

MASTER OF HOTEL MANAGEMENT (MHM)

PROGRAMME STRUCTURE AND SYLLABUS

2019-20 ADMISSION ONWARDS



EXPERT COMMITTEE IN TOURISM AND HOTEL MANAGEMENT (PG)

MAHATMA GANDHI UNIVERSITY

2019

EXPERT COMMITTEE IN TOURISM AND HOTEL MANAGEMENT (PG)

| | | | |
|----|-------------------|---|-------------|
| 1. | Dr. Robinet Jacob | Director, School of Tourism Studies, Priyadarsini Hills, MG University, Kottayam, Kerala | Chairperson |
| 2. | Dr. Joseph P.D. | Asst.Professor, Dept. of Tourism, Mangalore University, Mangalagangothri-574199, Karnataka | Member |
| 3. | Dr. Deleep D | Asst.Professor, Dept. of Tourism Studies, GPM Govt College, Majeswar, Kasargod | Member |
| 4. | Dr. B George | Principal, Madurai Kamaraj University College, Alagar Kovil Road Madurai- Tamilnadu | Member |
| 5. | Dr. R Kannan | Professor Department of Hotel Management and Tourism Madurai Kamaraj University Palkalai Nagar, Madurai-625 021, Tamilnadu | Member |
| 6. | Mr.Manas Benny | Asst.Professor, Dept. of Tourism Studies, Mar Ivanios College, Trivandrum | Member |
| 7. | Dr. P Prem Kanna | Prof. & Head, Department of Catering & Hotel Management, Hindusthan College of Arts & Science, Coimbatore – 641028 | Member |

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MHM DEGREE PROGRAMME

(Mahatma Gandhi University Regulations PGCSS2019 from 2019-20 Academic Year)

1. AIM OF THE PROGRAMME:

The two-year Masters in Hotel Management has been designed to meet the growing demand for experts in hotels, motels, fast food chains, tourism centers, resorts, medical, mountain and sports tourism sectors in India as well as in the rest of the world besides jobs in top managerial positions.

The Hotel, Tourism and Travel industry is growing by leaps and bounds. With this exponential growth, India is all set to have at least 50000 more hotel and motel establishments in the coming five years. Accordingly, a competent cadre of young professionals with expert knowledge of hotel management, tourism and travel techniques is required for enabling these hotel organizations to manage their respective departments like travel desk, front office, catering, housekeeping and other engineering and legal departments.

2. ELIGIBILITY FOR ADMISSION

Candidates for admission to the first semester of the PG programme through Credit Semester System (CSS) shall be required to have passed any Degree examination of Mahatma Gandhi University or any other examination of any recognized University or authority accepted by the Academic council of Mahatma Gandhi University as equivalent thereto.

3. MEDIUM OF INSTRUCTION

The medium of instruction and examinations shall be English.

4. FACULTY UNDER WHICH THE DEGREE IS AWARDED

Faculty of Tourism and Hospitality Studies

5. DURATION OF THE PROGRAMME

The duration of the programme is Four Semesters / Two years

6. COURSE STRUCTURE:

This P.G. programme in MASTER OF HOTEL MANAGEMENT includes

(a) Core courses, (b) Electives (c) Project (d) Internship

THE PROGRAMME STRUCTURE

| SEMESTER-I | | CREDIT | HOUR/WEEK |
|-------------------|---|---------------|------------------|
| CODE | THEORY | | |
| TR 010101 | Food & Beverage Production | 3 | 4 |
| TR 010102 | Food and Beverage Service | 3 | 3 |
| TR 010103 | Tourism Management | 2 | 4 |
| TR 010104 | Bakery & Confectionary | 3 | 3 |
| TR 010105 | Human Resource Management | 2 | 3 |
| | PRACTICALS | | |
| TR 010106 | Food Production I Practical - Introduction & Bakery | 3 | 4 |
| TR 010107 | Food and Beverage Service I Practical | 3 | 4 |
| | | 19 | 25 |

| SEMESTER-II | COURSE | CREDIT | HOUR/WEEK |
|--------------------|---|---------------|------------------|
| CODE | THEORY | | |
| TR 010201 | Housekeeping Management -1 | 3 | 3 |
| TR 010202 | Front Office Management -1 | 3 | 3 |
| TR 010203 | Financial & Hotel Accounting | 2 | 4 |
| TR 010204 | Hospitality Marketing | 2 | 3 |
| TR 010205 | Food Safety and Nutrition | 2 | 2 |
| | PRACTICALS | | |
| TR 010206 | Housekeeping I Practical | 2 | 3 |
| TR 010207 | Front Office I Practical | 2 | 3 |
| TR 010208 | Food Production II Practical – Quantity Food Production | 3 | 4 |
| | | 19 | |

| SEMESTER – III CODE | COURSE | CREDIT S | HOURS/WEE K |
|--------------------------------|--|---------------------|------------------------|
| TR 010301 | Food Production Operations | 3 | 4 |
| TR 010302 | Food & Beverage Service Operations | 3 | 4 |
| TR 010303 | Hotel Facility Management | 2 | 3 |
| TR 010304 | Information Technology for Hotel and Tourism | 2 | 4 |
| TR 010305 | Entrepreneurship for Tourism & Hotel Industry | 3 | 4 |
| | PRACTICALS | | |
| TR 010306 | Food Production III Practical - Food Production Management | 3 | 3 |
| TR 010307 | Food & Beverage Service II Practical - F&B Operations | 3 | 3 |
| TR 010308 | Information Technology Practical | 19 | 25 |

| SEMESTER-IV CODE | COURSE SELECT ANY ONE GROUP OF ELECTIVE PAPERS | CRE DITS | HOURS/Wee k |
|-----------------------------|---|---------------------|------------------------|
| Programme Elective-1 | TR 800401 Food Production Management | 5 | 7 |
| | TR 800402 Food and Beverage Management | 5 | 6 |
| | TR 800403 Cold Kitchen Operations | 5 | 6 |
| (OR) Programme Elective -2 | TR 810401 Housekeeping Management -II | 5 | 7 |
| | TR 810402 Front Office Management - II | 5 | 6 |
| | TR 810403 Travel Agency and Tour Operators Business | 5 | 6 |
| | TR 820401 Allied Catering Industries | 5 | 7 |

| | | | |
|------------------------------|--|----|------|
| (OR)Programme Elective -3 | TR 820402 Event Management in Hotel Industry | 5 | 6 |
| | TR 820403 Food Preservation | 5 | 6 |
| | | | |
| TR 010401 | PROJECT | 4 | 6 |
| TR 010402 | INTERNSHIP | 4 | ---- |
| | | 23 | 25 |

SEMESTER I

TR 010101- **FOOD & BEVERAGE PRODUCTION (THEORY)**

UNIT I PRINCIPLES OF COOKERY

- Aims of cooking,
- Various factors affecting eating habits,
- Kitchen organization chart. Foundation,
- Raising, thickening agents in cookery.
- Role of flavoring, seasoning and sweetening agents in cookery

UNIT II IMPORTANCE OF RAW MATERIALS IN COOKERY

- Cereals-Varieties - Processing – Storage and uses in Cooking
- Pulses-Varieties –Storage-and Uses in Cooking
- Dairy products and their uses in cookery
- Fruits and nuts, Oil seeds. used in cookery
- Spices and Condiments.

UNIT III METHODS OF PROCESSING FOOD

- Preparation of Ingredients Methods of cutting vegetables and meat and fish.
- Methods of mixing, and Methods preparation of foods.
- Cooking equipment
- Indian cookery-Variious ingredients-utensils and their description.
- Methods of preparation of Indian foods-Indian culinary terms
- Religious and cultural influences of Indian cookery.

UNIT IV SELECTION AND IDENTIFICATION:

- Selection of Fish, meat, Beef, Pork and Vegetables available in local market
- Different cuts of meat, fish, pork and vegetables.
- Selection procedure for processed meat and meat products (bacon, ham, fish, beef, mutton etc)
- Meat tenderizers, marinating, Art of making sausages.
- Selection of eggs. uses of eggs in cookery.

UNIT V MENU PLANNING & KITCHEN DESIGNING

- Menu, examples of menu
- Types and Characteristics
- Menu planning consideration
- Constrains & Merchandising
- Kitchen Layouts- Planning a Kitchen Operation-
- Architecture of Kitchen Installation-

- Space Management Criteria
- Equipment's
- Technology in Commercial Kitchen

REFERENCE BOOKS

1. Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications)
2. Practical Cookery – Kinton and Ceserani (ELBS Publications)
3. The Theory of Catering – Kinton and Ceserani (ELBS Publications)
4. Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)
5. A Taste of India – Madhur Jeffrey.

TR 010102 -FOOD & BEVERAGE SERVICE (THEORY)

UNIT-I DEPARTMENTAL ORGANISATION & STAFFING

- Organization of F&B department of hotel
- Principal staff of various types of F&B operations
- French terms related to F&B staff
- Duties & responsibilities of F&B staff
- Qualities of a waiter
- Inter-departmental relationships(Within F&B and other department)

UNIT- II F & B OUTLETS & TYPES

- Types of food serving sectors (welfare & Commercial)
- Specialty Restaurants
- Coffee Shop
- Cafeteria
- Fast Food (Quick Service Restaurants) E. Grill Room
- Banquets
- Bar
- Vending Machines
- Discotheque

ANCILLIARY DEPARTMENTS

- Pantry
- Food pick-up area
- Store
- Linen room
- Kitchen stewarding

UNIT-III MEALS & MENU PLANNING:

- A. Menu Origin
- B. Menu Planning Procedure
- C. Types of Menu
- D. French Classical Menu
 - Examples from each course
 - Cover of each course
 - Accompaniments

Types of Meals:

- Breakfast (English, American Continental, Indian)
- Brunch
- Lunch
- Afternoon/High Tea
- Dinner
- Supper

UNIT IV TYPES OF FOOD SERVICE

- Russian service
- American service
- English service
- French service
- Room service
- Buffet service
- Gueridon service
- Lounge service

UNIT V

- New Trends in Revenue control system
- Manual guest check system
- Automated guest check system, ECR & NCR
- Point of sale guest checks system.
- Special check used in Food serving outlets
- Billing and billing methods and Types
- Preventing Theft of Revenue.

Reference Books

1. Food & Beverage Service – Lillicrap & Cousins
2. Modern Restaurant Service – John Fuller
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill
4. Food & Beverage service- Vijay Dhawan
5. Food & Beverage Service– Sudhir Andrews, Tata McGraw Hill

TR 010103 -TOURISM MANAGEMENT (THEORY)

UNIT -I

- Tourism Industry and its structure: attractions, accommodation, transportation.
- Present trends in domestic and global tourism.
- Concepts, definitions, origin and development of Tourism History
- Pleasure travel Types of tourism, Forms of tourism: domestic
- International, regional, inbound, outbound, Tourism network and components of tourism
- Interdisciplinary approaches to tourism.
- Tourism system (Leiper's Model)

UNIT -II

- Tourism organizations: World Tourism Organisation (WTO), Pacific Area Travel Association(PATA), World Tourism &Travel Council (WTTC)Role and function of Ministry of Tourism, Govt. of India, ITDC, FHRAI, IHA, IATA.

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UNIT -III

- Tourism bills of Rights, tourism code, Manila declaration
- International conventions-Warsaw convention 1924, Chicago convention 1944,Brussels convention 1961and 1966
- International convention on travel contract, Athens convention 1974, Helsinki accord, 1976, The IATA general conditions of carriage (passenger and baggage)

UNIT -IV

- Documentation areas:- Passport, Tourist Card, Visa, special papers, Health certificate
- Regulations regarding foreign exchange and insurance
- International travel regulations

UNIT -V

- National Tourist Organizations (NTO) and National Tourism policies, National Policy
- 1982- National Tourism Board Recommendation reg:- National Action Plan 1992, Tourism Policy 2002, Vision 2025 of DOT- Kerala

Reference Books:-

1. Tourism Principles -Philosophy, Practices, Goldener, C & Ritchie, B John Wiley, New York.
2. Tourism principles &Practices, Geoper et al, Pearson Edn., New York.
3. Tourism: Operations and Management, Sunetra Roday, Archana Biwal &Vandana Joshi Oxford University Press
4. Tourism- Principles and Practices Swain, Sambath Kumar, Mishra J,M, , Oxford University Press
5. Access: Introduction to Travel and Tourism Marc Mancini (2008), Thomson Delmar
6. An introduction to Tourism N. Jayapalan (2001), Atlantic Publishers, New Delhi.
7. Basics of Tourism Krishnan K Kamra & Mohinder Chand (2004), - Theory, Operation and Practice, Kanishka Publishers, New Delhi.

TR 010104 -BAKERY & CONFECTIONERY (THEORY)

UNIT I: INTRODUCTION TO BAKERY AND CONFECTIONERY

- Scope of bakery-Organizational structure-Units of Measurements-Bakery terms-Basic equipments and types of oven (Electric oven and non-electric oven) - OTG, Microwave, rotary, single deck, double deck, pizza oven-Diesel, gas, brick-Baking temperatures for bread and confectionery-Conversion the degree- Concept of Hygiene and its importance in bakery- Personal hygiene-Work area hygiene-Basic first aid.

UNIT II: BREAD MAKING

- Different methods-straight method,(Salt delay, no time dough), Sponge method-Steps involved in bread making-Characteristics of good Bread-External: Volume, symmetry, shape, color, Internal: Texture, aroma, clarity, elasticity, Bread Faults and remedies.
Natural: Milk, egg, S.M.P, Soya flour, fat, sugar-Chemical: GLYCERYL MONO STEARATE Potassium bromate, potassium iodate.
Rope and mold-Causes and Prevention.

- **LAYOUT AND RIGHT APPROVAL FOR SETTING UP OF A BAKERY**

Location-Government procedure-Selection of equipment-Total space required-Electricity.

Examples and Origin -Bread center pieces- Bread Basket, Braided Bread- Satillage - Salt dough, Types, Techniques and usage

UNIT III: BAKERY AND CONFECTIONERY OPERATION MANAGEMENT

- Setting up a Bakery and confectionery-Advanced modern equipments and tools, Planning and Layout, Operations Planning, Menu Planning/ Engineering, Material Management-Purchase specification, Effective storage and usage, Operation designing- Work flow, Man power Planning-Shifts, duty rotas. Yield Management-Standardization of recipes and making technique, Portion control, Yield testing- Baking/Preparation loss etc. Quality Assurance-Basic Standardization Certifications, HACCP, Food law regulations

UNIT IV: CONFECTIONERY

- **INTRODUCTION TO CONFECTIONERY**

Scope of confectionery-Confectionery terms-Small and large equipments used in confectionery

- **ROLE OF RAW MATERIALS USED IN CONFECTIONERY**

Essential ingredients- Flour, eggs, sugar, shortening and flavourings. Optional Ingredients
baking powder, dry fruits, baking soda, dairy products etc.

- **LEAVENING AGENTS, FATS AND OILS, MOISTENING AGENTS**

Chemical, natural water vapour and biological-Composition of fats and oils, functions, types
and storage-Milk, Egg, water and Juices.

- **COLOURING AND FLAVOURING AGENTS**

Natural and synthetic colours -Natural and synthetic additives.-Fruits and nuts- types and
examples and usage -Setting Agents-Marine gums, agar, alginate, Irish moss and pectin
and gelatin and types-Manufacturing process of jam and jelly

- **CAKE MAKING PROCESS AND METHODS**

Process- sieving, creaming, whipping, heating, folding, consistency, panning, make-up, baking,
storage-Sugar batter method-Flour batter method- Genoese -Blending

- **CHARACTERISTICS OF CAKES**

External – Internal - Cake faults and remedies.

UNIT V: PASTRY

- Definition-Types- short crust, puff, choux, flaky, Danish pastry, recipes, products, trouble shooting and remedies. Biscuits-Definition, differences between biscuits and cookies, methods of making biscuits and cookies and types, characteristics, faults and remedies. Meringues- Definition, types and uses. Chocolate work- Uses of cocoa and chocolate in confectionery-Icings

and topping- types and examples and applications-Pastry creams-types-Cake Decorations-
Marzipan and Pastillage or Gum paste

- **SUGAR CONFECTIONERY ARTS**

Cooked Sugar Displays-Basic sugar cooking with various stages-Cooked sugar techniques-Spun sugar, caramel decorations, Poured sugar works, Pulled sugar, blown sugar, Rock sugar and Nougatine- Uncooked Sugar Displays- Pastillage- GumpasteMoulding, Modelling techniques-Marzipan-(cooked, uncooked)- Modelling and cutouts etc-Royal Icing – Stencils, etc-Center piece prepared using sugar works.

Text Books and Reference Books:

1. Professional Baking by Wayne Gisslen
2. The Professional Pastry Chef: Fundamentals of Baking and Pastry by Bo Friberg
3. The Advanced Professional Pastry Chef by Bo Friberg
4. Professional Bread Baking by Hans Welker

TR 010105-HUMAN RESOURCE MANAGEMENT (THEORY)

UNIT -I

- Human Resource Management in Hospitality Industry
- Meaning, Definition, What is HRM, Significance, Functions and objectives of HRM.
- Human Resource Planning & Ethical issues-Introduction, HRP at different levels, process of HRP. Ethical issues:-Introduction, ethical issues in HRD
- Human Relation and human need, understanding human behavior

UNIT-II

- Human Resource Development-Significance of HRD, The concept of HRD, Scope of HRD, Need for HRD, Objectives of HRD, Functions of HRD Manager.
- Performance Appraisal –Meaning, Need and Purpose of performance appraisal and development, Methods of performance appraisal-Trait methods, Behavioral Methods and Result Methods.
- Use of Performance Appraisal.

UNIT-III

- Strategic Human Resource Environment –Introduction, Internal and external environment.
- Strategic HRM-Introduction, meaning of strategy and strategic management, strategic management process.
- Management Development-Introduction, meaning, Objectives, essential ingredients of the management development program, Techniques of Management development-on the job techniques, off the job techniques.

UNIT -IV

- Motivation in Hospitality Industry
- Meaning, purpose, importance process, E-communication,
- Communication-oral, written, non-verbal, Barriers to communication.
- Motivation-Meaning, types of motives and motivation, steps in motivation, Maslow's theory of hierarchy and Herzberg's two factor theory.
- E-Human Resource Management-Introduction
- Aspects of E-HRM:-E-Job design and analysis, E-HR Planning, E-recruitment, E-selection, E-performance management, E-training and development, E-HR records, information and audit.

UNIT-V

- Leadership
- Definitions of Leadership
- Styles of Leadership
- Kurt Lewin
- Autocratic or authoritarian style
- Participative or democratic style
- Laissez-faire or free rein style
- Situational Leadership
- Fiedler's Least Preferred Co-worker (LPC) Theory
- Transactional Leadership

- Leader-Member Exchange (LMX) Theory
- Transformational Leadership
- Role of Leadership in Human resource Development.

Reference Books:

1. Milkovich, George T and Newman J.M., Compensation, Tata McGraw Hill
2. Henderson, R.O., Compensation Management, Pearson Education.
3. Martocchio, J.J., Strategic Compensation, Pearson Education.
4. Aguinis, Herman, Performance Management, Pearson Education, Inc.
5. Kandula, Srinivas R., Performance Management, PHI, New Delhi.
6. De Simone, R.L. and Harris, D.M., Human Resource Management, Thomson Learning, Bombay.

TR 010106 -FOOD PRODUCTION I PRACTICAL - INTRODUCTION & BAKERY

- Identification of ingredients, kitchen equipment, groceries, Fats & Oils convenience food, vegetables as per classification (Root, stem, leafy, flower, fungi, Herbs), Cuts of vegetables
- Fish & shellfish – Cuts of Fish –Cuts of poultry –Demonstration & Identification of carcass of Lamb, Leg, shoulder, neck, Best end, Breast, scrag-end, Saddle.
- Preparation of stocks & Preparation of Sauces:
Individual students practical: By compiling Menus (3-4 dishes of the following courses with appropriate accompaniments)
- Soup: Cream-spinach, Tomato, Dubarry, Puree-Carrot, Lentil, Consommé – 3 varieties of garnishes, Broth – Scotch broth, mixed vegetable. Veloute’ – Chicken Princess. National soups – Mulligatawny, cabbage chowder, Minestrone, French onion.
- Preparation of Egg dishes: Boiled, Fried, Poached, Scrambled, Omelets (Plain & Stuffed) Encocotte.
- Fish: Mornay, Florentine, Orly, Meuniere, Colbert, Grilled, Portuguese.
- Cooking of poultry: Roasting, grill, Sauté, Fry, Stew.
- Cooking of Mutton: Roasting, Braising, Stewing, Boiling, grilling
- Cooking of Beef: Grilling, Boiling, Roasting and Braising.
- Potato, Vegetable, Salads & Carving

BAKERY

- Cold Sweets: Butter Scotch sponge, Honey comb mould, Chocolate Mousse, Lemon sponge, Trifle, Coffee Mousse, Blancmange, lemon Soufflé.
- Hot Sweets: Caramel custard, Christmas pudding, Bread & Butter pudding, Albert pudding.
- Simple Cookies: Demonstration & preparation of Melting Moments. Swiss Tarts, Tri Colour Biscuits, Chocolate Chip Cookies, Chocolate Cream Fingers, Bachelor Buttons, Cherry Knob.
- Bread Making: Demonstration & Preparation of simple and enriched bread variations
- Simple Cakes,
- More variety of Yeast products

REFERENCE BOOKS:

1. Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications)
2. Practical Cookery – Kinton and Ceserani (ELBS Publications)

3. The Theory of Catering – Kinton and Ceserani (ELBS Publications)
 4. Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)
 5. A Taste of India – Madhur Jeffrey.
 6. Theory of Bakery and Confectionery by Yogambal, Ashok Kumar
 7. The Chocolate Cook Book by TarlaDalal.
 8. Great chefs Great chocolate :byJulia M. Pitkin.
-

TR 010107-FOOD & BEVERAGE SERVICE I PRACTICAL

Basic Technical Skills

- Task-01: Holding Service Spoon & Fork
- Task-02: Carrying a Tray / Salver
- Task-03: Laying a Table Cloth
- Task-04: Changing a Table Cloth during service
- Task-05: Placing meal plates & Clearing soiled plates
- Task-06: Stocking Sideboard
- Task-07: Service of Water
- Task-08: Using Service Plate & Crumbing Down
- Task-09: Napkin Folds
- Task-10: Cleaning & polishing glassware

Non-Alcoholic beverage service

- Tea – Preparation & Service
- Coffee - Preparation & Service
- Juices, Mocktails & Soft Drinks - Preparation & Service

Table lay-up & service

- Task-01: A La Carte Cover
- Task-02: Table d' Hote Cover
- Task-03: Types of breakfast Cover
- Task-04: Afternoon Tea Cover & High Tea Cover

TRAY/TROLLEY SET-UP & SERVICE

- Task-01: Room Service Tray Setup
- Task-02: Room Service Trolley Setup

PREPARATION FOR SERVICE (RESTAURANT)

- A. Organizing Mise-en-scene
- B. Organizing Mise-en-Place
- C. Opening, Operating & Closing duties in various F&B service outlets

PROCEDURES FOR SERVICE OF A MEAL

- Task-01: Taking Guest Reservations
- Task-02: Receiving & Seating of Guests
- Task-03: Order taking & Recording
- Task-04: Order processing (passing orders to the kitchen)

Task-05: Sequence of service

Task-06: Presentation & Encashing the Bill

Task-07: Presenting & collecting Guest comment cards

Task-08: Seeing off the Guests

Special Food Service - (Cover, Accompaniments & Service)

Task-01: Classical Hors d'oeuvre

Task-02: Cheese

Task-03: Dessert (Fresh Fruit & Nuts)

Text Books and Reference Books:

1. Food Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill Publishers, New Delhi.
2. Food & Beverage Service – Lillicrap & John Cousins, Elbs Publication, New Delhi.
3. Food & Beverage Service – Vijay Dhawan, Frank Brothers & Company New Delhi.

SEMESTER - II

TR 010201- HOUSE KEEPING MANAGEMENT- 1 (THEORY)

UNIT -I

- Importance of housekeeping department
- Responsibilities of housekeeping department
- Organizational structure
- Housekeeping personnel
- Lay out of the department
- Coordination with other departments

UNIT - II

- Determining staff strength.
- Recruiting ,selecting, hiring, orienting and training
- Motivating employees
- Time and motion studies and job analysis
- Team work and leader ship, employee welfare and discipline

UNIT -III

- Planning housekeeping operations
- The planning process of Housekeeping department.
- Contract and outsourcing.
- Contract service in housekeeping.

UNIT - IV

- Hotel guestrooms
- Types of guest rooms
- Guest room status
- Guest floor rules
- Fabric-types and types of weaves- characteristics and uses of usual fabric.
- Laundry services- dry cleaning and stain removal, records maintained in laundry, valet services.
- Bed & bedding- size, care & cleaning of beds- bed linen, blankets, bed spreads & mattress covers & pillow mattresses.
- Interior designing.
- Objectives, types of design.
- Elements and principles of design.
- Designing for the disabled.

UNIT – V

- **Latest trends in Housekeeping Department**
- New Property countdown – Work Schedules. Contracts, Purchasing, orientation, and training for new employee – for dealing with guest.
- Bath Butlers – Valet Services (arranging and assisting guest for rejuvenate bath)
- Amenity trends (Yoga Mats, Sleeping Kits, types of pillows)
- Interior Design – Flower Arrangements, Colour Schemes,Lighting , Floor ,Furniture and Fittings.
- EVA Floors – Single Lady rooms and their Amenities.

Reference Books:

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

TR 010202 FRONT OFFICE MANAGEMENT - I (THEORY)

UNIT -I

- Classification of hotels based on size, target markets, levels of service, ownership and affiliations, reasons of travelling etc
- Hotel organization
- Organizational structure of Front office department
- Front office salesmanship- up selling techniques; upgrading; front office reception as a sales department
- Guidelines to selling- by telephone, face to face; selling to the business person, conference and group business- how to compete in this market.

UNIT -II

- Sales relation and social skills
- The role of guest relations officer; types of guest problems
- Skills necessary for dealing with problems; solving problems
- Handling complaints; course of action to take when handling problems; follow up action
- Telephone handling skills.

UNIT -III

- Flow of guest information between sections of front office and other departments; Reservations, reception, mail and information, desk, front office cashier, telephones, housekeeping dept., engineering dept., accounts dept
- Importance of log books
- Information/bell desk/ concierge: functions of the information dept; handling guest mail, messages, registered and insured mail, guest tickets and special requests, information binder
- Lobby hierarchy, duties of the bell desk, luggage handling, running errands, vending stamps, scanty baggage guest, control on bell caption, concept of concierge.

UNIT -IV

- Functions of front office accounting system- guest accounting system; the check out procedure
- , settlement of guest accounts, late check outs, methods of account
- Settlement and procedures for accepting such settlements.
- Credit control- the meaning of credit control; objectives of credit control measures
- Hotel credit control policy
- Guest with guaranteed bookings
- Settlement by corporate accounts
- Accounts settled by credit cards, credit control measures required when receiving reservations, credit control measures at check in; credit control measures by other sales department; credit control at check out; after guest departure, preventing skippers- on arrival, during the stay, on the day of departure, the right of lieu

UNIT -V

- P.O.S
- Central reservation system
- Electronic reservation system

Latest trends in Front Office Department

- Handling Difficult Scenarios
- Customer Delight through magical experiences
- KYG – Know your Guest

- Cross selling & Upselling revenue generating departments
- Experiential tourism
- Express Check in procedures (Kiosk and other equipment's)
- Latest Room access techniques – Biometric Iris recognition
- Robotics in Front Office Operations
- Knowledge about the property - Rooming Process& Room Orientation

Reference Books:-

1. Check-in Check-out(Jerome Vallen)
2. Hotel Front Office Training Manual. (Sudhir Andrews)
3. Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J.Huyton)
4. Hotel Front Office (Bruce Braham)
5. Managing Front Office Operations(MichaelKasavana, Charles Steadmon)
6. Front Office Procedures and Management(Peter Abbott)
7. Front Office operations/Accommodations Operations(Colin Dix)
8. Front Office Operation and Administration (Dennis Foster)

TR 010203- FINANCIAL & HOTEL ACCOUNTING (THEORY)

UNIT -I

- Financial accounting – nature, concept, definition, objectives, functions ,advantages and limitations.
- Accounting concepts, and conventions; Accounting equation
- Rules of Debit and Credit. Classification of accounts

UNIT -II

- Preparation of Journal, Ledger, and trial balance.
- Preparation of final accounts – income statements and Balance sheet without adjustments.

UNIT -III

- Hotel accounting – meaning, functions and significance.
- Classification of Hotel Departments- Revenue and Non- Revenue producing.
- Departmental accounting-Allocation and apportionment of expenses
- Advantages and drawbacks of allocation

UNIT -IV

- Uniform system of accounting – concept, meaning, advantages and disadvantages.
- Various types of schedules – rooms and F&B

UNIT -V

- Internal Control
- Definition & Objective of Internal Control, Characteristics of Internal Control
- Implementation & Review of Internal Control

Reference Books :-

1. Juneja, Chawla&Saksena – Double Entry Book Keeping – Kalyani Publications.
2. Maheshwari&Maheshwari – An Introduction To Accountancy 5th – Vikas Publishing House.
3. Bhattacharya - Financial Accounting for Business Managers, Prentice Hall of India.
4. R.L. Gupta – Advanced – Sultan Chand & Sons.
5. S.N. Maheshwari – Principles of Management Accounting – XI Edition – Sultan Chand & Sons

TR 010204-HOSPITALITY MARKETING (THEORY)

UNIT-1

- Basic Introduction to marketing
- Definition of Marketing Management
Marketing Concepts and Functions
- Difference between marketing and selling
- Features of Hospitality marketing, customer expectation from Hospitality services, Value chain linkage in hotel industry, Classification of Hotel industry.

UNIT-II

- Market segmentation, Concept, Need
- Basis of Target Market
- Market Positioning
- Understanding Consumer Behaviour
- Factors Influencing Consumer Buying Decisions

UNIT-III

- Services marketing
- Product and Service Development
- Marketing Mix in services marketing (7P's)
- Branding, Brand equity, Brand loyalty, Trade Mark
- Packaging and labeling
- Pricing of Products, Factors Influencing pricing policy Types of Pricing
- Promotion, Advertising, sales promotion, personal selling, public relations in hotel industry, place (distribution)
- Electronic channels

UNIT-IV

- Consumer Behavior in hotel industry
- Customer expectation
- Post purchase evaluation
- Logistic and supply chain management
- Factors affecting the choice of a channel distribution
- E- Marketing plan, TeleMarketing
- Push and Pull marketing
- Direct Marketing
- Enterprises resource planning

UNIT-V

- Managing the customer mix
- Customer Delight approach
- Marketing strategies for hotel industry
- Emerging trends in marketing
- Market research
- Product positioning

Reference Books:

1. Services Marketing-People, Technology, Strategy, Lovelock, Christopher, Wirtz, Jocken and Chatterjee, Jayanta; Pearson Education; New Delhi.
2. Services Marketing – Integrating Customer Focus Across the Firm, Zeithaml, Valarie A. &Bitner, Mary Jo; Tata McGraw Hill; New Delhi.
3. Services Marketing - Rao, K., Rama Mohana; Pearson Education; New Delhi.
4. Essentials of Service Marketing - Hoffman & Bateson; Thomson Asia Ptc. Ltd., New Delhi.
5. Services Marketing - Rampal, M.K. & Gupta, S.L.; Galgotia Publications; New Delhi.
6. Services Marketing – The Indian Perspective, Shanker Ravi; Excel Books, New Delhi.
7. Hospitality Marketing Management by Robert D. Reid, David C. Bojanic
8. Marketing Hospitality by Cathy H. C. Hsu, Thomas F. Powers

TR 010205- FOOD SAFETY AND NUTRITION (THEORY)

Unit 1: Micro Organism

Moulds, Yeasts, Bacteria

- Types, Growth, Temperature conditions, Moisture, Time, Growth pattern and Control. Role of Microbes in food preparation.
- Beneficial effect – Economic importance. Harmful effects – Food poisoning. Food infections and food infestation.

Unit 2: Food Adulteration and Food Preservation

- Types of common food adulterants test to detect food adulteration. Laws to prevent. Food Adulteration, Food Standards, Food Additives.
- Principles of food preservation use of low and high temperature, chemical preservatives, Irradiation deep freezing, canning and sterilization. Use of preservatives and their standards.

Unit 3: Nutrition

- Definition of Nutrition
- Nutrition classification
- Macro and Micro nutrients
- Carbohydrates, proteins, fats, minerals, and vitamins, water and fibre. Sources, Deficiency diseases, excessive intake, RDA. Digestion and absorption of food

Unit 4: Nutrition and Food

- Nutrition and healthy eating, Five food groups, Balanced diet, Food for patients – like Diabetic, Blood Pressure etc. Food for Children, Working Women, Hard working men, Sports persons, Fat free and high fibre. Factors affecting the nutritive value of food, product development, water, proteins, carbohydrates, lipid, emulsions.

Unit 5: Health and Hygiene

- COSHH – Control Of Substances Hazardous to Health – Legislation – 1990/91 Amendments
Safety regulation, Accidents, Prevention and First Aid

Reference:

- Tara Paster, The Haccp Food Safety Training Manual, John Wiley & Sons, 2006
- Carol Wallace, William Sperber, Sara E. Mortimore, Food Safety for the 21st Century: Managing Haccp and Food Safety Throughout the Global Supply Chain, John Wiley & Sons, 2006
- Curricula on food safety. Directorate general of health services. Ministry of health and family welfare. Government of India. NirmanBhavan, New Delhi.
- Food Safety Fundamentals, Prentice Hall, April 2002

TR 010206-HOUSE KEEPING I PRACTICALS

Topics

- Routines & variables for check out, stay over & vacant rooms
- Setting up of Maid's cart
- Daily cleaning routine of rooms & public area
- Weekly cleaning routines
- Special cleaning programmers
- Public area cleaning
- Various types of housekeeping equipment's, use, care & maintenance
- Bed making
- Care & cleaning of different surfaces
- Handling & use of cleaning Agents
- Guest Room Inspections
- Interior Decoration
- Colour Schemes
- Floor finishes
- Laundry Management
- Uniform designing
- Floor finishes

Reference Books:

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

TR 010207 - FRONT OFFICE I PRACTICALS

Topics

- Appraisal of Front Office Equipments and Furniture (Rack, counter, Bell Desk)
- Filling up of Various Performa
- Welcoming of Guests
- Telephone Handling
- Role play
- Reservations
- Arrivals & Departure
- Luggage handling
- Message and Mail Handling
- Paging
- Case study
- Preparing training modules for entry level (GRA) employees.
- Designing a customer feedback form.
- Conducting a market research for identifying customer needs

Reference Books:-

1. Check-in Check-out(Jerome Vallen)
2. Hotel Front Office Training Manual. (Sudhir Andrews)
3. Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J.Huyton)
4. Hotel Front Office (Bruce Braham)
5. Managing Front Office Operations(MichaelKasavana, Charles Steadmon)
6. Front Office Procedures and Management(Peter Abbott)
7. Front Office operations/Accommodations Operations(Colin Dix)
8. Front Office Operation and Administration (Dennis Foster)

TR 010208- FOOD PRODUCTION II PRACTICAL – QUANTITY FOOD PRODUCTION

Hyderabad

GoshtBriyani /Mirchi-Ka-Salan / Bagara Baingan / Dum-Ka-Murgh /Boorani Raita

Double-Ka-Meetha

Kerala

NeiChoru, Samba Soru (Red Pounded Rice) / Avial / Erusery /MeenMoilee

Ada Pradaman

Punjab

Lassi / Aloo Paratha Makki-Ki-Roti / Paneer Makhani / Dal Makhani / MachliAmritsari

Pudina Pulao / Gajar – Ka-Halwa

Kashmir

Kashmiri Pulao / Mutton Roganjosh / Rajma Gogji / KahmiriKhameeri Roti

AdrakwalaMurgh

Maharashtra

DahiShorba All Varieties of Chat Items / Vangi Bath / MuttonKolapuri /Fish Curry / PuranPoli

Bengal

Macherjhol, Doijhol / Ghee Bath / MacherMathaMoonger Dal /Rasmalai / GulabJamun

Tamil Nadu

KozhiRasam /Yeravaruval /Chicken Chettinad /Urulai Roast /Beans Usili

Sambar / Samba Soru /PusanikaiHalwa

Goa

Sea food rice / Mutton Vindaloo / Vegetable Xacutti / Goan Fish curry /Bibinca

Chats

Breakfast Buffet menu

Idli / dosa / uthappam/ Pongal / sambhar / chutney (3 varieties)/ Pooribhaji / Aloo paratha / Meduvadai / sambar vadai / curd vadai / masala vadai/ Kitchadi (rava) / Bread butter / jam / marmalade / toast / Egg (all varieties) / Muffins / brioche / croissant / Danish Pastry/ Hot beverages.

Text Books and Reference Books:

- 1.Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications)
- 2.Practical Cookery – Kinton and Ceserani (ELBS Publications)
- 3.The Theory of Catering – Kinton and Ceserani (ELBS Publications)
- 4.Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)
- 5.A Taste of India – Madhur Jeffrey.

SEMESTER-III

TR 010301 - FOOD PRODUCTION OPERATIONS

UNIT –I PRODUCTION MANAGEMENT

- Kitchen Organization
- Allocation of Work
- Job Description, Duty Rosters
- Production Planning
- Production Scheduling
- Production Quality & Quantity Control
- Forecasting & Budgeting

- PRODUCT & RESEARCH DEVELOPMENT
 - A. Testing new equipment, B. Developing new recipes C. Food Trails D. Organoleptic & Sensory Evaluation

UNIT II YIELD MANAGEMENT:

- Introduction to Yield Management-
- Calculation of Yield
- Concept of Maximizing Profit in Yield
- Cost Calculation and Yield Management.

UNIT III

INDENTING, PURCHASING, STORING AND ISSUING:

- Indenting and Requirements-
- Purchasing with Market Research-
- Storing, requirements for storing- issuing to departments.
- Frauds
- VOLUME FEEDING: Catering for volume. Institutional Catering. Processed Food Production Units- Fast Food Management & Transport catering.

Unit IV

- International cuisine: -Specialty foods, curry paste and condiments.
- Methods of cooking Ethnic dishes, Specialties, Recipes and Equipment in relation.
- Indian, Caribbean, Chinese, Greek, Indonesian, Japanese, Mexican, Middle East, Spanish, Thailand, USA

UNIT – V NEW TECHNIQUES & TRENDS:

Introduction- Molecular gastronomy – Scientific developments- Techniques Tools and Ingredients

Text Books and Reference Books:

1. " Theory of Bakery and Confectionery by Yogambal, Ashok Kumar
2. . The Chocolate Cook Book by TarlaDalal.
3. Great chefs Great chocolate :byJulia M. Pitkin.
4. Catering and Kitchen Management by KartikLamba
5. Molecular Gastronomy : Exploring the Science of Flavor by Herve This ans Malcom De Bevoise A.
6. Professional Chefs- AtuindSaras

TR 010302 FOOD & BEVERAGE SERVICE OPERATIONS

UNIT -I

PLANNING OF VARIOUS F&B OUTLET

- Objective of a good layout
- Factors to be considered while planning
- Calculating space requirement
- Various set ups for seating
- Planning staff requirement
- Menu planning
- Selecting and planning of heavy duty and light equipment
- Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc.

UNIT -II

BANQUETS

- Types
- Organisation of Banquet department
- Duties & responsibilities
- Sales
- Booking procedure
- Banquet menus
- Space Area requirement , Table plans/arrangement

BUFFETS

- Factor to plan buffets
- Types of buffets
- Buffet sequence

Unit-III NON ALCOHOLIC BEVERAGES

- Production of Alcoholic beverages
- Wine & Classification
- Beer & Classification
- Spirits & Classifications (whisky , Brandy , Gin , Rum , Vodka and other spirits)

UNIT - IV

- Mixology
- Classifications
- Techniques of Mixology
- New trends in Mixology
- Classic and Contemporary Cocktails

UNIT -V

- Production of Liqueurs
- Methods of Production
- Examples with Brand names , Base, colour and country of origin
- Dispense Bar & Cellar

Reference Books:

1. Food & Beverage Service-Lilicrap& Cousins
2. Modern Restaurant Service- John Fuller
3. Food & Beverages Service Taining Manual-Sudhir Andrews
4. Bar & Beverage Book- Costas Katsigris, Mary Porter, Thomas
5. Professional Guide to Alcoholic Beverages- Lipinski
6. Alcoholic Beverages- Lipinski & Lipinski
7. Bartenders Guide- BD & L.

TR 010303 HOTEL FACILITY MANAGEMENT
UNIT 1: Planning Management

- Introduction to Facilities Planning
- Design & Layout
- Planning process
- Developing the concept
- Equipment Requirements
- space Requirements
- Bidding of Awarding Contracts
- Construction Works planning - planning Team.

UNIT 2: Concept of Designing

- Concept of Designing Hospitality properties
- Development Strategy & Brand Management – Asset Management.

UNIT 3: Functional Organizations

- Functional Planning
- Concepts of Flow
- Functional Requirements
- Other Requirements
- Work place Design
- Environment of Work place
- Materials Handling
- Various kinds of Equipment
- minor, Major Departments of Hotel Operatios

UNIT 4: Space Organization and Procedures

- Space Requirements
- Space Estimates
- Total Facility Size

- Dining Areas
- Production Areas
- Space Calculations
- Receiving Area
- Storage Areas
- Serving Areas.

UNIT 5: Food and Beverage layout Design.

- Foods service Layouts
- General Restaurants
- Hotel Food Service
- Airlines Catering Kitchen – In Plant Cafeteria – Maintenance – International Dimensions.

Reference Books:

- Edward A Kazarian – Food Service Facilities Planning.
- Joseph Ransely – Developing Hospitality Properties & Facilities.
- David M Stipaunk – Hospitality Facility Management.
- S.K.Hajra – Production Management Accounting.

TR 010304 - INFORMATION TECHNOLOGY FOR TOURISM & HOTEL INDUSTRY

UNIT- 1

Information concepts and Processing - Introduction to Computer- Characteristics - History -Generations – Classifications - Application of computer – Elements of computer-Advantages and Disadvantages- Input and output devices- Hardware and Software concepts - Operating systems language classification - Compilers and Interpreters - Network Theory – Network application - Network channels - various types of Networks

UNIT- 2

Introduction to MS word – Creating – Editing – Formatting – Saving documents – Types of document format – Mail Merge features – Parts of MS word window – Features of Ribbons – Using MS word Tools – Spelling and Grammar – Mail merge – Printing Envelops and labels

UNIT- 3

Introduction of Spreadsheet & excel - Getting started with excel- Editing cells - Using commands and functions - Moving and copying - Inserting and deleting rows & columns -Getting help and formatting a worksheet - Printing the worksheet - Creating charts - Using date and time - Addressing modes - Naming ranges – Statistical and mathematical functions.-Database in a worksheet - Additional formatting commands and drawing tool bar – Internet usage in Business Email - Multiple worksheets and macros.

UNIT- 4

Introduction to MS Power Point - Power point basics - Editing text - Adding subordinate points - Deleting slides - Working in outline view - Using design templates - Adding graphs - Adding organization Charts - Running an electronic slide show - Adding special effects - Creating Presentation using MS power point

UNIT- 5

Management Information system – An overview – Introduction to MIS – Applications of MIS inAccounting and Finance Management – Marketing Management – Materials Management – Production Management – Personal Management – Role of Computers in MIS

Reference Books:

- 1.Donald Knuth The Art of Computer Programming
- 2.Brian W.Kernighan, Rob Pike- The Practice of Programming

3.Eric Raymond-The Art of Computer Programing

4.Sanjay saxena-Punjab Technical University

TR 010305 ENTREPRENEURSHIP FOR TOURISM AND HOTEL INDUSTRY

UNIT – I

Entrepreneurship

- Definition, Role and expectations
- Entrepreneurial styles and types
- Characteristics of the Entrepreneur
- Functions of an Entrepreneur
- Promotion of Entrepreneurship

UNIT – II

- Entrepreneurial Motivation Theories
- Assistance Programme for Small Scale Units
- Institutional Framework
- Role of SSI Sector in the Economy
- SSI Units
- Failure, Causes and Preventive Measures

UNIT – III

- Ownership Structures
- Proprietorship, Partnership, Company, Co-operative, Franchise. [**PTT:** Proprietorship, Partnership]

UNIT – IV

- Identification of Business Opportunity
- Preparation of Feasibility Report
- Financial and Technical Evaluation
- Project Formulation
- Common Errors in Project Formulation
- Specimen Project Report

UNIT – V

- Entrepreneurship in Sectors like Agriculture, Tourism, health care, Transport and allied services
- Women Entrepreneurship
- Problems faced by Women Entrepreneurs
- Development of women Entrepreneurship

Reference Books:

- Donald L. Sexton & Raymond W. Smilor, The Art and Science of Entrepreneurship, Ballinger
- Clifford M. Baumbach & Joseph R. Mancuso, Entrepreneurship and Venture Management, Prentice Hall
- Richard M. Hodgets, Effective Small Business Management, Academic Press

TR 010306- FOOD PRODUCTIONIII PRACTICALS – FOOD PRODUCTION MANAGEMENT

- To impart perfect skills in the preparations of Regional, Indian, Chinese and Continental Cooking:
- Chinese Cooking: Introduction, Regions, Ingredients, Equipment's, Cooking method, Eating etiquettes and Menu Planning. International Cookery: Italian, Mexican, Continental and Oriental Cooking.
- International Breads - Focaccia - Lavash - Pita - Pizza Bread - Ciabatta - Cheese Bread - Garlic Bread - Quick Breads- Cheese biscuits - Herbed biscuits - Banana Bread – Sugar and Types , Icing – types, usage of Icing
- Different Types of Pastry's , pizza and burgers.

Reference Books:-

1. The Larder Chef – M.J. Leto&W.H. K.Bode
2. Garnishes- Lyn Rutherford
3. Larousse Gastronomique – Cookery Encyclopedia- Paul Hamlyn
4. Professional Chefs- Art of Garde Manger (4th Edition) Frederic H. Semerschmid and John F. Nicolas
5. Classical Recipes of the world – Smith, Henry
6. Food Hygiene and Sanitation- S. Roday-Hill Publication
7. The Art and Science of Culinary Preparations- Jerald.W.Chesser
8. The Advanced Professional Pastry Chef- Bo Friberg. Planning & Control for Food & Beverage Operations – Jack D.Ninemeier
9. Management of Food & Beverage Operations - Jack D.Ninemeier
10. Food & Beverage Management (third edition) –Bernard Davis, Andrew Hockwood, Sally Stone

TR 010307- FOOD & BEVERAGE SERVICE II PRACTICAL – F&B OPERATIONS

1. Dispense bar –Organizing Mise-en-place
2. Identification of bar equipments
3. Setting up of Bar
4. Service of Wine And Beer & setting up of wine trolley
5. Service of Spirits
6. Service of Liqueurs and setting up of liquor Trolley
7. Wine and drink list in bar
8. Service of other spirits
 - a. Aperitifs
 - b. Tequila
 - c. Cider
 - d. Perri
 - e. Sherry
 - f. Saki
 - g. Cocktails

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

TR 010308- INFORMATION TECHNOLOGY PRACTICAL

UNIT – 1

- **MS-WORD:** Text manipulation, changing the font size, font type, and font style, making the text bold, underlining the text, aligning the text (Centre, justify, left, right), cut, copy, paste. Paragraph indenting & spacing, bullets & numbering, spelling & grammar check, inserting a picture from clip art, auto shapes, and word art. Table manipulation- creating tables, inserting & deleting rows & columns, changing width & height, changing table borders. Mail merge concept, printing formats.

UNIT- 2

- **MS-EXCEL:** Entering the data, changing the fonts, changing row heights & column width, formatting the data, sorting the data. Formula processing- creating simple formula, using function (ABS, SQRT, LEN, SUM, ROUND, AVG, COUNT, CONCATENATE, FIND). Inserting & Formatting charts, inserting pictures, printing formats.

UNIT – 3

- **MS-POWER POINT:** Creating simple presentations, saving, opening and existing presentation, creating a presentation using Auto content wizard & template. Using various auto-layouts, charts, table, bullets & clip art. Viewing an existing document in various views-outline view, slide view, slide show view, slide sorter view and note pages view.

UNIT – 4

- **Information Technology** Introduction, Nature of I.T. Design, Choice of the I.T and the M.I.S

UNIT – 5

- **PROPERTY MANAGEMENT SYSTEM**
Creating, amending and Cancellation of Reservation
Updating of Guest Profiles
Registration – Walk in guest & Reserved guest
Creation of guest folio
Posting of guest bills in folio.
Split folio
Bill Settlement – modes of settlement
Night Audit - Day end process

Reference Books:

1. Donald Knuth The Art of Computer Programming
2. Brian W. Kernighan, Rob Pike- The Practice of Programming
3. Eric Raymond- The Art of Computer Programming
4. Sanjay saxena- Punjab Technical University

SEMESTER IV

Elective - students can select ANY ONE ELECTIVE of the following 3 electives

PROGRAMME ELECTIVE – 1

TR 800401- FOOD PRODUCTION MANAGEMENT (Theory)

UNIT -I MENU MANAGEMENT

- Menu Design
- Menu development
- MENU MERCHENDISING
- Descriptions
- Layout
- Design and pricing
- Sales mix

UNIT -II Other Catering Operations

- Institutional and Industrial Catering

List the points to be considered while planning the Institutional and Industrial catering

Constraints of catering operations in Industrial Catering

- Hospital Catering

List the points to be considered while planning the Hospital Catering

- Constraints of operations in Hospital Catering
- Diet Menus and Nutritional Requirements
- Outdoor catering

List the points to be considered while planning for Outdoor catering

- Constraints of operations in Outdoor catering

UNIT -III Culinary Math and Recipes

-
- Basic calculations, Ratios, decimals & percent's
- Calculating food cost
- Calculating food cost percentage.
- A.P.Q (as purchased quantity)
- E.P.C (edible portion cost)
- R.C.F (recipe conversation factor)
- Recipe cost, standardized recipe

UNIT -IV

- Food Production and food Safety
- An introduction to food production practices governed by changing federal and state regulations
- Prevention of food borne illness through proper handling of potentiality hazardous food
- HACCP Procedures, Hazard analysis and Critical Control Point
- Importance of Food Safety in Hotel Industry

- Safe food preparation, storing and reheating
- Kitchen safety, facility sanitation

UNIT -V

- Plate presentation and display
- Hot food presentation
- Fundamentals of plating
- Garnish (edible & non edible)
- Cold food presentation
- Buffet arrangement and appearance
- Buffet Service
- Hot foods for buffet

Reference Books : -

1. Practical Cookery -Victor Ceserani& Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani& Ronald Kinton, ELBS
3. Theory of Catering- Mrs. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I – Ms. Thangam. E. Philip, Orient Longman.
5. The Professional Chef (4th Edition)- Le Rol A. Polsom
6. The book of Ingredients- Jane Grigso

TR 800402- FOOD AND BEVERAGE MANAGEMENT (Theory)

UNIT -I

- Cost control
- Define cost control
- Objectives of cost control
- Cost concepts
- Classification of cost
- Elements of cost

UNIT -II

- Budgetary Control
- Define Budget
- Define budgetary Control
- Objectives of Budgetary Control
- Types of Budget
- Frame work.

UNIT -III

- Variance analysis
- Standard cost
- Cost Variance
- Food cost, Labour cost and overhead Variance.
- Sales & Profit Variance

UNIT -IV

- Inventory control
- Objective of Inventory Control
- Method
- Types of inventory
- Pricing of commodities
- Comparison of Physical and Perpetual Inventory.

UNIT -V

- Menu Engineering definition
- Evaluating the menu
- Menu Engineering graph
- Menu item analysis
- Menu mix analysis

Reference Books :-

1. Food & Beverage Service – Lillicrap& Cousins
2. Modern Restaurant Service – John Fuller
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill
4. Food & Beverage Management – Sudhir Andrews
5. Food & Beverage Management – Bernard Davis, Andrew Lockwood, Sally stone
6. Food & Beverage Management – John A Cousins, David Foskett, Cailein Gillespie
7. Food & Beverage cost Control - Lea. R. Dopson

OR

TR 800403- COLD KITCHEN OPERATIONS (THEORY)

UNIT I:

- Essential of Larder department,
- Hierarchy of Larder staff ,
- Duties and responsibilities of larder staff equipment's and tools used in larder department, floor plan or layout of a larder

UNIT II:

- Different sections of pantry salads,
- salad dressings, sandwiches canapés,
- Butchery – cuts of Beef, Lamb, force meat of beef casings, sausages, and salami

UNIT III:

- Cold food preparations,
- Presentation of hors d'oeuvres, aspic, chandfroid, force meat of fish, casings, cold cuts – pates, fish terrine, fish mousse

UNIT IV:

- Chicken – Galantines , Making of Galantines, Types of Galantines, Ballotines , Quenelles Etc – Pork – Ham , Bacon & Gammon, Uses of different cuts of Pork

UNIT V:

- Other Part of larder work Ice carving , Ice carving Equipments& Tools , Veg Carving , Fruit Carving displays , Tallow Sculpture , Jelly logo and Thermacol work

REFERENCE BOOKS:

1. Practical Cookery – Ronald Kinton& Victor Ceserani – Hodder Starghton
2. The Professional Chef (Tv Edition) – Le RoiA.polsom
3. Larousse Gastronomique – Cookery Encyclopedia – Paul Hamyin
4. Contemporary Cookery- Caserani&Kinton and Foskett
5. Chef Manual of Kitchen Management – John Fuller
6. Le Repertoire de la cuisine – JaggiCeon& Sons

PROGRAMME ELECTIVE – 2

TR 810401 -HOUSEKEEPING MANAGEMENT (Theory)

UNIT –I Planning and Organizing Housekeeping Department

- Area inventory List
- Time and Motion study in Operations
- Standard operating Manuals- Job procedures
- Job allocation and work schedules
- Calculating staff strength & planning duty rosters
- Inventory
- Budgeting and types of budgets
- Purchasing system
- Stock records- Issuing and Control.

UNIT -II Layout of Guest room

- Sizes of rooms
- Sizes of furniture
- Furniture arrangements
- Room design
- Decoration

UNIT -III Housekeeping in other venues

- House Keeping administration
- Hostels and schools-residential areas, Guest houses of corporate offices, Corporate Houses and Banks, Arenas, Stadiums, Malls, Aircrafts
- Waste disposal in Hostels and schools-residential areas, Guest houses of corporate offices, Corporate Houses and Banks, Arenas, Stadiums, Malls, Aircrafts
- Linen and Laundry, Hostels and schools-residential areas, Guest houses of corporate offices, Corporate Houses and Banks, Arenas, Stadiums, Malls, Aircrafts

UNIT -IV

- Wall Finishes- Introduction, Types, Selection criterion, Characteristics and Cleaning.
- Ceiling Finishes- Introduction, Types, Selection criterion, Characteristics and Cleaning.
- Floor Finishes- Introduction, Types, Selection criterion, Characteristics and Cleaning.

UNIT -V

- Conservation of Recourses
- Conservation of water
- Conservation of electrical energy
- Conservation of manpower
- House keeper's role Environmental Management

Reference Books:

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

TR 810402 - FRONT OFFICE MANAGEMENT (Theory)

Unit-I

- Night Audit
- Concept of Night Audit and Role of Night Auditor
- Night Auditors Report
- Auditing Process (in brief)

UNIT -II

- Sales Techniques
- Various Sales Tools
- Role of Front Office Personnel in maximizing occupancy
- Overbooking, Repeat guests, Return Reservations.
- Offering Alternatives and Suggestive Selling

UNIT-III

- Forecasting Room Availability
- Useful forecasting
- Forecast forms(sample)
- format of reservation forecasts
- Tariffs-establishing of room rates
- forecasting formula

UNIT -IV

- Business related Marketing Techniques
- Transient displacement
- Differential pricing
- Discount Allocation
- Fair market share calculation

UNIT -V

- Accommodation Statistics and Yield Management
- Measuring Yields
- Formulae for calculating occupancy percentage
Rule of Thumb Approach
- Tariff structure and fixation

Reference Books:

1. Check-in Check-out(Jerome Vallen)
2. Hotel front Office Training Manual. (Sudhir Andrews)
3. Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J.Huyton)
4. Hotel Front Office (Bruce Braham)
5. Managing Front Office Operations(Michael Kasavana, Charles Steadmon)
6. Front Office Procedures and Management(Peter Abbott)
7. Front Office operations/Accommodations Operations(Colin Dix)
8. Front Office Operation and Administration (Dennis Foster)

TR 810403 -TRAVEL AGENCY AND TOUR OPERATION BUSINESS

UNIT -I

- History and growth of travel agency business
- Emergence of Thomas Cook
- Emergence of Travel Intermediaries- Indian travel agents and tour operators- an overview.
- Definition of travel agent and tour operator- differentiation, interrelationship of TA/TO and principles of present business trends and future prospects, problems and issues.
- Rise of Online Travel Agents
- Disruption of traditional travel agents and OTA by online players like Airbnb and OYO rooms

UNIT -II

- Function of a travel agency and tour operator Itinerary planning: domestic and International.
- Tips and steps for itinerary planning, Do's and do not of itinerary Preparation, limitation and constrains.
- Types of Tour, tour formulation and designing process, group tour planning and component

UNIT -III

- Itinerary preparation for inbound, outbound and domestic tours
- Preparation of specific common interest tour itinerary & costing
- Sample tour itinerary of Thomas Cook, Cox & Kings, and SITA Travels.

UNIT -IV

- Meaning of tour package
- Types and forms of tour package, costing, quotations
- FIT and GIT tariffs, confidential tariffs
- Voucher- hotel and airline and exchange order
- Paxdocket, status report, AGT statements, merits and demerits of package tour, special requirements for outbound packages, liaison and selling package tours, commission, mark up, services charges

UNIT -V

- Govt. rules for getting approval
- IATA rules
- Regulations for accreditation, documentation
- Entrepreneurial skill for travel, tourism and hospitality: problems of entrepreneurship in travel trade.

References Books –

1. J.M.S. Negi (2009), Travel Agency and Tour Operation, Concepts and Principles, Kanishka Publishers.
2. Mohinder Chand (2010), Travel Agency and Tour Operation- An introductory Text, Anmol Publishers.
3. Chunk, James, Dexter &Boberg , Professional Travel Agency Management .
4. D.L. Foster , The Business of Travel Agency Operations and Management .
5. BerendienLubbe (2000), Tourism Distribution- Managing the travel intermediary, Juta Academic.
6. Susan Webster, Group Travel Operating Procedures, New York.
7. James M Poynter, Travel agency accounting procedures, New York

8. Syrratt G, Manual of Travel agency practices, Butterworth, Heinemann.
9. Kamra, Chand (2004), Basics of Tourism- Theory, Operation and Practice, Kanishka Publishers, New Delhi
10. Betsy Fay, Essentials of tour management-, Prentice-Hal10. Betsy Fay, Essentials of tour management-, Prentice-Hal

PROGRAMME ELECTIVE – 3

TR 820401- ALLIED CATERING INDUSTRIES (Theory)

UNIT I –

- Industrial Catering – Definition – Role of subsidy
- Menu planning for industrial catering
- cyclic menus - Service procedures
- Role of labour saving devices
- Importance of nutritive value
- Food costing for industrial catering

UNIT II –

- Transport Catering
- Definition – Classification into Airline, Marine, Railways and Surface transport catering
- planning of food production areas and food & beverage service areas
- menu compiling for transport catering units
- problems faced in transport catering
- suggestive measures to overcome the problems .

UNIT III

- Hospital catering – Definition – role of diet menus
- planning of diet kitchen and kitchen for hospital employees and visitors
- role of dietician in planning diet menus – role of nutritive value

UNIT IV-

- Cruise liner catering
- meaning
- planning of kitchens in cruise liners
- compiling of menus for cruise liners
- service procedures in the dining areas and bars

UNIT V

- Institutional catering – meaning
- salient features of institutional catering units
- compiling of menus for institutional catering.
- Outdoor catering – meaning – organisation of outdoor catering
- role of preliminary survey in outdoor catering
- factors of planning – importance of transportation – limitations of outdoor catering and suggestive measures to overcome them

REFERENCE:

- Food & Beverage Management - Bernard Davis & Sally Stone - ELBS.
- Profitable Food & Beverage Management - Richard Kotas&Chandana Jayawardena - Hodder & Stoughton.
- Food Cost Control - Richard Kotas& Bernard Davis - International Text Book Company.
- Food Costing & Budgeting - Boardman - Heineman.
- Food & Beverage Operations - David Fearn - Newnes, Butterworth.
- Cost Accounting, Principles & Practice - S.P. Jain & K.L. Narang - Kalyani Publishers.
- Catering Management – An integrated approach – Mohiniseti&surjeetMalhan- Mac millan publications
- Food & Beverage Service –singaravelavan – Oxford University Press

TR 820402- EVENT MANAGEMENT IN HOTEL INDUSTRY (Theory)

UNIT - 1

- Introduction To Meetings and Event Management
- Categories & Definitions
- Need of Event Management
- Objectives of Event Management
- Creativity
- implications of Events

UNIT - 2

- Event Planning
- Arranging Chief Guest/Celebrities
- Arranging Sponsors
- Back Stage Management
- Brand Management
- Budget Management
- Types Of Leadership For Events & Organizations

UNIT - 3

Designing (a) Backdrop b) Invitation Card c) Publicity Material d) Mementos-

- Event Decoration
- Guest and Celebrities Management
- Making Press Release
- Marketing communication
- Media Research & Management
- Participation according to the theme of the Event
- Photography/ Video coverage management

UNIT - 4

- Program Scripting

- Public Relation
- electing a Location
- Social and Business Etiquette
- Speaking Skills
- Stage decoration
- Team Spirit
- Time management

UNIT - 5

- Concept of Exhibition
- Space Planning
- ITPO
- Sporting Events
- Tourism Events
- Leisure Events.

Reference:

- Successful Event Management - Anton Shone & Bryn Parry, Publisher: Cengage Learning Business Press; 2 Edition (April 22, 2004) Isbn-10: 1844800768
- Management Of Event Operations (Events Management) - Julia Tum, Philippa Norton, J. Nevan Wright, Publisher: Atlantic Publishing Company (Fl); Pap/Cdr Edition (January 8, 2007)
- The Complete Guide To Successful Event Planning - Shannon Kilkenny, Publisher: Wiley & Sons, India (May 1992)

OR

TR 820403 -FOODPRESERVATION (Theory)

UNIT I:

- Heat processing/pasteurization and appieratization / aseptic packaging / high pressure processing/pascalization
- Chemical preservative/Food additives/Ideal anti-microbial preservatives/Added preservative/Developed preservatives

UNIT II:

- Asepsis/ Removal of micro-organisms/ Anaerobic conditions/Methods of food preservation/Maintenance of anaerobic conditions.
- By use of High Temperature/ Factors affecting heat resistance (TDT)/ Thermal death time curves/ Determination of thermal processes/Heat treatments employed in processed foods.
- By use of Low temperature/Growth of Micro-Organism at low temperature/Chilling and freezing

UNIT III:

- **Preservation by use of drying:** Drying methods / Factors in control of drying/ Treatment of foods before drying/ procedures after drying.
- **Preservation by radiation:** Micro wave radiation / ultraviolet irradiation/ ionizing radiation/ gamma rays/Microwave processing.

UNIT IV:

- **Food Preservation by Evaporation:** Factors influencing evaporation / Drying effects or Dehydration
- Use of high temperature for food preservation / Commercial heat preservation methods

Dehydration

UNIT V:

- **Food preservation by canning:**

- Canning procedure / methods
- Heat resistance of micro-organisms important in canning/heat
- Resistance of enzymes in food/processing by heat

REFERNCE BOOKS:

1. Foods, facts and principles second edition – N.Shakundalamanay & M.Shadsksharaswamy
2. Food Processing and preservation – B.Sivasanker
3. Food Micro biology fourth edition – William C.Frziar& Dennis C.Westhoff
4. Food Micro biology 2nd edition by M.R.Adams and M.O.Moses

TR010401-PROJECT

Marks on project work to be allotted as per details given below

Project work
Viva/Voce-presentation

The Project work/Viva-Voce Presentation shall be marked as follows :-

Experimental/Survey work
Scientific Content
Result & Conclusion
Depth of Knowledge

The Presentation of seminar will be scheduled by the college or the department based on project report and the final viva-voce will be commenced on the day and date prescribed by the university in the presence of External and Internal Examiner.

TR 010402- INTERNSHIP

Comprehensive Viva-Voce/Presentation based on training

Intern ship should be arranged through training and placement in-charge of the department and credits will be given as per details given below. The student has to undergo a training in any 3 star and above hotel for a minimum of 3months.

Log book and Certificate
Training Report
Presentation of Training Report

Logbook and certificate will be evaluated by the Hotel.

Training Report will be evaluated by the internal examiner of the College.

The Seminar will be scheduled by the college or the department based on training report /and the final viva-voce will be commenced on the day and date prescribed by the university in presence of external and Internal Examiner.

Model Question Papers

QP Code.....

Reg. No.....

Name.....

**M.H.M Degree (C.S.S) Examination: First Semester
Faculty of Tourism and Hospitality Studies
(2019 admissions onwards)**

TR010101- FOOD & BEVERAGE PRODUCTION

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. List any 4 nuts used in cookery
2. Name any 4 cuts of vegetables
3. Define menu
4. Explain any 4 aims of cooking food
5. Define raising agents
6. What are dairy products
7. Classify the cooking equipment according to the mode of operation
8. List down any 4 cuts of beef
9. List down any four cuts of pork
10. Explain the difference between ham and bacon

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. List the selection points of fish
12. List and explain any two uses of egg in cookery
13. Draw the kitchen organisation of a small hotel
14. Explain the selection procedures of egg
15. Explain Table- d'hote and A- la- cate'
16. List down any 5 spices and 5 herbs used in Indian cookery
17. Explain the importance of marinating foods
18. Explain the latest technologies used in the commercial kitchen.

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. Explain the religious and Cultural influence in Indian Cookery
20. Explain the selection and storage points of Beef, Pork and Vegetables.
21. Explain the factors effecting menu planning
22. Explain various dairy products and their uses in cookery.

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

**M.H.M Degree (C.S.S) Examination: First Semester
Faculty of Tourism and Hospitality Studies
(2019 admissions onwards)**

FOOD & BEVERAGE SERVICE - TR010102

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. Explain welfare catering with example?
2. Explain silver service?
3. Define Banquets.
4. Explain Centralized & de-centralized?.
5. Explain the Role of HR depart.in Food & beverage department
6. Who is a Sommelier and explain his duties?
7. Explain KIOSK?
8. Explain Dummy waiter?
9. Define Hot Plate?
10. What are the differences between A LA Carte & TDH menu

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. Explain the new trends in Revenue control system?
12. What is a vending machine? List out the advantages & disadvantages?
13. Explain the different meals served in hotel?
14. Explain the Organization of F&B department of a hotel?
15. Explain the different F&B outlets of a hotel.
16. Define Menu & different types of Menu?
17. What is ECR & Explain Triplicate checking system?
18. Explain the points to be considered while planning a menu.

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. Briefly explain French classical menu with two examples each?
20. Explain the Attributes of a Waiter?
21. Briefly explain the ancillary department of F&B service department?
22. Explain different types of service?

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

**M.H.M Degree (C.S.S) Examination: First Semester
Faculty of Tourism and Hospitality Studies
(2019 admissions onwards)**

TR010103 -TOURISM MANAGEMENT

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. Define Tourism?
2. Define Ecotourism?
3. Define Health Tourism?
4. Explain Components of Tourism?
5. Explain VISA and types of VISA.
6. Explain Passport.
7. Define Supplement Accommodation?
8. Define Foreign Tourism?
9. Write a note on Origin of Tourism?
10. What are the different modes of Transportation? **(8 x 1 = 8)**

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. Write in detail about Tourism System.
12. Explain Manila Declaration.
13. Write a note on International travel regulation.
14. Write a note on present trends in global tourism?
15. Describe IATA
16. Explain the role and function of Ministry of Tourism.
17. What do you mean by Tourism bills of Rights?
18. Write a note on Chicago Convention.

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. Briefly explain about the Documentation and the different forms of Documents in Tourism?
20. Write a detail note on Vision 2025 of Department of Tourism, Kerala.
21. Briefly explain about WTO.
22. Briefly explain about PATA. **(2 x 5 = 10)**

QP Code.....

Reg. No.....

Name.....

**M.H.M Degree (C.S.S) Examination: First Semester
Faculty of Tourism and Hospitality Studies
(2019 admissions onwards)**

TR010104 - BAKERY & CONFECTIONERY

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. What are the Stages of cooking sugar with temperature?
2. List out the basic principles of HACCP in bakery.
3. Draw the layout of Bakery and Confectionery?
4. Write in brief about Location-Government procedure for setting up a Bakery.
5. Write in brief about Operation designing.
6. Write in brief about Quality Assurance-Basic Standardization Certification.
7. What are the effects of Bread Faults and Remedies?
8. Write in brief about Personal hygiene , Working area hygiene and Basic First aid
9. What are the effects of Cake Faults and Remedies?
10. Write a brief about Creams type and decoration used in Cakes?

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. Write a note on Coloring and Flavoring agent.
12. What is the importance of leavening agent? Explain
13. List out the various types Fats and Oils?
14. Explain Cake Making Process and method?
15. Write in detail about Main Raw materials used in Bakery.
16. Write in detail about types of pastry.
17. Write in detail about Moistening agent.
18. Write a brief not on Sweetening Agent.

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. Write a brief Introduction about Bakery and confectionery?
20. Write a brief on food law regulation and HACCP?
21. Write a brief note on Sugar Cooking stages and their uses in Sugar confectionery art?
22. Write a brief note on Equipments and their uses in bakery and Confectionery?

(2 x 5 = 10)

QP Code...

Reg. No.....

Name.....

**M.H.M Degree (C.S.S) Examination: First Semester
Faculty of Tourism and Hospitality Studies
(2019 admissions onwards)**

TR010105- HUMAN RESOURCE MANAGEMENT

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. What is the significance of Human Resource Management in Hospitality Industry?
2. What is Strategy?
3. What is Human Resource Planning?
4. What do you understand by SBU?
5. What is Performance Appraisal?
6. What is job enrichment?
7. What do you understand by Leadership?
8. Write a short note on motivation in hospitality industry.
9. Describe in brief the objectives of Management Development.
10. What do you understand by participative or democratic style of Leadership? **(8 x 1 = 8)**

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. What are methods of performance appraisal?
12. Describe SBU level strategies
13. What are different types of communication? Explain the barriers to communication.
14. Ethical issues in HRM.
15. Explain different leadership theories.
16. Write an essay on E-Human Resource Management.
17. What are different techniques of On-the-Job and Off-the-Job Management Development?
18. Describe the role of leadership in hospitality industry. **(6 x 2 = 12)**

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. Write in detail about the Corporate Level Strategies or Grand Strategies..
20. Process of HRP.
21. Explain in detail about Maslow's theory of Hierarchy, with the help of the diagram.
22. Describe about the ethical issues in the Human Resource Management.

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

**M.H.M Degree (C.S.S) Examination: Second Semester
Faculty of Tourism and Hospitality Studies
(2019 admissions onwards)**

TR010201 -HOUSEKEEPING MANAGEMENT-1

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. What is fabric?
2. What is Cabana?
3. What is Contract?
4. What is weaves?
5. Explain Stain Removal.
6. What is an EVA floor?
7. What is Valet Service?
8. What is suite room?
9. What is sleeping kits?
10. What is job analysis mean?

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. What is Importance of Housekeeping Department?
12. Explain Dry cleaning process.
13. Draw an Organizational structure of a large hotel and explain.
14. Explain Determining of staff strength in a hotel.
15. Explain why Flower Arrangements is important in hotel industry.
16. Explain how to choose colors in a room for interior decoration.
17. Explain what are the Bed Linens needed in a room.
18. What is Purchasing and explain its types briefly.

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. Explain Interior decoration through Lighting, floors and furniture's.
20. Explain different types of guest rooms available in a hotel.
21. What are the other departments co-coordinating with housekeeping department in hotel?
22. What are the processes of Recruiting, selecting and hiring a candidate in a housekeeping department?

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

**M.H.M Degree (C.S.S) Examination: Second Semester
Faculty of Tourism and Hospitality Studies
(2019 admissions onwards)**

TR010202 FRONT-OFFICE MANAGEMENT-1

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. What do you mean by Affiliation?
2. List out the types of Guests?
3. Draw the layout of Front-Office in a large size hotel & explain?
4. Write in brief about Guest Accounting System?
5. Write in brief about late checkouts..
6. Write in brief about Central Reservation System.
7. What do you mean by Know your guest?
8. What do you mean by POS?
9. Brief about Experiential tourism.
10. What is the importance of Log book?

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. Write down the guidelines for handling telephone?
12. Brief about duties of the bell desk.
13. List out the flow of information between Front-office & other departments.
14. Explain the workflow of Front-office accounting systems?
15. Write in detail about Electronic Reservation System?
16. Write in detail about Rooming process & Room orientation?
17. Write in detail about Preventing Skipper?
18. Write down the guidelines for selling by telephone?

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. What is the role of guest relations officer?
20. Explain about Robotics in Front-office operations?
21. Write in detail about Cross Selling & Upwelling?
22. Explain the hotels based on classification on size, levels of service, target markets, ownership, affiliations, reason of travelling?

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

**M.H.M Degree (C.S.S) Examination: Second Semester
Faculty of Tourism and Hospitality Studies (2019 admissions onwards)**

TR010203 -FINANCIAL AND HOTEL ACCOUNTING

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. Define Accounting.
2. What do you mean by accounting equation?
3. What is GAAP?
4. What is Journal? Draw a specimen of journal.
5. What is Dual aspect concept?
6. What is trial balance?
7. Define capital expenditure with examples.
8. Define internal control.
9. What are the advantages of uniform system of accounting?
- 10.** What are the differences between allocation and apportionment of expenses?

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. What are the advantages of accounting?
12. From the following information prepare trial balance as on 31st December 2016:

| | | | |
|---------------------|----------|-------------------------|--------|
| Capital | 3,40,000 | Purchases | 94,000 |
| Creditors | 13,000 | Sales returns | 3,400 |
| Drawings | 4,000 | Purchases return | 2,400 |
| Salaries | 38,200 | Carriage inward | 1,400 |
| Bill receivable | 5,800 | Printing and stationary | 5,000 |
| Bills payable | 7,000 | Stock | 29,900 |
| Debtors | 16,000 | Machinery | 50,000 |
| Sales | 1,44,000 | Wages | 5,000 |
| Insurance | 2,200 | Rent | 1,600 |
| Land | 2,50,000 | Interest received | 1,700 |
| Commission received | 800 | Electricity charges | 2,400 |
13. What are the utilities of ledger?
14. State the objectives of internal control.
15. Describe the various accounting concepts.
16. Explain the advantages and objectives of preparing a trial balance.
17. State the difference between P & L a/c and Balance Sheet.
18. Describe the advantages and draw backs of allocation.

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. Describe the different types of accounts with examples and rules.
20. Define internal control and explain its characteristics.
21. From the following transactions prepare journal and ledger accounts.

| | |
|-------------|---|
| 2016 Jan. 1 | Arun commenced business with cash Rs.50,000 |
| 2 | Purchased goods for cash Rs. 10,000 |
| 5 | Purchased goods from Mohan on credit 6,000 |
| 7 | Paid into bank Rs. 5,000 |
| 10 | Purchased furniture Rs. 2,000 |
| 15 | Sold goods for cash Rs. 7,000 |
| 20 | Sold goods to Suresh on credit Rs. 5,000 |
| 25 | Cash sales 3,500 |
| 26 | Paid to Mohan on account Rs. 3,000 |
| 31 | Paid salaries 2,800 |

22. Prepare rooms department schedule.

| | |
|--------------------------|----------|
| Room Sales | 9,00,000 |
| Allowances | 2,500 |
| Salaries and wages | 1,20,000 |
| Employee benefits | 23,000 |
| Commissions | 2,500 |
| Contract cleaning | 5,000 |
| Guest transportation | 1,500 |
| Laundry and dry cleaning | 7,000 |
| Linen | 11,000 |
| Operating supplies | 10,000 |
| Reservation expenses | 9,950 |
| Uniforms | 2,000 |
| Other expenses | 2,400 |

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

**M.H.M Degree (C.S.S) Examination: Second Semester
Faculty of Tourism and Hospitality Studies (2019 admissions onwards)**

TR010204 - HOSPITALITY MARKETING

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. Define Marketing?
2. What is meant by direct marketing?
3. What are the 4 P's of Marketing?
4. What is target Market?
5. What is Market Segmentation?
6. What is Mean by Demographic segmentation?
7. Differentiate Push and Pull marketing?
8. Define packaging?
9. What is Post purchase evaluation?
10. What is ERP?

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. Explain the Importance and objectives of Marketing?
12. Explain the features of Hospitality Marketing?
13. Differentiate marketing and selling?
14. What is Market Planning? Explain the steps involved in Market planning?
15. Explain the basis of Market segmentation?
16. Explain Marketing mix in detail?
17. State the importance of Public relation in marketing?
18. Explain the Electronic Channels in detail?

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. Explain the factors affecting the Consumer behaviour?
20. Explain various sale techniques in detail?
21. Explain the emerging trends in Marketing?
22. Describe the channels of distribution?

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

**M.H.M Degree (C.S.S) Examination: Second Semester
Faculty of Tourism and Hospitality Studies (2019 admissions onwards)**

TR010205 -FOOD SAFETY & NUTRITION

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. Write any 2 beneficial role of microbes?
2. What is food poisoning?
3. Give some examples of food adulterants?
4. What is Canning?
5. Define Pasteurization?
6. Difference between Micronutrients & Macronutrients?
7. What is Balanced Diet?
8. Name the first discovered antibiotic?
9. What is Sterilization?
10. Define Nutrition?

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. What are the factors affecting bacterial growth?
12. Briefly explain bacterial growth curve with a diagram?
13. List out the harmful effects of bacteria?
14. Explain the various methods of detecting food adulteration?
15. Write in detail about the High Temperature treatment of food?
16. Write in detail about the Cold Temperature treatment of food?
17. What are the 3 types of hazards in food?.
18. How are Nutrients Classified?

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. What do you know about Food Safety Regulations?
20. How can you prevent accidents in kitchen?
21. What are Carbohydrates and how are they classified?
22. Briefly explain the structure and function of Proteins?

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

**M.H.M Degree (C.S.S) Examination: Third Semester
Faculty of Tourism and Hospitality Studies (2019 admissions onwards)**

TR010301 - FOOD PRODUCTION OPERATIONS

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. What is Yield?
2. What is Duty Roster?
3. What is Production Scheduling?
4. What is Forecasting?
5. What is Indenting?.
6. What is Molecular Gastronomy?
7. What is Storing?
8. What is Transport Catering?
9. Name five international soups with origin.
10. What is Production Planning?

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. Explain kitchen Hierarchy.
12. Explain Calculation of field.
13. Write a short note on Yield management.
14. Explain Chinese cooking with regions.
15. Write down Indian Gravies with Ingredients.
16. Explain Method of Cooking.
17. What are the Production Quantity and Quality control?
18. Explain Purchasing and its current Techniques.

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

- 19.** Explain the process of forecasting and budgeting for a newly open Restaurant.
- 20.** Comprise a 13 course International dishes for a restaurant with a description.
- 21.** Explain the importance of fusion cuisine in modern cookery.
- 22.** What are the tools and Ingredients used in Molecular Gastronomy?

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

**M.H.M Degree (C.S.S) Examination: Third Semester
Faculty of Tourism and Hospitality Studies (2019 admissions onwards)**

TR010302 -FOOD & BEVERAGE SERVICE OPERATION

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. What is Menu planning?
2. Draw a layout of banquet department & explain in brief about various responsibilities of the staff?.
3. What are the factors to be considered while planning a buffet?
4. Write about the different classifications of wine with brief description?
5. Discuss the different techniques of mixology?
6. What are the functions of Dispense bar & Cellar?
7. What are the factors to be considered while compiling a banquet menu?
8. Write about classification of alcoholic beverages?
9. Discuss about the different classifications of Cocktails?
10. What role does the banquet sales executive play?

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. What are the points to be considered while selecting & planning of heavy duty & light equipment?
12. What are the duties & responsibilities of banquet brigade?
13. Please discuss in detail different types of buffet?
14. Describe the different classifications of Beer?
15. Please mention 3 cocktail recipes for each of the following spirits(whisky, Brandy, Rum, Gin, Vodka & Tequilla).
16. Give 10 examples of liqueur with brand names, base, flavour & country of Origin?
17. Describe in detail the banquet space requirements & also the standard banquet measurement of furniture & standard guide line for leaving space while planning a banquet setup?
18. Draw a European breakfast buffet layout & explain in details about the dishes arranged?

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. Explain in detail with calculation & reasons the required crockery, cutlery, glassware& linen for a 150 pax restaurant?
20. Describe the manufacturing process of liqueur in detail?
21. Discuss about the banquet booking procedure in detail & also by drawing a sample format of the Function Prospectus including food & beverage menu(alcoholic & non-alcoholic)?
22. Describe about Cognac & discuss the production of Cognac step by step & give 5 examples of world's best Cognac brands?

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

**M.H.M Degree (C.S.S) Examination: Third Semester
Faculty of Tourism and Hospitality Studies (2019 admissions onwards)**

TR010303 -HOTEL FACILITY MANAGEMENT

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. Define the term facility planning.
2. What is flow analysis?
3. What is SLP?
4. What are the different types of flow charts?
5. What do you understand by the term space consideration?
6. Define functional planning.
7. Define the term strategy management.
8. What do you understand by the term brand management?
9. Define asset management.
10. What is space estimate and how do you calculate the same?

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. Differentiate between carpet area and plinth area.
12. What are the four phases of SLP?
13. How do you design a receiving area, what are the factors to be taken in consideration when designing receiving area?
14. Explain with diagram various kitchen layout configurations?
15. Draw a work flow chart in stores.
16. What are the approximate areas of each of the functions in a 5 star hotel?
17. What are the factors that influence the choice of location of a restaurant?
18. Explain briefly seven points for design considerations.

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. Explain in detail the basic consideration in the design of a hotel.
20. What are the considerations to be taken while designing airline catering kitchen?
21. How would you do budgeting for kitchen equipment, giving example the cost of commercial kitchen equipment?
22. List down the equipments used in stores, with their purpose.

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

M.H.M Degree (C.S.S) Examination: Third Semester
Faculty of Tourism and Hospitality Studies (2019 admissions onwards)

TR010304 - INFORMATION TECHNOLOGY FOR HOTEL AND TOURISM

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. Define Software?
2. Write down the advantages of word processing?
3. Write down any 5 function keys?
4. Write down the components of CPU?
5. List out the charts used in Excel?
6. Explain third generation language?
7. Write note on features of ribbons?
8. Write down any 4 input devices?
9. What do you mean by URL?
10. Write down mathematical functions in Spread sheet?

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. Explain the parts of Ms Word window?
12. List the advantages & disadvantages of Computer?
13. Explain the functions of Operating system?
14. Explain the features of computer?
15. Write down the merits & demerits of Internet?
16. Explain about Excel and draw any 2 charts in Excel?
17. Explain Primary and secondary Memory in detail. ?
18. What is Network topology? Explain in detail?

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. Explain Applications of MIS in various departments?
20. Explain Editing commands in Ms Word?
21. Explain about Programming Languages?
22. Explain the Classification of computer in detail?

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

**M.H.M Degree (C.S.S) Examination: Third Semester
Faculty of Tourism and Hospitality Studies (2019 admissions onwards)**

TR010305 -ENTREPRENEURSHIP FOR TOURISM AND HOTEL INDUSTRY

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. Define the concept of entrepreneur
2. What does SSI stand for?
3. What is project appraisal?
4. Define feasibility report.
5. What do you mean by cooperative structure of organization?
6. Define women entrepreneurship.
7. Define the term project financing.
8. What does PERT stand for?
9. Define Project Management.
10. What does SIPCOT stand for?

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. What are the functions of an entrepreneur?
12. Explain the role of SSI for entrepreneurship development
13. What are the elements involved in project appraisal?
14. What are the common errors found in project formulation?
15. What are the different styles of ownership structures?
16. What are the functions of an entrepreneur?
17. What are the common errors found in project formulation?
18. List some of the problems faced by women entrepreneurs.

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. List and explain different entrepreneurial styles and types.
20. How would you do a financial and technical evaluation of a project?
21. How has government of India helped in developing women entrepreneurs?
22. What are the elements involved in project appraisal?

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

M.H.M Degree (C.S.S) Examination: Fourth Semester

Faculty of Tourism and Hospitality Studies (2019 admissions onwards)

TR800401-FOOD PRODUCTION MANAGEMENT

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. What is menu designing?
2. What are the points to be considered while planning a menu?
3. What do you mean by diet menu and suggest a diet lunch menu for a diabetic patient?
4. What are the constraints of operations in outdoor catering?
5. What is the formula for calculating food cost and food cost percentage?
6. Give the full form for APQ, RCF and EPC?
7. Explain what do you mean by safe food preparation?
8. Explain the full form of HACCP?
9. What are the points to be considered while serving hot food for the buffet?
10. For a buffet what is cold holding and hot holding temperature?

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. Define what is menu-merchandising, descriptions and layout?
12. Compile an institutional menu for breakfast, lunch and dinner?
13. What are the points to be consider while planning for outdoor catering and various constraints of operations in outdoor catering?
14. What do you mean by standard recipe and its uses in kitchen department?
15. Explain how do you prevent food borne illness?
16. Explain the procedures of HACCP and why it is important in food industry?
17. What are the basic fundamentals of plate presentation, display and garnish?
18. Write briefly about the food production practices as per the federal and state government regulate

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. Explain what is menu designing, menu development, menu pricing and sales mix and compile a VVIP seven course menu with all the accompaniments and wine suggestions?
20. List the points to be consider while planning institutional, industrial and hospital catering and what are the constraints of operations for the above organizations?
21. Explain briefly what is food cost, food cost percentage, APQ, EPC &RCF with examples?
22. Briefly explain about the points to be considered while storing and reheating of food, kitchen safety and facility sanitation?

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

M.H.M Degree (C.S.S) Examination: Fourth Semester

Faculty of Tourism and Hospitality Studies (2019 admissions onwards)

TR800402- FOOD & BEVERAGE MANAGEMENT

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. Briefly describe various methods of costing?
2. Write down the aims and objectives of food and beverage department for controlling cost?
3. What are the advantages of standard purchase specification?
4. Which are the different types of budget?
5. Briefly describe the standard cost?
6. What are the different methods of menu engineering?
7. What is ABC analysis?
8. How is bin card useful in controlling inventory?
9. What is meant by variance analysis?
10. What is meant by master budget?

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. What are the objectives and advantages of cost control?
12. Write down the stages of budget development?
13. What is overhead variance and what are the reasons affecting overhead variance?
14. What is meant by inventory control? What are the objectives of inventory control?
15. Explain BCG matrix of menu engineering?
16. Explain the different types of budget?
17. Make the comparison between the physical and perpetual inventory method?
18. Which are the various steps for budgetary control?

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. With the help of a flow chart explain the different types of variance?
20. What are the methods and objectives of inventory control?
21. What is meant by cost control? Explain in detail the elements of cost?
22. Which are the different types of budget. What are the stages of budget development?

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

M.H.M Degree (C.S.S) Examination: Fourth Semester

Faculty of Tourism and Hospitality Studies (2019 admissions onwards)

TR800403 -COLD KITCHEN OPERATION

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. Define larder kitchen in short words?
2. Who is the head of the larder kitchen?
3. What is French dressing, explain with its recipe?
4. What is force meat?
5. Explain what is natural casing in short words?
6. What is a bacon, brief?
7. Define aspic and its uses?
8. Explain the hierarchy of larder kitchen?
9. Write the history behind the sandwich and give three famous sandwiches?
10. What is horsd'oeuvres, give five important horsd'oeuvres?

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. Define equipment's and tools used in larder kitchen?
12. What are the importance of larder control?
13. What are the different types of salads?
14. Give three international salad dressings with recipes?
15. Define what is sausage and salami?
16. Explain the meaning of chaudfroid and its uses?
17. Define what is ballotines and quenelles?
18. What is force meat and points to be considered while making force meat?

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. What are the duties and responsibilities of larder chef, with the help of a neat diagram mark the different departments of larder kitchen?
20. Explain salads, types of salad and parts of salads?
21. Define what is pate, terrine and mousse and give example for each?
22. With the help of neat diagram explain the cuts of beef and give a brief description about meat cookery?

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

M.H.M Degree (C.S.S) Examination: Fourth Semester

Faculty of Tourism and Hospitality Studies (2019 admissions onwards)

TR810401- HOUSEKEEPING MANAGEMENT- II

(2019 admissions onwards)

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. Brief on the Time & motion study in Housekeeping operations.
2. Key out on Bed making procedure.
3. Define Purchase.
4. List 10 types of rooms.
5. Define decoration & give its importance.
6. List the types of ceiling finishes.
7. Define Laundry .Give its types.
8. Brief on Inventory.
9. Give the importance of conservation of resources.
10. Brief on manpower conservation.

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. Define Duty chart, consider yourself as an executive Housekeeper of Hotel XYZ which has 600 room, Calculate staff required & make a duty chart.
12. Draw a layout of a Suite room. Give the size of rooms & furniture's used in hotel.
13. Enumerate the Hostel & school housekeeping.
14. Explain the housekeeping in venues such as guest house, arenas, stadium, malls, Aircraft & corporate houses.
15. Give the types of wall finishes & their cleaning methods. Is wall finishes selected in Hotels?
16. What do you understand on Area inventory list? Discuss on the Job allocation & work schedules.
17. Discuss on water & electrical energy conservation.
18. Write on the waste disposal system in hostels & schools. Make a note on Hotel Housekeeping Administration.

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. Explain how you would plan & organize Housekeeping department if you are Executive house keeper.
20. A. Define Budget. Discuss on the types of Budget.
B. Discuss on room decors & Furniture arrangements.
21. Enumerate on the linen & laundry in other venues other than hotel.
22. Write a note on role of Housekeeping department on Environment Management.

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

M.H.M Degree (C.S.S) Examination: Fourth Semester

Faculty of Tourism and Hospitality Studies (2019 admissions onwards)

TR810402 - FRONT OFFICE MANAGEMENT-II

(2019 admissions onwards)

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. What do you mean by Rule of thumb approach?
2. What is yield management?
3. What do you mean by rack rate?
4. What do you mean by market based and cost based pricing?
5. What is suggestive selling?
6. What do you mean by guest history?
7. What is overbooking? Why is it done?
8. What are discounts and allowances?
9. What do you mean by guaranteed reservation?
10. What do you mean by market share?

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. What are the sales techniques used by Front office for maximizing revenue?
12. Explain the role of a night auditor in a hotel?
13. Write a short note on transient displacement?
14. What is the difference between price discrimination and price differentiation?
15. What is tariff? What are the different types of tariff?
16. Briefly explain room availability forecasting and its importance in Front Office operations.
17. What is the difference between upgrading and upselling. Explain.
18. On March 8th, 2019, Hotel ABC, having an inventory of 200 rooms(75 SGL occupancy & 110 DBL occupancy) made a total room revenue of Rs. 28,00,000. 10 rooms are OOO. Calculate the following:
(a) Total Occupancy Percentage (b) Single Occupancy Percentage (c) Double Occupancy Percentage (d) ARR (e) RevPAR

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. Explain in detail about the night auditing process with relevant formats?
20. Describe the different methods of establishing room rates?
21. Front office staffs are not merely order takers, but salesmen. Elaborate?
22. Explain in detail Hubbart formula?

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

M.H.M Degree (C.S.S) Examination: Fourth Semester

Faculty of Tourism and Hospitality Studies (2019 admissions onwards)

TR810403 -TRAVEL AGENCY AND TOUR OPERATORS BUSINESS

(2019 admissions onwards)

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. What is itinerary?
2. Define package tour?
3. Define tour operator?
4. What is costing?
5. Define special interest tour?
6. Define travel agency.
7. What do you mean by confidential tariff?
8. What are the different types of tourist?
9. Write a note on FIT & GIT?
10. Define tourism.

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. Write a short note on the history and growth of Travel agency.
12. Explain the different types of travel agencies?
13. What are the advantages and disadvantages of package tour?
14. Write a note on Do's and Don'ts of itinerary preparation.
15. Write a note on the history and emergence of Thomas Cook.
16. Explain how the emergence of OTAs have affected the traditional travel agency business.

17. What are the limitations and constraints for planning an itinerary?
18. Explain the different types of tour operator?

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. Prepare a 8N/9D tour itinerary of South India for Mr. Sharma for 2 pax.
20. What are the rules and regulation for accreditation and documentation of a travel agency?
21. Explain in detail the functions of a travel agency.
22. What are the present business trends and future prospects in travel agency and tour operation

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

M.H.M Degree (C.S.S) Examination: Fourth Semester

Faculty of Tourism and Hospitality Studies (2019 admissions onwards)

TR820401 - Allied Catering Industries

(2019 admissions onwards)

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. What is Transport Catering?
2. What is subsidy?
3. What is Food Costing?
4. What is Institutional Catering?
5. What is Cruise liner catering?
6. What is Hospital Catering?
7. Define Railway Catering?
8. Explain the role of labor saving device in catering Industry?
9. What is Nutritive value?
10. Define marine catering?

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. Explain Industrial Catering.
12. What are the planning processes of Food Production area in catering industry?
13. Explain briefly the problems faced in transport catering.
14. Explain the role of preliminary survey in outdoor catering.
15. Write down the service procedures in the dining areas and Bars in cruise liners.
16. What are the features of Institutional catering units?.
17. Explain the role of dietician in planning and compiling menus.
18. What do you mean by cyclic menus? Explain its service procedure.

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. Compile 13 course menus for cruise line.
20. What are the processes we need to follow for organizing outdoor catering?
21. Explain the limitations of Outdoor catering and put some suggestive measures to overcome them.
22. Explain the process of food costing for industrial Catering.

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

M.H.M Degree (C.S.S) Examination: Fourth Semester

Faculty of Tourism and Hospitality Studies (2019 admissions onwards)

TR820402 -EVENT MANAGEMENT IN HOTEL INDUSTRY

(2019 admissions onwards)

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. Define the term event management
2. Define the term exhibition
3. What is press release?
4. Define brand management.
5. Define budget management.
6. What is banquet event order?
7. Define the term budget management.
8. What does Public relation in event management mean?
9. Define time management.
10. Define media research. **(8 x 1 = 8)**

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. Differentiate between meeting and event
12. What is a press release and how do you make the same?
13. What are the steps to be taken for program scripting?
14. How would you handle stage decoration for an press release?
15. What are the different types of exhibitions?
16. What is the role of sponsors, and what are the different types of sponsorship, sponsors provide for an event?
17. What are the different types of tourism events conducted?
18. What is guest and celebrity management, and how would you handle the same?

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. List down the criteria's when selecting a location for an event.
20. What are the social and business etiquettes to be followed in an event?
21. How would you do a photography and video coverage management for an event.
22. What are the important points that you will take into consideration while designing the following:
 - a. Backdrop
 - b. Invitation card
 - c. Publicity material
 - d. Mementos

(2 x 5 = 10)

QP Code.....

Reg. No.....

Name.....

M.H.M Degree (C.S.S) Examination: Fourth Semester

Faculty of Tourism and Hospitality Studies (2019 admissions onwards)

TR820403 -FOOD PRESERVATION

(2019 admissions onwards)

Time: Three hours

Max. Weight: 30

Section- A

(Answer any **eight** questions. Each question carries a weight of 1)

1. What is Asepsis?
2. What are food additives?
3. Expand TDT?
4. Differentiate chilling & freezing?
5. What rays are used for food preservation?
6. What is the temperature range used in pasteurization technique?
7. What is Boiling?
8. What do you mean by dehydration?
9. What is freeze drying?
10. Define Smoking of food?

(8 x 1 = 8)

Section B

(Answer any **six** questions. Each question carries a weight of 2)

11. Write short note on heat resistance of microorganisms during canning process?
12. Briefly explain the factors influencing evaporation?
13. List out the drying effects or dehydration?
14. Explain the commercial heat preservation methods?
15. Write in detail about Microwave processing?
16. Explain the various treatments of foods before drying?
17. Write short notes on removal of microorganisms from food?
18. Briefly explain some ideal anti-microbial preservatives?

(6 x 2 = 12)

Section C

(Answer any **two** questions. Each question carries a weight of 5.)

19. Write an essay on Aseptic packaging?
20. Briefly explain Pasteurization & Appieratization?
21. What are the factors affecting heat resistance and briefly explain TDT?
22. Briefly explain Preservation of food by radiations?

(2 x 5 = 10)