



12 kms from Chandigarh on Chandigarh-Mohali-Ropar Highway  
Ph: 0160-5009665, 5009671, 5009675 Fax: 0160-5009680  
Village. Sahauran, Tehsil. Kharar, Dist. Mohali. Pincode 140104.

# **Rayat-Bahra University**

## **University School of Hotel Management and Catering Technology**

### **Study scheme and Syllabus**

**Batch 2015 Onwards**

## **Bachelor of Vocational Hospitality (B.Voc.H)**

**Study Scheme- Bachelors in Vocational Hospitality****Semester-I**

Course Code	Subject	Teaching Schedule			Credits
		L	P	Total	
<b>BV 1101</b>	Fundamentals of Food Production	2	8	10	6
<b>BV 1102</b>	Fundamentals of Food & Beverage Service	2	2	4	3
<b>BV 1103</b>	Fundamentals of Front Office – I	2	2	4	3
<b>BV 1104</b>	Basics of Management	2	0	2	2
<b>FS 1105</b>	Communication Skills	2	2	4	3
	Grand Total (Practical)	10	14	24	17

**Study Scheme Semester-II**

<b>Course Code</b>	<b>Subject</b>	<b>Teaching Schedule</b>			<b>Credit</b>
		<b>L</b>	<b>P</b>	<b>Total</b>	
<b>BV 1201</b>	Food Production-I	2	4	6	4
<b>BV 1202</b>	Food & Beverage Service-I	2	2	4	3
<b>BV 1203</b>	Fundamentals of Housekeeping	2	2	4	3
<b>CA 1204</b>	Fundamentals of Computer Application	2	2	4	3
<b>FS 1205</b>	Communication-I	2	0	2	2
<b>BV 1206</b>	Food Safety and Hygiene	2	0	2	2
	<b>Grand Total</b>	12	10	22	17

**Study Scheme Semester-III**

Course Code	Subject	Teaching Schedule			Credit
		L	P	Total	
<b>BV 2101</b>	Food Production-II	2	4	6	4
<b>BV 2102</b>	Food & Beverage Service-II	2	2	4	3
<b>BV 2103</b>	Front Office-II	2	2	4	3
<b>BV 2104</b>	Fundamentals of Accountancy	2	0	2	2
<b>BV 2105</b>	Environment Studies	2	0	2	2
<b>FS 2106</b>	Communication-II	2	2	2	3
		12	12	<b>24</b>	<b>17</b>

**Study Scheme Semester-IV**

Course Code	Subject	Teaching Schedule			Credit
		L	P	Total	
<b>Semester devoted to Industrial Training by the Students – 20 weeks , 5 each in each Major Department</b>					
	<b>Total Credits</b>				<b>20</b>

**Study Scheme Semester-V**

<b>Course Code</b>	<b>Subject</b>	<b>Teaching Schedule</b>			<b>Credit</b>
		<b>L</b>	<b>P</b>	<b>Total</b>	
<b>BV 3101</b>	Food Production-III	2	4	6	4
<b>BV 3102</b>	Food & Beverage Service- III	2	2	4	3
<b>BV 3103</b>	Housekeeping-II	2	4	6	4
<b>BV 3104</b>	Human Resource Management	2	0	2	2
<b>BV 3105</b>	F&B controls	2	2	4	3
<b>HV 3106</b>	Human Values and Professional Ethics	2	0	2	2
		12	12	24	18

**Study Scheme Semester-VI**

Course Code	Subject	Teaching Schedule			Credit
		L	P	Total	
<b>BV 3201</b>	Food Production-IV	2	4	6	4
<b>BV 3202</b>	Food & Beverage Service- IV	2	2	4	3
<b>BV 3203</b>	Accomodation Services	4	4	8	6
<b>BV 3205</b>	Marketing Management	2	0	2	2
<b>BV 3205</b>	Interview Skills	2	0	2	2
	Grand Total	12	10	22	17



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**B.Voc**

# **Syllabus Semester 1**



<b>SUB. CODE</b>	<b><u>B.VOC HOSPITALITY 1ST SEMESTER</u></b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BV 1101	<b><u>Fundamentals of Food Production</u></b>	<b>2</b>	<b>8</b>	<b>10</b>	<b>6</b>

- Unit 1 – Introduction to Historical progression leading to modern cookery
  - History of cooking
  - Aims & Objectives of Cooking Food
  - Cooking –art or science
- Unit 2 Kitchen Equipment
  - Heavy and Light equipment
  - Utensils & Knives
  - Care & maintenance
  - Use and precautions for using Machinery
- Unit 3 Behavior and Attitudes in the Kitchen
  - Personal grooming, hygiene & uniform
  - level of skill, attitude towards work,
  - Behaviour & personal hygiene
- Unit 4 understand the functioning of Food Production Dept.
  - Do's and don'ts while working in the kitchen
  - Knife Handling
- Unit 5 Organizational structure of the Food Production Department
  - Layout
  - Organisation Chart of the kitchen in Different types
  - Duties & responsibilities of various Levels of Staff
  - To understand the functioning of Food Production Dept.
- Unit 6 Knowledge of various culinary terms,
  - Western & Culinary terms
- Unit 7 Departmental Relationship
  - Relationship within the Food Production Department
  - Interdepartmental relations

- Unit 8 Cooking methods and Procedures
  - Wet and Dry cooking methods
  - Foundation ingredients & their role in F.P
  - Composition of different ingredients & the action of heat on fat, carbohydrates, proteins, vitamins & minerals.
  - Classification according to function like – fats, raising agents, sweetening agents, egg, liquids/stock flavouring & seasoning, thickening

Unit 9 Methods of Preparation and Textures

- Mis-en-place
- Methods of mixing
- To understand the texture of cooked food products
- Various textures
- Faults and remedies

Unit 10 Bakery

- Simple yeast breads
- Role of each ingredients in bread making
- Baking temperature and its importance ○

**BV 1101** Fundamentals of Food Production – Practical

- UNIT 1 - Identification of equipment and Ingredients .
  - Identification of materials
  - Identification of Large equipment
  - Identification of Small Equipment
  - Uses and Safety Procedures to be followed while using equipment
  - Knife Safety Practices
- UNIT 2 – Kitchen Uniform
  - Parts of Uniform
  - Importance of each aspect of uniform’
  - Grooming Standards in the Kitchen .

- UNIT 3 – Identification of Kitchen Areas
  - Layout
  - Pot wash , Cooking Areas
  - Gas Bank
  - Safety in the Kitchen
- UNIT 4 Mis-en-place in the Kitchen
  - Cutting, Peeling, Slicing, Chopping, Shredding, Paring, Etc
  - Kneading Sieving pureeing etc
- UNIT 5 – Cooking Methods
  - Boiling / Blanching
  - Steaming
  - Baking
  - Frying – Shallow and Deep
  - Poaching
  - Poeling
  - Braising
- UNIT – 6 Egg Cookery
  - boiled egg, fried egg, scrambled egg, omlette, poached egg, egg akuri

Once the Units are complete the following menus are to be Covered

**Menu 1**

Boiled Rice

Yellow Dal

Aloo Gobhi

**Menu 2**

Zeera Rice

Murgh Dhaniwal Korma

Kuchumber Salad

Mixed Raita

**Menu 3**

Fried Fish

French Fries

Green Beans sauted in Butter

**Menu 4**

Chicken Burger

Vegetable Burger

**1 Equipments in the Bakery – large and Small**

- Identification
- Uses and handling
- Safety Precautions for handling

**2 BREAD MAKING**

- Bread Recipes
- Bread loaf white and brown
- Bread Rolls (Various shapes)
- French Bread
- Brown Bread Rolls
- Brioche

**3 SIMPLE CAKES**

Bread recipes

- Lemon Cake

**4 SIMPLE COOKIES**

- Nan Khatai

- Golden Goodies
- Melting moments
- Swiss Tarts
- Tri colour biscuits
- Chocolate chip
- Cookies
- Chocolate Cream Fingers
- Bachelor Buttons.

5 **HOT / COLD DESSERTS**

- Caramel Custard
- Bread and Butter Pudding
- Souffle – Lemon/ Pine apple
- Mousse
- Bavaroise
- Apricot Pudding

Potato Chips

**Books recommended :**

- The Professional Pastry Chef, Friberg
- The Wilton Ways of Cake Decorations, Hamlyn Publishing
- Chocolate, Carolyn Humphries
- International Cook Book, Cavendish House
- Time - Life Series - The Cooking of Various countries

**B.VOC HOSPITALITY 1ST SEMESTER**

	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>SUB. CODE</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>3</b>
BV 1102 <u>Fundamentals of Food &amp; Beverage Service</u>				

**Unit – 1 INTRODUCTION TO FOOD AND BEVERAGES**

- History of Catering – International
- History of Catering in India
- Growth and Development of Catering in India – Railways and Premium Brands
- Various Segments of the Catering Industry
- Various outlets of the Departments
- Back areas of F&B departments
- Kitchen Stewarding - Hierarchy & Responsibility

**UNIT 2 – ORGANISATION CHART OF THE F&B DEPARTMENT**

- Organization Chart of the F&B department
- Organization Chart of Restaurant
- Attributes of F&B Service Personnel
- Job Description of Key Personnel – Waiter, Captain, Cashier, Maitre D’ Hotel, Manager

**UNIT 3 – RESTAURANT EQUIPMENT AND FURNITURE**

- Layout of the Restaurant
- Equipment – Large and Small , Specialized Equipment Crockery and Cutlery
- Furniture – Types and Standard Sizes
- Glasses - Types and Capacity of glasses
- Linen – Types and Sizes
- Selection Criteria for equipment, Furniture , Glassware, Crockery, Cutlery and linen

**UNIT 4 - SET UP OF THE RESTAURANT**

- Misc En Place/ Misc En Scene
- Laying a Table

- Cover Definition and Type
- Menu definition and Use

**UNIT 5 -**

- Standard Service Procedure in a Restaurant for a 3 Course Meal
- Precautions to be observed while serving a meal

**BV 1102 Fundamentals of Food & Beverage Service Practical**

- 01 Food Service areas – Induction & Profile of the areas
- 02 Ancillary F&B Service areas – Induction & Profile of the areas
- 03 Familiarization of F&B Service equipment  
Care & Maintenance of F&B Service equipment- Cleaning and Polishing
- 04 Misc En Place / Misc En Scene
- 05 **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: Changing dirty ashtray  
Task-11: Cleaning & polishing glassware  
Task 12 – Service of Soup  
Task 13 – Service of Desserts  
Task 14 – Crumbing of the Table  
Task 15 – Service of Juices, Soft drinks, Mineral water
- 09 Cocoa & Malted Beverages – Preparation & Service

**Books recommended :**

The Professional Pastry Chef, Friberg  
The Wilton Ways of Cake Decorations, Hamlyn Publishing  
Chocolate, Carolyn Humphries



International Cook Book, Cavendish House

Time - Life Series - The Cooking of Various countries

**B.VOC HOSPITALITY 1ST SEMESTER**

	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>SUB. CODE</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>3</b>
BV 1103 :	<u>Fundamentals of Front Office</u>			

- **UNIT 1 Introduction to Hotel Industry**
  - Scope of the Industry
  - Career Prospects in the Hotel Industry
  - Define Target Market & explain intangibility of service and potential
- **UNIT 2 Hotel**
  - Types of Hotels
  - Classification of Hotels
  - Supplementary Accommodation
  - Affiliations to describe the Introduction of Automation of Hotels
  - Advantages & Disadvantages of different types of Hotel Ownerships
- **UNIT 3 Hotel Organization and Charts**
  - To define mission of Hotels and create organization charts
  - Large Hotel
  - Medium Hotel
  - Small Hotel
- **UNIT 4 Basic Front Office Operations**
  - Classify the Front Office functional areas in Large medium and small properties
  - Layout of the Lobby
  - Sections of F.O and their Importance.
  - The nature and uses of Job Description/Specification
  - Qualities of Front office Staff
  - Types of Rooms
  - Tariff Structure & plans

- Front Office Terminology

### **BV 1103 : Fundamentals of Front Office – I**

#### **Practical**

#### **UNIT 1 - Practical Application of Essential Qualities of Front Office Staff**

- Front desk grooming and other essentials
- Body Language
- Proper Terms of Greeting with a guest
- Speech modulation which includes articulation, variation control of pitch and tonal quality
- Explaining the qualities and facilities available to a guest in a Hotel room.

#### **UNIT 2 IDENTIFICATION OF VARIOUS VOUCHERS**

The students will have to draw one or two of the following vouchers and according to the question fill up the vouchers (desk work)

- Registration Card
- Reservation Form
- Amendment Slip
- Cancellation Slip
- Arrival/departure notification slip
- VIP amenities voucher
- Miscellaneous charge voucher
- Allowance voucher
- Paid out voucher
- Message slip

#### **UNIT 3 TELEPHONIC ETIQUETTES AND MANNERS**

- Telephone etiquettes and manners. Accepting reservation by telephone and recording it
- Answering guest enquiries – case studies

#### **Project 1**

This project includes a study of the various airlines, capital, currencies of the various countries of the world. The student is required to visit airlines offices and collect the data concerning the above study. They will also have to make use of the colour photographs and pictures collected from journals and magazine for the logo of airlines etc. The student will have to make two copies of the project and submit before the final practical examinations

### **Project 2**

This project includes a study of any one tourist destination of world. This would include the geographic location of the place.

### **Reference Books**

- Managing facility by Christine Jones - Hotel facility Planning by Tarun Bansal
- Professional front office management- anutoshbakhata
- Front office management- james d berdi
- Front office Management - by G Raghubalan
- Hotel housekeeping Operations and Management by G Raghubalan
- The Professional Housekeeper by Georgina Tucker
- Professional Management of room deivision Operations – Thomas J.A., Jones, Ed.D.R.EH, John Wiley & Sons, Inc.
- Housekeeping Management Margaret kappas, Aleha Nitschke,
- Education Institute, USA. Black Sam, Practical Public Relation,
- Sir Issar Pitman and sons Ltd. London.
- Environment Education-K. K. Shrivastava
- Environmental Management for Hotels – David Kirk

**B.VOC HOSPITALITY 1ST SEMESTER**

	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>SUB. CODE</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>
BV 1104 -				
<u>Basics of Management</u>				

**UNIT 1 - INTRODUCTION TO MANAGEMENT**

- Meaning, definition and concept
- Characteristics of Management
- Importance of Management
- Management a science of art
- Management as Profession
- Management Styles

**UNIT 2 MANAGEMENT PROCESS & SKILLS**

- Managerial Roles
- Managerial Skills
- Functions of Management
- Levels of Management

**UNIT 3 EVOLUTION OF MANAGEMENT**

- Evolution of Management Thoughts
- Management Theories

**UNIT 4 PLANNING, ORGANISING , STAFFING , DIRECTING AND CONTROLLING**

- Nature and Purpose
- Functions and Objectives

**UNIT 5 DECISION MAKING**

- Meaning and definition
- Types of decisions
- Decision making process

#### Reference Books

- Managing facility by Christine Jones - Hotel facility Planning by Tarun Bansal
- management Operations and Management - by G Raghubalan
- management Operations and Management by G Raghubalan
- The Professional Housekeeper by Georgina Tucker
- Professional Management of Housekeeping Operations – Thomas J.A., Jones, Ed.D.R.EH, John Wiley & Sons, Inc.
- Housekeeping Management Margaret kappas, Aleha Nitschke,
- Education Institute, USA. Black Sam, Practical Public Relation,
- Sir Issar Pitman and sons Ltd. London.
- Environmental Management for Hotels – David Kirk

**B.VOC HOSPITALITY 1ST SEMESTER**

<b>SUB. CODE</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
	<b>2</b>	<b>2</b>	<b>4</b>	<b>3</b>

FS - 1105 - Communication Skills in English

Unit 1: Tenses

- Present Tense
- Past Tense
- Future Tense
- Feedback and Evaluation

Unit 2: Introduction to Articles:

- Indefinite Article
- Definite Article
- Feedback and Evaluation

Unit 3: Introduction to Prepositions

- Use of prepositions (in, on, at, for, over, beneath, below, since, to, from)
- Use of prepositions (across, above, along, besides, under, into, upon, within)
- Feedback and Evaluation

Unit 4: Introduction to Comprehension

- Unseen Passages
- Feedback and Evaluation

Unit 5: Vocabulary Building

- Synonyms 30
- Antonyms 30
- Homophones 30
- Revision

Unit 6: Paragraph Writing

- Social
- General
- Feedback and Evaluation

Unit 7: Introduction to Idioms

- Idioms 30
- Sentence Formation using Idioms

**Spoken Communication**

- i. Meeting People
- ii. Exchanging Greetings
- iii. Taking Leave
- iv. Introducing Yourself  
Introducing People to Others
- v. Answering the Telephone and Asking for Someone
- vi. Dealing with a Wrong Number
- vii. Making and Leaving Messages
- viii. . Making Inquiries on the Phone
- ix. Calling for Help in an Emergency

**Reference Books / Suggested Readings**

- You Can Win – Shiv Khera
- Social Intelligence – Daniel Goleman
- Emotional Intelligence – Daniel Goleman
- Harvard Business Review on Innovation- Harvard Business School Press
- Cross Train Your Brain - Stephen D Eiffert
- The Perfect Presentation - Andrew Leigh and Michael Maynard. Rupa and co.
- How to develop self-confidence and influence people by public speaking – Dale Carnegie. Cedar self help.





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**B.Voc**

**Syllabus Semester-II**

**B.VOC HOSPITALITY 2<sup>nd</sup> SEMESTER**

SUB. CODE		L	T	P	C
BV 1201	<u>Food Production 1</u>	2	4	6	4

**1. Vegetables**

- Vegetables – classification
- Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix

**2. Introduction to Stocks**

- Stocks - Types of stocks (White and Brown stock)
- Fish stock
- Emergency stock
- Fungi stock

**3. Sauces - Basic mother sauces**

- Béchamel
- Espagnole
- Veloute
- Hollandaise
- Mayonnaise
- Tomato
- Classification of sauces
- Recipes for mother sauces
- Derivatives

**4. Soups**

- Classification with examples
- Basic recipes
- Consommés
- Garnishes and accompaniments

**5. Salads**

- Parts of a salad
- Types of salad
- Examples and recipes

**6. Meat cookery**

- Introduction to meat cookery
- Cuts of beef/veal
- Cuts of lamb/mutton

- Cuts of pork
- Variety meats(offals)
  
- 7. **Egg cookery**
  - Introduction to egg cookery
  - Structure of an egg
  - Selection of egg
  - Uses of egg in cookery
  - Methods of cooking egg
- 8. **Fish cookery**
  - Introduction to fish cookery
  - Classification of fish with examples
    - Cuts of fish
  - Selection of fish and shell fish
- 9. **Pastry**
  - Short crust
  - Laminated
  - Choux
  - Hot water/rough puff
  - Recipies and methods of preparation difference
  - Uses of each pastry
  - Care to be taken while preparing pastry
    - Role of each ingredient
    - Temperature of baking pastry

## **BV 1201 - Food Production 1**

1. **Egg cookery - Preparation of variety of egg dishes**
  - Boiled ( Soft& Hard)
  - Fried ( Sunny side up, Single fried, Bull''s Eye, Double fried)
  - Poached Eggs
  - Scrambled
  - Omlette (Plain, Stuffed, Spanish)
  - En cocotte (eggs benedict)
  
2. **Simple Salads & Soups:**
  - Preparation of salad dressings
  - Cole slaw,
  - Potato salad,
  - Beet root salad,
  - Green salad,
  - Fruit salad,

**3. Simple Egg preparations:**

- Scotch egg,
- Assorted omelettes,
- Oeuf Floretine
- Oeuf Benedict
- Oeuf Farci
- Oeuf Portugese
- Oeuf Deur Mayonnaise

**4. Simple potato preparations**

- Baked potatoes
- Mashed potatoes
- French fries
- Roasted potatoes
- Boiled potatoes
- Lyonnaise potatoes
- Allumettes

**5. Vegetable preparations**

- Boiled vegetables
- Glazed vegetables
- Fried vegetables
- Stewed vegetables.
- Interdepartmental relationship.

**Demonstration & Preparation of simple menu**

Continental 3 Course Menu using simple recipe's

Reference books:-

- The Professional Pastry Chef, Friberg
- The Wilton Ways of Cake Decorations, Hamlyn Publishing
- Chocolate, Carolyn Humphries
- International Cook Book, Cavendish House
- Time - Life Series - The Cooking of Various countries

**B.VOC HOSPITALITY 2<sup>nd</sup> SEMESTER**

		<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>SUB. CODE</b>		<b>2</b>	<b>2</b>	<b>4</b>	<b>3</b>
BV 1202	<u>Food &amp; Beverage Service-I</u>				

**UNIT 1 Menu and Menu Planning**

- Origin of menu
- Objectives of menu planning
- Types of menu
- Courses of french classical menu
- Sequence
- Examples from each course
- Cover of each course
- accompaniments
- French names of dishes 01

**UNIT 2 Types of meals**

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

**UNIT 3 Food and Beverage Service Methods**

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

**UNIT 4 Simple control system**

- KOT /bill control system
- Making bill
- Cash handling equipment
- Record keeping

- Duplicate Billing System
- Triplicate Billing System

### **UNIT 5 Non-alcoholic beverages**

Classification (nourishing, stimulating and refreshing beverages)

#### A. Tea

- Origin & manufacture
- Methods of Service
- Equipment needed for traditional Tea Service
- Method of Service

#### B. Coffee

- Origin of Coffee
- Manufacturing
- Types & brands
- Methods of Service
- Speciality Coffee

#### C. Juices and soft drinks

- Service of juices & soft drinks
- Brand names of juices, Soft Drinks and Mineral Waters

#### D. Cocoa and Malted Beverages

- Origin and Manufacture
- Service and Equipment.

## **BV 1203 - Food & Beverage Service-I**

### **Advanced Food Service**

- Table laying for different meals
- Menu Planning for different Meals – Indian and Continental
- Breakfast
- Lunch
- Dinner
- Hi Tea
- Supper

### **Restaurant reservation**

- Procedure and Precautions
- Documentation and software

### Receiving & seating the guest

- Taking the order
- Procedure of service at table
- (silver service & pre-plated service)
- Presentation & encashing the bill
- Enhancement of Service Skills with reference to the things taught in the last semester.

### **Basic Beverage Service**

- Tea – Preparation & Service
- Coffee - Preparation & Service
- Juices & Soft Drinks - Preparation & Service
- Mocktails- Juices, Soft drinks, Mineral water, Tonic water
  - Cocoa & Malted Beverages – Preparation & Service

### **Reference Books**

- Managing facility by Christine Jones - Hotel facility Planning by Tarun Bansal
- MANAGING Operations and Management - by G Raghubalan
- Hotel management Operations and Management by G Raghubalan
- The Professional managers by Georgina Tucker
- Professional Management of Housekeeping Operations – Thomas J.A., Jones, Ed.D.R.EH, John Wiley & Sons, Inc.
- Housekeeping Management Margaret kappas, Aleha Nitschke,
- Education Institute, USA. Black Sam, Practical Public Relation,
- Sir Issar Pitman and sons Ltd. London.

- Environment Education-K. K. Shrivastava
- Management for Hotels – David Kirk



**B.VOC HOSPITALITY 2<sup>nd</sup> SEMESTER**

<b>SUB. CODE</b>	<b>L T P C</b>
B V 1203	<b>2 2 4 3</b>
<u>Fundamentals of Housekeeping</u>	

**1. Introduction**

- Introduction to housekeeping department.
- Meaning, Definition & Importance of Housekeeping Department
- Role of Housekeeping in hospitality industry

**2. Lay out & Organizational Structure**

- Layout of Housekeeping department
- Functions of the Housekeeping department
- Functions and Role of each Section in Detail focus on the Control Desk
- Organizational Structure of Housekeeping department ( Small, Medium & large)
- Qualities of Staff required in Housekeeping Department
- Job description of Key Personnel in Housekeeping – Attendant – Room / Public Area/ , Supervisor – Floor/ Public Area / laundry and Linen Room , Executive Housekeeper

**3. Cleaning Science**

- Characteristics of good cleaning agent
- Application of cleaning agent
- Types of cleaning agent
- Cleaning products
- Cleaning equipments
- Classification and types of equipment with Diagram's ( Mops , dusters , pushers, mechanical squeeze, vacuum cleaner ,shampooing machine ) with their care and uses.

**4. Hotel Guest Room**

- Types of room-definition
- Standard layout (single ,double ,twin ,suit )
- Difference between Smoking & Non Smoking room's
- Barrier free room's

- Furniture / Fixture / Fitting / Soft Furnishing /Accessories / Guest Supplies /Amenities in a guest room
- Layout corridor& floor Pantry

**Reference Books**

- Managing facility by Christine Jones - Hotel facility Planning by Tarun Bansal
- Hotel housekeeping Operations and Management - by G Raghubalan
- Hotel housekeeping Operations and Management by G Raghubalan
- The Professional Housekeeper by Georgina Tucker
- Professional Management of Housekeeping Operations – Thomas J.A., Jones, Ed.D.R.EH, John Wiley & Sons, Inc.
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- Sir Issar Pitman and sons Ltd. London.
- Environment Education-K. K. Shrivastava
- Environmental Management for Hotels – David Kirk



**B V 1203 – Fundamentals of Housekeeping**

- 01 Sample Layout of Guest Rooms
  - Single room
  - Double room
  - Twin room
  - Suite
- 02 Guest Room Supplies and Position
  - Standard room
  - Suite
  - VIP room special amenities
- 03 Cleaning Equipment-(manual and mechanical)
  - Familiarization
  - Different parts
  - Function
  - Care and maintenance
- 04 Cleaning Agent
  - Familiarization according to classification
  - Function
- 05 Public Area Cleaning (Cleaning Different Surface)
  - A. **WOOD**
    - Polished
    - Painted
    - Laminated
  - B. **SILVER/ EPNS**
    - Plate powder method
    - Polivit method
    - Proprietary solution (Silvo)
  - C. **BRASS**
    - Traditional/ domestic 1 Method
    - Proprietary solution 1 (brasso)
  - D. **GLASS**
    - Glass cleanser
    - Economical method(newspaper)
  - E. **FLOOR** - Cleaning and polishing of different types
    - Wooden
    - Marble
    - Terrazzo/ mosaic etc.

**B.VOC HOSPITALITY 2<sup>nd</sup> SEMESTER**

	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>SUB. CODE</b>	2	2	4	3
CA 1204 <u>Fundamentals of Computer Application</u>				

**UNIT 1** Introduction To Computers

- Introduction to Computer
- Block Diagram
- Components of a computer system
- Generation of computers
- Programming languages
- Generation of languages
- Storage devices

**Unit II:** Operating Systems: Ms-Dos, Ms-Windows

- Introduction
- Functions & types

**UNIT III :** MS Word

- Introduction to Word processing
- Features of MS WORD
- Creating and Editing a Word Document,
- Paragraph & Document formatting

**UNIT IV:** MS Excel

- Introduction to Spreadsheets
- Features of MS EXCEL
- Building worksheets
- Formulae and Functions
- Graphical Charts

**UNIT V:** MS PowerPoint

- Features of MS POWERPOINT
- Creating, Editing & Viewing Slide shows
- Graphic Tools
- Creating an organization chart
- Preparation & printing presentation documents

**UNIT VI:** Internet.

- Introduction to Internet

- Network
- Network of Networks
- WWW,
- Search Engines,
- E-mail
- Websites
- Introduction to e-commerce
- Features of MS-OUTLOOK

**Books Recommended Reading:**

V.Rajaraman, *Fundamental of Computers*, Prentice Hall India

**B.VOC HOSPITALITY 2<sup>nd</sup> SEMESTER**

	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>SUB. CODE</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>
BV 1205				
<u>Communication 1</u>				

Unit 1: Voice:

- Active Voice
- Passive Voice
- Feedback and Evaluation

Unit 2: Introduction to Articles:

- Advanced Exercises on Articles
- Feedback and Evaluation

Unit 3: Introduction to Prepositions

- Advanced usage of Prepositions
- Feedback and Evaluation

Unit 4: Introduction to Modals

- Use of can , could, would, may, might
- Use of must, must not, may not, should, will
- Feedback and Evaluation

Unit 5 Newspaper Editorial Comprehensions

- Unseen Passages
- Feedback and Evaluation

Unit 6 : Vocabulary Building

- Synonyms 30
- Antonyms 30
- Homophones 30
- Revision

Unit 7: Essay Writing

- Social
- Political
- General

Unit 8 : Introduction to Letter Writing

- Formal Letters
- Informal Letters
- Feedback and Evaluation

**Reference Books:**

- Principles of letter writing – Sue Baker
- . Front Office communication – S.K. Bhatnagar
- Communication for hospitality – Michael. L. Kasavana
- Business communication – James. A. Bardi



**B.VOC HOSPITALITY 2<sup>nd</sup> SEMESTER**

	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>SUB. CODE</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>
<b>BV 1206 -</b>				

**Food Safety and Hygiene**

**Basic Introduction to food safety, food hazards and risk contaminants and food hygiene**

- A. Definition Sources of Contamination
- B. Types of Contamination – Physical , Chemical , Biological , Metal
- C. Cross Contamination
- D. Safety Precautions
- E. Identifying Hazards in the Kitchen their care and Prevention

**Micro-organism in food**

- A. General characteristics of micro-organism
- B. Factors affecting their growth in food-(intrinsic and extrinsic)
- C. Danger Zone and Its usage in Preserving and Holding food
- D. Common food born microorganism- definition and examples
  - Bacteria(Spores/capsules)
  - Fungi
  - Virus
  - Parasite

**Food spoilage & Food preservation**

- A. Types & causes of spoilage
- B. Spoilage of different products ( milk & milk products ,meat eggs, fruits and vegetables, canned products)
- C. Basic principles of food preservation
- D. Methods of preservation(High temperature, Low temperature ,drying, preservations and irradiation)

**Beneficial role of micro organism**

- A. Fermentation and role of lactic and bacteria
- B. Fermentation in food(diary foods, vegetable, Indian foods ,Bakery Products and alcoholic beverages)
- C. Miscellaneous (vinegar & anti-biotics)

**Food Borne diseases**

- A. Common diseases caused by food borne pathogens Symptoms and Preventive measures

**Food adulteration & Additives**

- A. Definition of adulterated food
- B. Common adulterants indifferent foods

**C. Reference Books:**

1. Principles of Food safety and hygiene – Sue Baker
2. Food safety Management – S.K. Bhatnagar
3. Food safety and sanitation– Michael. L. Kasavana
4. Hotel safety and security management – James. A. Bardi

