO	COURSE CODE	SUBJECT	CREDITS	HOURS	MARKS(IN TERNAL)
1	CU6OJP28	Industrial Exposure Training	18	450	100

# FIRST SEMESTER

## **FOUNDATION COURSE IN FOOD PRODUCTION-I** **(THEORY)**

### **Module 1 : Introduction to Cookery**

- Levels of Basic Knife skills & Introduction to Kitchen equipment-1
- Attitudes and Behaviour in the kitchen-2
- Personal hygiene & its importance in kitchen-3
- Uniforms & protective clothing-4
- Safety procedure & precautions in handling different kitchen equipment-5
- Origin of modern cookery-6
- List of culinary (Indian & Western) terms-7
- Aims and objectives of cooking food-8
- Effects of Heat on Fats, Protein, Carbohydrates-9
- Techniques used in pre-preparation-10

#### **REFERENCE :**

- 1-The art and science of culinary preparation by Jerald W Chesser (24) & Theory of cookery by Krishna arora (281)
- 2- Theory of cookery by Krishna arora(2)
- 3- Theory of cookery by David Foskett,victor ceserani and Ronald kinton(510)
- 4- Theory of cookery by David Foskett,victor ceserani and Ronald kinton(515)
- 5- Theory of cookery by David Foskett,victor ceserani and Ronald kinton(480)
- 6- Theory of cookery by Krishna arora(4)
- 7-Modern cookery by Thangam E Philip(156)
- 8- Theory of cookery by Krishna arora(20)
- 9- Theory of cookery by Krishna arora(20)
- 10- Theory of cookery by Krishna arora(48)

### **Module 2 : Hierarchy-Different Areas Of Kitchen**

- Kitchen Brigade for Large, Medium & Small Hotel-1
- Roles of Executive chef in regard to Kitchen Operations-2
- Duties and responsibilities of various chefs-3
- Co-operation of kitchen Department with other departments-4

#### **REFERENCE :**

- 1) Theory of cookery by Krishna arora(272)
- 2) Theory of cookery by Krishna arora(274)
- 3) Theory of cookery by Krishna arora(274)
- 4) Food and beverage service by Vijay Dhawan(79)

### **Module 3 : Introduction to Food Pre-preparation**

- Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (vegetables), Grinding, Mashing (vegetables& pulses), Sieving (flours), Marinating (meat, fish, chicken), Sprouting (pulses & legumes), Blanching.-1



- METHODS OF COOKING
- Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling, pot roasting, poeling-2
- Care and precautions to be taken for each Type of cooking-3

**REFERENCE :**

- 1) Theory of cookery by Krishna arora(48)
- 2) Theory of cookery by Krishna arora(55)
- 3) Theory of cookery by Krishna arora(55)

**Module 4 : Basic Food Commodities**

- Herbs, Spices, and Condiments.-1
- Cereals & Pulses-2
- Fruits & Vegetables-3
- Effects of heat on vegetables, Cuts of vegetables-4
- Salads and salad dressings-5, Common Nuts used in cookery-6
- Dairy products (Milk, Cream, Butter, Yoghurt, Cheese).-7
- Meat (Selection and Sizes of Cuts for Lamb, Mutton, Veal, Beef and Pork)-8
- Steak – Meaning, description of various steaks. Bacon, Ham.-9
- Poultry and Eggs. Classification, selection procedures, cuts and uses. Grading of eggs.-10
- Fish – Classification, selection procedure, cuts and cooking of fish.-11

**REFERENCE :**

- 1) Theory of cookery by Krishna arora-(31)
- 2) Theory of cookery by Krishna arora(142)
- 3) Theory of cookery by David Foskett, victor ceserani and Ronald kinton(107&114)
- 4) Theory of cookery by Krishna arora(185&192)
- 5) Theory of cookery by Krishna arora(101)
- 6) Theory of cookery by David Foskett, victor ceserani and Ronald kinton-(118)
- 7) Theory of cookery by David Foskett, victor ceserani and Ronald kinton(123&126)
- 8) Theory of cookery by David Foskett, victor ceserani and Ronald kinton(63)
- 9) Theory of cookery by Krishna arora-(162&181)
- 10) Theory of cookery by David Foskett, victor ceserani and Ronald kinton(78&120)
- 11) Theory of cookery by David Foskett, victor ceserani and Ronald kinton(84)& Theory of cookery by Krishna arora(121)

**Module5 : Basic Food Preparation**

- STOCKS-Definition of stock, Types of stock, Preparation of stock Recipes
  - Storage & Uses of stocks, Care, precautions and rectifications.-1
- SAUCES-Classification of sauces-2
  - Recipes for mother sauces& derivatives , Storage & precautions-3
- SOUPS-Classification with examples-4

Classification of soups – Passed, Unpassed, Cold & International soups-5

**REFERENCE :**

- 1) Theory of cookery by Krishna arora(75)
- 2) Theory of cookery by Krishna arora(79)
  - Theory of cookery by Krishna arora(113)& Modern Cookery for Teaching & Trade Vol I by Ms,Thangam Philip(25)

# **FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE– I**

## **(THEORY) Culinary**

### **Module 1 : Introduction of Food Service**

- Introduction to hotel industry and growth of hotel industry in India-1
- Relationship of catering industry with Tourism industry.-2
- Types of Food serving Outlets.-3
- Classification-4
- Commercial sector-5
- Non commercial sector (or) Welfare sector-6
- Transport catering brief description of each type and career opportunity there in.-7

#### **REFERENCE :**

1-food and beverage service by vijay dhawan-chapter one(3-20) & Food and beverage service training manual by sudhir Andrews-(Contents –XIII)

2-Planning and control for food and beverage operations by Jack D Ninemeier(3-7)

3,4,5,6,7-food and beverage service by vijay dhawan -chapter two(21-31)

### **Module 2 :Organisation of F&B Department & Staffing**

- Organization of F&B department of hotel-1
- Principal staff of various types of F&B operations (In French & English)-2
- Duties & responsibilities of F&B staff-3
- Attributes of a waiter-4
- Co-ordination with other departments in Hotel-5
- Types of F & B Outlets :
- Restaurant, specialty restaurant ,coffee shop, banquets, room service, discotheque, night club, bar -6
- Ancillary departments – Pantry, food pickup area, store, linen room, kitchen stewarding-7

#### **REFERENCE :**

1,2,3-food and beverage service by vijay dhawan-chapter 4 (44-55)

4,5-food and beverage service by vijay dhawan-chapter 5 (76-80)

6--food and beverage service training service by sudhir andrews-(7-8)

### **Module 3: F & B Service Equipment**

- Classification and familiarization of equipment-1
- Criteria for selection and requirement crockery – tableware (silver and Stainless)-glassware.-2
- Linen including Furnishing-3
- Other equipment & care and maintenance of equipment including silver polishing-4

#### **REFERENCE :**

1- food and beverage service by dennis lillicrap and john cousins- (31-66)

2,3-food and beverage service training manual 2<sup>nd</sup> edition(39-50)

4-food and beverage service training manual by sudhir Andrews-(49-54)

## **Module 4 : Introduction to Menu & Services**

- Origin of Menu-1
- Types of Menu-2
- Objectives of menu planning-3
- Courses of French classical menu-4
- Sequence-5
- Examples of each course-6
- Accompaniments and cover of each course-7
- Types of meals-8
- Types of breakfast, Brunch, high tea, dinner& supper-9
- Different types of services : Advantages and Disadvantages-10

### **REFERENCE :**

1,2,3,4,5- food and beverage service by dennis lillicrap and john cousins(70-79)

6,7- food and beverage service by dennis lillicrap and john cousins (85-104)

8-

9-Food and beverage service by Vijay Dhawan-(149-151)& -food and beverage service training manual 2nd edition by sudhir Andrews(69-70)

10) -food and beverage service training manual 2<sup>nd</sup> edition by sudhir Andrews(55-61)

## **Module 5 : Control Systems**

- Introduction to F&B Control System-1
- KOT & BOT- NCKOT control system with flow chart.-2
- Billing methods Triplicate, duplicate system., single order sheet-3
- Quick service menu and customer bill-4
- F&B control system.-5
- Cash handling equipment-6

### **REFERENCE :**

1,2,3,4,5,6-Food and beverage service by dennis lylicrap and john cousins(411-418)

## **FRONT OFFICE OPERATIONS** **(THEORY)**

### **Module 1 : Front Office Department and Its Functions**

- Sections and layout of Front Office 1
- Duties and responsibilities of various staff.2
- Attributes of front office personnel 2
- Co-ordination of front office with other departments of the hotel 3
- Equipment used 4
- Key control 5
- Bell Desk and concierge 6

#### **REFERENCE :**

FRONT-OFFICE OPERATIONS & MANAGEMENT

AUTHOR: RAKESH PURI

1. P:NO:114

2. P:NO:96-100,103-104

3.P.NO:248-251

4.P.NO:117,119

5.P.NO:233-234

6.P.NO:128-130

### **Module 2 : Reservations, Registration and Guest Checkouts**

- Modes and sources of reservation 1
- Procedure for taking reservations 2
- Computerized system (CRS, Instant reservations) 3
- Types of reservation (guaranteed, confirmed, groups, FIT) 4
- Procedure for amendments, cancellation and overbooking.5.
- Pre arrival activities (Preparing an arrival list, notification etc)6
- Procedure for VIP arrival.7
- Procedure for group arrival(special arrangements, meal coupons, etc)8
- Types of registration. (Register, Loose Leaf, Registration Cards)9
- Receiving guests.10
- Arrival procedure for various categories of guests (Foreigners along with C-forms, FITs-walk in , with Confirmed reservation)11
- Departure notification 12
- Activities at bell desk, cashier /reception.13 P,NO:128 103,126
- Express check out –procedures 14
- Late check outs and charges 15

#### **REFERENCE :**

: FRONT-OFFICE OPERATIONS & MANAGEMENT

AUTHOR: RAKESH PURI

1.P.NO:161 2.P.NO:193 3.P,NO:171 4.P.NO:173 5,P.NO:180,181,179,176

6.P.NO:156 7.P,NO:224 8.P.NO:111 9.P.NO:203-212 10,P,NO: 201 11.P.NO:219-220,174-177

12.P.NO:223 13.P.NO:128,103,126 14.P.NO:337 15.P.NO:338-339

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### **Module 3 : Daily Reports and Situation Handling**

- ARR, ARPG 1
- Room occupancy percentage,2
- Double Occupancy percentage, 3
- Foreign Occupancy percentage, 4
- Local Occupancy percentage, House count, Daily Report, Revenue Report, Discrepancy Report etc. 5
- Complaint handling procedure 6
- Standard Operating Procedures for crisis handling (Death, theft, fire, Terrorist, Bomb threat etc.) 7
- Safety procedures & fraud handling 8

#### **REFERENCE :**

- FRONT-OFFICE OPERATIONS & MANAGEMENT
- AUTHOR: RAKESH PURI
- 1.P.NO:408 2.P.NO:403 3.P.NO:404 4.P.NO:410 5.405,406 6.P.NO:235,236 7.P.NO:376-377,378 8.P.NO:368-370

### **Module 4 : Sales Techniques and Accommodation Statistics and Yield Management**

- Various Sales Tools 1
- Role of Front Office Personnel in maximizing occupancy 2
- Overbooking, Repeat guests, Return Reservations.3
- Offering Alternatives and Suggestive Selling 4
- Business related Marketing Techniques 5
- Formulae for calculating occupancy percentage 6 P
- Rule of Thumb Approach 7
- Tariff structure and fixation 8

#### **REFERENCE :**

: FRONT-OFFICE OPERATIONS & MANAGEMENT  
AUTHOR:RAKESH PURI  
1.P.NO:196 2.P.NO:196-197 3.P.NO:176 4.P.NO:197 5.P.NO:396 6.P.NO:404,405  
7.P.NO:147 8.P.NO:138-146

### **Module 5: Forecasting Room Availability**

- Useful forecasting Data 1
- Room Availability Forecast 2
- Forecast forms [sample] 3

#### **REFERENCE :**

FRONT-OFFICE OPERATIONS & MANAGEMENT  
AUTHOR: RAKESH PURI  
1.P.NO:397 2.P.NO:397 3.P,NO:419-421

## **SECOND SEMESTER**

### **FOUNDATION COURSE IN FOOD & BEVERAGE SERVICES - II**

#### **UNIT-1 Introduction to Beverages**

- Classifications -1
- Tea/ Coffee-2
- Still/ aerated drinks-3

#### **REFERENCE :**

1,2,3-Food and beverage service training manual by Sudhir Andrews(122-123)

#### **UNIT -2 Alcoholic Beverages**

- Alcoholic beverages - meaning, classification-1
- Beer- manufacturing processes, types, size of beer containers-2
- Spirit production method-3
- Whisky: production of malt and grain whisky, styles of whisky-4
- Brandy- types, production & styles of cognac, Armagnac-5
- Rum, gin, vodka - production & styles-6

#### **REFERENCE :**

- 1- Food and beverage service training manual by Sudhir Andrews(87)
- 2- Food and beverage service by Vijay Dhawan(246-250)
- 3- Food and beverage service by Vijay Dhawan(251-255)
- 4- Food and beverage service by Vijay Dhawan(251-255 &257)
- 5- Food and beverage service by Vijay Dhawan(260)
- 6- Food and beverage service by Vijay Dhawan(261-263)

#### **UNIT- 3 Wines**

- Wines - classification based on colour, content and taste-1
- Name of grape varieties used in wine production-2
- Wine production: table wine production (red, white, rose)-3.
- Sparkling wine production.-4
- Aromatized & herbal wines - meaning, production-5
- Factors influencing the quality of wine-6

#### **REFERENCE :**

- 1,3,4,5,6-Food and beverage service training manual by Sudhir Andrews(88-100)
- 2-Food and beverage service by Vijay Dhawan(211-215)

#### **UNIT - 4 Wine Regions and Food Harmony**

- Wines – France, Italy, Spain, Portugal, Indian & Australian. Categories, Regions, there Important Wines and qualities.-1
- Food & Wine Harmony-2
- Wine glasses and equipment-3
- Storage and service of wine.-4

#### **REFERENCE :**

- 1-Food and beverage service by Vijay Dhawan (211-221)
- 2-Food and beverage service by Vijay Dhawan(242)
- 3,4-Food and beverage service by Vijay Dhawan(234-241)

#### **UNIT - 5 Other Alcoholic Beverages**

- Liqueurs: Meaning, colour, flavour& country of origin-1
- Tequila&other spirits: production & styles.-2
- Vermouth: meaning, types, production & styles-3.
- Cider & Sherry: Production & styles.-4
- Aperitifs & digestives-meaning of calvados, apple jack.-5
- Cigars – types, storing, and service-6

#### **REFERENCE :**

- 1-Food and beverage service by Vijay Dhawan(265-268)
- 2-Food and beverage service training Manuel by Sudhir Andrews(115)
- 3-Food and beverage service by dennis lillicrap and cousins(145)
- 4- Food and beverage service by dennis lillicrap and cousins(169-170)
- 5- Food and beverage service by dennis lillicrap and cousins(159-165)
- 6- Food and beverage service by dennis lillicrap and cousins(249-251)

## **FOUNDATION COURSE IN FOOD PRODUCTION –I** **(PRACTICAL)**

Topics covered:

- Making the students familiar to the kitchen tools with their
- Appropriate usage.
- Making the students familiar to various commodities as per
- Physical characteristics, weight and volume conversion.  
Making the students Familiar with Different Pre-Preparation methods.
- Calculating the Food cost, Indenting, Plan of work &
- Presentation procedures.
- Minimum 12 Individual Practical Menus
- 2 Indian Breakfast Menu
- 5 Indian Menus 4 course Menu (consisting of Indian Breads, Fish)
- Dal Preparations, Meat & Various Indian sweet Preparations.
- 5 Continental Menus- 4 course
- (Consisting of Basic Mother Sauces, Stocks, Basic Potato Preparations, Soup Preparations, Salad Preparations and Meat Preparations)

### **REFERENCE BOOKS**

- The book of Ingredients- Jane Grigson
- Theory of Catering- Mrs. K. Arora, Franck Brothers
- The Professional Chef (4th Edition)- Le Rol A. Polsom
- International Cuisine & Food Production Management – Parvinder S Bali
- Practical Cookery -Victor Ceserani & Ronald Kinton, ELBS
- Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
- Modern Cookery for Teaching & Trade Vol I & II - MsThangam Philip, Orient Longman.
- Success in Principles of catering - Michael Colleer & Colin Saussams



## **FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE- I** **(PRACTICAL)**

Topics Covered:

- Appraising and drawing of cutlery, crockery, glassware, and Miscellaneous equipments
- Dummy waiter and its arrangement
- Serviette folds
- Laying and relaying of table clothes
- Cleaning and polishing/wiping of cutlery, crockery, and glassware
- Carrying salver ,light tray
- Carrying heavy wait tray.
- Carrying glass ware.
- Handling cutlery and crockery
- Manipulating service spoon and fork
- Mise- en –scene and Mise –en place
- Rules for laying up of table
- French classical menu cover laying
- Breakfast cover laying
- Rules for waiting at a table
- Accompaniment & garnishes
- Serving of water.
- Service of non alcoholic Beverage.
- Taking order for room service.
- Room service tray setup
- Presenting bill
- Restaurant reservation system
- Practice of simple menu compilation and cover laying

### **REFERENCE BOOKS**

- Food and beverage service –Lillicrap & Cousins.
- Modern Restaurant service – John Fuller
- Food & Beverage service Training Manual- Sudhir Andrews.
- Food & Beverage service- Vijay Dhawan

## SEMESTER 3

### FOOD HYGEINE AND SANITATION

#### Module 1 - Importance of Hygiene in the Catering Industry

- Introduction Definitions - hygiene & sanitation
- Significance of hygiene & sanitation in the food industry.
- Personal hygiene, Do's and Don'ts in the kitchen hygiene.
- Food contamination Introduction- types of food contamination – food contamination in meat poultry, game, raw vegetables & fruits, cereals, dairy products, fish- shellfishes
- Destroying micro- organisms in food.

#### Module 2 - Introduction to Food Safety.

- Define food, PHF, Danger zone, Thermometer, Calibration-Boiling point method, Ice point method,
- Selecting and Receiving food,
- Hygienic Storage of food- Types of storage, FIFO, storage container, storage area,
- Recommended storage of food.
- Hazard to health-physical, chemical, biological hazard.
- Best practices of HACCP.

#### Module-3 Food Microbiology

- Types of microorganisms, Morphology of micro-organisms.
- Control of micro-organisms in relation to food preservation.
- Harmful and useful micro-organisms in the food industry.
- Role of micro-organisms in the production of fermented foods, dairy products, bakery products, alcoholic beverages & vinegar.
- Food poisoning & food infection, common intestinal parasites.
- Common food borne diseases- causative organism, source, food involved, onset time, types of illness, symptoms and control measures.

#### Module -4 Food laws and hygiene regulation:

- Equipment- requirement for food premises
- Food safety act –offence.
- Food sanitation, control & inspection: Inspection of drinking water, plant water, sewage water, equipment, cleaning, sanitizing.
- HACCP: Health analysisCritical control points, food protection system.

## **Module 5 - Food Additives**

- Introduction-1
  - Types (Preservatives, anti-oxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers)-2
- Food Contaminants & Adulterants:
- Introduction to Food Standards-3
  - Types of Food contaminants (Pesticide residues, bacterial toxins, mycotoxins, seafood toxins, metallic contaminants, residues from packaging material)-4
  - Common adulterants in food-5
  - Method of their detection (basic principle)-6

### **Reference Books:**

Food facts and principles by N.Shakuntala Manay,M.Shadaksharaswamy (Page:452)-1  
Food facts and principles by N.Shakuntala Manay,M.Shadaksharaswamy (Page:452 to471)-2  
Food Science by Sumati R Mudambi,Shalini Rao,M.v.Rajagopal (Page:212 to215)-3  
Food Science by Sumati R Mudambi,Shalini Rao,M.v.Rajagopal (Page:217 to 218)-4  
Food Science by Sumati R Mudambi,Shalini Rao,M.v.Rajagopal (Page:215 to 217)-5  
Food Science by Sumati R Mudambi,Shalini Rao,M.v.Rajagopal (Page:219)-6

# **HOUSEKEEPING OPERATIONS**

## **(THEORY)**

### **Module 1 : Introduction To Housekeeping**

#### **Reference Books:**

- **Hotel Housekeeping Operations and Management – G. Raghubalan- Oxford Publishers- II Edition**
- Importance of Housekeeping, Responsibilities and & Functions of Housekeeping<sup>1</sup>
- Co-ordination of house keeping with Front Office, Engineering, F & B, Kitchen, Security, Purchase, HRD, Accounts. (All formats related to the topic must be taught)<sup>2</sup>
- Layout of House Keeping Department -Sections of the housekeeping department, their functions and activities<sup>3</sup>.
- Organization of Housekeeping Department<sup>4</sup>
- Hierarchy in large, medium & small hotels<sup>5</sup>
- Knowledge of rooms, Rules on guest Floor, How to enter a guestroom.<sup>6</sup>
- Room cleaning procedures and guests amenities, VIP amenities. Making a bed, Evening or turndown service, Second service.<sup>7</sup>

#### **References: All page numbers are from the same book**

1. (Pg 17 & 18)
2. ( Pg 39 – 48)
3. ( Pg 36 – 39)
4. (Pg 19 – 32)
5. (Pg 19 – 32)
6. .(Pg 228, 233)
7. (Pg 267, 285-288, 294-298)

### **Module 2 : Cleaning Equipments , Cleaning Agents and Control Desk**

#### **Reference Books:**

- **Hotel Housekeeping Operations and Management – G. Raghubalan- Oxford Publishers- II Edition**
- Classification, use, care & maintenance of cleaning equipments<sup>1</sup>.
- Selection & purchase criteria<sup>2</sup>
- Classification, use, care and storage of cleaning agents<sup>3</sup>
- Selection Criteria. Distribution & Control<sup>4</sup>
- Stores indent form and its format<sup>5</sup>
- General principles of cleaning. Different methods of cleaning<sup>6</sup>.
- Daily, Weekly, Monthly / Periodic cleaning – Special cleaning tasks to be carried out. Spring Cleaning procedures<sup>7</sup>.

- Importance of Control Desk<sup>8</sup>
- Records maintained<sup>9</sup>
- **References: All page numbers are from the same book**

1. (Pg 143 -167)
2. (Pg 167-168)
3. (Pg 168 )
4. (Pg 190- 191)
5. (Pg 191)
6. ((Pg 282- 285)
7. Pg 277)
8. (Pg 324- 328)
9. (Pg 324- 328)

### **Module 3 : Laundry & Linen Room**

#### **Reference Books:**

- **Hotel Housekeeping Operations and Management – G. Raghubalan- Oxford Publishers- II Edition**
- **Accommodation operation Management- S.K. Kaushal – Frank Bros Publication**
- **The Professional Housekeeper – Madelin Schneider – III Edition VNR Publication**
- Commercial and On-site Laundry<sup>1</sup>
- Flow process of Industrial Laundering-OPL<sup>2</sup>
- Stages in the Wash Cycle<sup>3</sup>
- Laundry Equipment and Machines<sup>4</sup>
- Layout of the Laundry<sup>5</sup>
- Laundry Agents<sup>6</sup>
- Stain, classification, removal<sup>7</sup>
- Guest Laundry/Valet service<sup>8</sup>

#### **LINEN ROOM**

- Activities of the Linen Room<sup>9</sup>
- Layout and equipment in the Linen Room<sup>10</sup>
- Selection criteria for various Linen Items & fabrics suitable for this purpose<sup>11</sup>
- Purchase of Linen<sup>12</sup>
- Calculation of Linen requirements<sup>13</sup>
- Linen control-procedures and records<sup>14</sup>
- Recycling of discarded linen<sup>15</sup>
- 

#### **References: All pages are from same book as for No:1**

1. **Hotel Housekeeping Operations and Management – G. Raghubalan- Oxford Publishers- II Edition (Pg 423 -425)**
2. (Pg 438)
3. (Pg 440 – 441)
4. (Pg 426 – 431)
5. (Pg 425-426)

- 6. (Pg 431 – 437)
- 7. (Pg 442 – 449)
- 8. (Pg 451 – 453)
- 9. (Pg 405)
- 10. (Pg 408)
- 11. (Pg 415 -418)
- 12. **Accommodation operation Management- S.K. Kaushal – Frank Bros Publication** (Pg 151-152 )
- 13. **Hotel Housekeeping Operations and Management – G. Raghubalan- Oxford Publishers- II Edition** (Pg 410)
- 14. **Hotel Housekeeping Operations and Management – G. Raghubalan- Oxford Publishers- II Edition** (Pg 411 - 415)
- 15. **The Professional Housekeeper – Madelin Schneider – III Edition VNR Publication** (Pg 162)

#### **Module 4 : Planning And Organizing The Housekeeping Department**

##### **Reference Books:**

- Hotel Housekeeping Operations and Management – G. Raghubalan- Oxford Publishers- II Edition
- Area inventory list<sup>1</sup>
- Frequency schedules<sup>2</sup>
- Performance and Productivity standards<sup>3</sup>
- Time and Motion study in Housekeeping operations<sup>4</sup>
- Standard Operating manuals – Job procedures<sup>5</sup>
- Job allocation and work schedules<sup>6</sup>
- Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping<sup>7</sup>
- Inventory level for non recycled items
- Budget and budgetary controls<sup>8</sup>
- The budget process<sup>9</sup>
- Planning capital budget<sup>10</sup>
- Planning operation budget<sup>11</sup>
- Operating budget – controlling expenses – income statement<sup>12</sup>
- **References: All pages are from the same book:**
  - 1. (Pg 118)
  - 2. (Pg 119)
  - 3. (Pg 120-122)
  - 4. (Pg 96-97)
  - 5. (Pg 66-67)
  - 6. (Pg 124)
  - 7. (Pg 67- 69)
  - 8. (Pg 337)
  - 9. (Pg 339 – 340)
  - 10. (Pg 339 – 340)
  - 11. (Pg 339 – 340)
  - 12. (Pg 344 -346)

## **Module 5 : Contract Services And Purchasing System**

### **Reference Books:**

- Hotel Housekeeping Operations and Management – G. Raghubalan- Oxford Publishers- II Edition
- Types of contract services<sup>1</sup>
- Guidelines for hiring contract services<sup>2</sup>
- Advantages & disadvantages of contract services<sup>3</sup>
- Identification & selection of supplier<sup>4</sup>
- Methods of purchase<sup>5</sup>
- Purchase procedure – Purchase order, receiving, storage & issuing<sup>6</sup>
- Records maintained for purchasing<sup>7</sup>.

### **References: All pages are from the same book:**

- 1. (Pg 110 – 111)
- 2. (Pg 111-112)
- 3. (Pg 113 – 115)
- 4. (Pg 349- 350)
- 5. (Pg 352 – 354)
- 6. (Pg 354 – 356)
- 7. (Pg 354 – 356)

### **OTHER REFERENCE BOOKS**

- Accommodations Operations Mangement- S.K.Kaushal
- Fibers & Fabrics – Brenda Piper
- Housekeeping Operations – Robert Martin
- Housekeeping Training Manual - Sudhir Andrews
- Hotel, Hostel & Hospital Housekeeping – Branson & Lanox

# **HOTEL ACCOUNTANCY**

## **Module1: Introduction**

- Need for accounting, (pp. 1.1 -1.2)
- Definition and functions of accounting, (pp. 1.2 – 1.4)
- Objects & advantages of accounting, (pp. 1.12 – 1.13)
- Limitations and branches of accounting, (pp. 1.10 – 1.11)
- Systems of accounting and basic terms. (pp. 1.44, pp. 1.48 – 1.54)

### **REFERENCE:**

S N Maheshwari, S K Maheshwari., *An Introduction to Accountancy*, Tenth Edition, Vikas Publishing House Pvt Ltd, New Delhi, 2009

## **Module2: Accounting Principles**

- Meaning, concepts and conventions, (pp. 15 – 25)
- Accounting equations, (p.54)
- Classification of accounts. (pp. 51 - 54)

### **REFERENCE:**

V Rajasekaran, R. Lalitha., *Financial Accounting*, Dorling Kindersley (India) Pvt. Ltd, New Delhi, 2011

## **Module3: Journal**

- Meaning & definition (p. 55)
- Rules of debit and credit, (p. 54)
- Compound journal entry (p. 68)
- Opening entry. (p. 69)
- Ledger (p. 97)
- Meaning , definition and posting of transactions (pp. 98-99)
- Difference between journal and ledger (p. 100)
- Subsidiary books. (pp. 116 - 155)
- Trial balance and its preparation (pp. 166 – 167)
- Trial balance Vs Balance sheet (p. 218)

### **REFERENCE:**

V Rajasekaran, R. Lalitha., *Financial Accounting*, Dorling Kindersley (India) Pvt. Ltd, New Delhi, 2011



#### **Module4 : Final Accounts**

- Trading account- (pp. 145-149)
- Profit and loss account- (pp. 149- 153)
- Balance Sheet with simple adjustments. (pp. 153- 158, pp. 164-182)

#### **REFERENCE:**

S A Siddiqui., *Book Keeping and Accountancy*, University Science Press, New Delhi, 2009

#### **Module 5: Bank Reconciliation Statement**

- Meaning, Causes of difference (pp. 1.170 – 1.173 )
- Preparation of BRS (pp. 1.173 – 1.178)
- Classifications of expenditure (pp. 1.194-1.197)
- Depreciation-meaning, objects and causes. (pp. 1.304 – 1.310)

#### **REFERENCE:**

S N Maheshwari, S K Maheshwari., *An Introduction to Accountancy*, Tenth Edition, Vikas Publishing House Pvt Ltd, New Delhi, 2009

#### **REFERENCE BOOKS**

- |  |                              |
|--|------------------------------|
| • Advanced Accountancy -                   | S.N Maheswary& S.K Maheswary |
| • Hotel Accountancy & Finance -            | S.P Jain & K.L Narang        |
| • Accounting in Hotel & Catering Industry- | Richard Kotas                |
| • Elements of Hotel Accountancy -          | G.S Rawat& M S Negi          |
| • Book Keeping & Accountancy –             | S.A. Siddiqi                 |
| • Accounting Standards -                   | Ashok. K. Nadhani            |

## **BAKERY & CONFECTIONERY** **(THEORY)**

### **Module 1 : Simple Breads**

- Principles of bread making 1
- Simple yeast breads 2
- Role of each ingredient in bread making 3
- Baking temperature and its importance 4
- Flour 5
- Structure of wheat 6
- Types of Wheat, Types of Flour, Processing of Wheat – Flour 7
- Uses of Flour in Food Production 8
- Cooking of Flour (Starch) 9
- Raising Agents 10
- Classification of Raising Agents 11
- Role of Raising Agents & Actions and Reactions 12
- Sugar 13
- Importance of Sugar, Types of Sugar, Cooking of Sugar 14

### **REFERENCE :**

1. Food production operation-parvinder s.bali-p.no;374
2. Professional chef level 2-hunter,tinton,carey,Walpole-p.no:446
3. Professional chef level 2-hunter,tinton,carey,Walpole-p.no:437
4. Professional chef level 2-hunter,tinton,carey,Walpole-p.no: 1
5. Bread and bread machine-christine ingram.p.no:288
6. Food production operation-parvinder s.bali-p.no;326
7. Food production operation-parvinder s.bali-p.no;328
8. . Professional chef level 2-hunter,tinton,carey,Walpole-p.no:438
9. Bread and bread machine-christine ingram.p.no:114
10. Food production operation-parvinder s.bali-p.no;330
11. Food production operation-parvinder s.bali-p.no;331
12. . Professional chef level 2-hunter,tinton,carey,Walpole-p.no:440
13. . Professional chef level 2-hunter,tinton,carey,Walpole-p.no:474
14. . Bread and bread machine-christine ingram.p.no:297

### **Unit 2 : Pastry**

- Short crust, Laminated, Choux, Hot water/Rough puff 1
- Recipes and methods of preparation & Differences 2
- Uses of each pastry 3
- Care to be taken while preparing pastry 4
- Role of each ingredient 5
- Temperature of baking pastry 6

## REFERENCE :

- 1.Theory of cookery-Krishna arora-p.no:232
2. Theory of cookery-Krishna arora-p.no:233-236
3. Theory of cookery-Krishna arora-p.no:235
4. Theory of cookery-Krishna arora-p.no:235
5. Theory of cookery-Krishna arora-p.no:234-237
- 6.Pastry cook □catherine Atkinson □p.no:8-9

### **Unit 3 : Pastry Creams**

- Basic pastry creams, Uses in confectionery 1
- Preparation and care in production 2

## REFERENCE :

- 1.Food production operation-parvinder s.bali-p.no;403
2. Food production operation-parvinder s.bali-p.no;412

### **Unit 4 : Chocolate**

- History & Sources , Manufacture & Processing of Chocolate 1
- Types of chocolate ,Tempering of chocolate 2
- Cocoa butter, white chocolate and its applications 3

## REFERENCE :

- 1.The ultimate encyclopedia chocolate-chritine mcfadden-p.no:8-34
2. The ultimate encyclopedia chocolate-chritine mcfadden-p.no:37-40
3. The ultimate encyclopedia chocolate-chritine mcfadden-p.no:39

### **Unit 5 : Bakery & Confectionery Icings & Toppings**

- Varieties of icings ,Using of Icings 1
- Difference between icings & Toppings & Recipes 2
- Frozen Desserts 3
  - Types and classification of Frozen desserts 4
  - Ice-creams – Definitions , Methods of preparation 5
  - Additives and preservatives used in Ice-cream manufacture 6
- Meringues 7
  - Making of Meringues , Factors Affecting the stability 8
  - Cooking of Meringues, Types of Meringues, Uses of Meringues 9

## REFERENCE :

- 1.Professional chef level 2-hunter,tinton,carey,Walpole-p.no:562-566
- 2.The arts and science of culinary preparation –jerald w. Chesser –p.no:535
3. The arts and science of culinary preparation –jerald w. Chesser –p.no:553
4. The arts and science of culinary preparation –jerald w. Chesser –p.no:553-555
- 5.Ice cream book –joanna farrow –p.no:20-23
6. Ice cream book –joanna farrow –p.no:216
7. Professional chef level 2-hunter,tinton,carey,Walpole-p.no:542
8. Professional chef level 2-hunter,tinton,carey,Walpole-p.no:542-43
9. Professional chef level 2-hunter,tinton,carey,Walpole-p.no:549-560

# **NUTRITION & FOOD SCIENCE**

## **Module -1 Basic Aspects & Balanced Diet**

- Definition of the terms Health, Nutrition & Nutrition-1
- Importance of Food-(Physiological, Psychological & Social function of food) in maintaining good health-2
- Classification of Nutrients-3
- Definition of Balanced Diet-4
- Importance of balanced diet-5
- RDA for various nutrients- age, gender, physiological state-6

### **Reference Books:**

- Food science by Sumati.r.Mudambi,Shalini.M.Rao,M.V.Rajagopal (Page:1,2)-1
- Food science by B.Sree Lakshmi (Page:1,2)-2
- Text book of Food & Nutrition by Annie Fredrick (Page:1 to 9)-3
- Food and Nutrition by Dr.M.Swaminathan (Page:16)-4
- A text book of foods, nutrition and dietetics by M.Raheena Begum (Page:183 to 187)-5
- Food & Nutrition by Dr.M.Swaminathan (Page:508 to 522)-6

## **Module -2 Energy & Different Nutrients**

- Definition of Energy & units of its measurement-1
- Factors affecting energy requirement-2
- Concept of BMR, SDA, Thermodynamic action of food-3
- Dietary sources of energy-4
- Concept of energy balance & the health hazards associated with underweight , overweight
- Micro Nutrients-5
- Carbohydrates-6
- Lipids-7
- Proteins-8
- Macro Nutrient-9
- Vitamins-10
- Minerals-11

### **Reference Books:**

- Food Science by Norman.N.Potter,Joseoh.H.Hotchkiss (Page:46 to 49)-1
- Nutrition for culinary arts by Nancy Berkoff (Page:208 to 219)-2
- Advanced text book on Food & Nutrition by Dr.M.Swaminathan,Vol-I (Page:106 to 119)-3
- Text book of Food & Nutrition by Annie Fredrick (Page 196,204)-4
- Nutrition for the culinary arts by Nancy Berkoff (Page209,210,219 to228,23,24 )-5
- A text book of foods, nutrition and dietetics by M.Raheena Begum (Page:7 to 17)-6
- A text book of foods, nutrition and dietetics by M.Raheena Begum (Page:29 to 38)-7
- A text book of foods, nutrition and dietetics by M.Raheena Begum (Page:18 to 28)-8
- Text book of Food & Nutrition by Annie Fredrick (Page:40)-8
- A text book of foods, nutrition and dietetics by M.Raheena Begum (Page:46 to 71)-9
- A text book of foods, nutrition and dietetics by M.Raheena Begum (Page:72 to 88)-10

## **Module -3 Menu Planning & Therapeutic Nutrition**

### Menu Planning

- Planning of nutritionally balanced meals based upon the three food group system-1
- Factors affecting meal planning-2
- Critical evaluation of meals served at Institutes/ Hotels based on the principle of meal planning-3
- Calculation of nutritive value of dishes/ meals-4

### Requirement of balanced nutrition in

- Obesity-5
- Diabetes-6
- High Blood Pressure-6
- Osteoporosis-7

### **Reference Books:**

A text book of foods, nutrition & Dietetics by M.Raheena Begum (Page:173 to 176)-1

Applied Nutrition 3<sup>rd</sup> edition by R.Rajalakshmi-(Page 121)-2

Handbook of food and nutrition by Dr.M.Swaminathan(Page:162 to 169)Handbook of food and Nutrition by Dr.M.Swaminathan (Page: 237)-3

Handbook of food and Nutrition by Dr.M.Swaminathan (Page: 203)-4

Handbook of food and nutrition by Dr.Swaminathan (Page: 253,254)-5

Handbook of Food and Nutrition by Dr.Swaminathan (Page: 262,264,265,268)-6

Handbook of food and Nutrition by Dr.Swaminathan (Page: 88,89,90)-7

## **Module -4 Principles of Food Science**

### Definition and scope of food science-1

- Carbohydrates-2
- Different Fats & Oils-3
- Proteins-4

### Inter-relationship with food chemistry, food microbiology and food processing

- Process of food processing-5
- Evaluation of Food-6
- Emulsions-7
- Colloids-8
- Flavors-9
- Browning-10

### Reference Books:

Food science by Sumathi.R.Mudambi,Shalini.M.Rao,M.V.Rajagopal (Page: 1 to 4)-1

Food science by Sumathi.R.Mudambi,Shalini.M.Rao,M.V.Rajagopal (Page:19 to 21)-2

Food science by Sumathi.R.Mudambi,Shalini.M.Rao,M.V.Rajagopal (Page:129 to140)-3

Food science by Sumathi.R.Mudambi,Shalini.M.Rao,M.V.Rajagopal (Page:21 to25)-4

Food science by Sumathi.R.Mudambi,Shalini.M.Rao,M.V.Rajagopal (Page:51 to61)-5

Food microbiology by William.c.Frazier,Dennis.c.Westhoff (Page: 69 to 80)-6

Food facts and principles,second edition by N.Shakuntala manay,M.shadaksharaswamy (Page:147 to 149)-7

Food facts and principles,second edition by N.Shakuntala manay,M.shadaksharaswamy (Page:145 to 146)-8

Food facts and principles,second edition by N.Shakuntala manay,M.shadaksharaswamy (Page:103 to115)-9

Food facts and principles,second edition by N.Shakuntala manay,M.shadaksharaswamy (Page24,124,461)-10

### **Unit 5 : Menu Planning**

- Planning of nutritionally balanced meals based upon the three food group system-1
- Factors affecting meal planning-2
- Critical evaluation of few meals served at the Institutes/Hotels-3
- Based on the principle of meal planning-4
- Calculation of nutritive value of dishes/meals-5
- Balanced Diet-6
- Definition, Importance of balanced diet-7
- RDA for various nutrients – age, gender, physiological state-8

Reference books:

Handbook of food and nutrition by Dr.M.Swaminathan(Page:162 to 169)-1

Handbook of food and nutrition by Dr.M.Swaminathan(Page:170 to 192)-2

Handbook of food and nutrition by Dr.M.Swaminathan(Page:162 to 169)-3

Applied Nutrition,Third edition by R.Rajalakshmi(Page122,123)-4

Handbook of food and nutrition by Dr.Swaminathan(Page:237)-5

Handbook of food and nutrition by Dr.Swaminathan(Page:162-169))-6

Food Science and Nutrition,Students edition Dr.M.Swaminathan

Handbook of food and nutrition by Dr.Swaminathan(Page:155)-8

# **SEMESTER 4**

## **QUANTITY FOOD PRODUCTION** **(THEORY)**

### **Module 1 : Planning**

- Principles of planning for quantity food production with regard to 1
- Space allocation ,Equipment selection ,Staffing 2
- INDENTING 3
  - Principles of Indenting for volume feeding 4
  - Portion sizes of various items for different types of volume feeding 5
  - Modifying recipes for indenting for large scale catering 6
- Practical difficulties while indenting for volume feeding 7

#### **REFERENCE BOOKS**

- 1.Theory of catering – ceserani –p.no: 204
2. Theory of catering – ceserani –p.no: 206-214
3. Theory of catering – ceserani –p.no: 355-360
4. Theory of catering – ceserani –p.no: 357
5. Theory of catering – ceserani –p.no: 349-351
6. Theory of catering – ceserani –p.no: 356
7. Theory of catering – ceserani –p.no: 360

### **Module 2 : Menu Planning**

- Basic principles of Menu planning 1
- Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units 2
- Planning menus for 3
- School/college students-Industrial workers-Hospitals 3
- Outdoor parties-Theme dinners 4
- Transport facilities, Cruise lines, Airlines, Railway 5

#### **REFERENCE BOOKS**

- 1.Theory of cookery – Krishna arora-p.no:242
2. Theory of cookery – Krishna arora-p.no:245-251
3. Theory of catering – ceserani –p.no: 319
4. Theory of catering – ceserani –p.no: 332-334
5. Theory of catering – ceserani –p.no: 25-32

### **Module 3 : Quantity Food Production Equipment**

- Equipment required for mass/volume feeding 1
- Heat and cold generating equipment 2
- Care and maintenance of this equipment 3
- Modern developments in equipment manufacture 4

### **REFERENCE BOOKS**

- 1.Theory of catering – ceserani –p.no: 228-241
2. Theory of catering – ceserani –p.no: 237
3. Theory of cookery – Krishna arora-p.no:285-292
4. Theory of catering – ceserani –p.no: 250

### **Module 4 : Quantity Purchase & Storage**

- Introduction-Purchasing & Purchasing system (Purchase Cycle) 1
- Standard Purchase specifications 2
- Purchasing Techniques, selection of Suppliers & Storage 3

### **REFERENCE BOOKS**

- 1,Theory of catering – ceserani –p.no: 344-346
2. Theory of catering – ceserani –p.no: 353
3. Theory of catering – ceserani –p.no: 347-348

### **Module 5 : Regional Indian Cuisine**

- Introduction - Regional Indian Cuisine ,Heritage of Indian Cuisine 1
- Factors that affect eating habits in different parts of the country 2
- Cuisine
- Geographic location & Historical background 3
- Seasonal availability & Staple diets 4
- Specialty cuisine for festivals and special occasions 5
  
- STATES 6
  - Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal 6
  
- COMMUNITIES 7
  - Parsee, Chettinad, Hyderabadi, Lucknow, Avadhi, Malbari/Syrian Christian and Bohri 7
  - Indian Breads, Indian Sweets, Indian Snacks 8

### **REFERENCE BOOKS**

- 1.Food production operation-parvinder s.bali-p.no:439-441
2. Food production operation-parvinder s.bali-p.no:443
3. Food production operation-parvinder s.bali-p.no:443-445
- 4.Modern cookery –thangam e.phillip –p.no:130-131
5. . Theory of catering – ceserani –p.no: 54-55
6. Theory of cookery – Krishna arora-p.no:13-18
7. Theory of cookery – Krishna arora-p.no:14-17
- 8.Indian cook book –manisha kanani-p.no: 29



## TRAINING, LEARNING AND DEVELOPMENT

### Module 1: Training

#### References:

1. R. K Sahu, *Training for Development*, Excel Books, New Delhi, 2005, pp. 1-13

- Concept and rationale <sup>1</sup>
- Training process of stake holders in training programme <sup>2</sup>
  
- Organization and management of training function <sup>3</sup>
- Training needs assessment <sup>4</sup>
- Organization analysis <sup>5</sup>
- Operational analysis <sup>6</sup>
- Person analysis <sup>7</sup>
- Competency mapping <sup>8</sup>

#### References:

1. R. K Sahu, *Training for Development*, Excel Books, New Delhi, 2005, pp. 1-13

2. *Ibid.*, pp. 29-41

3. [www.ddegjust.ac.in/mba/obh-412](http://www.ddegjust.ac.in/mba/obh-412)

4. Blanchard P Nick, James W Thacker, *Effective Training: Systems, Strategies & Practices*, Third Edition, Dorling Kindersley Publishing Inc, Noida, 2007, pp. 101-143

5. *Ibid.*, pp. 108-112

6. *Ibid.*, pp. 113-120

7. *Ibid.*, pp. 125-130

8. *Ibid.*, pp. 121-124

### Module 2 : Designing The Training Programme

- Process of learning in training programme <sup>1</sup>
- Attributed and factors influencing learning process: Learning Styles <sup>2</sup>
- Training climate and pedagogy <sup>3</sup>
- Developing training modules <sup>4</sup>
- Training aids <sup>5</sup>

#### References:

1. R. K Sahu, *op.cit.*, pp. 50-61

2. Raphael R Kavanaugh, Jack D. Ninemeier, *Supervision in the Hospitality Industry*, Third Edition, Educational Institute of the American Hotel & Lodging Association, Michigan, 2001, pp. 110-112

3. [www.ddegjust.ac.in/mba/obh-412](http://www.ddegjust.ac.in/mba/obh-412)

4. Debra F Cannon, Catherine M Gustafson, *Training and Development for the Hospitality Industry*, Educational Institute of the American Hotel & Lodging Association, Michigan, 2002, pp. 146-150

5. *Ibid.*, pp. 181-188

### Module 3 : Training Methods and Techniques

- Role playing <sup>1</sup>
- Business games <sup>2</sup>
- In basket exercise <sup>3</sup>
- Laboratory training <sup>4</sup>
- Incidents and cases <sup>5</sup>
- Seminars <sup>6</sup>

- Syndicates and group discussion <sup>7</sup>
- Programmed instruction <sup>8</sup>
- Brain storming <sup>9</sup>
- Mind mapping <sup>10</sup>
- Creative problem solving <sup>11</sup>

**References:**

1. P. Subbo Rao, *Essentials of Human Resource Management and Industrial relations*, Fifth Revised Edition, Himalaya Publishing House, Mumbai, 2012, pp. 255
2. *Ibid.*, p. 256
3. *Ibid.*
4. *Ibid.*, p. 257
5. P.Subbo Rao, *op.cit.*, pp. 254-255
6. *Ibid.*, p.257
7. R.K Sahu, *op.cit.*, pp. 248-255
8. V S P Rao, *Human Resource Management*, Second edition, Excel Books, New Delhi, 2008, p. 227
9. R.K Sahu, *op.cit.*, pp. 258-261
10. Debra F Cannon, *op.cit.*, pp. 348-349
11. P.Subbo Rao, *op.cit.*, p. 254

**Module 4 : Evaluation of Training**

- Need for evaluation <sup>1</sup>
- Principles of evaluation <sup>2</sup>
- Criteria and approaches <sup>3</sup>
- ROI in training <sup>4</sup>
- Process of calculating ROI in training <sup>5</sup>

**References:**

1. K. Aswathappa, *Human Resource and Personnel Management*, Third Edition, Tata McGraw-Hill Publishing Company Ltd, New Delhi, 2004, p.192
2. *Ibid.*,
3. *Ibid.*,
4. Debra F Cannon, *op.cit.*, pp. 249-
5. *Ibid.*, p.74

**Module 5 : Emerging Trends in Training and Development**

- New perspectives on training <sup>1</sup>
- Cross culture training <sup>2</sup>
- E – learning <sup>3</sup>
- Knowledge Management <sup>4</sup>

**References:**

1. K Aswathappa, Sadhna Dash, *International Human Resource Management*, Tata McGraw-Hill Publishing Company Ltd, New Delhi, 2008, pp. 184-186
2. P Subbo Rao, *op.cit.*, pp.616-618
3. Debra F Cannon, *op.cit.*, p. 424
4. P.Subbo Rao, *op.cit.*, pp. 642-645

## **QUANTITY FOOD PRODUCTION** **(PRACTICAL)**

Topics Covered:

- 12 Regional Menus from the Following states
- Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala,
- Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan,
- Tamil Nadu and Uttar Pradesh/Uttaranchal
- Preparation of Basic Masalas (Dry Masalas & wet Masalas)
- Making the students familiar with Different thickening agents used in
- Different Regional cuisines.

### **REFERENCE BOOKS**

- Practical Cookery -Victor Ceserani & Ronald Kinton, ELBS
- Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
- Theory of Cooking- Mrs. K. Arora, Franck Brothers
- Modern Cookery for Teaching & Trade Vol I & II - MsThangam Philip, Orient Longman.
- The Professional Chef ( 4th Edition)- Le Rol A. Polsom
- The book of Ingredients- Jane Grigson
- Success in Principles of catering - Michael Colleer & Colin Saussams

## **HOUSEKEEPING OPERATIONS** **(PRACTICAL)**

Topics Covered:

- Room Cleaning
- Bedmaking
- Metal polishing
- Glass Cleaning
- Identification of stains and Stain Removal
- Public area cleaning
- Identification of laundry equipments
- Laundry visit

### **REFERENCE BOOKS**

- Professionals Housekeeper – Georgina Tucker Schneider, Mary Scoviak
- Professional Management of H.K. Operations – Matt. A. Casado (Wiley)
- Fibers & Fabrics – Brenda Piper
- Housekeeping Operations – Robert Martin
- Housekeeping Training Manual - Sudhir Andrews
- Hotel, Hostel & Hospital Housekeeping – Branson & Lanox
- Housekeeping operations- Raghubalan

## **FRONT OFFICE OPERATIONS**

### **(PRACTICAL)**

Topics Covered:

- Taking reservations for Indian and Foreign guest.
- Formats for amendment and cancellation procedures.
- Registering a guest.
- Receiving and registering VIP and VVIP guest.
- Handling check-outs.
- Posting charges in guest folio
- Practical applications of Credit Monitoring
- Late Check-outs
- Late Charges
- Reservation handling
- Bill settlement procedures.
- Role of Travel Desk & Cashier.
- Situation handling
- Telephone handling

# SEMESTER 5

## ADVANCED CULINARY MANAGEMENT

### **Module 1 Culinary Math and recipes**

- Basic calculations, Ratios, decimals & percents 1
- Calculating food cost 2
- Calculating food cost percentage. 3
- A.P.Q (as purchased quantity) 4
- E.P.C (edible portion cost) 5
- R.C.F (recipe conversion factor) 6
- Recipe cost, standardized recipe 7
- Yield percentage 8

### **REFERENCE :**

:

1. Hotel Account, Financial and F&B Management, Rakesh Puri, p.no-439-454
2. Hotel Account, Financial and F&B Management, Rakesh Puri, p.no-449-454
3. Theory of Catering, Victor Cessarani, p.no:355-358
4. Hotel Account, Financial and F&B Management, Rakesh Puri, p.no-485-486
5. . Hotel Account, Financial and F&B Management, Rakesh Puri, p.no-512
6. . Hotel Account, Financial and F&B Management, Rakesh Puri, p.no-511-512
7. Theory of Catering, Victor Cessarani, p.no:355
8. Hotel Account, Financial and F&B Management, Rakesh Puri, p.no-469-470

### **Module 2 Garde- manger & Charcutiere**

- Definition & terms 1
- Cold sauces, salads. 2
- Gelatin, aspic jelly & glace 3
- Forced meat and mousse 4
- Pate, terrines, galantine 5
- Sandwiches, hors d'oeuvres 6
- Production, classification & processing of: Sausages, forcemeats. 7
- Marinades, cures, brines. 8
- Knowledge of cold meat platter 9
- Types & uses of chateaufroid 10
- Ham, Bacon & Gammon: Differences, processing and use. 11

### **REFERENCE :**

1. Theory of Cookery, Krishna Arora, p.no:270
2. The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:327-337
3. The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:363-384
4. .The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:385-398
5. .The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:399-410
6. .The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:411-420
7. .The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:433-445
8. The Larder Chef, M.J.Leto, W.K.H.Bode, p.no:210-219
9. The Larder Chef, M.J.Leto, W.K.H.Bode, p.no:240-246
10. The Larder Chef, M.J.Leto, W.K.H.Bode, p.no:220-224
- 11 The Larder Chef, M.J.Leto, W.K.H.Bode, p.no:167-173

### **Module 3 Designing Kitchen**

- Concepts & Theme development 1
- Kitchen planning as per the theme 2
- Menu planning as per the theme with the equipments required. 3
- Manpower, work flow and materials flow 4

#### **REFERENCE :**

1. .Theory of Catering,Victor Cessarani,p.no:205-206
2. .Theory of Catering,Victor Cessarani,p.no:207-211
3. .Theory of Catering,Victor Cessarani,p.no:214-215
4. .Theory of Catering,Victor Cessarani,p.no:212

### **Module 4 Material & Storing**

- Concepts of storing materials. 1
- Required temperatures for storing 2
- Equipment for checks & maintenance of temperatures 3
- Records maintained for storage temperatures 4
- Why thawing & freezing is done? 5

#### **REFERENCE :**

1. .Theory of Catering,Victor Cessarani,p.no:363-364
2. .Theory of Catering,Victor Cessarani,p.no:363-367
3. .Theory of Catering,Victor Cessarani,p.no:368-372
4. .Theory of Catering,Victor Cessarani,p.no:373-377
5. .The Art &Science of Culinary Preparation,Jerald.W.Chesser,p.no:34

### **Module 5 Kitchen Stewarding & Scullery**

- Kitchen hygiene & sanitation 1
- Different types of detergents & chemicals used 2
- Upkeep of kitchen equipments& the operations back area 3
- Daily, periodic & annual maintenance 4

#### **REFERENCE :**

1. Theory of Catering,Victor Cessarani,p.no:516-535
2. Theory of Catering,Victor Cessarani,p.no:520-538
3. Theory of Catering,Victor Cessarani,p.no:528-550
4. Theory of Catering,Victor Cessarani,p.no:540-550

# **FOOD & BEVERAGE OPERATIONS & MANAGEMENT**

## **Module 1 : Planning & Operating Various Outlets**

- Physical Layout of functional and ancillary area.-1
- Objective of a good Layout-2
- Steps in planning-3
- Factors to be considered while planning.-4
- Calculating space requirement-5
- Menu Planning-6
- Constraints of menu planning-7
- Selecting and planning-8
- Selecting and planning of heavy duty and light equipment.-9
- Requirement of quantities of equipment required crockery, glassware, cutlery & steel & silver.-10
- Planning decor, furnishing fixture etc.-11

### **REFERENCE :**

1,2,3,4,5,6,7,8,9,10,11-Food and beverage management by bernad davis,Andrew lockwood and sally stone(102-119)

## **Module 2 : Function Catering**

- Banquets-1
- History-2
- Types of function – Formal and Informal Banquets ( Various types of events)-3
- Function service staff and responsibility-4
- Booking procedure-5
- Banquet Menu & wines.-6
- Space area requirement-7
- Table plane /arrangement-8
- Mise-en-place-9
- Type of service-10
- Types of buffets-11
- Sequence of food-12
- Wedding Reception& Wedding Breakfast-13
- Toast & Toast procedure.-14

### **REFERENCE :**

1,2,3,4,5,6,7,8,9,10,11,12,13,14-food and beverage service by Vijay Dhawan(307-338)

## **Module 3 :Gueridon Service**

- History of gueridon-1
- Definition-2
- General consideration of operation.-3
- Advantage & Disadvantage-4
- Types of trolley-5
- Gueridon equipment-6

- Gueridon ingredients-7

REFERENCE :

1,2,3,4,5,6,7-food and beverage service by dennis lillicrap and cousins(297-310)

**Module – 4 F&B Management**

- Introduction-1
- Objectives of F&B Management-2
- Constraints to F&B Management.-3
  - **Menu Management**
- Types of Menu,-4
- Menu Planning Considerations & Constraints-5
- Menu Costing and Pricing-6
- Menu Merchandising-7
- Menu Engineering,-8
- Menu Fatigue-9
- Menu as a In-House Marketing Tool.-10

REFERENCE :

- 1- Food and beverage management by bernad davis,Andrew lockwood and sally stone(10)
- 2- Food and beverage management by bernad davis,Andrew lockwood and sally stone(13)
- 3- Food and beverage management by bernad davis,Andrew lockwood and sally stone(21)
- 4- Food and beverage management by bernad davis,Andrew lockwood and sally stone(80)
- 5- Food and beverage management by bernad davis,Andrew lockwood and sally stone(78)
- 6- Food and beverage management by bernad davis,Andrew lockwood and sally stone(29)
- 7- Food and beverage management by bernad davis,Andrew lockwood and sally stone(89)
- 8- Hotel Account,financial and f&b management by rakesh puri-(612-614)
- 9- Food and beverage management by bernad davis,Andrew lockwood and sally stone(78-83)
- 10- Hotel Account,financial and f&b management by rakesh puri(608)

**Module -5– Beverage Management**

- Beverage Management-Bar, Dispense bar, cellars etc.-1
- Introduction-2
- Planning of bar.-3
- Types of bar-4
- Target Clientele-5
- Beverage control procedure.-6
- Records maintained-7
- Licenses required.-8

**F&B Control -**

- Food&BeverageControlling-8
- Costing,checklist,forms&formats,Revenuecontrol-9
- Manual&machinesystems -10

REFERENCE :

1,2-food and beverage service by Vijay dhawan-(201-203)

3,4,5,6,7,8- food and beverage management by bernad davis,andrew lockwood and sally stone(208-215)

9,10 - Food and beverage management by bernad davis,Andrew lockwood and sally stone – 217 - 223



# Generic Elective papers

## PRINCIPLES OF MANAGEMENT

### Module 1: Nature of Management

- Concept and Meaning of Management <sup>1</sup>
- Nature and Importance <sup>2</sup>
- Management and Administration: A terminological conflict <sup>3</sup>
- Universality of management <sup>4</sup>
- Management Science or Art <sup>5</sup>
- Fayol's 14 Principles <sup>6</sup>
- Scientific Management <sup>7</sup>

#### References:

1. L.M Prasad, *Principles and Practice of Management*, Sultan Chand & Sons, New Delhi, 2009, pp.4-7
2. *Ibid.*, pp.11-13
3. *Ibid.*, pp.8-11
4. C.B Gupta, *Business Management*, Sultan Chand & Sons, New Delhi, 2008, pp.2.11-2.13
5. P.K. Agarwal, *Principles and Practice of Management*, Pragati Prakashan, Meerut, 2009, pp.7-8
6. *Ibid.*, pp 58-60
7. *Ibid.*, pp 52-57

### Module 2: Management Functions and Skills

- Nature of Management functions <sup>1</sup>
- Management Role <sup>2</sup>
- Levels of Management <sup>3</sup>
- Functions at various levels <sup>4</sup>
- Management skills <sup>5</sup>

#### References:

1. L.M Prasad, *op.cit.*, pp. 88-89
2. *Ibid.*, pp. 89-91
3. P.K Agarwal, *op.cit.*, pp. 9-11
4. *Ibid.*, pp. 9-11
5. *Ibid.*, pp. 8-9

### Module 3: Planning and Organizing

- Concept of Planning <sup>1</sup>
- Nature and importance <sup>2</sup>
- Steps in planning <sup>3</sup>
- Type of plans and Planning <sup>4</sup>
- Making planning effective <sup>5</sup>
- Concept of Organizing <sup>6</sup>
- Nature- Forms of organization structure <sup>7</sup>
- Concept of Authority and Responsibility <sup>8</sup>
- Delegation of Authority <sup>9</sup>

### References:

1. L.M Prasad, *op.cit.*, p. 186
2. C.B Gupta, *op.cit.*, pp. 5.4-5.7
3. *Ibid.*, pp. 5.13-5.14
4. L.M Prasad, *op.cit.*, pp. 193-199
5. C.B Gupta, *op.cit.*, p. 5.16
6. L.M Prasad, *op.cit.*, pp. 338-341
7. P.K Agarwal, *op.cit.*, pp. 183-193
8. *Ibid.*, pp. 164-168
9. *Ibid.*, pp. 169-174

### Module 4 : Staffing and Directing

- Concept of Staffing <sup>1</sup>
- Factors affecting staffing <sup>2</sup>
- Manpower Planning – Process <sup>3</sup>
- Job Analysis- Process <sup>4</sup>
- Job Description and Job Specification <sup>5</sup>
- Concept of Recruitment and Selection <sup>6</sup>
- Sources of recruitment <sup>7</sup>
- Selection process <sup>8</sup>
- Concept of performance appraisal <sup>9</sup>
- Concept of direction <sup>10</sup>
- Direction and Supervision <sup>11</sup>
- Maslow's Need Hierarchy theory <sup>12</sup>
- Communication <sup>13</sup>

### References:

1. L.M Prasad, *op.cit.*, p. 536
2. *Ibid.*, pp. 539-541
3. P.K Agarwal, *op.cit.*, pp. 215-216
4. *Ibid.*, pp. 216-218
5. *Ibid.*, pp. 218-219
6. *Ibid.*, p. 222
7. *Ibid.*, pp. 222- 224
8. *Ibid.*, pp. 224-225
9. L.M Prasad, *op.cit.*, pp. 610-612
10. *Ibid.*, p.638
11. *Ibid.*, pp. 641-645
12. *Ibid.*, pp. 660-663
13. C.B Gupta, *op.cit.*, pp. 26.2-26.17

## Module 5 : Controlling

- Concept of Controlling <sup>1</sup>
- Steps in Controlling <sup>2</sup>
- Essentials of effective control system <sup>3</sup>
- Break even analysis <sup>4</sup>
- Total Quality Management <sup>5</sup>
- Quality Circle <sup>6</sup>
- Management Information System <sup>7</sup>
- Designing of MIS <sup>8</sup>
- Role of MIS <sup>9</sup>

### References:

1. P.K.Agarwal, *op.cit.*, p. 319
2. *Ibid.*, pp. 322-325
3. L.M Prasad, *op.cit.*, pp. 814-815
4. *Ibid.*, pp. 827-829
5. James A. F Stoner et al, *Management*, Prentice of India Pvt Ltd, 6<sup>th</sup> Edition, New Delhi, 2007, pp. 210-211
6. *Ibid.*, pp. 832-835
7. C.B Gupta, *op.cit.*, p. 8.2
8. *Ibid.*, p. 8.6
9. *Ibid.*, p. 8.4

# Generic Elective papers

## MARKETING MANAGEMENT

### Module 1:

#### Reference Books:

- **Marketing Management – Philip Kotler- Pearson Education Publication- 11<sup>th</sup> Edition**
- **Principles of Marketing – Kotler and Armstrong- Pearson Education- 10<sup>th</sup> Edition**

Nature and scope of marketing<sup>1</sup>

Marketing Concepts<sup>2</sup>

Scanning the marketing Environment<sup>3</sup>

Societal marketing<sup>4</sup> and relationship marketing<sup>5</sup>

#### References:

1. Principles of Marketing – Kotler and Armstrong- Pearson Education- 10<sup>th</sup> Edition (Pg 5-7)
2. Principles of Marketing – Kotler and Armstrong- Pearson Education- 10<sup>th</sup> Edition (Pg 9-14)
3. Principles of Marketing – Kotler and Armstrong- Pearson Education- 10<sup>th</sup> Edition (Pg 161- 172)
4. Marketing Management – Philip Kotler- Pearson Education Publication- 11<sup>th</sup> Edition (Pg 26)
5. Principles of Marketing – Kotler and Armstrong- Pearson Education- 10<sup>th</sup> Edition (Pg 43-45)

### Module 2:

#### Reference Books:

- **Marketing Management – Philip Kotler- Pearson Education Publication- 11<sup>th</sup> Edition**
- [https://en.wikipedia.org/wiki/Mass\\_marketing](https://en.wikipedia.org/wiki/Mass_marketing)
- [www.businessdictionary.com/definition/custom-marketing](http://www.businessdictionary.com/definition/custom-marketing)

Marketing research<sup>1</sup>

Marketing intelligent system<sup>2</sup>

Mass marketing<sup>3</sup>

Customized marketing and target marketing<sup>4</sup>

#### Reference:

1. Marketing Management – Philip Kotler- Pearson Education Publication- 11<sup>th</sup> Edition (Pg 129 – 141)
2. Marketing Management – Philip Kotler- Pearson Education Publication- 11<sup>th</sup> Edition (Pg 125 - 128)

3. [https://en.wikipedia.org/wiki/Mass\\_marketing](https://en.wikipedia.org/wiki/Mass_marketing)
4. Marketing Management – Philip Kotler- Pearson Education Publication- 11<sup>th</sup> Edition .(Pg 539 – 544)

### **Module 3:**

#### **Reference Books:**

- **Principles of Marketing – Kotler and Armstrong- Pearson Education- 10<sup>th</sup> Edition**
- **Marketing Management – Philip Kotler- Pearson Education Publication- 11<sup>th</sup> Edition**

Product decisions<sup>1</sup>

Product mix<sup>2</sup>

Product life cycle strategies<sup>3</sup>

Brand management<sup>4</sup>

#### **Reference:**

1. Principles of Marketing – Kotler and Armstrong- Pearson Education- 10<sup>th</sup> Edition (Pg 305-318)
2. Principles of Marketing – Kotler and Armstrong- Pearson Education- 10<sup>th</sup> Edition (Pg 318 – 326)
3. Principles of Marketing – Kotler and Armstrong- Pearson Education- 10<sup>th</sup> Edition (pg 328 – 339)
4. Principles of Marketing – Kotler and Armstrong- Pearson Education- 10<sup>th</sup> Edition (Pg 319- 326)

### **Module 4:**

#### **Reference Books:**

- **Principles of Marketing – Kotler and Armstrong- Pearson Education- 10<sup>th</sup> Edition**
- **Marketing Management – Philip Kotler- Pearson Education Publication- 11<sup>th</sup> Edition**

Pricing in marketing<sup>1</sup>

Pricing strategies<sup>2</sup>

Retailers and wholesalers<sup>3</sup>

Marketing Channels<sup>4</sup>

References:

1. Principles of Marketing – Kotler and Armstrong- Pearson Education- 10<sup>th</sup> Edition (Pg 373-389)
2. Principles of Marketing – Kotler and Armstrong- Pearson Education- 10<sup>th</sup> Edition (Pg 399 – 410)
3. Principles of Marketing – Kotler and Armstrong- Pearson Education- 10<sup>th</sup> Edition (Pg 535 – 551)
4. Principles of Marketing – Kotler and Armstrong- Pearson Education- 10<sup>th</sup> Edition (Pg 425 – 446)

### **Module 5:**

## Reference Books:

- Principles of Marketing – Kotler and Armstrong- Pearson Education- 10<sup>th</sup> Edition
- [https://en.wikipedia.org/wiki/\*\*Promotional mix\*\*](https://en.wikipedia.org/wiki/Promotional_mix)
- [https://en.wikipedia.org/wiki/\*\*Green marketing\*\*](https://en.wikipedia.org/wiki/Green_marketing)

Role of promotion in marketing<sup>1</sup>

Promotion mix<sup>2</sup>

Sales promotion<sup>3</sup>

Direct selling<sup>4</sup>

Green marketing<sup>5</sup>

## References:

1. Principles of Marketing – Kotler and Armstrong- Pearson Education- 10<sup>th</sup> Edition (Pg 537 – 543)
2. [https://en.wikipedia.org/wiki/\*\*Promotional mix\*\*](https://en.wikipedia.org/wiki/Promotional_mix)
3. Principles of Marketing – Kotler and Armstrong- Pearson Education- 10<sup>th</sup> Edition (Pg 553 – 567)
4. Principles of Marketing – Kotler and Armstrong- Pearson Education- 10<sup>th</sup> Edition (Pg 568 – 585)
5. [https://en.wikipedia.org/wiki/\*\*Green marketing\*\*](https://en.wikipedia.org/wiki/Green_marketing)

# Generic Elective papers

## Event Management

### Module 1:

Events – nature, definition and scope – various needs addressed by events

### Module 2:

#### Referances:

Elements of events<sup>1</sup>

Target audience<sup>2</sup> - organizers – venue – media activities – segmentation and marketing of market events<sup>3</sup>

1. [jamesreber.com/ProducingEvents/ElementsSpecialEvent.html](http://jamesreber.com/ProducingEvents/ElementsSpecialEvent.html)
2. [https://en.wikipedia.org/wiki/Target\\_audience](https://en.wikipedia.org/wiki/Target_audience)
3. [www.segmentationstudyguide.com/...market-segmentation/reasons-to-us...](http://www.segmentationstudyguide.com/...market-segmentation/reasons-to-us...)

### Module 3:

Events as a product – methods of pricing events<sup>1</sup>

#### Referances:

1. [entrepreneurs.about.com](http://entrepreneurs.about.com) › ... › *Entrepreneurs* › *Sales & Marketing*,  
[www.managementparadise.com/.../22216-pricing-methods-examples.ht...](http://www.managementparadise.com/.../22216-pricing-methods-examples.ht...)

### Module 4:

Evaluation of event performance<sup>1</sup> – measuring performance and corrective deviations<sup>2</sup>

1. [www.orsa.com.tr/cgi-bin/asp/content.asp?type=normal&lang=EN...](http://www.orsa.com.tr/cgi-bin/asp/content.asp?type=normal&lang=EN...)  
<https://www.evenesis.com/blog/post-event-performance-evaluation/>
2. [www.orau.gov/pbm/handbook/1-1.pdf](http://www.orau.gov/pbm/handbook/1-1.pdf)

### Module 5:

Strategic market planning – development and assessment of market plan<sup>1</sup>

1. [www.allen.com](http://www.allen.com) › *Home* › *Articles*

#### Books for Reference:

1. **Events Management, R.K.Singh, “Aman Publications”**
2. **Meeting, Conference, Association, Event and Destination Management, Ratandeep Singh. “Kanishka Publishers”**

## CHOICE BASED COURSE ( ANY ONE )

- I. Advanced Garde Manger & Culinary Arts
- II. Industrial, Hospital, and Outdoor Catering Management
- III. Rooms Division Management

### ADVANCED GARDE MANGER & CULINARY ARTS

#### (THEORY)

#### Module 1 : Larder , Layout & Equipment

- Introduction of Larder Work & Equipments used in larder Kitchen 1
- Layout of a typical larder with equipment and various sections 2
- LARDER CONTROL 3
- Co-ordination with other Departments & Yield Testing 4
- DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF 5
- Functions of the Larder ,Hierarchy of Larder Staff 6
- Sections of the Larder & Duties & Responsibilities of Larder Chef 7

#### References:

1. The Larder Chef, M.J.Leto, W.K.H.Bode, p.no:1-2
2. The Larder Chef, M.J.Leto, W.K.H.Bode, p.no:4
3. The Larder Chef, M.J.Leto, W.K.H.Bode, p.no:2
4. The Larder Chef, M.J.Leto, W.K.H.Bode, p.no:3
5. Theory of cookery, Krishna Arora, p.no:270-272
6. Theory of cookery, Krishna Arora, p.no:270-271
7. The Larder Chef, M.J.Leto, W.K.H.Bode, p.no:2-5

#### Module 2 :Charcuterie Sausage

- Introduction to Charcuterie 1
- Sausage – Types & Varieties, Casings –Types & Varieties 2
- Fillings – Types & Varieties & Additives & Preservatives 3
- HAM, BACON & GAMMON 4
- Cuts of Ham, Bacon & Gammon. 5
- Differences between Ham, Bacon & Gammon 6
- Processing of Ham & Bacon & Green Bacon 7
- MOUSE & MOUSSELINE 8
- Types of mousse , Preparation of Mousse ,Preparation of Mousseline 9
- Difference between Mousse and Mousseline 10



References:

1. The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:433-434
2. The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:435-440
3. The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:438-440
4. The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:441-445
5. The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:441-445
6. The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:442
7. The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:444
8. The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:409
9. The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:409
10. The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:409-410

**Module 3 : Use of Wine and Herbs in Cooking**

- Ideal uses of wine in cooking 1
- Classification of Herbs & Ideal uses of Herbs in cooking 2

**References:**

1. The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:55-57
2. Theory of Catering- Victor Ceserani & Ronald Kinton, p.no:143-145

**Module 4 : Brines, Cures and Marinades**

- Types of Brines , Preparation of Brines , Methods of Curing 1
- Types of Marinades , Uses of Marinades 2
- Difference between Brines, Cures & Marinades 3
- .GALATINES 4
  - Making Of Galatines, Types of Galatines, Ballotines
- PATES 5
  - Types Of Pates, Pate De Foie Gras, Making Of Pate
  - Commercial Pate and Pate Maison
  - Truffle-sources, cultivation & Types of Truffles
- Types and uses of chaudfroid, forcemeats- classification, Processing, Production 6

References:

- 1.The Larder Chef, M.J.Leto, W.K.H.Bode, p.no:210-215
  2. The Larder Chef, M.J.Leto, W.K.H.Bode, p.no:215-220
  3. The Larder Chef, M.J.Leto, W.K.H.Bode, p.no:210-220
  4. The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:405-408
  5. The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:399-405
  6. The Art & Science of Culinary Preparation, Jerald.W.Chesser, p.no:385-389
- The Larder Chef, M.J.Leto, W.K.H.Bode, p.no:220, 174-179

## **Module 5 : Material and Storing**

- Concepts of storing Materials, Essential storing Temperatures 1
- Equipment for checking and Maintenance of Temperatures 2
- Thawing-Meaning and need for it 3
- KITCHEN STEWARDING & SCULLERY 4
- Kitchen Hygiene and sanitation, Different types of detergents & chemicals used 5
- Daily, periodic and Annual maintenance of Kitchen equipments and kitchen area6

### References:

1. The Larder Chef, M.J. Leto, W.K.H. Bode, p.no:290
2. The Art & Science of Culinary Preparation, Jerald.W. Chesser, p.no:27-36
3. The Art & Science of Culinary Preparation, Jerald.W. Chesser, p.no:34
4. Theory of Catering- Victor Ceserani & Ronald Kinton, p.no:545-547
5. Theory of Catering- Victor Ceserani & Ronald Kinton, p.no:516-538
6. Theory of Catering- Victor Ceserani & Ronald Kinton, p.no:228-250

# **INDUSTRIAL, HOSPITAL & OUTDOOR CATERING MANAGEMENT**

**Module -1 Introduction to Outdoor, Industrial & Hospital Catering Management**

**Module -2 Principles & functions of catering Management**

**Module -3 Tools of Catering Management for the following organizational**

- Top Management-1
- Middle Management-2
- Line Management-3
- Operational Staff (workers)-4

**REFERENCE :**

1,2,3- food and beverage management by bernad davis, andrew lockwood and sally stone(284) and food and beverage service by dennis lillicrap and cousins(358)

4- food and beverage service by dennis lillicrap and cousins(358)

**Module-4 Management of Resources available to the Catering Manager**

**Menu**

- Planning-1
- Designing-2
- Analysis-3
- Merchandising-4

**Kitchen Planning**

- Area selection-5
- Space requirement-6
- Policy formulation-7
- Setting of equipments-8
- Maintenance-9

**REFERENCE :**

1- food and beverage management by bernad davis, andrew lockwood and sally stone(311)

2,3- food and beverage service by dennis lillicrap and cousins(364)

4- food and beverage management by bernad davis, andrew lockwood and sally stone(89)

5,6,7,8,9- food and beverage service by dennis lillicrap and cousins(365-386)

**Module- 5 Food & Beverage service area:**

- Planning, Layout & Designing-1
- Establishing staffing levels:-2
- H.R.D. in Catering Industry-3

**REFERENCE :**

1- food and beverage service by dennis lillicrap and cousins(364)

2- food and beverage service by dennis lillicrap and cousins(359)

3- food and beverage service by Vijay dhawan(401)

# **ROOMS DIVISION MANAGEMENT**

## **Module-1 Night Audit**

- Individual reports of night audit 1
- Deployment of Night Audit department 2
- The hotel performance report 3
- Responsibilities of Manager on Duty 4

**REFERENCE:** FRONT-OFFICE OPERATIONS & MANAGEMENT  
**AUTHOR:** RAKESH PURI

1.P.NO:364,365 2,P.NO:361-363 3.P.NO:360 4.P.NO:126

## **Module-2 Financial aspects**

- Yield & revenue 1 P.484,492
- Budgeting of room divisions 2 P.NO:425-432
- Target fixing of revenue 3 P.NO:146
- Sales strategy 4 P,NO:142-146

Room rate structure

- The Hubbart formulae 5 P.NO:148
- Room rate designation 6
- Room rate measurement 7 P.NO:487
- Percentage comparison with other Hotels 8 P.NO:

### **REFERENCE BOOK**

FRONT-OFFICE OPERATIONS & MANAGEMENT

**AUTHOR:** RAKESH PURI

1.P.NO:484,492 2.P.NO:425-432 3.P,NO:146 4.142-146 5.P.NO:148

6. REF:www.chacha.com 7.P,NO:487 8.ref:www.travelclick.com

## **Module-3 Room Division Management**

- Assignment of rooms to the House Keeping Department 1
- House Keeping standards 2
- Management of supplies & inventories 3
- Integration of Property Management System within other hotel systems 4
  
- Implementation of Property Management hierarchy 5

### **REFERENCE :**

:F,O POERATIONS & MGT **AUTHOR:** RAKESH PURI

P.NO:456

1. P.NO: 41 H.K.OPREATIONS &MGT

2. REF;H.K.OPERATIONS & MGT P.NO:18,19

3. REF:www.netsuite.com

- 4. REF:F.O OPERATIONS MGT P,NO:452
- 5.REF: F.O OPERATIONS MGT P.NO:456-460

#### **Module-4 Foreign Exchange Encashment Procedure**

- Authorized agencies 1
- Licenses and documents used 2
- Different currencies and their-FOREX RATES 3
- Category of guests entitled 4

REF:1.www.aubsp.com 2.www.scribd.com 3.www.x-rates.com 4.www.cookeryindia.com

#### **Module-5 Safety in hotel Industry.**

- During facility breakdown 1  
P.NO:265 MANAGING F,O OPERATIONS-MICHAEL
- Security aspects 2  
P:260 MANAGING F.O.OPERATIONS- MICHAEL KESAVANA RICHARD M.BROOKS
- Loss prevention 3  
P,NO:263
- Customer safety 4  
P,NO:262 MANAGING F,O OPERATIONS- MICHAEL L/KESAVANA RICHARD M.BROOKS

## **ADVANCED CULINARY ARTS**

### **(PRACTICAL)**

#### **Topics Covered:**

- Minimum 12 practical consisting of Menus ( French, Chinese, Mexican & Italian).
- Menu should consist of Classical Appetizers, salads, Soups, Main course with appropriate accompaniments, Breads & Dessert.
- Frozen desserts (Ice-Cream) - Method of preparation should be conducted.
- Practical Menu should comprise of 7 Seven course Menu
- Appetizer, salad, soup with Bread Rolls, Vegetable, Fish,
- Main course (Beef/Poultry/Mutton/Pork/Veal/Lamb) with
- Appropriate accompaniment & Dessert (Any Hot/cold Pudding)
- GALATINES
  1. Making Of Galatines, Types of Galatines, Ballotines
- PATES
  1. Types Of Pates, Pate De Foie Gras, Making Of Pate
  2. Commercial Pate and Pate Maison
  3. Truffle-sources, cultivation & Types of Truffles
- Chaud froid & forcemeats- Production
- Vegetable, Fruit & Ice Carving.

#### **REFERENCE BOOKS**

- Practical Cookery -Victor Ceserani & Ronald Kinton, ELBS
- Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
- Theory of Catering- Mrs. K. Arora, Franck Brothers
- Modern Cookery for Teaching & Trade Vol I & II - MsThangam Philip, Orient Longman.
- The Professional Chef ( 4th Edition)- Le Rol A. Polsom
- The book of Ingredients- Jane Grigson
- Success in Principles of catering - Michael Colleer & Colin Saussams
- Larder Chef – M.J.Leto & W.K.H. Bode

# **BAKERY & CONFECTIONERY – I**

## **(PRACTICAL)**

### **Topics Covered:**

- Bakery & Patisserie- Bread making, Preparation of Simple Enriched Bread Recipes(Bread Loaf, Bread Rolls, French Bread), Preparation of Simple Cake Recipes & Sponge(Genoise, fatless, Swiss Roll, Fruit cake, Rich cake & Madeira
- Pastry-Preparation of Dishes using variety of Pastry , Short Crust Jam, Tart, Turn over, Laminated- Palimers, Khara Biscuits, Danish, Cream Horns, Choux Paste, Éclairs & Profitrols.
- Simple cookies-Preparation Of Simple cookies like Golden Goodies, Swiss Tart, Chocolate chick cookies Chocolate Fingers.

### **REFERENCE BOOKS**

- Professional Baking – Wayne Gisslen
- Basic Baking – S C Dubey
- A Professional Text to Bakery & Confectionary – John Kingslee
- Sandy’s Book & Bakery – Vermont & Rochster

# **FOOD & BEVERAGE OPERATIONS AND MANAGEMENT**

## **(PRACTICAL)**

- Beverage order taking procedures.
- Service of cigars and cigarettes.
- Service of liquors
- Making & Service of cocktails & mocktails
- Compiling a menu with wine 2
- Filling of Banquet function prospectus, Menus
- Formal banquets (Seating arrangements and service procedures)
- Banquet seating styles, formal banquet service
- Setting up of bar with glasses & equipment
- Mise-en-place for serving a dish from Gueridon Trolley & Service of dishes (flambe & salads)
- Setting up of buffets and service procedures.

### **Reference Books:**

1. Food & Beverage Service- Lillicrap & Cousins
2. Modern Restaurant Service- John Fuller
3. Beverage Book- Andrew, Dunkin & Cousins
4. Bar & Beverage Book- Mary Porter & Kostagris
5. Alcoholic Beverages- Lipinski & Lipinski
6. Food & Beverage Mgmt – Bernard Davis, Andrew Lockwood, Sally Stone



## SEMESTER 6

### INDUSTRIAL EXPOSURE TRAINING

- The training programme is a unique opportunity for students to gain invaluable knowledge and experience in the real world. The objective of the Industrial Training for students is to have hands on exposure in hotels that are rated 4 star and above, where the theoretical knowledge gained at college is validated by relevant experiences in real life situations. Each student has to undergo Industrial Exposure Training of 18 weeks duration mainly in the core areas of the hotel, but can train in the ancillary areas too, if permitted by the hotel
- During the course of the IET students are supposed to maintain a Log Book to enter the day to day observations by the student. Also he could enter his suggestions, if any. The student should get his Log Book signed by his Supervisor / Manager on a daily basis.
- The student should get his Appraisal Form duly filled up by the respective department head and the HR Manager / Training Manager immediately after he completes training in the concerned department and before he moves over to the next department.
- The students are also required to prepare a Training Report in triplicate, within two weeks of completion of the training period.
- A training report presentation is to be done by the students. A PowerPoint presentation on that department (based on the report) should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for a duration of 10 minutes. It should be based on the same department that the report is being made in.
- The presentation should include details about the department. For e.g.: Incase of Kitchen Department, (Introduction of the Department, Hierarchy, Job responsibilities of the staff in the hierarchy, a brief description of the different outlet kitchens in the hotel, etc.)
- Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned / observed.
- The evaluation will be carried out for Training Report, Log Book, Report Presentation, Training Attendance, Feedback from Training Hotel (to be recorded in a Training Appraisal form given from the college) and VIVA.
- Attendance:
  - Under the Semester system, compulsory industrial exposure has been provided for in SEM V comprising 18 weeks or 126 days including weekly off. On total working [108 days], students who does not cover up 80% attendance will have to redo the IET.

Model Question Papers

**BACHELOR OF SCIENCE IN CULINARY ARTS**

**&**

**CATERING TECHNOLOGY**





**MAHATMA GANDHI UNIVERSITY, KOTTAYAM.**  
**BACHELOR OF SCIENCE IN CULINARY ARTS & CATERING TECHNOLOGY**  
**MODEL QUESTION PAPER -SEMESTER - I**  
**FRONT OFFICE OPERATIONS**

Time: 3 HRs

Marks:80

**SECTION-A**

**Write Short Answer (Answer any Nine of the following)**

**9X2=18**

1. Write down the sections of Front-office?
2. Write down any 5 major equipment's in F.O?
3. What is the duty of concierge?
4. Write down any 2 modes of reservation?
5. Write down any 3 sources of reservation?
6. What do you mean by CRS?
7. What do you mean by late c/out?
8. Define ARR?
9. What do you mean by discrepancy report?
10. Define overbooking?
11. What do you mean by repeat guests?
12. What do you mean by return reservation?

**SECTION-B**

**Write Paragraph answer (Answer any six of the following).**

**6x4=24**

13. What is the duty of F.O.A?
14. Draw the layout of Front office department?
15. Explain guaranteed reservation?
16. Explain 1.cancellation 2.overbooking
17. Explain about types of reservation?
18. Explain about late charges?
19. Explain room occupancy percentage?
20. Explain double occupancy percentage?
21. Explain various tools to sell rooms?

**SECTION C**

**Short Essay (Answer any THREE questions)**

**6x3=18**

22. Write down the attributes of Front office personnel?
23. Explain 1.CRS 2.Instant reservation?
24. Explain 1.Occupancy% 2.Revenue report 3.Daily report
25. Explain role of Front office personnel in maximizing occupancy?
26. Explain room availability forecast?

**SECTION D**

**Long Essay (Answer any TWO questions)**

**10X2=20**

27. Explain the co-ordination of Front office with other departments?
28. Write down the procedure for taking reservations?
29. Explain rule of thumb approach?
30. Draw the format of ten day forecast forms?

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**MODEL QUESTION PAPER - SEMESTER - II**  
**FOOD HYGIENE AND SANITATION**

Time: 3 hrs

Total Marks: 80

**SECTION-A**

**Write Short Answer (Answer any NINE of the following).**

**9x2=18**

1. Define sanitation.
2. What do you mean by food contamination?
3. Expand LIFO and FIFO
4. What is danger zone?
5. Name 2 useful microorganisms.
6. Define fermentation.
7. Name 2 equipment's required for food premises
8. What is sanitizing?
9. Define HACCP
10. Name 2 Natural preservatives.
11. Define food adulteration.
12. Name 2 metallic contaminants.

**SECTION-B**

**Write Paragraph answer (Answer any six of the following).**

**6X4=24**

13. Explain personal hygiene and do's and don'ts in kitchen hygiene.
14. What is food contamination? What are types of food contamination in meat and dairy products?
15. Write down the temperature for the following.  
a) Freezer b) Refrigerator c) Dry storage d) Danger zone
16. What are the common intestinal parasites?
17. Name the harmful bacteria in food industry.
18. Discuss about the inspection of drinking water.
19. What is STP? Explain.
20. What are the chemical preservatives?
21. What are the methods of detection of adulterants for the following:  
A) Tea                      B) Chilly powder

**SECTION-C**

**Write Short Essay (Answer any Three of the following)**

**3x6=18**

22. What are the types of food contamination? Explain
23. Explain the process of selection and receiving of food.
24. What is the role of micro-organisms in preparation of bakery products and alcoholic beverages.
25. Explain in detail about the major equipments required for food industry.
26. What are bacterial toxins and mycotoxins? Explain.

**SECTION-D**

**Write long Essay (Answer any Two of the following)**

**(2x10=20)**

27. Explain in details the food contamination in various foods.
28. What is food borne illness, symptoms and the control measures?
29. What are the sanitation methods followed in food production areas?
30. What are the common adulterants in food? Explain with detection methods.

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**MODEL QUESTION PAPER -SEMESTER - III**  
**HOUSE KEEPING OPERATIONS**

Time: 3 hrs

Total Marks: 80

**SECTION –A**

**I Answer in short: Answer any nine questions only:**

**(9 X 2 =18)**

1. What is second service?
2. What do you mean by turn down service?
3. Give an example for a cleaning agent.
4. Name any one mechanical cleaning equipment.
5. What is spotting?
6. What is valet service?
7. What is recycling of linen?
8. What do you mean by discarding?
9. Define capital budget.
10. SOP
11. Give an example for a contract service.
12. What is blanket order purchase?

**SECTION-B**

**II Answer any six questions in a paragraph:**

**(6 x 4=24)**

13. Explain the responsibilities of housekeeping department.
14. What are the duties of control desk?
15. Explain the principles of cleaning.
16. What are the activities of a linen room?
17. Write the selection criteria for linen.
18. Write any four types of stain and their removal procedure.
19. Write the advantages of in- house laundry.
20. What are the methods to be followed in controlling expenses?
21. How will you select a supplier?

**SECTION-C**

**III Write short essays on any three questions:**

**( 3 X 6 = 18)**

22. Explain the rules to be followed in a guest floor.
23. Write a note on stores indent form and its uses.
24. Draw the layout of linen room and explain.
25. Write a note on area inventory list.
26. What are the records maintained for purchase? Explain

**SECTION -D**

**IV Write an essay on any two of the following:**

**(2 X 10=20)**

27. Classify the various types of cleaning agents and their maintenance.
28. Explain the flow process of industrial laundering.
29. Discuss the process of budget making.
30. Explain the various methods of purchasing.



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**MODEL QUESTION PAPER -SEMESTER - III**  
**HOTEL ACCOUNTANCY**

Time: 3 hrs

Total Marks: 80

**SECTION –A**

**Write Short Answer (Answer any NINE of the following).**

**(9X2=18)**

1. Define accounting.
2. What are the objectives of accounting?
3. Accounting equation.
4. GAAP
5. Journal
6. Compound journal entry
7. Trial balance
8. Ledger
9. Trading account
10. Balance sheet
11. Marshaling
12. BRS

**SECTION-B**

**Write Paragraph answer (Answer any six of the following).**

**(6 x 4=24)**

13. What are the systems of accounting?
14. Explain the different branches of accounting.
15. What do you mean by accounting conventions?
16. State the difference between journal and ledger.
17. State the advantages of preparing a trial balance.
18. What are the different classifications of assets?
19. Explain any two adjustments in preparing final accounts.
20. State the difference between capital and revenue expenditure.
21. What are the utilities of P&L account?

**SECTION-C**

**Write short essays (Answer any THREE of the following)**

**(3\*6=18)**

22. State the advantages of accounting.
23. What are the various accounting concepts?
24. What are the advantages of subsidiary books?
25. State the difference between P &L account and B/S
26. Define depreciation and explain its causes.

**SECTION D**

**Write long Essay (Answer any Two of the following)**

**(2x10=20)**

27. Write journal entries and ledger accounts.
  1. 2010, June 1 Ram invested Rs. 5,00,000 cash in the business.
  2. Paid into bank Rs. 80,000
  3. Purchased building for Rs. 3,00,000
  4. Purchased goods for Rs. 70,000
  5. Sold goods for Rs. 80,000
  6. Withdrew cash from bank Rs.10,000
  7. Paid electric charges Rs. 3,000
  8. Paid salary Rs. 15,000
28. Enter the following transactions in the double column cash book.

2010 May 1	Cash in hand Rs. 30,000
2	Paid into bank Rs. 10,000
3	Cash purchases Rs. 2,500

- 4 Loan obtained from Vasan Rs.10,000
- 5 Cash deposited in bank Rs. 7,500
- 6 Cash sales Rs. 2,500
- 8 Rent paid by chequeRs. 2,000
- 10 Cash withdrew for office use Rs. 4,000
- 14 Paid NanduRs. 300 by money order.
- 15 Akil directly paid into our bank account Rs. 3,000
- 25 Cash withdrawn from bank Rs. 5,000

29. Explain the different types of accounts with examples and state its rules.

30. From the following trial balance you are required to prepare the final accounts.

<u>Particulars</u>	<u>Debit</u>	<u>Credit</u>	
Capital		20,000	
Debtors	5,400		
Drawings	1,800		
Machinery	7,000		
Creditors		2,800	
Wages	10,000		
Purchases	19,000		
Opening stock	4,000		
Bank balance	3,000		
Carriage charges	300		
Salaries	400		
Rent & taxes	900		
Sales		29,000	
Total	51,800	51,800	

Additional information:

1. Closing stock Rs.1,200
2. Outstanding rent & taxes Rs.100
3. Charge depreciation on machinery @10%
4. Wages prepaid Rs.400

(2\*10=20)



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**BACHELOR OF SCIENCE IN CULINARY ARTS & CATERING TECHNOLOGY**  
**MODEL QUESTION PAPER -SEMESTER - III**  
**NUTRITION AND FOOD SCIENCE**

Time: 3hrs

Total Marks: 80

**SECTION-A**

**Write Short Answer ( Answer any Nine of the following).**

**9x2=18**

1. Define nutrition
2. What is balanced diet?
3. Define energy.
4. Expand: A) BMR B)SDA
5. What is menu planning?
6. What is obesity?
7. What are the classes of proteins?
8. What is Maillard reaction?
9. What are the types of browning?
10. Define meal planning.
11. What are food groups?
12. Define RDA.

**SECTION-B**

**Write short essays (Answer any Six of the following)**

**(6x3=18)**

13. What do you mean by: A) Mal nutrition B) Under Nutrition
14. What are the classifications of nutrients?
15. What are functions of carbohydrates?
16. What is diabetes mellitus? What are the symptoms?
17. What are objectives of meal planning?
18. What are the functions of carbohydrates?
19. What are the common food processing techniques?
20. Write an example of low cost menu consisting of 5 courses.
21. Write the importance of balanced diet.

**SECTION-C**

**Write Short Essay ( Answer any Three of the following)**

**3x6=18**

22. What is importance of food in maintaining good health?
23. What are the factors affecting energy requirement of the body?
24. What is osteoporosis? How to plan a diet for person suffering from this disease?
25. What are functions, sources and deficiency disease caused by proteins?
26. Plan a 5 course menu for breakfast and lunch for the Industrial worker.

**Write Long Essay (Answer any Two of the following)**

**2x10=20**

27. What are the dimensions of health?
28. Plan a 6 course menu for lunch and dinner for a person who is suffering from Diabetes mellitus.
29. What are lipids? What are the functions ,sources and deficiency of lipids?
30. What are the considerations to be kept in mind while planning a meal for adolescents and old age People? Explain in detail.

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**MODEL QUESTION PAPER -SEMESTER - IV**  
**QUANTITY FOOD PRODUCTION**

Time:3hrs

Total Marks: 80

**SECTION-A**

**Write Short Answer (Answer any NINE of the following).**

**9x2=18**

1. Define indenting.
2. Name any 2 equipment's of quantity food production.
3. List out any 2 Indian herbs.
4. What is tempering?
5. Define Bain-marie.
6. List out any 4 utensils of quantity food production.
7. Define Dum.
8. What is purchase cycle?
9. What is the storage temperature of perishable foods?
10. What is dhokla?
11. Define Panchporan.
12. Name any 2 Chettinad sweets.

**SECTION-B**

**Write Paragraph (Answer any six of the following).**

**6x4=24**

13. What are the factors to be affected the indenting?
14. Write down the principles of planning quantity food production.
15. Write in detail about the basic principles of menu planning.
16. Brief about outdoor catering.
17. Discuss about the modern development in equipment manufacturing.
18. Name any 5 cold generating equipment.
19. How will you select the good supplier?
20. Brief about Parsi.
21. Name any 6 Indian snacks.

**SECTION -C**

**Write Short Essay (Answer any THREE of the following)**

**6x3=18**

22. What are the points to be considered while planning the menu in industrial catering?
23. How will you maintain the deep freezer?
24. Brief about standard purchase specification.
25. Discuss about the Goan cuisine.
26. What are the spices used in Indian cuisine?

**SECTION-D**

**Write Long Essay (Answer any Two of the following)**

**2 x 10 =20**

27. Brief about the classification of equipment in quantity food production.
28. Write in detail about the techniques of purchasing.
29. Plan a ten course menu for Mughalai theme dinner.
30. Briefly explain about Bengal cuisine.

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**MODEL QUESTION PAPER - SEMESTER – IV**  
**TRAINING, LEARNING AND DEVELOPMENT**

Time: 3 hrs

Total Marks: 80

**Section – A**

**WRITE SHORT NOTES (ANSWER ANY *NINE* QUESTIONS)**

**(2 x 9 = 18)**

1. Define Training?
2. What do you mean by Job rotation?
3. What is brain storming?
4. What is MBO?
5. Define Knowledge Management?
6. Define Recruitment?
7. What is mind mapping?
8. Define Aptitude test?
9. Define E-Training?
10. Mention any four objectives of Management Development?
11. What is a Case Study?
12. What is Training Evaluation?

**Section – B**

**PARAGRAPH QUESTIONS (ANSWER ANY *SIX* QUESTIONS)**

**(4 x 6 = 24)**

13. What are the contents of Job description?
14. Explain Sensitivity training?
15. What are training aids?
16. What do you understand by task analysis?
17. What are the factors influencing learning process?
18. Differentiate between management development and organizational development?
19. What is the importance of staffing function in today's environment?
20. How can we explain Job evaluation?
21. What are the different types of test?

**Section – C**

**WRITE SHORT ESSAY (ANSWER ANY *THREE* QUESTIONS)**

**( 6 x 3 = 18)**

22. Explain the role of training and development in an organization?
23. What are the methods of performance appraisal?
24. Explain the different ego states in Transactional analysis?
25. Explain the steps involved in Job Analysis?
26. What are the internal and external factors affecting Staffing?

**Section – D**

**WRITE LONG ESSAY (ANSWER ANY *TWO* OF THE FOLLOWING)**

**( 10 x 2 = 20)**

27. Explain about training concepts?
28. Explain in detail the principles on training?
29. Explain the importance of Knowledge Management in Training and Development?
30. Write in detail about the need and principles of evaluation.



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**MODEL QUESTION PAPER -SEMESTER - V**  
**FOOD & BEVERAGE OPERATIONS AND MANAGEMENT**

Time:3hrs

Total Marks:80

**Section-A**

**Write Short Answer ( Answer any eight of the following).**

**6x2=16**

1. Define Finger Buffet
2. Define Formal banquets
3. List three limitations of Gueridon.
4. Name 4 trolleys used in F&B Service.
5. What is Cellar?
6. Define Checklist.
7. Define Menu Fatigue
8. Define Menu Merchandising.
9. Define menu Engineering.
10. Define Dispense Bar.
11. What is Mise – en – place
12. What is Gueridon?

**Section-B**

**Write Paragraph (Answerany six of the following).**

**6x4=24**

13. Write the objective of good Layout.
14. Briefly explain about Banquets and types.
15. Write Advantage and Disadvantage of Gueridon Service
16. Write in Brief about Menu Engineering
17. Explain Costing and Different types of Costing.
18. Objectives of F&B Management.
19. Explain the toast procedure
20. Prepare a table plan for a wedding reception for 400 pax
21. Explain types of banquet.

**Section C**

**Write Short Essay (Answer any THREE of the following)**

**6x3=18**

22. Briefly explain about the objective of a good layout
23. Write short essay about types of banquets.
24. Explain about the different types of buffets.
25. Describe about beverage management.
26. Write down the factors to be considered while planning an outlet.

**Section-D**

**Write Long Essay (Answer any Two of the following)**

**2x10 = 20**

27. Explain in Detail about Constrains of Menu Planning.
28. Draw a Diagram of Gueridon Trolley and Explain about the equipments used in gueridon Trolley.
29. Write in Detail about Points to be considered while planning F&B Outlets.
30. Briefly explain about the procedure followed in wedding reception and wedding Breakfast.

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**MODEL QUESTION PAPER -SEMESTER - III**  
**PRINCIPLES OF MANAGEMENT**

Time: 3 hrs

**GENERIC ELECTIVE**

Total Marks: 80

**SECTION –A**

**Write Short Answer ( Answer any NINE of the following).**

1. **Define management.**
2. What are the functions of management?
3. Is management a science or an art?
4. What are the three levels of management?
5. Define planning.
6. What is a budget?
7. What is division of labour?
8. What is meant by recruitment?
9. Job analysis
10. Job description
11. Mention the techniques of direction.
12. SWOT analysis.  
(9X2=18)

**SECTION-B**

**Write Paragraph answer (Answer any six of the following).**

**(6 x 4=24)**

13. Distinguish management from administration.
14. What are the functions of top management.
15. Explain the role played by a manager in a business.
16. How is an entrepreneur differ from a manager?
17. What are the advantages of planning?
18. Explain the steps to make planning effective.
19. Distinguish formal organization from informal organization.
20. Discuss the important principles of directing.
21. Explain the merits and demerits of internal source of recruitment.

**SECTION-C**

**Write short essays (Answer any THREE of the following)**

**(6\*3=18)**

22. Discuss the 14 general principles of management given by Henry Fayol.
23. Discuss the various steps involved in the planning process.
24. Explain the principles of organization.
25. Explain in detail the various external sources of recruitment.
26. Explain the concept of management by exception.

**SECTION D**

**Write long Essay (Answer any Two of the following)**

**(2x10=20)**

27. Discuss the various stages in the control process.
28. Explain the concept of MBO together with its merits and demerits.
29. Explain the importance of organization.
30. Explain budgetary control with its merits and demerits.

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BACHELOR OF SCIENCE IN CULINARY ARTS & CATERING TECHNOLOGY  
MODEL QUESTION PAPER

Time: 3 hrs

Generic Elective papers

Total Marks: 80

MARKETING MANAGEMENT

Total Marks: 80

SECTION –A

**I Answer in short: Answer any nine questions only:**

**(9 X 2 =18)**

1. What is green marketing?
2. What do you mean by CSR?
3. What do you mean by branding?
4. Write a note on CRM.
5. Define a market.
6. What do you mean by product positioning?
7. What is a product mix?
8. Define niche marketing.
9. What is demographic segmentation?
10. What is a brand?
11. What is a marketing channel?
12. Expand PLC.

SECTION-B

**II Answer any six questions in a paragraph:**

**(6 x 4=24)**

13. Write a note on online marketing.
14. Explain the nature of marketing.
15. What do you mean by market scanning?
16. What is brand orientation?
17. Write a note on the importance of retention in relationship marketing.
18. What is the role of promotion in marketing?
19. Write a note on product mix.
20. What do you mean by mass marketing?
21. How can you brand a product?

SECTION-C

**III Write short essays on any three questions:**

**( 3 X 6 = 18)**

22. Discuss the merits and demerits of personal selling.
23. What is a product life cycle? Explain.
24. Explain the 7 P's of marketing.
25. Write a note on any three marketing concepts.
26. Write a note on green marketing.

**IV Write an essay on any two of the following:**

**(2 X 10=20)**

27. Write a note on the various pricing strategies.
28. Discuss the various market segmentation in detail.
29. Explain the marketing intelligent system.
30. Discuss the various marketing channels.

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**MODEL QUESTION PAPER**  
**EVENT MANAGEMENT**

Time: 3 hrs

**Generic Elective paper**

Total Marks: 80

**SECTION -A**

**I Answer in short: Answer any nine questions only:**

**(9 X 2 =18)**

1. What do you mean by an event?
2. Name any two elements of event.
3. What is a target audience?
4. What is a loss leader pricing?
5. Define a decor.
6. Name any two miscellaneous events.
7. What is a regional event?
8. Who is a florist?
9. What is target pricing?
10. What is skimming?
11. Define decorators.
12. Expand SWOT.

**SECTION-B**

**II Answer any six questions in a paragraph:**

**(6 x 4=24)**

13. Explain in detail about MICE.
14. Explain in detail about organisers of event.
15. What is the purpose of an event?
16. Discuss about the nature of event.
17. List the difference between festival and sporting.
18. Write a note on various needs addressed by events.
19. Explain in detail about the purpose of event.
20. Discuss few corrective measures to prevent deviations.
21. Briefly discuss the importance of strategic planning.

**SECTION-C**

**III Write short essays on any three questions:**

**( 3 X 6 = 18)**

22. Discuss a few event marketing tips.
23. What are the strategies to be followed to reach the target audience?
24. Explain the nature of event.
25. Discuss the various types of events.
26. Explain the various pricing strategies followed in event management.

**SECTION -D**

**IV Write an essay on any two of the following:**

**(2 X 10=20)**

27. Explain the various types of pricing an event.
28. Discuss in detail the various strategic market planning.
29. What is the role of media in event management?
30. Explain the process of evaluation of an event.

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**MODEL QUESTION PAPER -SEMESTER – V**  
**CORE ELLECTIVE**  
**ADVANCED GARDE MANGER & CULINARY ARTS**

Time : 3 hrs

Total Marks: 80

**Section-A Write Short Answer (Answer any NINE of the following).**

**9X2=18**

1. Define larder.
2. What do you mean by yield testing?
3. What is forcemeat?
4. Define casings.
5. What is ham?
6. Define gammon.
7. Name any 2 wines used for cooking.
8. What is brine?
9. Define the term curing.
10. Define the term pate.
11. What do you mean by thawing?
12. Name any 2 chemicals used for scullery.

**Section-C Write Paragraph (Answer any six of the following).**

**6x4=24**

13. List down the equipment's used in larder department.
14. Brief about larder control.
15. Explain about the types of fillings.
16. What are the difference between mousse and mousseline?
17. List out the uses of wines in cooking.
18. Brief about the methods of curing.
19. Write about the types of marinade.
20. Write in detail about the periodic maintenance of kitchen equipment.
21. List down the needs of thawing.

**Section-C Write Short Essay (Answer any THREE of the following)**

**6X3=18**

22. Draw the layout of larder department and explain the sections of larder.
23. Write in detail about the types of mousse.
24. Write down the ideal uses of herbs in cooking.
25. What are the difference between Brine, Cures and Marinades?
26. Describe about the kitchen stewarding and scullery.

**Section-D Write Long Essay (Answer any Two of the following)**

**10x2=20**

27. List down the functions of larder department and hierarchy of larder staff.
28. Explain in detail about the various types of sausages.
29. Describe about the classification of herbs.
30. Define Ballontine. Give the recipe and method for making galantine.

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**MAHATMA GANDHI UNIVERSITY, KOTTAYAM.**  
**BACHELOR OF SCIENCE IN CULINARY ARTS & CATERING TECHNOLOGY**  
**MODEL QUESTION PAPER -SEMESTER – V**  
**CORE ELECTIVE**  
**ROOMS DIVISION MANAGEMENT**

Time: 3 hrs

Total Marks: 80

**Section –A**

**Write Short Answer (Answer any Nine of the following)**

**9x2=18**

1. Define yield?
2. Define sales strategy?
3. What do you mean by fixing of room revenue?
4. Write down any 3 uses of PMS in the hotel?
5. What do you mean by H.K,standards?
6. What do you mean by inventories?
7. What do you mean by FOREX?
8. Write down any 3 Govt. recognized travel agents?
9. Write down any 3 international currencies?
10. What do you mean by breakdown?
11. Write down any 3 measures to be taken while fire accident?
12. What do you mean by tipsy guest?

**Section-B Write Paragraph answer (Answer any six of the following).**

**6X4=24**

12. Explain the individual reports prepared by night audit?
13. Explain hotel performance report?
14. Explain yield and yield management?
15. Explain about sales strategy.
16. Describe about supplies & inventories?
17. Explain about H.K. standards?
18. Explain about recognized travel agents in FOREX?
19. Explain about different types of guests?
20. Describe the measures to be taken in fire accident?

**Section-C Write Short Essay (Answer any Three of the following)**

**3x6=18**

21. Elaborate the duties of Manager on duty?
22. Explain Hubbart formula?
23. Explain the use of PMS in the hotel?
24. Elaborate about foreign encashment?
25. Explain prevention measures to be taken in the hotels?

**Section-D Write Long Essay (Answer any Two of the following)**

**2x10=20**

26. Explain the duties of night auditor?
27. Explain about budgeting of rooms division?
28. Explain CU5CRT26about PMS software used in hotels?
29. Explain different types of foreign currency with values?

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