



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
**BASIC FOOD PREPARATION (206101)**

**Total Credits - 2**

**L T P**  
**2 0 0**

1. Introduction to professional cookery
  - 1.1 origin of modern cookery practices
  - 1.2 factors influence eating habits
  - 1.3 essentials of continental food preparation
  - 1.4 essentials of India food preparation
  - 1.5 hygiene & safe practices in handling food
  - 1.6 aims & objectives of cooking food
- 2 organization structure in the kitchen
  - 2.1 types of establishments
  - 2.2 classical kitchen bridge(English) for a five star & three star hotel
  - 2.3 duties & responsibilities of executive chef & various chefs
  - 2.4 co-ordination with other allied departments e.g. stores, purchases, accounts, service, house keeping, etc.
- 3 cooking utensils & small equipments
  - 3.1 classification- knives, kitchen tools, electric food pre-preparation equipments, refrigeration equipment, food holding equipments, hot plates & heated cupboards
  - 3.2 properties, advantages & disadvantages of various materials used in tools & equipment
  - 3.3 precautions and care in handling & maintenance of equipments
- 4 fuels used in the kitchen
  - 4.1 heat transfer principles
  - 4.2 classification, types, advantages & disadvantages
  - 4.3 safety precautions
- 5 professional attributes
  - 5.1 attitude towards your job
  - 5.2 personal hygiene
  - 5.3 uniforms
  - 5.4 care for your own health & safety
  - 5.5 safety practices & procedures



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

- 5.5.1 accidents, types, nature, classification
- 5.5.2 preventive measures for each type of accident
- 5.5.3 reporting accidents
- 5.5.4 first-aid-meaning, importance and basic rules
- 5.5.5 fire prevention
- 6 commodities used in the catering Industry
- 6.1 relations of the classification with food groups studied
- 6.2 introduction to commodities in terms of sources, types, nature, uses, processing, by-products, market forms available, modes of packing, local market rate, storage principles & nutritive value for commodities and effect of heat and other factors on cooking. (for the following: )
- 6.2.1 cereals & pulses  
Wheat, rice, & other millets in the region;  
Bengal gram, green gram, red gram;  
Soya beans, kidney bean, double beans, locally available cereals and pulses
- 6.2.2 sweeteners  
Sugar, honey, jiggery, & artificial sweeteners
- 6.2.3 fats & oils  
Butter, oil, lard, suet, tallow, hydrogenated fat, bread spreads
- 6.2.4 dairy products  
Milk, cream, cheese, curd
- 6.2.5 vegetables  
Types of vegetables-root, stem, leafy, flowery, fruity
- 6.2.6 fruits  
Types of fruits-fresh, dried, canned
- 6.2.7 eggs
- 6.2.8 spices, herbs, condiments and seasonings  
(Used in western & Indian cooking)
7. Pigments in foods
- 7.1 types of pigments in vegetables, fruits and animals products
- 7.2 effect of heat, acid, alkali, oxidation & metal on pigments
- 7.3 precautions for enhancing & retention of floor
8. Introduction to food pre-preparation  
(To be stressed in Practical's)



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

8.1 Preparation Methods-

Washing, peeling, paring (fruits), cutting (cuts of vegetables), grating (vegetables), grinding, mashing, (vegetables & pulses), sieving (flours), steeping (cereals, pulses, tamarind, lemon-rind), evaporation (milk & gravies), marination (meat, fish, chicken), sprouting (pulses & legumes), blanching, filleting of fish, Deboning & jointing poultry

8.2 Methods of Mixing-

(To be demonstrated also in Practical's)

Beating, blending, cutting in, rubbing in, creaming, folding, kneading, rolling in, pressing, stirring

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics.

List of Practical

1. It is recommended that demonstrations be conducted in the initial stages to make the students familiar with the following:-
  - (i) Introduction to various tools and their usage
  - (ii) Introduction to various commodities (Physical characteristics, weight & volume conversion, yield testing, etc.)
  - (iii) food pre-preparation methods
  - (iv) basic Indian masalas & gravies (Dry & wet)
2. Minimum 15 individual practicals consisting of 70% Indian & 30% continental menus be accomplished, over and above the demonstration mentioned in 1 above.

Practicals examination be conducted to Indian menus consisting of a meat, vegetables, rice, and sweet preparation.

References books

1. Practical cookery-victor ceserani & Ronald Kinton, ELBS
2. Theory of catering-victor ceserani & Ronald Kinton, ELBS
3. Theory of cookery-Mr. K. Arora, Franck Brothers
4. Modern cookery for Teaching & Trage Vol I-Ms. Thangam Philip, Orient Longman
5. The professional chef (4<sup>th</sup> Edition)- Le Rol A. Polsom
6. The book of Ingredients- Jane Grigson
7. Food commodities- Bernard Davis



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**  
**FOOD & BEVERAGE SERVICES (206102)**

**Total Credits - 2**

**L T P**  
**2 0 0**

1. The food & beverage service Industry

Introduction to the food & beverage Industry

Classification of catering establishments (commercial & non-commercial)

Introduction to food & beverage operations (types of F & B outlets)

2. foods & beverage service areas in a hotel

restaurant, coffee shop, room services, bars, banquets, snack bar, executive Lounges, business centers,  
Discotheques & Night Clubs.

3. Food & beverage service equipment

Types & usage of equipment- Furniture, chinaware, silverware & glassware, linen, disposables

Special equipment

Care & maintenance

4. Food & beverage service personnel

Food & beverage service organization structure- Job descriptions & job specifications attitudes &  
attributes of food & beverage personnel, competencies

Basic etiquettes

Interdepartmental relationship

5. Types of food & beverage service

Mis-en-place & mis-en-scene

Table service-english/silver, American, French, Russian

Self service- buffet & cafeteria,

Specialized service- gueridon, tray, trolley, lounge, room etc.

Single point service- take away, vending, kiosks, food courts & bars, automats

6. Types of meals

Breakfast- Introduction, types, service methods

Brunch

Lunch

Hi-Tea

Dinner

Supper

7. Menu knowledge



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**  
Introduction

Types- Ala Carte & Table D'hote

Menu planning, considerations and constraints

Menu terms

Classical terms

Classical French Menu

Classical foods & its accompaniments with cover

Note: glossary of terms

Students should be familiar with the glossary of term pertaining to above mentioned topics

List of Practicals:

1. Restaurant etiquette
2. Restaurant hygiene Practices
3. Mis-en-palace & mis-en-scene
4. Identification of equipments
5. Laying & relaying of table cloth
6. Rules of laying a table
7. Carrying a Salvar/Tray
8. Service of water
9. Handling the service gear
10. Carrying plates, glasses & other equipments
11. Clearing an Ashtray
12. Situations like spillage
13. Setting of table d'hote & A La Carte covers
14. Breakfast table lay- out & service (Indian, American, English, Continental)
15. Crumbing, clearing, presenting the bill

Reference books:

1. Food & beverages dservice- Lillicrap & cousins, ELBS
2. Modern restaurant service- John Fuller, Hutchison
3. Food & beverage service training manual- Sudhir Andrews, Tata McGrew Hill



GURU KASHI UNIVERSITY  
UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT  
BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT  
**BASIC ROOMS DIVISION (206103)**

**Total Credits - 2**

**L T P**  
**2 0 0**

**PART 1**

1. Introduction to house keeping
  - Importance & functions of housekeeping
  - Guest satisfaction and repeat business
  - House keeping areas- Front-of-the-house and Back-of-the-areas, guest rooms, Public areas, maids room, indoor and outdoor areas
2. Co-ordination with other departments
  - Departments like front office, engineering, F & B, kitchen, security, purchase, HRD, accounts
3. Layout of housekeeping departments
  - Sections of the housekeeping departments, their functions and layout
4. Organization of housekeeping department
  - Hierarchy in large, medium & small hotels
  - Attributes of staff
  - Job description and job specifications
5. Guest rooms
  - Types
  - Amenities & facilities for standard & VIP guest rooms
6. Cleaning equipments
  - Classification, use, care & maintenance
  - Selection & purchase criteria
7. Cleaning agents
  - Classification, use, care and storage
  - Distribution & control
  - Selection criteria

**PART-2**



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

1. Introduction to hospitality Industry

The term 'Hotel', evolution & development of hospitality Industry and tourism, famous hotels worldwide.

Classification of hotels (based on various categories like size, location, clientele, length of stay, facilities, ownership)

Organizational chart of hotels (large, medium, small)

2. Front office department

Sections and layout of front office

Organizational chart of front office department (small, medium and large hotels)

Duties and responsibilities of various staff

Attributes of front office personnel

Co-ordination of front office with other departments of the hotels

Equipments used (manual and automated)

3. Room types & tariffs

Types of rooms

Food/meals plans

Types of rooms rates (Rack, FIT, crew, group, corporate, weekend etc.)

4. Role of front office

Key control and key handling procedures

Mail and message handling

Paging and luggage handling

Rules of the house (for guest and staff)

Black list

Bell desk and concierge

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics.

List of Practical: Part-1

1. Introduction to the housekeeping department

2. To prepare a list of cleaning equipments

3. Study of cleaning agents



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
4. Introduction to guest room and supplies & placement

5. Sweeping and mopping- dry, wet
6. Polishing of laminated surfaces
7. Polishing of brass articles
8. Polishing of EPNS articles
9. Polishing of copper articles
10. Cleaning of glass surfaces
11. Cleaning of oil painted surfaces
12. Cleaning of plastic painted surfaces
13. Mansion polishing
14. Vacuum cleaning
15. Bed making
16. Cleaning of different floor finishes & use of floor scrubbing machine

List of Practical: Part-2

1. Telephone etiquettes and telephone handling
2. Handling room keys (issuing, receiving, missing keys, computerized key cards)
3. Handling guest mail (of guests who have checked out, in house and expected)
4. Handling messages and paging for guests
5. Luggage handling (along with left luggage procedure)
6. Handling guest enquiries
7. Handling guests who are blacklisted
8. Situations on basis of charging
9. Bell desk activities

Reference books

1. Housekeeping training manual- Sudhir Andrews
2. Hotel, hostel & hospital housekeeping- Brenscon & Lanox
3. Checkin checkout (Jerome Vallen)
  
4. Hotel front office training manual (Sudhir Andrews)
5. Principles of hotel front office operations (Sue Baker, P.Bradley, J.Huyto)





**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**  
6. Hotel front office (Bruce Braham)

7. Managing front office operations (Michael Kasavana, Charles Steadmon)
8. Front office procedures and management (Peter Abbott)
9. Front office operations/Accommodations operations (Colin Dix)
10. Front office operation and administration (Dennis Foster)

**SUGGESTED ASSIGNMENTS:**

1. Countries, capital and currencies
2. Different airline with their codes world wide
3. Metro cities information (Location, shopping facilities, restaurants, places of interest historical monuments, etc.)
4. Beaches in India



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**  
**COMPUTER FUNDAMENTALS (206104)**

**Total Credits - 2**

**L T P**  
**2 0 0**

1. Computer fundamentals

Features of computer system

Block diagram

Hardware input & output devices, CPU, RAM, ROM

Software- System, application S/W

Networks-LAN, MAN, WAN, Topologies

Viruses- Types, precautions

2. Windows

Features

Terminologies-Desktop, windows, wallpaper, icons, file, folder etc.

Windows explorer- (Assignment with file, folder)

Accessories- Paint, notepad, calculator

3. DOS (Disk operating system)

Introduction, features

Internal commands- DIR, CLS, VER, VOL, DATE, TIME, COPY, TYPE, REN, DEL, CD, MD, RD)

External commands- FORMAT, ATTRIB, SCANDISK, TREE, MORE, EDIT etc.

Wildcards (question mark?, asterisk\*)

4. MS-WORD

File commands, print, page setup

Editing- cut, copy, paste, find, replace etc.

Formatting commands- fonts, bullets, borders, columns tabs, indents

Tables, auto text, auto correct

Mail merge

Hyperlinks

5. MS-EXCEL

Features, auto fill, custom lists etc.



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
Cell reference- relative & absolute (S)

Formulae, functions (Math/stats, text, date, IF)

Charts- types, parts of the chart

Databases (create, sort, auto filter, sub total)

6. MS-POWERPOINT

Slide layout, slide t.

Clip art, organizational chart, graphs, Tables

Custom animation, slide timings

7. INTERNET/E-MAILS

History

Pre-requisites for internet, role of modem

Service- emailing, chatting, surfing, blog

Search engines, browsers, dial up, domains

Broadband, concepts of web upload, download

Threats- spyware, adware, SPAM

8. E-COMMERCE AND ERP CONCEPTS

Concepts of B-to-B, B-to-C

ERP concept, SAP concepts

9. DBMS concepts- (Data base management systems)

Definition- DBMS, table, data types, record, fields

10. MS-ACCESS

Table creation, fields, data types

Primary key concept

Add, edit, delete records

Forms, simple query

Notes: Glossary of Terms



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

Students should be familiar with the glossary of terms pertaining to above mentioned

topics students should maintain log book, which has all notes, pictures from the internet and all assignments (which will be marked as part of practical exams).

**LIST OF PRACTICAL**

1. DOS:-
  - a. To create directories
  - b. Create files using COPY CON and EDIT
  - c. Rename and delete files
2. WINDOWS:-
  - a. Change wallpaper, set screen saver
  - b. Create folders and files using notepad
  - c. Create images using paint
  - d. Cut, copy, paste files to floppy/pen drives
  - e. Check free disk space and speed of processor
  - f. Change date and time
3. WORD:-
  - a. Type recipe of any dish, with its image, with ingredients in a table
  - b. Create KOT, students' Resumes with students' photograph (WORD)
4. EXCEL:-
  - a. List of employees, with salary
  - b. KOT
  - c. Report card with pass/fail result
  - d. Bills with details of hotel rooms
  - e. Charts
  - f. Database of employees with filters
5. POWERPOINT:-
  - a. To present the above information as a presentation as an assignment
  - b. Use different layouts, organizational chart, design templates, in the presentation.
6. INTRENET



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**

a. To search and download information from the internet as a topic and submit

(Hard/Soft copy).

b. Create a tables Id, send mail to faculty as an assignment.

7. ACCESS:-

a. Create a table (s) where all records can be displayed

b. Edited records

c. Create a query

d. Create a form

Note: Practical examination will be based on practical assignment, knowledge of commands and viva voice.

**RECOMMENDED BOOKS:-**

1. Computer fundamentals- P.K. Sinha or Rajaraman

2. A first course in computers- Sanjay Saxena

3. DOS guide- Peter Norton

4. Mastering MS OFFICE- Lonnie E. Moseley & David M. Boodey (BPB Publication)

5. Any other- which are available in the area and city- which the faculty deem fit



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
**CATERING SCIENCE-1 (206105)**

**Total Credits - 4**

**L T P**  
**4 0 0**

1. Importance of hygiene in the catering industry  
Introduction  
Definitions- hygiene & sanitation  
Significance of hygiene & sanitation in the food industry
2. Food microbiology  
Classification & morphology of micro-organisms  
Factors affecting growth of micro-organisms  
Control of micro-organisms in relation to food preservation  
Harmful and useful micro-organisms in the food industry  
Role of micro-organisms in the production of fermented food, dairy products, bakery products, alcoholic beverages & vinegar
3. Food & water borne illnesses  
Food poisoning & food infection, common intestinal parasites (definitions, sources of contamination of food, mode of transmission of food borne illness, control of food borne illness)  
Non-bacterial metal poisoning  
Natural toxins present in food
4. Food protection  
Hygiene storage- dry, refrigerated & freezer storage & protective display  
Danger zone  
Food spoilage- detection and prevention  
Food contamination & spoilage due to kitchen pests  
Cross contamination
5. Personal hygiene  
Necessity of personnel hygiene  
Health of staff  
Sanitary practices



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
Protective clothing

Importance of rest, recreation and exercise

6. Food science concepts

Basic S.I. units of length, area, volume, weight

Temperature (conversion of Celsius scale to Fahrenheit scale)

Definitions of density & relative density

P<sup>h</sup>- definition & its relevance in food industry

Undesirable browning & its prevention, examples of desirable browning in food preparations.

Important terminologies (definitions & relevance) boiling point, boiling under pressure, melting point, smoking point, flash point, surface tension, osmosis, humidity, evaporation, sol, gel, emulsion & foam.

7. Food additives

Definition, types & their limitations as per PFA Act.

8. Regulatory agencies

Food standards in India

Common food adulterants and simple tests to detect food adulterants in milk, sugar, turmeric, chilli powder, tea, coffee, semolina flour, ghee, butter, margarine & oil.

9. Hazard analysis & critical control points (HACCP)

Importance, definition & usage of HACCP

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics.

Demonstration/field visits

Demonstration1. Ubiquity of micro organism (Exposed food, personal habits & kitchen equipments)

Demonstration2. Spoilage organism seen in various food stuffs

Demonstration3. Simple tests for detection of adulterants

Visits: State public health laboratory

Hotel kitchens, flight kitchen & industrial canteen to observe hygiene standards maintained.



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**  
(A file to be maintained the record the observations of the demonstrations and the

visits. Marks awarded can be included in the internal marks.)

Reference books

1. Food hygiene & sanitation- S. Roday
2. Food microbiology- Frazier
3. Complete catering science- OFG Kilogour
4. Safe food handling- Michael Jacob
5. Prevention of food adulteration Act 1954
6. The science of food- 3<sup>rd</sup> Edition- P.M. Gaman & K.B. Sherrington
7. Food chemistry- 1<sup>st</sup> edition- Meyer





**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
**COMMUNICATION SKILLS-1 (206106)**

**Total Credits - 4**

**L T P**  
**2 2 0**

1. Basic language skills: Grammar and usage

The ability to fill in the blanks, correct errors, choose correct forms out of alternative choice, joins clauses, rewrite sentences as directed and replace indicated sections with single words/opposites/synonyms.

To be assessed through paragraphs or sentences

2. Comprehension of an unseen passage

This should apply to the following

- (a) An understanding of the passage in question
- (b) A grasp of general language skills and issue with references to words and usage within the passage and
- (c) The power of short independent composition based on themes and issues raised in the passage.

Passages are to be taken from literacy/scientific/technical writing as well as from the fields of journalism/management/commerce.

One passage is to be given. The length of the passage should be about 250 to 300 words.

Question frames should be in the accordance to the objectives stated.

3. Phonology and pronunciation

This will involve training in sounds and correct pronunciation.

4. Official correspondence

Official correspondence includes:

- (a) Enquires, complaints and replies; representations.
  - (b) Letters of application for jobs.
  - (c) Letters to the editor and social appeals in the form of letters/pamphlets.
5. Interpretation of short unseen literacy prose pieces (fiction and non-fiction)

The piece should conform to the practice of simple modern English. They should cover range of authors, subjects and contexts. In all cases, the language should be easy to understand by the general body of students.



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

6. Types of logical structure

Based on analysis, agriculture and classification.

Comparison and contrast and cause and effect relationship.

Exemplification, definition.

Statement- elaboration: expanding points into paragraphs.

Listing, chronological patterning process.

Repetition, general specific, specific general

(a) principles of editing

Punctuation, substitution of words, restructuring of sentences, re-organizing sentence sequence in a paragraph, use if link words and principles of coherence and cohesion.

7. Summary writing

This is to create an awareness in students regarding the organization of material the points and sub-points, the logical connection between these point. This will include making students aware of the notions of the “main idea”, with a view of training them to shorten the material, to capture the essence and present it in a precise manner.

Recommended books

1. An approach to communications skills by Inderjeet Bhattacharaya
2. Communication skills by Loveleen Kaur
3. Professional communication by Aruna Koneru (Tata Mcgraw-Hill publication)



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
**BASIC FOOD PREPARATION LAB (206107)**

**Total Credits - 2**

**L T P**  
**0 0 4**

**List of Practical**

1. It is recommended that demonstrations be conducted in the initial stages to make the students familiar with the following:-
  - (i) Introduction to various tools and their usage
  - (ii) Introduction to various commodities (Physical characteristics, weight & volume conversion, yield testing, etc.)
  - (iii) Food pre-preparation methods
  - (iv) Basic Indian masalas & gravies (Dry & wet)
  
2. Minimum 15 individual practicals consisting of 70% Indian & 30% continental menus be accomplished, over and above the demonstration mentioned in 1 above.

Practical's examination be conducted to Indian menus consisting of a meat, vegetables, rice, and sweet preparation.



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
**FOOD & BEVERAGE SERVICES LAB (206108)**

**Total Credits - 2**

<b>L</b>	<b>T</b>	<b>P</b>
<b>0</b>	<b>0</b>	<b>4</b>

Note: glossary of terms

Students should be familiar with the glossary of term pertaining to above mentioned topics

List of Practical's

1. Restaurant etiquette
2. Restaurant hygiene Practices
3. Mis-en-palace & mis-en-scene
4. Identification of equipments
5. Laying & relaying of table cloth
6. Rules of laying a table
7. Carrying a Salvar/Tray
8. Service of water
9. Handling the service gear
10. Carrying plates, glasses & other equipments
11. Clearing an Ashtray
12. Situations like spillage
13. Setting of table d'hote & A La Carte covers
14. Breakfast table lay- out & service (Indian, American, English, Continental)
15. Crumbing, clearing, presenting the bill



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**  
**BASIC ROOMS DIVISION LAB (206109)**

**Total Credits - 2**

**L T P**  
**0 0 4**

List of Practical: Part-1

1. Introduction to the housekeeping department
2. To prepare a list of cleaning equipments
3. Study of cleaning agents
4. Introduction to guest room and supplies & placement
5. Sweeping and mopping- dry, wet
6. Polishing of laminated surfaces
7. Polishing of brass articles
8. Polishing of EPNS articles
9. Polishing of copper articles
10. Cleaning of glass surfaces
11. Cleaning of oil painted surfaces
12. Cleaning of plastic painted surfaces
13. Mansion polishing
14. Vacuum cleaning
15. Bed making
16. Cleaning of different floor finishes & use of floor scrubbing machine

**List of Practical: Part-2**

17. Telephone etiquettes and telephone handling
18. Handling room keys (issuing, receiving, missing keys, computerized key cards)
19. Handling guest mail (of guests who have checked out, in house and expected)
20. Handling messages and paging for guests
21. Luggage handling (along with left luggage procedure)
22. Handling guest enquiries
23. Handling guests who are blacklisted
24. Situations on basis of charging
25. Bell desk activities



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**  
**COMPUTER FUNDAMENTALS – Lab (206110)**

**Total Credits - 2**

**L T P**  
**0 0 4**

11. Computer fundamentals

Features of computer system

Block diagram

Hardware input & output devices, CPU, RAM, ROM

Software- System, application S/W

Networks-LAN, MAN, WAN, Topologies

Viruses- Types, precautions

12. Windows

Features

Terminologies-Desktop, windows, wallpaper, icons, file, folder etc.

Windows explorer- (Assignment with file, folder)

Accessories- Paint, notepad, calculator

13. DOS (Disk operating system)

Introduction, features

Internal commands- DIR, CLS, VER, VOL, DATE, TIME, COPY, TYPE, REN, DEL, CD, MD, RD)

External commands- FORMAT, ATTRIB, SCANDISK, TREE, MORE, EDIT etc.

Wildcards (question mark?, asterisk\*)

14. MS-WORD

File commands, print, page setup

Editing- cut, copy, paste, find, replace etc.

Formatting commands- fonts, bullets, borders, columns tabs, indents

Tables, auto text, auto correct

Mail merge

Hyperlinks

15. MS-EXCEL

Features, auto fill, custom lists etc.



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
Cell reference- relative & absolute (S)

Formulae, functions (Math/stats, text, date, IF)

Charts- types, parts of the chart

Databases (create, sort, auto filter, sub total)

**16. MS-POWERPOINT**

Slide layout, slide t.

Clip art, organizational chart, graphs, Tables

Custom animation, slide timings

**17. INTERNET/E-MAILS**

History

Pre-requisites for internet, role of modem

Service- emailing, chatting, surfing, blog

Search engines, browsers, dial up, domains

Broadband, concepts of web upload, download

Threats- spyware, adware, SPAM

**18. E-COMMERCE AND ERP CONCEPTS**

Concepts of B-to-B, B-to-C

ERP concept, SAP concepts

**19. DBMS concepts- (Data base management systems)**

Definition- DBMS, table, data types, record, fields

**20. MS-ACCESS**

Table creation, fields, data types

Primary key concept

Add, edit, delete records

Forms, simple query

Notes: Glossary of Terms



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

Students should be familiar with the glossary of terms pertaining to above mentioned

topics students should maintain log book, which has all notes, pictures from the internet and all assignments (which will be marked as part of practical exams).

**LIST OF PRACTICAL**

**8. DOS:-**

- d. To create directories
- e. Create files using COPY CON and EDIT
- f. Rename and delete files

**9. WINDOWS:-**

- g. Change wallpaper, set screen saver
- h. Create folders and files using notepad
- i. Create images using paint
- j. Cut, copy, paste files to floppy/pen drives
- k. Check free disk space and speed of processor
- l. Change date and time

**10. WORD:-**

- c. Type recipe of any dish, with its image, with ingredients in a table
- d. Create KOT, students' Resumes with students' photograph (WORD)

**11. EXCEL:-**

- g. List of employees, with salary
- h. KOT
- i. Report card with pass/fail result
- j. Bills with details of hotel rooms
- k. Charts
- l. Database of employees with filters

**12. POWERPOINT:-**

- c. To present the above information as a presentation as an assignment
- d. Use different layouts, organizational chart, design templates, in the presentation.

**13. INTRENET**





**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**

c. To search and download information from the internet as a topic and submit

(Hard/Soft copy).

d. Create a tables Id, send mail to faculty as an assignment.

14. ACCESS:-

e. Create a table (s) where all records can be displayed

f. Edited records

g. Create a query

h. Create a form

Note: Practical examination will be based on practical assignment, knowledge of commands and viva voice.

**RECOMMENDED BOOKS:-**

6. Computer fundamentals- P.K. Sinha or Rajaraman

7. A first course in computers- Sanjay Saxena

8. DOS guide- Peter Norton

9. Mastering MS OFFICE- Lonnie E. Moseley & David M. Boodey (BPB Publication)

10. Any other- which are available in the area and city- which the faculty deem fit



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
**FOOD PREPARATION PRINCIPLES (206201)**

**Total Credits - 2**

**L T P**  
**2 0 0**

**1. Introduction to methods of cooking**

Cooking as applied to all commodities studied in SEM 1.

Classification & salient features of various cooking methods.

Temperature precautions.

Equipments used their care & maintenance.

**Moist methods of cooking**

Steaming with pressure & without pressure

Braising

Poaching

Boiling

**Dry methods of cooking**

Baking

Roasting

Grilling

Tandoor

**Frying**

Types of frying medium

Sautéing

Shallow frying

Deep-frying

Combining the methods

Pressure frying

**Microwave cooking**

Advantages & disadvantages

**2. Stocks**

Definitions & uses of stocks

Classification



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
Rules of stock making

Recipes of 1 litre of various stocks (white, brown, fish and vegetable)

Glazes & Aspic

Storage Care

### **3. Sauces**

Classification & uses of sauces

Composition

Thickening agents

Recipes of mother sauces

Finishing of sauces (reducing, straining, de-glazing, enriching and seasoning)

precautions & rectification, handling & storage

Derivatives (five each)

Pan gravies

Flavored butters

### **4. Soups**

Aim of soup making

Classification of soups-cream, puree, veloute, chowder, consommé, national soups

### **5. Texture, Accompaniments & Garnishes**

Importance & characteristics

Factors affecting textures in food

Desirable & non-desirables textures with examples

Difference between accompaniments & garnishes

### **6. Introduction to bakery & confectionary**

Definition

Principles of baking

Bakery equipments (small & large)

Formulas & measurements

Physical & chemical changes during baking

### **7. Characteristics functions of ingredients in bakery & confectionery**



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
Flour, shortening agents, sweetening agents, raising agents, dairy products, eggs,

Sunday, materials

**8. Yeast dough's (fermented goods)**

Role of ingredients

Types- (rich/lean)

Methods of bread making

Stages in bread making

Faults and remedies, bread disease, bread improvers

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics.

**List of Practical**

Use of different cooking methods basic stocks, soups & sauces

Minimum 24 individual practical be accomplished consisting of 50% continental menus with breads.

30% Indian menus

20% breakfast menus (Indian & continental)

**Practical examination:** To be conducted on a basic continental menu (consisting of soup, meat, potato, salad & cold sweet.

**Reference Books**

1. Practical cookery- victor ceserani & Ronald Kinton, ELBS
2. Theory of catering- victor ceserani & Ronald Kinton, ELBS
3. Theory of cookery- Mr. K. Arora, Franck Brothers
4. Modern cookery for teaching & trade vol 1 – MsThangam Philip, orient Longman.
5. The professional chef (4<sup>th</sup> Edition)- Le Rol A. Polsom
6. The book of Ingredients- Jane Grigson
7. Success in principles of catering- Michael Colleer & Colin Saussams



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
**FOOD & BEVERAGE OPERATIONS (206202)**

**Total Credits - 3**

**L T P**  
**3 0 0**

1. Room service/In room dining service

Introduction, general principles

Cycle of service, scheduling and staffing

Forms & formats

Order taking, suggestive selling, breakfast cards

Time management- lead time from order taking to clearance

2. Buffets

Definition

Types of buffets

Buffets equipments and tables setup

3. Control methods

Necessity and functions of a control system

Billing methods-duplicate & triplicate system, KOTs & BOTs computerized KOTs (kitchen order ticket, beverage order ticket)

Flow chart of KOT

Presentation of bill

4. Non-Alcoholic beverages

Classification

Hot beverages- types, service

Cold beverages- types, service

5. Alcoholic beverages

Definition

Classification of alcoholic beverages

Fermentation process

6. Beers

Introductions

Ingredients used



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**  
Production

Types and brands- Indian and International

Other fermented and brewed beverages- sake, cider, perry

Note: glossary of Terms

Students should be familiar with the glossary of terms pertaining to above-mentioned topics

List of practical

1. Revision of practical from the first semester
2. Side board organization
3. Taking an order- food & making a KOT
4. Napkin folds
5. Points to be remembered while setting a cover and during service
6. Silver service (Hors D'oeuvre- (classical Hors D'oeuvres varies to coffee)
7. Service of hot & cold non-alcoholic beverages
8. Indian cuisine- accompaniments & service
9. Service of beer (bottled, canned and draft)
10. Exercise for planning different menus
11. Room service- tray and trolley layup, breakfast hanger & service procedure
12. Mini bar- format and operational procedures

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. The restaurant (from concept to operation)- Lipinski
5. Bar and beverage book- C. Katsigris, Mary Porter



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**  
**ROOMS DIVISION SERVICES (206203)**

**Total Credits - 3**

**L T P**  
**3 0 0**

1. Cleaning routine of housekeeping department

General principles of cleaning

Work routine for floor supervisors and chamber maids

Rules of the floor

2. Cleaning routine of guest rooms

Daily cleaning of occupied, departure, vacant, under repair & VIP rooms

Evening service & second service procedures

Weekly/periodic cleaning- special cleaning tasks to be carried out

Spring cleaning procedures

3. Cleaning routine of public areas

Areas to be maintained

Daily, weekly and spring-cleaning procedures for various public areas such as lobby/lounge, restaurants, bar, banquet halls, swimming pool, elevators and staircase & corridors.

4. Key control

Computerized keys

Manual keys

Key control procedures

5. Control desk

Importance of control desk

Records maintained

Functions performed by C.D.

6. Housekeeping supervision

Importance of supervision

Checklist for inspection

Dirty dozen

7. Lost and found procedure

Procedure for guest article



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
Procedure for lost hotel property

Records maintained

**PART-2**

**1. Reservation**

Importance of guest cycle (various stages, sectional staff in contact during each stage)

Modes and sources of reservation

Procedure for taking reservations (reservations form, conventional chart, density chart, booking diary with their detailed working and formats)

Computerized system (CRS, instant reservation)

Types of reservation (guaranteed, confirmed, groups, fit)

Procedure for amendments, cancellation and overbooking

**2. Pre-Arrival Procedures**

Pre-Arrival activities (preparing and arrival list, notification etc)

Procedures for VIP arrival

Procedures for group arrival (special arrangements, meal coupons, etc)

**3. Guest Arrival**

Types of registration (registers, loose leaf, registration cards)

Receiving guests

Arrival procedures for various categories of guests (foreigners along with C-forms, with confirmed reservation)

Notification of guest arrival

Criteria for taking advance (walk-ins, scanty baggage etc)

**4. Guest stay**

Rooming a guest (introduction to the hotel facilities, orientation of the room)

Procedure for room change

Safe deposit procedure

Assisting guest with all possible information and help (medical etc)

**5. Guest departure**

Departure notification





**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
Task performed at bell desk, cashier/reception

Express check outs

Late check outs and charges

6. Methods of payment

Credit card handling

Traveler cheques, personal checks

Handling cash Indian, foreigner currency

Other methods of payments (travel agent, bill to company etc)

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above-mentioned topics.

List of practical:

1. Equipping maids carte/trolley
2. Bed making-day/evening
3. Daily cleaning of guest rooms-departure, occupied and vacant
4. Weekly/spring cleaning
5. Daily cleaning of public areas
6. Weekly cleaning of public areas
7. Cleaning routine restaurants/Admn. Offices/staircases & elevators/exterior areas
8. Inspection records- check list
9. Monogramming
10. Mending, sewing machine
11. Linen inventory- stock taking
12. Identification and construction of- plain, basket, figured, weaves, pile satin, twill and sateen.

Reference books

1. Fibres & fabrics- Brenda piper
2. Housekeeping training manual- Sudhir Andrews
3. Hotel, hostel & hospital housekeeping- Brenscon & Lanex



**ROOMS DIVISION SERVICES (206203)**

**Total Credits - 3**

**L T P**  
**3 0 0**

1. Cleaning routine of housekeeping department

General principles of cleaning

Work routine for floor supervisors and chamber maids

Rules of the floor

2. Cleaning routine of guest rooms

Daily cleaning of occupied, departure, vacant, under repair & VIP rooms

Evening service & second service procedures

Weekly/periodic cleaning- special cleaning tasks to be carried out

Spring cleaning procedures

3. Cleaning routine of public areas

Areas to be maintained

Daily, weekly and spring-cleaning procedures for various public areas such as lobby/lounge, restaurants, bar, banquet halls, swimming pool, elevators and staircase & corridors.

4. Key control

Computerized keys

Manual keys

Key control procedures

5. Control desk

Importance of control desk

Records maintained

Functions performed by C.D.

6. Housekeeping supervision

Importance of supervision

Checklist for inspection

Dirty dozen

7. Lost and found procedure

Procedure for guest article



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

Procedure for lost hotel property

Records maintained

**PART-2**

**1. Reservation**

Importance of guest cycle (various stages, sectional staff in contact during each stage)

Modes and sources of reservation

Procedure for taking reservations (reservations form, conventional chart, density chart, booking diary with their detailed working and formats)

Computerized system (CRS, instant reservation)

Types of reservation (guaranteed, confirmed, groups, fit)

Procedure for amendments, cancellation and overbooking

**2. Pre-Arrival Procedures**

Pre-Arrival activities (preparing and arrival list, notification etc)

Procedures for VIP arrival

Procedures for group arrival (special arrangements, meal coupons, etc)

**3. Guest Arrival**

Types of registration (registers, loose leaf, registration cards)

Receiving guests

Arrival procedures for various categories of guests (foreigners along with C-forms, with confirmed reservation)

Notification of guest arrival

Criteria for taking advance (walk-ins, scanty baggage etc)

**4. Guest stay**

Rooming a guest (introduction to the hotel facilities, orientation of the room)

Procedure for room change

Safe deposit procedure

Assisting guest with all possible information and help (medical etc)

**5. Guest departure**



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
Departure notification

Task performed at bell desk, cashier/reception

Express check outs

Late check outs and charges

6. Methods of payment

Credit card handling

Traveler cheques, personal checks

Handling cash Indian, foreigner currency

Other methods of payments (travel agent, bill to company etc)

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above-mentioned topics.

List of practical:

1. Equipping maids carte/trolley
2. Bed making-day/evening
3. Daily cleaning of guest rooms-departure, occupied and vacant
4. Weekly/spring cleaning
5. Daily cleaning of public areas
6. Weekly cleaning of public areas
7. Cleaning routine restaurants/Admn. Offices/staircases & elevators/exterior areas
8. Inspection records- check list
9. Monogramming
10. Mending, sewing machine
11. Linen inventory- stock taking
12. Identification and construction of- plain, basket, figured, weaves, pile satin, twill and sateen.

Reference books

1. Fibres & fabrics- Brenda piper
2. Housekeeping training manual- Sudhir Andrews
3. Hotel, hostel & hospital housekeeping- Brenscon & Lanex



GURU KASHI UNIVERSITY  
UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT  
BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET

**TRAVEL & TOURISM (206204)**

**Total Credits - 3**

**L T P**  
**3 0 0**

1. The tourism phenomenon

Definition- tourism; tourist; visitor; excursionist; domestic; international; inbound; outband; destination

Growth of tourism/evolution/history of tourism & present status of tourism in India

Thomas cook grand circular tour

2. Constituents of tourism industry

Primary constituents

Secondary constituents

The 4A's of tourism- attraction, accessibility, accommodation, amenities

Career opportunities for tourism professional

3. Infrastructure of tourism

Role of transport in tourism

Modes of transport- road, rail, area, sea

Types of accommodation- main & supplementary

4. Types of tourism

Types of tourism: various motivators holiday, social & cultural, MICE religious, VFR (visiting friends and relatives) sports, political, health, senior citizen sustainable tourism

Alternative tourism: Eco tourism, agro rural tourism

5. The impact of tourism

Economic impact- employment generation, foreign exchange earnings, multiplier effect, leakage, infrastructure development

Social, culture & political impact- standard of living, passport to peace, international understanding, social integration, regional growth, national integration

Environment impact- tourism pollution & control, wild life & bird sanctuaries & their protection for tourist industry

6. The tourism organizations



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
Objectives, role & function of government organizations: DOT, ITDC, MTDC, ASI,

TFCL

Domestic organizations: TAAI, FHRAI, IATO

International organizations: WTO, IATA, PATA

NGO: role of NGO in making responsible tourists

### 7. The travel agency

Meaning & definition of travel agent

Types of travel agent: retail & wholesale

Functions of travel agent

- Provisions of travel information
- Ticketing
- Itinerary preparation
- Planning & costing
- Settling of accounts
- Liaisons with service providers
- Role of travel agent in promotion of tourism

### 8. The tour operator

Meaning & definition

Types of tour operator: inbound, outbound & domestic

Tour packaging- definition, components of a tour package

Types packaging tour:

- Independent tour
- Inclusive tour
- Escorted tour
- Business tour

Guide & escorts- their role and function qualities required to be a guide or escort

### 9. Travel formalities & regulations

Passport- definitions, issuing authority, types of passport, requirements for passport

Visa- definition, issuing authority, types of visa, requirements for visa



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
Health regulation- vaccination, health insurance,,

Economic regulation- foreigner exchange

#### 10. Itinerary planning

Definition, steps to plan a tour, route map, transport booking, accommodation reservation, food facilities, local guide/escort, climate/seasonality, shopping & cultural show, costing.

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics.

Tutorials

1. Preparation of itinerary- 2days, 7 days for well known tourist destinations
2. Preparation of passport, visa, requirements
3. Field visit to a travel agency, airport etc.

Reference books

1. Introduction to travel & tourism- Michael M.Cottman Van Nostrand Reinhold New York, 1989
2. Travel agency & our operation concepts & principles- jagmohan Negi-Kanishka publishes, distributors, New Delhi, 1997
3. International tourism- fundamentals & practices- A.K. Bhatia sterling publishers private limited, 1996
4. A textbox of India tourism- B.K> Goswami & G. Ravendran- Har-Anand publications Pvt. Ltd. 2003
5. Dynamics of modern tourism- Ratandeep Singh- Kanishka publishers, distributors, New Delhi, 1998
6. Tourism development, principles and practices- Fletcher & cooper- ELBS



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

**Catering Science-II (206205)**

Credit: 04

L T P  
4 0 0

**INTRODUCTION TO TERMINOLOGIES**

Food, Nutrient, Empty, Calories, Health, Malnutrition, Edible portion of food, Balanced diet.

**1. CARBOHYDRATES**

Definition, Composition, Classification, Food sources (Good and poor sources) Functions in human body, Recommended daily allowance in India (RDA), Importance of fibre, Effect of deficiency & excess intake, Effect of heat on carbohydrates.

**2. PROTEIN**

Definition, Composition, Essential and non-essential amino acids, Protein quality (only Concept), Concept of Supplementary value of protein, Food source (good and poor source), RDA (Adolescents and adults), Effect of deficiency, Effect of heat on proteins, Functions.

**3. FATS AND OILS**

Definition, Composition, Saturated and Unsaturated fatty acids, Hydrogenation of oil, Cholesterol (a brief note), Food sources of (fat, Oil, Saturated fatty acid, Unsaturated fatty acid, cholesterol), Rancidity of oil, (Concept and prevention), RDA (Adolescents and adults), Effect of deficiency & Excess functions.

**4. VITAMINS**

Definition, Classification

Fat Soluble Vitamins (A,D,E,K) – Functions, Food Sources, RDA (Adolescents and adults), Name of the deficiency disease and symptoms.

**5. MINERALS**

Calcium, Iron, Iodine- Classifications, Functions, RDA (Adolescents and adults), Rich food sources, Deficiency disease and its symptoms.

Sodium Chloride – Importance and Limitations, Food Sources

**6. WATER AND ITS IMPORTANCE TO HEALTH**

Water balance, Dietary Sources, Dehydration and Oedema.

**7. BASIC FIVE FOOD GROUPS**

Foods included in each group, Serving size of foods under each group.

**8. BALANCED DIET (USING BASIC 5 FOOD GROUPS)**





**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

Menu Planning for a day's diet for adolescents and adults , Vegetarian and Non Vegetarian,  
Importance of avoiding fast/junk foods.

**9. IMPORTANCE FOODS TO BE AVOIDED AND RECOMMENDED FOR:**

Diabetes Mellitus, Heart related diseases (Cardio, Vascular), Peptic Ulcer, Jaundice, Kidney disease, Fever and infection, Diarrhea and Constipation.

10. How to preserve nutrients while cooking food?

**NOTE: Glossary of terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics.

**Assignments**

**Calculation of nutrients:**

(Carbohydrates, Fat, Protein, Energy, Vit A, Ca, Fe, Bi, Be and C of any 10 recipes)

Marks awarded for the assignments can be included in the internal marks.

**REFERENCE BOOKS:**

1. Hand Book of food and Nutrition – Dr. M.S. Swaminathan
2. Nutrition and Dietetics – Shubhangi joshi
3. Fundamentals of food and Nutrition – Sumati R. Mudambi and M.V. Rajgopal
4. Therapeutic Nutrition – Prondfit and Robinson Normal
5. Nutritive value of Indian food – Dr. C. Gopalan
6. Food Science and nutrition – Sunetra Roday (Oxford press)



## **COMMUNICATION SKILLS-II (206206)**

**Total Credits - 3**

**L T P**  
**3 0 0**

### **1. Communication in Today's World**

- (a) Basic Principles of Communication: Introduction and definition and of communication importance of communication.
- (b) Nature of Communication: Communication is perception- Communication is exception- communication differ from information communication.
- (c) Types of communication: verbal communication & Non verbal communication.
- (d) Communication barriers: problems in sending and transmission-problems in reception and comprehension-dealing with communication barriers.
- (e) Distortion in communication-methods of reducing distortion.
- (f) Communication in the modern technology era: Telephone- Teleconferencing and video conferencing – fax communication-Email-Blogs-Social network services/

### **2. Verbal and Non Verbal Communication**

- (a) Defining verbal and non verbal communication
- (b) Verbal Communication: Tone – Pitch – Volume – Speed – Emphasis Pronunciation voice control and appeal, Articulation and delivery, Telephone etiquettes, Restaurant and hotel English.
- (c) Kinesics of body language-eye contact-facial gestures-gestures with arms and hands- hand movement- touch – handshakes – postures – style of walking- other movements
- (d) Effective Listening: Barrier of effective listening- guidelines for better listening (Listening for content, critical listening, empathetic listening, attentive listening)
- (e) Interpersonal skills: Building positive, relationship-giving praise dealing.

### **3. Written Communication skills**

Note making, writing a log book, Letter of enquiry, Complaint, apology, appreciation, etc.

### **4. Report Writing**

Committee reports, news paper reports and activity report.

### **5. Presentation: Introduction, Planning and Content**

- (a) What is the presentation – need for presentation –Type of presentation (Informative, Persuasive, Goodwill presentation)
- (b) Classification of presentation- Making good presentation-ingredients of a good presentation (content-preparation-delivery)
- (c) Planning a presentation – understanding the audience- Research – closing/ conclusion – opening/introduction-sequencing idea and actions.



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

(d) Content creation: Creating effective content –collective matter for presentation – condensing –keep it simple- use of examples- selecting a title – use of mini summaries –thing to avoid.

**6. Structuring a Presentation**

- (a) Parts of presentation – introduction/opening – body of the presentation – concluding the presentation.
- (b) Visuals: Approach to visuals-content –clarity layout.
- (c) Fonts and color: Suggested font sizes-styles- things to avoid- selection of color-background and foreground combination.

**7. Delivery of presentation**

- (a) Location and equipment: Location and lighting –Room layout- Equipment and their right use.
- (b) Sitting arrangements in the lecture hall.
- (c) Checking for visibility on the screen.
- (d) Checking for the disturbances during presentation.
- (e) Methods of receiving feedback.



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

**FOOD PREPARATION PRINCIPLES - LAB (206207)**

**Total Credits - 2**

**L T P**  
**0 0 4**

**List of Practical**

Use of different cooking methods basic stocks, soups & sauces

Minimum 24 individual practical be accomplished consisting of 50% continental menus with breads.

30% Indian menus

20% breakfast menus (Indian & continental)

**Practical examination:** To be conducted on a basic continental menu (consisting of soup, meat, potato, salad & cold sweet.



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**

**FOOD & BEVERAGE OPERATIONS-LAB (206208)**

**Total Credits - 2**

**L T P**  
**0 0 4**

List of practical

1. Revision of practical from the first semester
2. Side board organization
3. Taking an order- food & making a KOT
4. Napkin folds
5. Points to be remembered while setting a cover and during service
6. Silver service (Hors D'oeuvre- (classical Hors D'oeuvres varies to coffee)
7. Service of hot & cold non-alcoholic beverages
8. Indian cuisine- accompaniments & service
9. Service of beer (bottled, canned and draft)
10. Exercise for planning different menus
11. Room service- tray and trolley layup, breakfast hanger & service procedure
12. Mini bar- format and operational procedures



**BATCH-2015 TO 2016 ONLY**

**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**



**Room Division Services-LAB (206209)**

**Total Credits - 2**

**L T P**  
**0 0 4**

List of practical:

1. Equipping maids carte/trolley
2. Bed making-day/evening
3. Daily cleaning of guest rooms-departure, occupied and vacant
4. Weekly/spring cleaning
5. Daily cleaning of public areas
6. Weekly cleaning of public areas
7. Cleaning routine restaurants/Admn. Offices/staircases & elevators/exterior areas
8. Inspection records- check list
9. Monogramming
10. Mending, sewing machine
11. Linen inventory- stock taking
12. Identification and construction of- plain, basket, figured, weaves, pile satin, twill and sateen.



BATCH-2015 TO 2016 ONLY

**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**

<b>Semester: 3rd</b>										
Sr.	Subject Code	Subject Name	Type of Subject T/P	(Hours Per Week)			No. of Credits	Internal Marks	External Marks	Total Marks
				L	T	P				
1	206301	Industrial Training	T/P	0	0	0	20	500	500	1000
Total No. of Credits				20						





GURU KASHI UNIVERSITY  
UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT  
BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT

ENVIRONMENT STUDIES (A100302)

Credit: 03

L T P  
3 0 0

**Objective:**

Upon successful completion of the course, students should be able to:

1. Measure environmental variables and interpret results
2. Evaluate local, regional and global environmental topics related to resource use and management
3. Propose solutions to environmental problems related to resource use and management
4. Interpret the results of scientific studies of environmental problems
5. Describe threats to global biodiversity, their implications and potential solutions

**Unit 1: The Multidisciplinary nature of environmental studies**

Definition, scope and importance (2 Lectures)

Need for public awareness.

**Unit 2: Natural Resources:**

Renewable and non-renewable resources:

Natural resources and associated problems.

- a) Forest resources : Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forests and tribal people.
  - b) Water resources : Use and over-Utilization of surface and ground water, floods, drought, conflicts and water, dams-benefits and problems.
  - c) Mineral resources : Use and exploitation, environmental effects of extracting and using mineral resources, case studies.
  - d) Food resources : World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies.
  - e) Energy resources : Growing energy needs, renewable and non renewable energy sources, use of alternate energy sources. Case studies.
  - f) Land resources : Land as a resource, land degradation, man induced landslides, soil erosion and desertification.
- Role of an individual in conservation of natural resources.
  - Equitable use of resources for sustainable lifestyles.

**Unit 3 : Ecosystems**

- Concept of an ecosystem.
- Structure and function of an ecosystem.
- Producers, consumers and decomposers.
- Energy flow in the ecosystem.
- Ecological succession.
- Food chains, food webs and ecological pyramids.
- Introduction, types, characteristic features, structure and function of the following ecosystem:-
  - a. Forest ecosystem
  - b. Grassland ecosystem



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

c. Desert ecosystem

d. Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)  
(6 lectures)

**Unit 4 : Biodiversity and its conservation**

- Introduction – Definition : genetic, species and ecosystem diversity.
- Biogeographical classification of India
- Value of biodiversity : consumptive use, productive use, social, ethical, aesthetic and option values
- Biodiversity at global, National and local levels.
- India as a mega-diversity nation
- Hot-spots of biodiversity.
- Threats to biodiversity : habitat loss, poaching of wildlife, man-wildlife conflicts.
- Endangered and endemic species of India
- Conservation of biodiversity : In-situ conservation of biodiversity.

**Unit 5 : Environmental Pollution**

Definition

- Causes, effects and control measures of :-
    - a. Air pollution
    - b. Water pollution
    - c. Soil pollution
    - d. Marine pollution
    - e. Noise pollution
    - f. Thermal pollution
    - g. Nuclear hazards
  - ill-effects of fireworks
  - Solid waste Management : Causes, effects and control measures of urban and industrial wastes.
  - Role of an individual in prevention of pollution.
  - Pollution case studies.
  - Disaster management : floods, earthquake, cyclone and landslides.
- (8 lectures)

**Unit 6 : Social Issues and the Environment**

- From Unsustainable to Sustainable development
- Urban problems related to energy
- Water conservation, rain water harvesting, watershed management
- Resettlement and rehabilitation of people ; its problems and concerns. Case studies.
- Environmental ethics : Issues and possible solutions.
- Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust. Case studies.
- Wasteland reclamation.
- Consumerism and waste products.
- Environment Protection Act.
- Air (Prevention and Control of Pollution) Act.
- Water (Prevention and control of Pollution) Act
- Wildlife Protection Act
- Forest Conservation Act
- Issues involved in enforcement of environmental legislation.



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

- Public awareness.

(7 lectures)

**Unit 7 : Human Population and the Environment**

- Population growth, variation among nations.
- Population explosion – Family Welfare Programme.
- Environment and human health.
- Human Rights.
- Value Education.
- HIV / AIDS
- Women and Child Welfare.
- Role of Information Technology in Environment and human health.
- Case Studies.

**Unit 8 : Field work**

- Visit to a local area to document environmental and river forest grassland hill mountain.
- Visit to a local polluted site – Urban / Rural / Industrial / Agricultural
- Study of common plants, insects, birds.
- Study of simple ecosystems-pond, river, hill slopes, etc. (Field work Equal to 5 lecture hours)

**Suggested Books:**

1. Agarwal, K. C. 2001 Environment Biology, Nidi Publ. Ltd. Bikaner.
2. Jadhav, H & Bhosale, V.M. 1995. Environment Protection and Laws. Himalaya Pub House, Delhi 284p.
3. Rao M. N. & Datta A.K. 1987. Waste Water Treatment. Oxford & IBH Publ. Co. Pvt. Ltd. 45p.
4. Principle of Environment Science by Cunningham, W.P.
5. Essentials of Environment Science by Joseph.
6. Environment Pollution Control Engineering by Rao, C.S.
7. Perspectives in Environmental Studies by Kaushik, A.
8. Elements of Environment Science & Engineering by Meenakshi.
9. Elements of Environment Engineering by Duggal.
10. PBS Environmental Science by Dr. Navmeet Kaur.



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
**Quantity Food PREPARATION (206401)**

**Total Credits - 2**

**L T P**  
**2 0 0**

**01 QUANTITY FOOD PRODUCTION**

**EQUIPMENT**

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

**MENU PLANNING**

- Basic principles of menu planning – recapitulation
- Points to consider in menu planning for various volume feeding  
Outlets such as Industrial, Institutional, Mobile Catering Units
- Planning menus for
  - School/college students
  - Industrial workers
  - Hospitals
  - Outdoor parties
  - Theme dinners
- Nutritional factors for the above

**INDENTING**

- Principles of Indenting for volume feeding
- Portion sizes of various items for different types of volume
- Feeding
- Modifying recipes for indenting for large scale catering
- Practical difficulties while indenting for volume feeding

**02 VOLUME FEEDING**

- Institutional and Industrial Catering
  - Types of Institutional & Industrial Catering
  - Problems associated with this type of catering
  - Scope for development and growth
- Hospital Catering
  - Highlights of Hospital Catering for patients, staff, visitors
  - Diet menus and nutritional requirements



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

- Off Premises Catering
  - Reasons for growth and development
  - Menu Planning and Theme Parties
  - Concept of a Central Production Unit
  - Problems associated with off-premises catering
- Mobile Catering
  - Characteristics of Rail, Airline (Flight Kitchens and Sea Catering)
  - Branches of Mobile Catering
- Quantity Purchase & Storage
  - Introduction to purchasing
  - Purchasing system
  - Purchase specifications
  - Purchasing techniques
  - Storage
- REGIONAL INDIAN CUISINE
  - Introduction to Regional Indian Cuisine
  - Heritage of Indian Cuisine
  - Factors that affect eating habits in different parts of the country
  - Cuisine and its highlights of different states/regions/communities to be discussed under:
    - Geographic location
    - Historical background
    - Seasonal availability
    - Special equipment
    - Staple diets



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**  
**Beverage Services (206402)**

**Total Credits - 4**

**L T P**  
**4 0 0**

**01 ALCOHOLIC BEVERAGE**

- Introduction and definition
- Production of Alcohol
- Fermentation process
- Distillation process
- Classification with examples

**02 DISPENSE BAR**

- Introduction and definition
- Bar layout – physical layout of bar
- Bar stock – alcohol & non alcoholic beverages
- Bar equipment

**03 WINES**

- Definition & History
- Classification with examples
- Table/Still/Natural
- Sparkling
- Fortified
- Aromatized
- Production of each classification
- Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names)
- France
- Germany
- Italy
- Spain
- Portugal
- New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names)
- USA
- Australia
- India
- Chile
- South Africa
- Algeria
- New Zealand
- Food & Wine Harmony
- Storage of wines
- Wine terminology (English & French)
-



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

**04 BEER**

- Introduction & Definition
- Types of Beer
- Production of Beer
- Storage

**05 SPIRITS**

- Introduction & Definition
- Production of Spirit
- Pot-still method
- Patent still method
- Production of
  - Whisky
  - Rum
  - Gin
  - Brandy
  - Vodka
  - Tequilla
- Different Proof Spirits
- American Proof
- British Proof (Sikes scale)
- Gay Lussac (OIML Scale)

**06 APERITIFS**

- Introduction and Definition
- Types of Aperitifs
- Vermouth (Definition, Types & Brand names)
- Bitters (Definition, Types & Brand names)

**07 LIQUEURS**

- Definition & History
- Production of Liqueurs
- Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel)
- Popular Liqueurs (Name, colour, predominant flavour & country of origin)



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
**Accommodation Services (206403)**

**Total Credits - 4**

**L T P**  
**4 0 0**

**01 COMPUTER APPLICATION IN FRONT OFFICE OPERATION**

- Role of information technology in the hospitality industry
- Factors for need of a PMS in the hotel
- Factors for purchase of PMS by the hotel
- Introduction to Fidelio & Amadeus

**02 FRONT OFFICE (ACCOUNTING)**

- Accounting Fundamentals
- Guest and non-guest accounts
- Accounting system
- Non automated – Guest weekly bill, Visitors tabular ledger
- Semi-automated
- Fully automated

**03 CHECK OUT PROCEDURES**

- Guest accounts settlement
- Cash and credit
- Indian currency and foreign currency
- Transfer of guest accounts
- Express check out

**04 NIGHT AUDITING**

- Functions
- Audit procedures (Non automated, semi-automated and fully automated)

**05 FRONT OFFICE & GUEST SAFETY AND SECURITY**

- Importance of security systems
- Safe deposit
- Key control
- Emergency situations (Accident, illness, theft, fire, bomb)





## HOTEL ENGINEERING (206404)

Credit: 04

L T P  
4 0 0

### 1. Maintenance & Replacement Policy

- Importance of maintenance dept. In hotel industry
- Organization of maintenance dept. In 3/4/5 Star hotel.
- Duties & Responsibility of Chief. Engg. Of a Hotel
- Types of maintenance with example of each
  - Advantages & Disadvantages
- Maintenance Chart: for
  - Swimming pool
  - Kitchen
- Reasons for replacement of equipments
- Replacement factors
- Economic replace of equipment
- Contract of maintenance Definition & Procedure, Types, Advantages & Disadvantages

### 2. Refrigeration

- Definition, Pressure, Energy, Heat, Temperature, Specific heat, Sensible and latent heat, Relative humidity, DBT, WBT.
- Block diagram and function of Bioler, Condenser, Compressor, Evaporator, Heat Exchanger
- Unit of refrigeration
- Vapour compression Refrigeration system (Block diagram)
- Absorption refrigeration system (Block diagram)
- Domestic Refrigerator, defrosting, need, Methods, Maintenance of refrigerator
- Refrigerant types, Properties of good refrigerant
- Ammonia as a refrigerant

### 3. Air-Conditioning

- Factors affecting comfort AC (supply of oxygen, removal of heat & moisture proper air circulation, pure air)
- Factors affecting on AC Load, Types of AC systems Central AC, Unitary AC : AC equipment : Air Filter, Humidifier, Dehumidifier, Window AC walk in freezer, Cold storage



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

#### **4. Air-Conditioning**

##### ➤ **Air Pollution**

- Sources
- Control-Collectors, Filters
- Govt. Stipulated conditions for air pollution

##### ➤ **Water Pollution**

- Water pollution sources in hotels
- Control Methods
- Govt. Stipulated conditions for water pollution

##### ➤ **Waste Disposal**

- Waste Handling equipment – (Shredders, Compactors, Transportation separation)
- Controlling methods (recycled material, land filling, heat recovery by incineration )

##### ➤ **Noise Pollution Control**

- Source of noise in hotel & its unit
- Introductory control methods
- Govt. Stipulated conditions for noise pollution

- Environmental Degradation, Global warming and methods of conservation. Concept of recycling.

#### **5. Water and Sanitation**

- Water purification methods
- Methods of water softening (Ion exchange, Zeolite process)
- Cold and hot water distribution system
- Various plumbing fixtures
- Types of sanitary traps and their applications
- Types of water closets and flushing

#### **6. Fuels and Electricity**

- Methods of heat transfer
- Units of heat
- Solid, Liquid, Gas, Electricity, Biogas, Fuels
- Importance of earthing
- Safety devices such as fuse, circuits breaker
- Methods of lighting (Direct, Indirect)
- Types of electric supply (single phase, three phase)



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

- Calculation of electricity bill

## **7. Energy Conservation**

- Importance of energy conservation
- Simple methods of energy conservation
- Developing energy conservation program for hotel
- Use of solar energy for various activities

## **8. Safety in hotel Industry**

- Classification of fire symbols
- Methods and types of fire extinguishers
- Fire detectors alarm
- Various security system for hotel(key control, Door , valuable guest)

## **There should be 4 Demonstrative / Field Visits**

1. Refrigerator /VCC system in Hotel
2. Cold storage/ walk in chiller
3. AC/ Window AC
4. Safety System
5. Power Supply System

## **Note: Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics.

## **Reference Books**

1. Management of maintenance & engineering systems in hospitality industries- by frank d. Borsenik, john willey& sons.
2. Industrial organisation and management by O.P. khanna.
3. Refrigeration & air conditioning by Demkondwar.
4. Hotel maintenance by Arora
  - • Standard Portion Cost (Objectives & Cost Cards)
  - Computation of staff meals



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**

**Basic Principles of Accounting (206405)**

**Total Credits - 4**

**L T P**  
**4 0 0**

**01 UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS**

- Introduction to Uniform system of accounts
- Contents of the Income Statement
- Practical Problems
- Contents of the Balance Sheet (under uniform system)
- Practical problems
- Departmental Income Statements and Expense statements (Schedules 1 to 16)
- Practical problems

**02 INTERNAL CONTROL**

- Definition and objectives of Internal Control
- Characteristics of Internal Control
- Implementation and Review of Internal Control

**03 INTERNAL AUDIT AND STATUTORY AUDIT**

- An introduction to Internal and Statutory Audit
- Distinction between Internal Audit and Statutory Audit
- Implementation and Review of internal audit

**04 DEPARTMENTAL ACCOUNTING**

- An introduction to departmental accounting
- Allocation and apportionment of expenses
- Advantages of allocation
- Draw-backs of allocation
- Basis of allocation
- Practical problems



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

**Quantity Food PREPARATION – LAB (206406)**

**Total Credits - 2**

**L T P**  
**0 0 4**

- Awadh
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharashtra
- Punjabi
- Rajasthan
- South India (Tamilnadu, Karnataka, Kerala)

**MENU 02**

- Moong Dal Khichdee
- PatraniMacchi
- Tomato Saar
- Tilgul Chapatti
- Amti
- Basundi
- AWADH

**MENU 03**

- YakhniPulao
- MughlaiParatha
- Gosht Do Piazza
- Badin Jaan



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

**Beverage Services Practical (206407)**

**Total Credits - 2**

**L T P**  
**0 0 4**

**01 Dispense Bar – Organizing Mise-en-place**

- Task-01 Wine service equipment
- Task-02 Beer service equipment
- Task-03 Cocktail bar equipment
- Task-04 Liqueur / Wine Trolley
- Task-05 Bar stock - alcoholic & non-alcoholic beverages
- Task-06 Bar accompaniments & garnishes
- Task-07 Bar accessories & disposables

**02 Service of Wines**

- Task-01 Service of Red Wine
- Task-02 Service of White/Rose Wine
- Task-03 Service of Sparkling Wines
- Task-04 Service of Fortified Wines
- Task-05 Service of Aromatized Wines
- Task-06 Service of Cider, Perry & Sake

**03 Service of Aperitifs**

- Task-01 Service of Bitters
- Task-02 Service of Vermouths

**04 Service of Beer**

- Task-01 Service of Bottled & canned Beers
- Task-02 Service of Draught Beers

**05 Service of Spirits**

- Task-01 Service styles – neat/on-the-rocks/with appropriate mixers
- Task-02 Service of Whisky
- Task-03 Service of Vodka
- Task-04 Service of Rum
- Task-05 Service of Gin
- Task-06 Service of Brandy
- Task-07 Service of Tequila



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**

**Accommodation Services –LAB (206408)**

**Total Credits - 2**

**L T P**  
**0 0 4**

**A. Hands on practice of computer applications related to Front Office procedures such as**

- Reservation,
- Registration,
- Guest History,
- Telephones,
- Housekeeping,
- Daily transactions

**B. Front office accounting procedures**

- Manual accounting o Machine accounting
- Payable, Accounts Receivable, Guest History, Yield Management

**SUGGESTIVE LIST OF TASKS FORACCOMMODATION OPERATION SYSTEM**

- Hot function keys
- Create and update guest profiles
- Send confirmation letters
- Print registration cards
- Make FIT reservation & group reservation
- Make an Add-on reservation
- Amend a reservation
- Cancel a reservation-with deposit and without deposit
- Log onto cahier code
- Process a reservation deposit



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

**Specialized Food PREPARATION-I (206501)**

**Total Credits - 2**

**L T P**  
**2 0 0**

**01 LARDER**

**I. LAYOUT & EQUIPMENT**

- Introduction of Larder Work
- Definition
- Equipment found in the larder
- Layout of a typical larder with equipment and various sections

**II. TERMS & LARDER CONTROL**

- Common terms used in the Larder and Larder control
- Essentials of Larder Control
- Importance of Larder Control
- Devising Larder Control Systems
- Leasing with other Departments
- Yield Testing

**III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF**

- Functions of the Larder
- Hierarchy of Larder Staff
- Sections of the Larder
- Duties & Responsibilities of larder Chef

**02 CHARCUTIERIE**

**I. SAUSAGE**

- Introduction to charcuterie
- Sausage – Types & Varieties
- Casings – Types & Varieties
- Fillings – Types & Varieties
- Additives & Preservatives

**II. FORCEMEATS**

- Types of forcemeats
- Preparation of forcemeats
- Uses of forcemeats





**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
**III. BRINES, CURES & MARINADES**

- Types of Brines
- Preparation of Brines

**IV. HAM, BACON & GAMMON**

- Cuts of Ham, Bacon & Gammon.
- Differences between Ham, Bacon & Gammon
- Processing of Ham & Bacon
- Green Bacon
- Uses of different cuts

**V. GALANTINES**

- Making of galantines
- Types of Galantine
- Ballotines

**VI. PATES**

- Types of Pate
- Pate de foiegras
- Making of Pate
- Commercial pate and Pate Maison
- Truffle – sources, Cultivation and uses and Types of truffle.

**VII. CHAUD FROID**

- Meaning of Chaudfroid
- Making of chaudfroid & Precautions
- Types of chaudfroid
- Uses of chaudfroid

**IX. ASPIC & GELEE**

- Definition of Aspic and Gelee
- Difference between the two
- Making of Aspic and Gelee
- Uses of Aspic and Gelee



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

**Food & Beverage Services & Management (206502)**

**Total Credits - 4**

**L T P**  
**4 0 0**

**01 INFORMAL BANQUET**

- Réception
- Cocktail parties
- Convention
- Seminar
- Exhibition
- Fashion shows
- Trade Fair
- Wedding
- Outdoor catering

**02 FUNCTION CATERING BUFFETS**

- Introduction
- Factors to plan buffets
- Area requirement
- Planning and organisation
- Sequence of food
- Menu planning
- Types of Buffet
- Display
- Sit down
- Fork, Finger, Cold Buffet
- Breakfast Buffets
- Equipment
- Supplies
- Check list

**03 GUERIDON SERVICE**

- History of gueridon
- Definition
- General consideration of operations
- Advantages & Dis-advantages
- Types of trolleys
- Factor to create impulse, Buying – Trolley, open kitchen
- Gueridon equipment
- Gueridoningredients



**Accommodation Operations-I (206503)**

**Total Credits - 4**

**L T P**  
**4 0 0**

**01 PLANNING & EVALUATING FRONT OFFICE OPERATIONS**

- Setting Room Rates (Details/Calculations thereof)
  - Hubbart Formula, market condition approach & Thumb Rule
  - Types of discounted rates – corporate, rack etc.
- Forecasting techniques
- Forecasting Room availability
- Useful forecasting data
  - % of walking
  - % of overstayng
  - % of under stay
- Forecast formula
- Types of forecast
- Sample forecast forms
- Factors for evaluating front office operations

**02 BUDGETING**

- Types of budget & budget cycle
- Making front office budget
- Factors affecting budget planning
- Capital & operations budget for front office
- Refining budgets, budgetary control
- Forecasting room revenue
- Advantages & Disadvantages of budgeting

**03 PROPERTY MANAGEMENT SYSTEM**

- Fidelio / IDS / Shawman
- Amadeus



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

**Accommodation Operations –II (206503)**

**Total Credits - 4**

**L T P**  
**4 0 0**

**01 PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT**

- Area inventory list
- Frequency schedules
- Performance and Productivity standards
- Time and Motion study in House Keeping operations
- Standard Operating manuals – Job procedures
- Job allocation and work schedules
- Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping
- Training in HKD, devising training programmes for HK staff
- Inventory level for non recycled items
- Budget and budgetary controls
- The budget process
- Planning capital budget
- Planning operation budget
- Operating budget – controlling expenses – income statement
- Purchasing systems – methods of buying
- Stock records – issuing and control

**02 HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN**

- HOTELS

**03 CONTRACT SERVICES**

- Types of contract services
- Guidelines for hiring contract services
- Advantages & disadvantages of contract services

**04 ENERGY AND WATER CONSERVATION IN HOUSEKEEPING**

- OPERATIONS



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

**Hotel Accounting (206504)**

<b>Total Credits - 4</b>		<b>L</b>	<b>T</b>	<b>P</b>
<b>01</b>	<b>FINANCIAL MANAGEMENT</b>	<b>4</b>	<b>0</b>	<b>0</b>
	<b>MEANING &amp; SCOPE</b>			
	<ul style="list-style-type: none"><li>➤ Meaning of business finance</li><li>➤ Meaning of financial management</li><li>➤ Objectives of financial management</li></ul>			
<b>02</b>	<b>FINANCIAL STATEMENT</b>			
	<b>ANALYSIS AND INTERPRETATION</b>			
	<ul style="list-style-type: none"><li>➤ Meaning and types of financial statements</li><li>➤ Techniques of financial analysis</li><li>➤ Limitations of financial analysis</li><li>➤ Practical problems</li></ul>			
<b>03</b>	<b>RATIO ANALYSIS</b>			
	<ul style="list-style-type: none"><li>➤ Meaning of ratio</li><li>➤ Classification of ratios</li><li>➤ Profitability ratios</li><li>➤ Turnover ratios</li><li>➤ Financial ratios</li><li>➤ Du Pent Control Chart</li><li>➤ Practical Problems</li></ul>			
<b>04</b>	<b>FUNDS FLOW ANALYSIS</b>			
	<ul style="list-style-type: none"><li>➤ Meaning of funds flow statement</li><li>➤ Uses of funds flow statement</li><li>➤ Preparation of funds flow statement</li><li>➤ Treatment of provision for taxation and proposed dividends (as non-current liabilities)</li><li>➤ Practical problems</li></ul>			
<b>05</b>	<b>CASH FLOW ANALYSIS</b>			
	<ul style="list-style-type: none"><li>➤ Meaning of cash flow statement</li><li>➤ Preparation of cash flow statement</li><li>➤ Difference between cash flow and funds flow analysis</li></ul>			



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**  
Practical problems

**Marketing Management(206505)**

**Total Credits - 4**

**L T P**  
**4 0 0**

**01 ORGANISATIONAL STRATEGY**

- **MISSION**
  - Mission Statement Elements and its importance
- **OBJECTIVES**
  - Necessity of formal objectives
  - Objective Vs Goal
- **STRATEGY**
  - **DEVELOPING STRATEGIES**
    - Adaptive Search
    - Intuition search
    - Strategic factors
    - Picking Niches
    - Entrepreneurial Approach

**02 ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS**

- **NEED FOR ENVIRONMENTAL ANALYSIS**
- **KEY ENVIRONMENTAL VARIABLE FACTORS**
- **OPPORTUNITIES AND THREATS**

**E. STRENGTHS AND WEAKNESSES**

- Marketing
- Finance
- Production
- Personnel
- Organisation

**03 STRATEGY FORMULATION**

- **STRATEGY (GENERAL) ALTERNATIVES**
  - Stability Strategies
  - Expansion Strategies
  - Retrench Strategies
  - Combination Strategies



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

**Specialized Food PREPARATION-I - LAB (206506)**

**Total Credits - 2**

**L T P**  
**0 0 4**

**MENU 01**

- Consommé Carmen
- Poulet Sauté Chasseur
- Pommes Loretta
- Haricots Verts

**MENU 02**

- Bisque D'écrevisse
- Escalope De Veauviennoise
- Pommes Batailles
- Epinards au Gratin

**MENU 03**

- Crème Du Barry
- Darne De Saumon Grille
- Sauce paloise
- Pommes Fondant
- PetitsPois A La Flamande

**MENU 04**

- Veloute Dame Blanche
- Cote De Porc Charcuterie
- Pommes De Terre A La Crème
- Carottes Glace Au Gingembre

**MENU 05**

- Cabbage Chowder
- Poulet A La Rex
- Pommes Marguises
- Ratatouille

**MENU 06**

- BarquettesAssortis
- Stroganoff De Boeuf
- Pommes Persilles



**GURU KASHI UNIVERSITY  
UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT  
BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

➤ Riz Pilaf

**MENU 07**

- Duchesse Nantua
- Poulet Maryland
- Croquette Potatoes
- Banana fritters
- Corn gallets

**MENU 08**

- Kromeskies
- Filet De Sols Walweska
- Pommes Lyonnaise
- FunghiMarirati

**MENU 09**

- Vol-Au-Vent De Volaille Et Jambon
- Poulet a la kiev
- Creamy Mashed Potatoes
- Butter tossed green peas

**MENU 10**

- Quiche Lorraine
- Roast Lamb
- Mint sauce
- Pommes Parisienne





**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

**Food & Beverage Services & Management- LAB (206507)**

<b>Total Credits - 2</b>		<b>L T P</b>
<b>01</b>	<b>Planning &amp; Operating Food &amp; Beverage Outlets</b>	<b>0 0 4</b>
	<b>Class room Exercise</b>	
	<ul style="list-style-type: none"><li>➤ Developing Hypothetical Business Model of Food &amp; Beverage Outlets</li><li>➤ Case study of Food &amp; Beverage outlets -Hotels &amp; Restaurants</li></ul>	
<b>02</b>	<b>Function Catering – Banquets</b>	
	<ul style="list-style-type: none"><li>➤ Planning &amp; organizing Formal &amp; Informal Banquets</li><li>➤ Planning &amp; organizing Outdoor caterings</li></ul>	
<b>03</b>	<b>Function Catering – Buffets</b>	
	<ul style="list-style-type: none"><li>➤ Planning &amp; organizing various types of Buffet</li></ul>	
<b>04</b>	<b>Gueridon Service</b>	
	<ul style="list-style-type: none"><li>➤ Organizing Mise-en-place for Gueridon Service</li><li>➤ Dishes involving work on the Gueridon</li><li>➤ Task-01 Crepe suzette</li><li>➤ Task-02 Banana au Rhum</li><li>➤ Task-03 Peach Flambe</li><li>➤ Task-04 Rum Omelette</li><li>➤ Task-05 Steak Diane</li><li>➤ Task-06 Pepper Steak</li></ul>	
<b>05</b>	<b>Kitchen Stewarding</b>	
	<ul style="list-style-type: none"><li>➤ Using &amp; operating Machines</li><li>➤ Exercise – physical inventory</li></ul>	



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
**Accommodation Operations-I - LAB (206508)**

**Total Credits - 2**

**L T P**  
**0 0 4**

- HMS Training – Hot Function keys
- How to put message
- How to put a locator
- How to check in a first time guest
- How to check in an existing reservation
- How to check in a day use
- How to issue a new key
- How to verify key
- How to cancel a key
- How to issue a duplicate key
- How to extend a key
- How to print and prepare registration cards for arrivals
- How to programme keys continuously
- How to programme one key for two rooms
- How to re-programme a key
- How to make a reservation
- How to create and update guest profiles
- How to update guest folio
- How to print guest folio
- How to make sharer reservation



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
**Accommodation Operations –II - LAB**  
**(206508)**

**Total Credits - 4**

**L T P**  
**0 0 4**

**1 Team cleaning**

- Planning
- Organizing
- Executing
- Evaluating

**2 Time and motion study**

- Steps of bed making
- Steps in servicing a guest room etc

**3 Devising/ designing training module**

- Refresher training(5 days)
- Induction training(2 days)
- Remedial training(5 days)

➤



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

**SPECIALIZED FOOD PREPARATION-I (206601)**

**Total Credits - 2**

**L T P**  
**2 0 0**

**1. INTERNATIONAL CUISINE**

- Introduction to Chinese foods
- Historical background
- Regional cooking styles
- Methods of cooking
- Equipment & utensils

**2. BAKERY & CONFECTIONERY**

- Varieties of icings
- Using of Icings
- Difference between icings & Toppings
- Recipes

**3. FROZEN DESSERTS**

- Types and classification of Frozen desserts
- Ice-creams – Definitions
- Methods of preparation
- Additives and preservatives used in Ice-cream manufacture

**4. MERINGUES**

- Making of Meringues
- Factors affecting the stability
- Cooking Meringues
- Types of Meringues
- Uses of Meringues

**4. CHOCOLATE**

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

**5. PRODUCTION MANAGEMENT**

- Kitchen Organisation
- Allocation of Work - Job Description, Duty Rosters
- Production Planning
- Production Scheduling



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

- Production Quality & Quality Control
- Forecasting & Budgeting
- Yield Management
- 

**PRODUCT & RESEARCH DEVELOPMENT**

- Testing new equipment,
- Developing new recipes
- Food Trails
- Organoleptic & Sensory Evaluation



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
**SPECIALIZED FOOD SERVICES & MANAGEMENT**  
**(206602)**

**Total Credits - 4**

**L T P**  
**4 0 0**

**01 FOOD & BEVERAGE STAFF ORGANISATION**

- Categories of staff
- Hierarchy
- Job description and specification
- Duty roaster

**02 MANAGING FOOD & BEVERAGE OUTLET**

- Supervisory skills
- Developing efficiency
- Standard Operating Procedure

**03 BAR OPERATIONS**

- Types of Bar
- Cocktail
- Dispense
- Area of Bar
- Front Bar
- Back Bar
- Under Bar (Speed Rack, Garnish Container, Ice well etc.)
- Bar Stock
- Bar Control
- Bar Staffing
- Opening and closing duties

**04 COCKTAILS & MIXED DRINKS**

- Definition and History
- Classification
- Recipe, Preparation and Service of Popular Cocktails
- Martini – Dry & Sweet
- Manhattan – Dry & Sweet
- Dubonnet
- Roy-Roy
- Bronx
- White Lady
- Pink Lady
- Side Car
- Bacardi
- Alexandra
- John Collins
- Tom Collins
- Gin FIZZ
- Champagne Cocktail



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
**SPECIALIZED ACCOMMODATION MANAGEMENT**  
**(206603)**

**Total Credits - 4**

**L T P**  
**4 0 0**

**01 YIELD MANAGEMENT**

- Concept and importance
- Applicability to rooms division
- Capacity management
- Discount allocation
- Duration control
- Measurement yield
- Potential high and low demand tactics
- Yield management software
- Yield management team

**01 TIMESHARE & VACATION OWNERSHIP**

- Definition and types of timeshare options
- Difficulties faced in marketing timeshare business
- Advantages & disadvantages of timeshare business
- Exchange companies -Resort Condominium International, Intervals International
- How to improve the timeshare / referral/condominium concept in
- India- Government's role/industry role

**02 FRENCH**

- Conversation with guests
- Providing information to guest about the hotel, city, sight seeing, car rentals, historical places, banks, airlines, travel agents, shopping centres and worship places etc.
- Departure (Cashier, Bills Section and Bell Desk)



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
**TOTAL QUALITY MANAGEMENT (206604)**

**Total Credits - 4**

**L T P**  
**4 0 0**

**01 COST DYNAMICS**

- Elements of Cost
- Classification of Cost

**02 SALES CONCEPTS**

- Various Sales Concept
- Uses of Sales Concept

**03 INVENTORY CONTROL**

- Importance
- Objective
- Method
- Levels and Technique
- Perpetual Inventory
- Monthly Inventory
- Pricing of Commodities
- Comparison of Physical and Perpetual Inventory

**04 BEVERAGE CONTROL**

- Purchasing
- Receiving
- Storing
- Issuing
- Production Control
- Standard Recipe
- Standard Portion Size
- Bar Frauds
- Books maintained
- Beverage Control

**05 SALES CONTROL**

- Procedure of Cash Control





**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

➤ Machine System

- ECR
- NCR
- Preset Machines
- POS
- Reports
- Thefts
- Cash Handling

**06 VARIANCE ANALYSIS**

- Standard Cost
- Standard Costing
- Cost Variances
- Material Variances
- Labour Variances
- Overhead Variance
- Fixed Overhead Variance
- Sales Variance
- Profit Variance

**07 BREAKEVEN ANALYSIS**

- Breakeven Chart
- 
- P V Ratio
- Contribution
- Marginal Cost
- Graphs



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**  
**MAJOR PROJECT (206605)**

**Total Credits - 2**

**L T P**  
**0 0 4**

Once you have finalized the first draft or synopsis in consultation with your supervisor during SEM-V, plan to writing the final research paper during SEM-VI. Keep in mind the following:

- Statement of purpose: tell the reader what you're going to say.
- Main body of the paper: say it
- Summary and conclusion: tell the reader what you've said.
- Stick to the point, avoid digression. State each major idea quickly and then develop it through examples and explanations.
- Include concrete examples, illustrations, and factual details to back up your generalizations.
- Criticize, evaluate, illustrate, attack, or defend where appropriate to your topic. Show you've been thinking.
- As you write, indicate your information source (by # of card or author's name) in the margin beside ideas. You can return later to complete the documenting of your references.
- Unless your professor has specified otherwise, be sure to introduce quotations and show how they fit in with your position. Don't use them as filler.
- Read it out loud to check for flow and awkward language. Read for clarity and logical progression and smooth transitions.
- Find alternate words for ones you are using too often (check a Thesaurus).
- Check for mechanical errors such as misspelled words, inaccurate punctuation, incorrect grammar, etc.
- Watch carefully to prevent plagiarism. Be absolutely certain that your documentation gives full credit for all materials used not only in quotations but in paraphrased form.
- Revise and polish your tentative draft for final project
- Type the final version of your report. Double space and allow for proper margins.
- Follow the exact format prescribed by your instructor for the title page, bibliography and documentation. This may vary from topic to topic, so be sure to check if you're in doubt.
- Double check your documentation against your alphabetized bibliography. Make certain that all of your documentation is accurately tied to the references listed in your bibliography.
- After typing, be sure to proofread for typos and other errors.
- Hand your paper in!!



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**

Remember all research is expected to show originality as it provides significant contribution to enhancing knowledge. Do give reference of ideas, quotes etc. in your paper from wherever it has been borrowed. The research paper must be accompanied by a certificate to the affect that it is an original piece of work. If at any stage it is found that the research paper has been copied, in part or full, it is likely to be cancelled and the student failed in the subject.



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
**SPECIALIZED FOOD PREPARATION-II -LAB (206606)**

**Total Credits - 2**

**L T P**  
**0 0 4**

**Menu**  
**CHINESE**

**MENU 01**

- Prawn Ball Soup
- Fried Wantons
- Sweet & Sour Pork
- Hakka Noddles

**MENU 02**

- Hot & Sour soup
- Beans Sichwan
- Stir Fried Chicken & Peppers
- Chinese Fried Rice

**MENU 03**

- Sweet Corn Soup
- Shao Mai
- Tung-Po Mutton
- Yangchow Fried Rice

**MENU 04**

- Wonton Soup
- Spring Rolls
- Stir Fried Beef & Celery
- Chow Mein

**MENU 05**

- Prawns in Garlic Sauce
- Fish Szechwan
- Hot & Sour Cabbage
- Steamed Noddles

**INTERNATIONAL**  
**SPAIN**

**MENU 06**

- Gazpacho
- Pollo En Pepitoria
- Paella
- Fritata De Patata
- Pastel De Mazaana

**ITALY**

**MENU 07**



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

- Minestrone
- Ravioli Arabeata
- FettocineCarbonara
- PolloAlla Cacciatore
- MedanzaneParmigiane

**GERMANY**

**MENU 08**

- Linsensuppe
- Sauerbaaten
- Spatzale
- German Potato Salad

**U.K.**

**MENU 09**

- Scotch Broth
- Roast Beef
- Yorkshire Pudding
- Glazed Carrots & Turnips
- Roast Potato

**GREECE**

**MENU 10**

- SoupeAvogolemeno
- Moussaka A La Greque
- Dolmas
- Tzaziki

**DEMONSTRATION OF**

- Charcuterie Galantines
- Pate
- Terrines
- Mousselines



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
**SPECIALIZED FOOD SERVICES & MANAGEMENT-**  
**LAB (206607)**

**Total Credits - 2**

**L T P**  
**0 0 4**

**03 F&B Staff Organization**

**Class room Exercise (Case Study method)**

- Developing Organization Structure of various Food & Beverage Outlets
- Determination of Staff requirements in all categories
- Making Duty Roster
- Preparing Job Description & Specification

**02 Supervisory Skills**

- Conducting Briefing & Debriefing
- Restaurant, Bar, Banquets & Special events
- Drafting Standard Operating Systems (SOPs) for various F & B Outlets
- Supervising Food & Beverage operations
- Preparing Restaurant Log

**03 Bar Operations**

- Designing & Setting the bar
- Preparation & Service of Cocktail & Mixed Drinks



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**  
**SPECIALIZED ACCOMMODATION MANAGEMENT-**  
**LAB (206608)**

**Total Credits - 2**

**L T P**  
**0 0 4**

**SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM**

- How to put a locator
- How to check in a first time guest
- How to check in an existing reservation
- How to check in a day use
- How to issue a new key
- How to verify key
- How to cancel a key
- How to issue a duplicate key
- How to extend a key
- How to print and prepare registration cards for arrivals
- How to programme keys continuously
- How to programme one key for two rooms
- How to re-programme a key
- How to make a reservation
- How to create and update guest profiles
- How to update guest folio
- How to print guest folio
- How to make sharer reservation
- How to feed remarks in guest history
- How to add a sharer
- How to make add on reservation
- How to amend a reservation
- How to cancel a reservation
- How to make group reservation
- How to make a room change on the system
- How to log on cashier code
- How to close a bank at the end of each shift
- How to put a routing instruction
- How to process charges
- How to process a guest check out
- How to check out a folio
- How to process deposit for arriving guest



**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMENT**

- How to process deposit for in house guest
  - How to check room rate variance report
  - How to process part settlements
  - How to tally allowance for the day at night
  - How to tally paid outs for the day at night
  - How to tally forex for the day at night
  - How to pre-register a guest
  - How to handle extension of guest stay
  - Handle deposit and check ins with voucher
  - How to post payment
  - How to print checked out guest folio
  - Check out using foreign currency
  - Handle settlement of city ledger balance
  - Handle payment for room only to Travel Agents
  - Handle of banquet event deposits
  - How to prepare for sudden system shutdown
  - How to checkout standing batch totals
  - How to do a credit check report
  - How to process late charges on third party
  - How to process late charges to credit card
  - How to check out during system shut down
  - Handling part settlements for long staying guest
  - How to handle paymaster folios
  - How to handle bills on hold





**GURU KASHI UNIVERSITY**  
**UNIVERSITY COLLEGE OF COMMERCE & MANAGEMENT**  
**BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL MANAGEMNET**  
**TOTAL QUALITY MANAGEMENT LAB (206609)**

**Total Credits - 2**

**L T P**  
**0 0 4**

**01 INVENTORY CONTROL**

**02 BEVERAGE CONTROL**

**03 SALES CONTROL**

**04 VARIANCE ANALYSIS**

**05 BREAKEVEN ANALYSIS**