

**GURU KASHI UNIVERSTY**

**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Foundation Food Preparation - I (1401101)**

**Credits -3**  
**Semester I**

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

**UNIT-1**

**INTRODUCTION TO COOKERY:** Levels of skills and experiences, Attitudes and Behavior in the kitchen, Personal hygiene, Uniforms & protective clothing, Safety Procedure in handling equipment

**CULINARY HISTORY:** Origin of modern cookery

**HIERARCHY AREA OF DEPARTMENT AND KITCHEN:** Classical Brigade, Modern Staffing in various category hotels, Roles of executive chef, Duties and responsibilities of Various chefs, Co-operation with other departments

**CULINARY TERMS:** List of culinary (common and basic) terms, Explanation with Examples

**AIMS & OBJECTS OF COOKING FOOD:** Aims and objectives of cooking food, Various Textures, Various consistencies, Techniques used in pre-preparation, Techniques used in preparation

**UNIT-2**

**BASIC PRINCIPLES OF FOOD PRODUCTION - I**

- **VEGETABLE AND FRUIT COOKERY:** Introduction – classification of vegetables, Pigments and Color changes, Effects of heat on vegetables, Cuts of vegetables, Classification of fruits, Uses of fruit in cookery, Salads and salad dressings
- **STOCKS:** Definition of stock, Types of stock, Preparation of stock, Recipes, Storage Of stocks, Uses of stocks, Care and precautions
- **SAUCES:** Classification of sauces, Recipes for mother sauces, Storage & Precautions
- **SOUPS:** Classification with examples, Basic recipes of Consommé with 10 Garnishes

**UNIT-3**

**METHODS OF COOKING FOOD:** Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling:-Principles of each of the above, Care and precautions to be taken, Selection of food for each type of cooking

**EGG COOKERY:** Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery

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**UNIT-4**

**COMMODITIES:**

- Shortenings (Fats & Oils): Role of Shortenings, Varieties of Shortenings, Advantages Course Curriculum: B.Sc. (Hospitality and Hotel Management) ,University Institute of Hospitality and Tourism Management And Disadvantages of using various Shortenings, Fats & Oil – Types, varieties.
- Raising Agents: Classification of Raising Agents, Role of Raising Agents, Actions and Reactions.
- Thickening Agents: Classification of thickening agents, Role of Thickening agents.
- Sugar: Importance of Sugar, Types of Sugar, Cooking of Sugar – various.

**REFERENCES:**

- The Professional Chef (4th Edition) By Le Rol A.Polsom .
- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC.
- Theory of Catering By Kinton & Cessarani.
- Theory of Cookery By K Arora, Publisher: Frank Brothers.
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins.
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers.
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman.
- Practical Cookery By Kinton & Cessarani.

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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Foundation Food and Beverage Service - I (1401102)**

**Credits - 3**  
**Semester I**

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

**UNIT-1**

**THE HOTEL & CATERING INDUSTRY:** Introduction to the Hotel Industry and Growth of the hotel Industry in India, Role of Catering establishment in the Travel/tourism industry, Types of F&B operations, Classification of Commercial, Residential/Non-residential Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc., Structure of the catering industry - a brief description of each

**UNIT-2**

**DEPARTMENTAL ORGANISATION & STAFFING:** Organization of F&B Department of hotel, Principal staff of various types of F&B operations, French terms related to F&B staff, Duties & responsibilities of F&B staff, Attributes of a Waiter, Inter-departmental relationships (Within F&B and other department)

**UNIT-3**

- **FOOD SERVICE AREAS (F & B OUTLETS):** Specialty Restaurants, Coffee Shop, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Banquets, Bar, Vending Machines, Discothèque
- **ANCILLIARY DEPARTMENTS:** Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding
- **F & B SERVICE EQUIPMENT:-**Familiarization & Selection factors of:- Cutlery, Crockery, Glassware, Flatware, Hollowware, All other equipment used in F&B Service, French terms related to the above

**UNIT-4**

**NON-ALCOHOLIC BEVERAGES:** Classification (Nourishing, Stimulating and Refreshing beverages), Tea- Origin & Manufacture, Types & Brands, Coffee- Origin & Manufacture, Types & Brands, Juices and Soft Drinks, Cocoa & Malted Beverages - Origin & Manufacture

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**REFERENCES:**

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS.
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS.
- Modern Restaurant Service – John Fuller, Hutchinson.
- Professional Food & Beverage Service Management -Brian Varghese.
- The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi.
- Food and Beverage Service – Vijay Dhawan.

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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Front Office -I (1401103)**

**Credits - 3**

**L T P**

**Semester I**

**3 0 0**

**UNIT-1**

**INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY:** Tourism and its importance, Hospitality and its origin, Hotels, their evolution and growth, Brief introduction to hotel core areas with special reference to Front Office.

**UNIT-2**

**CLASSIFICATION OF HOTELS:** Size, Star, Location & clientele Ownership basis, Independent hotels, Management contracted hotel Chains, Franchise/Affiliated, Supplementary accommodation, Time shares and Condominium

**TIME SHARE & VACATION OWNERSHIP:** What is time-share? Referral chains & Condominiums, How is it different from hotel business? Classification of Timeshares, Types of accommodation and their size.

**UNIT-3**

**FRONT OFFICE ORGANIZATION:** Function areas, Front office hierarchy, Duties and responsibilities, Personality traits.

**TYPES OF ROOMS:** Single, Double, Twin, Suits.

**BELL DESK:** Functions, Procedures and records.

**UNIT-4**

**HOTEL ENTRANCE, LOBBY AND FRONT OFFICE:** Layout, Front office equipment (non automated, semi automated and automated).

**FRENCH:** To be taught by a professional French language teacher. Understanding and uses of accents, orthographic signs & punctuation, Knowledge Of cardinaux & ordinaux (Ordinal & cardinal), Days, Dates, Time, Months and Seasons.

**REFERENCES:**

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill.
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA.

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**B.Sc. in Hospitality and Hotel Management (Code: 1401)**

- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers.
- Managing Front Office Operations By Kasavana & Brooks.
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum.
- Check in Check out- Jerome Vallen.
- Hotel Front Office Management, 4th Edition by James Socrates Bardi; Wiley.

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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Accommodation Operations - I (1401104)**

**Credits - 3**  
**Semester I**

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

**UNIT-1**

**THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION:** Role of Housekeeping in Guest Satisfaction and Repeat Business Organization Chart Of The Housekeeping Department: Hierarchy in small, Medium, large and chain hotels.

**UNIT-2**

Identifying Housekeeping Responsibilities, Personality Traits of housekeeping Management Personnel, Duties and Responsibilities of Housekeeping staff, Layout of the Housekeeping Department.

**UNIT-3**

**CLEANING ORGANISATION:** Principles of cleaning, hygiene and safety factors in Cleaning, Methods of organizing cleaning, Frequency of cleaning daily, periodic, Special, Design features that simplify cleaning, Use and care of Equipment

**CLEANING EQUIPMENTS/AGENTS:** General Criteria for selection, Classification, Polishes, Floor Seats, Use, care and Storage Distribution and Controls, Use of Eco-friendly products in Housekeeping.

**UNIT-4**

**INTER DEPARTMENTAL RELATIONSHIP:** With Front Office, With Maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in House Keeping department

**REFERENCES:**

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughten Ltd.
- Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher.
- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications.
- The Professional Housekeeper by Tucker Schneider, Wiley Publications.

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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**APPLICATIONS OF COMPUTER (1401105)**

**Credits - 3**  
**Semester I**

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

**UNIT-1**

**COMPUTER FUNDAMENTALS - THEORY**

**INFORMATION CONCEPTS AND PROCESSING:** Definitions, Need, Quality and Value of Information, Data Processing Concepts.

**ELEMENTS OF A COMPUTER SYSTEM:** Definitions, Characteristics of Computers, Classification of Computers, Limitations.

**UNIT-2**

**HARDWARE FEATURES AND USES:** Components of a Computer, Generations of Computers, Primary and Secondary Storage Concepts, Data Entry Devices, Data Output Devices.

**SOFTWARE CONCEPTS:** System Software, Application Software, Language Classification, Compilers and Interpreters.

**UNIT-3**

**OPERATING SYSTEMS/ENVIRONMENTS - THEORY**

**BASICS OF MS-DOS:** Internal commands, External commands.

**INTRODUCTION TO WINDOWS:** GUI /Features, Parts of a Typical Window and their Functions.

**UNIT-4**

**NETWORKS – THEORY:** Network Topology-Bus, Star, Ring, Network Applications, Types of Network-LAN, MAN, WAN, Network Configuration Hardware-Server, Nodes, Channel-Fibre optic, Twisted, Co-axial, Hubs, Network Interface Card- Arcnet, Ethernet, Network Software-Novell, Windows NT.

**REFERENCES:**

- Digital Computer Design : Thomas Bartee
- Introduction to Computer Science: Rajaraman.V.
- DOS- The Complete Reference : Kris James



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B.Sc. in Hospitality and Hotel Management (Code: 1401)

- Flowcharting, Programming, software, Designing and Computer Problem solving: Beyer, B.B
- PC Software Made Simple: R.K.Taxali : Tata McGraw Hill
- Understanding Dbase(II)Plus : Alan Simpson
- Fundamental of Computers : V.Ragashman, PHI
- Raganeman V.: Analysis & Designing Information System, PHI

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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Principle of food science (1401106)****Credits - 3****L T P****Semester I****3 0 0****UNIT-1**

Definition and scope of food science and It's inter-relationship with food Chemistry, food microbiology and food processing.

**CARBOHYDRATES:** Introduction, Effect of cooking (gelatinization and retro Gradation), Factors affecting texture of carbohydrates (Stiffness of CHO gel & Dextrinization, Uses of carbohydrates in food preparations

**FAT & OILS:** Classification (based on the origin and degree of saturation), Autoxidation (factors and prevention measures), Flavor reversion, Refining, Hydrogenation & winterization, Effect of heating on fats & oils with respect to Smoke point, Commercial uses of fats (with emphasis on shortening value of Different fats)

**UNIT-2**

**PROTEINS:** Basic structure and properties, Type of proteins based on their origin (plant/animal), Effect of heat on proteins (Denaturation, coagulation), Functional properties of proteins (Gelatin, Emulsification, Formability, Viscosity), Commercial uses of proteins in different food preparations (like Egg Jells, Gelatin gels, Cakes, Confectionary items, Meringues, Soufflés, Custards, Soups, Curries etc.)

**UNIT-3**

**FOOD PROCESSING:** Definition, Objectives, Types of treatment, Effect of Factors like heat, acid, alkali on food constituents

**EVALUATION OF FOOD:** Objectives, Sensory assessment of food quality, Methods, Introduction to proximate analysis of Food constituents, Rheological Aspects of food

**UNIT-4**

**EMULSIONS:** Theory of emulsification, Types of emulsions, Emulsifying Agents, Role of emulsifying agents in food emulsions **COLLOIDS:** Definition, Application of colloid systems in food preparation

**FLAVOUR:** Definition, Description of food flavors (tea, coffee, wine, meat, fish spices,

**BROWNING:** Types (enzymatic and non-enzymatic), Role in food preparation, Prevention of undesirable browning.

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**REFERENCES:**

- Robinson, C.H.Lawlar, M.R.Chenoweth W.L. and Garwick A.E.(1986): Normal and Therapeutic Nutrition, Macmillan Publishing Co.
- Swaminathan, M.S. (1985): Essentials of Food and Nutrition VI:  
Fundamental Aspects VII Applied Aspects.
- Hughes, O, Bennion, M (1970): Introductory foods, Macmillan Company.
- Williams, S.R.(1989): Nutrition and Diet Therapy, C.V.Mos by Co.
- Guthrie, A.H.(1986): Introductory Nutrition, C.V.Mosby Co.

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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Foundation Food Preparation – I (LAB) (1401107)****Credits - 2****L T P****Semester I****0 0 4**

- 1- i) Equipments - Identification, Description, Uses & handling
  - ii) Hygiene - Kitchen etiquettes, Practices & knife handling
  - iii) Safety and security in kitchen Demonstrations & simple applications
- 2- i) Vegetables - classification
  - ii) Cuts - julienne, jardinière, macaronis, brunoise, pays sane, mignonette, dices, cubes, shred, mirepoix
  - iii) Preparation of salad dressings Demonstrations & simple applications by students
- 3- Identification and Selection of Ingredients – Qualitative and quantitative measures.
- 4- i) Basic Cooking methods and pre-preparations
  - ii) Blanching of Tomatoes and Capsicum
  - iii) Preparation of concasse
  - iv) Boiling (potatoes, Beans, Cauliflower, etc)
  - v) Frying - (deep frying, shallow frying, sautéing)      Aubergines, Potatoes, etc.
  - vi) Braising - Onions, Leeks, Cabbage
  - vii) Starch cooking (Rice, Pasta, and Potatoes)
- 5- i) Stocks - Types of stocks (White and Brown stock)
  - ii) Fish stock
  - iii) Emergency stock
  - iv) Fungi stock

**6 Sauces - Basic mother sauces**

- Béchamel
- Espagnole
- Veloute
- Hollandaise
- Mayonnaise
- Tomato

**7 Egg cookery - Preparation of variety of egg dishes**

- Boiled (Soft & Hard)
- Fried (Sunny side up, Single fried, Bull's Eye, Double fried)
- Poaches
- Scrambled
- Omelette (Plain, Stuffed, Spanish)
- En cocotte (eggs Benedict)

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**8 Simple Salads & Soups:**

- Cole slaw,
- Potato salad,
- Beet root salad,
- Green salad,
- Fruit salad,
- Consommé

**9 Simple Egg preparations:**

- Scotch egg,
- Assorted omelets,
- Oeuf Florentine
- Oeuf Benedict
- Oeuf Farci
- Oeuf Portugese
- Oeuf Deur Mayonnaise

**10 Simple potato preparations**

- Baked potatoes
- Mashed potatoes
- French fries
- Roasted potatoes
- Boiled potatoes
- Lyonnaise potatoes
- Allumettes
- Vegetable preparations
- Boiled vegetables
- Glazed vegetables
- Fried vegetables
- Stewed vegetables.

**Bakery & patisserie**

**1 Equipments,**

- Identification
- Uses and handling Ingredients - Qualitative and quantitative measures

**2 BREAD MAKING**

- Demonstration & Preparation of Simple and enriched bread recipes
- Bread Loaf (White and Brown)
- Bread Rolls (Various shapes)
- French Bread
- Brioche Demonstration by instructor and applications by students

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**3 SIMPLE CAKES**

- Demonstration & Preparation of Simple and enriched Cakes, recipes
- Sponge, Genoise, Fatless, Swiss roll.
- Fruit Cake
- Rich Cakes
- Dundee
- Madeira

**4 SIMPLE COOKIES**

- Demonstration and Preparation of simple cookies like
- Nan Khatai
- Golden Goodies
- Melting moments
- Swiss tart
- Tri color biscuits
- Chocolate chip
- Cookies
- Chocolate Cream Fingers
- Bachelor Buttons. Demonstration by instructor and applications by students

**5 HOT / COLD DESSERTS**

- Caramel Custard,
- Bread and Butter Pudding
- Queen of Pudding
- Soufflé – Lemon / Pineapple Demonstration by instructor and applications by students
- Mousse (Chocolate Coffee)
- Bavaroise
- Diplomat Pudding
- Apricot Pudding

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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Foundation Food and Beverage Service - I (LAB) (1401108)**

**Credits - 2**

**Semester I**

**L T P**

**0 0 4**

1. Food Service areas – Induction & Profile of the areas
2. Ancillary F&B Service areas – Induction & Profile of the areas
3. Familiarization of F&B Service equipment
4. Care & Maintenance of F&B Service equipment
5. Cleaning / polishing of EPNS items by:
  - Plate Powder method
  - Polivit method
  - Silver Dip method
  - Burnishing Machine

**6. Basic Technical Skills**

Task-01: Holding Service Spoon & Fork

Task-02: Carrying a Tray / Salver

Task-03: Laying a Table Cloth

Task-04: Changing a Table Cloth during service

Task-05: Placing meal plates & Clearing soiled plates

Task-06: Stocking Sideboard

Task-07: Service of Water

Task-08: Using Service Plate & Crumbing Down

Task-09: Napkin Folds

Task-10: Changing dirty ashtray

Task-11: Cleaning & polishing glassware

**07 Tea – Preparation & Service**

**08 Coffee - Preparation & Service**

**09 Juices & Soft Drinks - Preparation & Service**

- Mock tails
- Juices, Soft drinks, Mineral water, Tonic water

**10 Cocoa & Malted Beverages – Preparation & Service**

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**B.Sc. in Hospitality and Hotel Management (Code: 1401)**

**Front Office -I (Lab) (1401109)**

**Credits - 2**  
**Semester I**

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

- 1 Appraisal of front office equipment and furniture
- 2 Rack, Front desk counter & bell desk
- 3 Filling up of various Performa
- 4 Welcoming of guest
- 5 Telephone handling
- 6 Role play:
  - Reservation
  - Arrivals
  - Luggage handling
  - Message and mail handling
  - Paging



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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Accommodation Operations - I (Lab) (1401110)**

**Credits - 2**

**Semester I**

**L T P**

**0 0 4**

**01 Sample Layout of Guest Rooms**

- Single room
- Double room
- Twin room
- Suite

**02 Guest Room Supplies and Position**

- Standard room
- Suite
- VIP room special amenities

**03 Cleaning Equipment-(manual and mechanical)**

- Familiarization
- Different parts
- Function
- Care and maintenance

**04 Cleaning Agent**

- Familiarization according to classification
- Function

**05 Maid's trolley**

- Contents
- Trolley setup

**06 Familiarizing with different types of Rooms, facilities and surfaces**

- Twin/ double
- Suite
- Conference etc

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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Foundation Food Preparation - II (1401201)**

**Credits - 3**  
**Semester II**

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

**UNIT-1**

**SOUPS:** Basic recipes other than consommé with menu examples-Broths, Bouillon, puree, cream, Veloute, Chowder, Bisque etc., Garnishes and Accompaniments, International soups.

**SAUCES & GRAVIES:** Difference between sauce and gravy, Derivatives of Mother sauces, Contemporary & Proprietary.

**UNIT-2**

**MEAT COOKERY:** Introduction to meat cookery, Cuts of beef/veal, Cuts of Lamb/mutton, Cuts of pork, Variety meats (offal's), Poultry, (With menu examples of Each).

**FISH COOKERY:** Introduction to fish cookery, classification of fish with examples, Cuts of fish with menu examples, Selection of fish and shell fish, cooking of Fish (Effects of heat).

**RICE, CEREALS & PULSES:** Introduction, Classification and identification, Cooking of rice, cereals and pulses, Varieties of rice and other cereals.

**UNIT-3**

**PASTRY:** Short crust, Laminated, Choux, Hot water/Rough puff, Recipes and Methods of preparation, Differences, Uses of each pastry, Care to be taken while Preparing pastry, Role of each ingredient, Temperature of baking pastry.

**Flour:** Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat – Flour, Uses of Flour in Food Production, Cooking of Flour (Starch) SIMPLE.

**BREADS:** Principles of bread making, Simple yeast breads, Role of each Ingredient in bread making, Baking temperature and its importance.

**PASTRY CREAMS:** Basic pastry creams, Uses in confectionery, Preparation and care in production.

**UNIT-4**

**BASIC COMMODITIES:** Milk-Introduction, Processing of Milk, Pasteurization – Homogenization, Types of Milk – Skimmed and Condensed, Nutritive Value, Cream- Introduction, Processing of Cream, Types of Cream Cheese-Introduction, Processing of Cheese, Types of Cheese, Classification of Cheese, Curing of Cheese, Uses of Cheese Butter-Introduction, Processing of Butter, Types of Butter.

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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**BASIC INDIAN COOKERY**

**CONDIMENTS & SPICES:** Introduction to Indian food, Spices used in Indian Cookery, Role of spices in Indian cookery, Indian equivalent of spices (names) Course Curriculum: B.Sc. (Hospitality and Hotel Administration) University Institute of Hotel Management and Tourism, Punjab University, Chandigarh.

**MASALAS:** Blending of spices, Different masalas used in Indian cookery-Wet Masalas, Dry masalas, Composition of different masalas, Varieties of masalas Available in regional areas, Special masalas blends.

**KITCHEN ORGANIZATION AND LAYOUT: General** layout of the kitchen in various Organizations, Layout of receiving areas, Layout of service and wash up

**REFERENCES:**

- The Professional Chef (4th Edition) By Le Rol A.Polsom
- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher:Wiley & Sons INC
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S. C Dubey, Publisher: Socity of Indian Bakers
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani

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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Foundation Food and Beverages Service – II (1401202)**

**Credits - 3**  
**Semester II**

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

**UNIT-1**

**MEALS & MENU PLANNING:** Origin of Menu, Objectives of Menu Planning, Types of Menu, Courses of French Classical Menu-Sequence, Examples from each course, Cover of each course, Accompaniments, French Names of dishes, Types of Meals-Early Morning Tea, Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner Supper.

**UNIT-2**

**PREPARATION FOR SERVICE:** Organizing Mise-en-scene, Organizing Mise en Place, TYPES OF FOOD SERVICE-Silver service, Pre-plated service, Cafeteria Service, Room service, Buffet service, Gueridon service, Lounge service.

**UNIT-3**

**SALE CONTROL SYSTEM:** KOT/Bill Control System (Manual)-Triplicate Checking System, Duplicate Checking System, Single Order Sheet, Quick Service Menu & Customer Bill. Making bill, Cash handling equipment, Record keeping (Restaurant Cashier).

**UNIT-4**

**TOBACCO:** History, Processing for cigarettes, pipe tobacco & cigars,  
**Cigarettes** – Types and Brand names, Pipe Tobacco – Types and Brand names , Cigars – shapes, sizes, colors and Brand names, Care and Storage of cigarettes & cigars

**REFERENCES:**

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS.
- Modern Restaurant Service – John Fuller, Hutchinson.
- Professional Food & Beverage Service Management -Brian Varghese
- The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi
- Food and Beverage Service – Vijay Dhawan

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**Front Office – II (1401203)**

**Credits - 3**  
**Semester II**

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

**UNIT-1**

**TARIFF STRUCTURE:** Basis of charging, Plans, competition, customer's profile, Standards of service & amenities, Hubbart formula, Different types of tariffs-Rack Rate, Discounted Rates for Corporates, Airlines, Groups & Travel Agents

**UNIT-2**

**FRONT OFFICE AND GUEST HANDLING:** Introduction to guest cycle, Pre Arrival, Arrival, during guest stay, Departure, after departure **FRONT OFFICE CO-ORDINATION:** With other departments of hotel.

**UNIT-3**

**RESERVATIONS:** Importance of reservation, Modes of reservation, Channels and sources (Fits, Travel Agents, Airlines, Gist), Types of reservations (Tentative, confirmed, guaranteed etc.), Systems (non automatic, semi automatic Fully automatic), Cancellation, Amendments, Overbooking, **ROOM SELLING TECHNIQUES:** Up selling, Discounts.

**UNIT-4**

**ARRIVALS:** Preparing for guest arrivals at Reservation and Front Office, Receiving of guests, Pre-registration, Registration (non automatic, semi Automatic and automatic), Relevant records for Fits, Groups, Air crews & VIPs **DURING THE STAY ACTIVITIES:** Information services-Message and Mail Handling, Key Handling, Room selling technique, Hospitality desk, Complaints Handling, Guest handling, Guest history.

**REFERENCES:**

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Grew Hill
- Managing Front Office Operations – Karsavina & Brooks Educational Institution HAMA
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Karsavina & Cahill.
- Front Office Operations – Colin Dix & Chris Baird.
- Front office Operation Management- SKI Bhavnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Karsavina & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermyn Huston, Continuum

**GURU KASHI UNIVERSTY**

**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Accommodation Operations – II (1401204)**

**Credits - 3**  
**Semester II**

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

**UNIT-1**

**ROOM LAYOUT AND GUEST SUPPLIES:** Standard rooms, VIP, ROOMS, Guest's special requests.

**TYPES OF BEDS AND MATTRESSES**

**UNIT-2**

**AREA CLEANING:** Guest rooms, Front-of-the-house Areas, Back-of-the House Areas, Work routine and associated problems e.g. high traffic Areas, Façade cleaning etc.

**UNIT-3**

**ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT:** Reporting Staff placement, Room Occupancy Report, Guest Room Inspection, Entering Checklists, Floor Register, Work Orders, Log Sheet., Lost and Found Register and Enquiry File, Maid's Report and Housekeeper's Report, Handover Records, Guest's Special Requests Register, Record of Special Cleaning, Call Register, VIP Lists.

**UNIT-4**

**PEST CONTROL:** Areas of infestation, Preventive measures and Control Measure

**KEYS:** Types of keys, computerized key cards, Key control

**REFERENCES:**

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Holder & Stoughton Ltd.
- Hotel House Keeping a Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher.
- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications.
- The Professional Housekeeper by Tucker Schneider, Wiley Publications

**GURU KASHI UNIVERSITY**

University College of Hospitality &amp; Tourism Management (Code:14)

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Nutrition-(1401205)****Credits - 3**  
**Semester II****L T P**  
**3 0 0****UNIT-1**

**BASIC ASPECTS:** Definition of the terms Health, Nutrition and Nutrients, Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health., Classification of nutrients.

**ENERGY:** Definition of Energy and Units of its measurement (Kcal), Energy Contribution from macronutrients (Carbohydrates, Proteins and Fat), Factors Affecting energy requirements, Concept of BMR, SDA, Thermodynamic action of Food, Dietary sources of energy. Concept of energy balance and the health Hazards associated with Underweight, Overweight.

**UNIT-2**

**MACRO NUTRIENTS:** Carbohydrates-Definition, Classification (mono, di and Polysaccharides), Dietary Sources, Functions, Significance of dietary fiber (Prevention/treatment of diseases)Lipids-Definition, Classification: Saturated and Unsaturated fats, Dietary Sources, Functions, Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health, Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol, Proteins-Definition, Classification based Upon amino acid composition, Dietary sources, Functions, Methods of improving Quality of protein in food (special emphasis on Soya proteins and whey proteins).

**UNIT-3**

**MACRO NUTRIENTS:** Vitamins-Definition and Classification (water and fats Soluble vitamins), Food Sources, function and significance of: Fat soluble vitamins (Vitamin A, D, E, K), Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid MINERALS-Definition and Classification (major and minor),Food Sources, functions and significance of :Calcium, Iron, Sodium, Iodine & Flourine WATER: Definition, Dietary Sources (visible, invisible), Functions of water, Role of water in maintaining health (water balance).

**BALANCED DIET:**

Definition, Importance of balanced diet, RDA for various nutrients – age, gender, Physiological state

**UNIT-4**

**MENU PLANNING:** Planning of nutritionally balanced meals based upon the three Foods group system-Factors affecting meal planning, Critical evaluation of few Meals served at the Institutes/Hotels based on the principle of meal planning. Calculation of nutritive value of dishes/meals.

**MASS FOOD PRODUCTION:** Effect of cooking on nutritive value of food (QFP).

**NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH:** Need for introducing nutritionally balanced and health Specific meals, Critical evaluation of fast foods, New products being launched in the market (nutritional evaluation) .

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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**REFERENCES:**

- Robinson, C.H.Lawlar, M.R.Chenoweth W.L. and Garwick A.E.(1986): Normal and Therapeutic Nutrition, Macmillan Publishing Co.
- Swaminathan, M.S. (1985): Essentials of Food and Nutrition VI: Fundamental Aspects VII Applied Aspects.
- Hughes, O, Bennion, M (1970): Introductory foods, Macmillan Company.
- Williams, S.R.(1989): Nutrition and Diet Therapy, C.V.Mos by Co.
- Guthrie, A.H.(1986): Introductory Nutrition, C.V.Mosby Co.
- Joshi, S.A. (1998), Nutrition and Dietetics, Tata Mc Graw Hill Publishing Co. Ltd.,
- Mahay N.S.,Shadaksharaswamy, M (2001) foods: Facts and Principles, New Delhi International Publishers.



**GURU KASHI UNIVERSITY**

University College of Hospitality &amp; Tourism Management (Code:14)

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Accountancy-(1401206)****Credits - 3**  
**Semester II****L T P**  
**3 0 0****UNIT-1****INTRODUCTION TO ACCOUNTING:** Meaning and Definition, Types and Classification, Principles of accounting, Systems of accounting, generally Accepted Accounting Principles (GAAP).**PRIMARY BOOKS****(JOURNAL):** Meaning and Definition, Format of Journal, Rules of Debit and Credit, Opening entry, Simple and Compound entries, Practical's**UNIT-2****SECONDARY BOOK (LEDGER):** Meaning and Uses, Formats, Posting, Practical's**SUBSIDIARY BOOKS:** Need and Use, Classification, Purchase Book, Sales Book, Purchase Returns, Sales Returns, Journal Proper, Practical's .**CASH BOOK:** Meaning, Advantages, Simple, Double and Three Column, Petty Cash Book with Imprest System (simple and tabular Forms), Practical's**UNIT-3****BANK RECONCILIATION STATEMENT:** Meaning, Reasons for difference in Pass Book and Cash Book Balances, Preparation of Bank Reconciliation Statement, No Practical's.**Trial balance: Meaning, method, advantage, Limitations, practical's.****UNIT-4****FINAL ACCOUNTS:** Meaning, Procedure for preparation of Final Accounts, Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet, Adjustments (Only four), Closing Stock, Pre-paid Expenses, Outstanding Expenses, Depreciation.**CAPITAL AND REVENUE EXPENDITURE:** Meaning, Definition of Capital and Revenue Expenditure**REFERENCES:**

Financial Management – Iqbal Mathur

Financial accounting – R.L.Gupta

Basic Accounting – Meig &amp; Meig

Leslie Chadwick, 1995 : The Essance of Financial Accounting, Prentice Hall of India Pvt.Ltd.,ND

Donald F.Sutton, 1986 : Financial Management in Hotel and Catering, Heinemann, London

G. Boni and F.F. Shartes, 1988 : Hotel Organisation Management and Accountancy, Sir ISAAR. Pitman, London.

Horwarth Earnest, 1986 : Hotel Accounting, Ronald Press, New York.

Horwarth, E.B.and Toth, 1986 : Hotel Accounting, Ronald Press, New York

Robert and Anthony, 1995: Management Accounting, Prentice Hall.

**GURU KASHI UNIVERSTY**

University College of Hospitality &amp; Tourism Management (Code:14)

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**FOUNDATION FOOD PREPARATION -II (LAB) (1401207)****Credits - 2**  
**Semester II****L T P**  
**0 0 4**

**1 Meat** – Identification of various cuts, Carcass  
 Demonstration  
 Preparation of basic cuts-Lamb and Pork Chops,  
 Tornado, Fillet, Steaks and Escalope  
 Fish-Identification & Classification  
 Cuts and Folds of fish

**2 Identification, Selection and processing of Meat, Fish and poultry.**  
 Slaughtering and dressing

**3 Preparation of menu:**

**Salads & soups-** waldrof salad, Fruit salad, Russian Salad, salade nicoise, Cream (Spinach, Vegetable, and Tomato), Puree (Lentil, Peas Carrot)  
 International soups

**Chicken, Mutton and Fish Preparations-**

Fish only, a la anglaise, Colbert, meuniere, poached, and baked  
 Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & Lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef

**Simple potato preparations-**

Basic potato dishes

**Vegetable preparations-**

Basic vegetable dishes

**Indian cookery-**

Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations

**BAKERY & PATISSERIE****1 PASTRY:**

Demonstration and Preparation of dishes using Varieties of Pastry

- Short Crust – Jam tarts, Turnovers
- Laminated – Palmiers, Khara Biscuits, Danish

Pastry, Cream Horns

- Choux Paste – Éclairs, Profiteroles

**2 COLD SWEET**

- Honeycomb mould

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**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

- Butterscotch sponge
- Coffee mousse
- Lemon sponge
- Trifle
- Blancmange
- Chocolate mousse
- Lemon soufflé

**3 HOT SWEET**

- Bread & butter pudding
- Caramel custard
- Albert pudding
- Christmas pudding

**4 INDIAN SWEETS**

Simple ones such as chicoti, gajjar halwa, kheer

**GURU KASHI UNIVERSITY**

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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**FOUNDATION FOOD & BEVERAGE SERVICE-II (LAB) (1401208)**

<b>Credits - 2</b>	<b>L</b>	<b>T</b>	<b>P</b>
<b>Semester II</b>	<b>0</b>	<b>0</b>	<b>4</b>

**REVIEW OF SEMESTER -1****TABLE LAY-UP & SERVICE**

Task-01: A La Carte Cover

Task-02: Table d' Hote Cover

Task-03: english breakfast Cover

Task-04: American Breakfast Cover

Task-05: Continental Breakfast Cover

Task-06: Indian Breakfast Cover

Task-07: Afternoon Tea Cover

Task-08: High Tea Cover

**TRAY/TROLLEY SET-UP & SERVICE**

Task-01: Room Service Tray Setup

Task-02: Room Service Trolley Setup

**PREPARATION FOR SERVICE (RESTAURANT)**

A. Organizing Mise-en-scene

B. Organizing Mise-en-Place

C. Opening, Operating &amp; Closing duties

**PROCEDURE FOR SERVICE OF A MEAL**

Task-01: Taking Guest Reservations

Task-02: Receiving &amp; Seating of Guests

Task-03: Order taking &amp; Recording

Task-04: Order processing (passing orders to the kitchen)

Task-05: Sequence of service

Task-06: Presentation &amp; Enchasing the Bill

Task-07: Presenting &amp; collecting Guest comment cards

Task-08: Seeing off the Guests

**Social Skills**

Task-01: Handling Guest Complaints

Task-02: Telephone manners

Task-03: Dining &amp; Service etiquettes

**Special Food Service - (Cover, Accompaniments & Service)**

Task-01: Classical Hors d' oeuvre

- Oysters
- Caviar
- Smoke Salmon
- Pate de Foie Gras

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- Snails
- Melon
- Grapefruit
- Asparagus

**Service of Tobacco**

- Cigarettes & Cigars

**Restaurant French:** To be taught by a professional French language teacher.

- Restaurant Vocabulary (English & French)
- French Classical Menu Planning
- French for Receiving, Greeting & Seating Guests
- French related to taking order & description of dishes

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**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**FRONT OFFICE-II (LAB) (1401209)**

**Credits - 2**  
**Semester II**

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

- 1 Hot function keys
- 2 Create and update guest profiles
- 4 Make FIT reservation
- 5 Send confirmation letters
- 6 Printing registration cards
- 7 Make an Add-on reservation
- 8 Amend a reservation
- 9 Cancel a reservation-with deposit and without deposit
- 10 Log onto cashier code
- 11 Process a reservation deposit
- 12 Pre-register a guest
- 13 Put message and locator for a guest
- 14 Put trace for guest
- 15 Check in a reserved guest
- 16 Check in day use
- 17 Check –in a walk-in guest
- 18 Maintain guest history
- 19 Issue a new key
- 20 Verify a key
- 21 Cancel a key
- 22 Issue a duplicate key
- 23 Extend a key
- 24 Programme keys continuously
- 25 Re-programme keys
- 26 Programme one key for two rooms

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**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**ACCOMMODATION OPERATIONS-II (LAB) (1401210)**

**Credits - 2**  
**Semester II**

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

**01 Review of semester 1**

**02 Servicing guest room(checkout/ occupied and vacant)**

**ROOM**

- Task 1- open curtain and adjust lighting
- Task 2-clean ash and remove trays if any
- Task 3- strip and make bed
- Task 4- dust and clean drawers and replenish supplies
- Task 5-dust and clean furniture, clockwise or anticlockwise
- Task 6- clean mirror
- Task 7- replenish all supplies
- Task 8-clean and replenish minibar
- Task 9-vaccum clean carpet
- Task 10- check for stains and spot cleaning

**BATHROOM**

- Task 1-disposed soiled linen
- Task 2-clean ashtray
- Task 3-clean WC
- Task 4-clean bath and bath area
- Task 5-wipe and clean shower curtain
- Task 6- clean mirror
- Task 7-clean tooth glass
- Task 8-clean vanitory unit
- Task 9- replenish bath supplies
- Task 10- mop the floor

**03 Bed making supplies**

- Step 1-spread the first sheet (from one side)
- Step 2-make miter corner (on both corner of your side)
- Step 3- spread second sheet (upside down)
- Step 4-spread blanket
- Step 5- Spread crinkle sheet
- Step 6- make two folds on head side with all three (second sheet, blanket and Crinkle sheet)
- Step 7- tuck the folds on your side
- Step 8- make miter corner
- Step 9- change side and finish the bed in the same way
- Step 10- spread the bed spread and place pillow

**Records**

- Room occupancy report
- Checklist
- Floor register
- Work/ maintenance order]

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**B.Sc. in Hospitality and Hotel Management (Code: 1401)**

- Lost and found
- Maid's report
- Housekeeper's report
- Log book
- Guest special request register
- Record of special cleaning
- Call register
- VIP list
- Floor linen book/ register

**Guest room inspection**

**Minibar management**

- Issue
- stock taking
- checking expiry date

**Handling room linen/ guest supplies**

- maintaining register/ record
- replenishing floor pantry
- stock taking

**Guest handling**

- Guest request
- Guest complaints



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**B.Sc. in Hospitality and Hotel Management (Code: 1401)**

**Industrial Training (1401301)**

**Credits - 20**  
**Semester III**

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

**EVALUATION OF STUDENTS FOR PROFESSIONAL TRAINING:**

Professional training will have 1000 marks. Out of which 500 marks will be awarded by the organization where placed for practical/professional training and 500 marks are for (Board) external examination. The criteria for internal assessment will be as under:

**Criteria for internal assessment by Weightage organization where placed (%) for practical/professional training**

- Attendance/Punctuality 10%.
- Proficiency in conducting laboratory test 30%.
- Preparation of portfolio based on day to day work done in various laboratories 20%.
- Initiative/responsibility exhibited 10%.
- Interpersonal relations 10%.
- Behavior/attitude 10%.
- Maintenance of equipment and work place 10%.

**GENERAL GUIDELINES:**

- a) The students are expected to prepare practical record book as per given list of the experiments. Besides, they can also add other experiments as well.
- b) External examiner along with internal faculty should evaluate the student's performance through viva voice/spotting/performance and synopsis:

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**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**ENVIRONMENT STUDIES (A100302)**

**Credit: 03**  
**Semester IV**

**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,. 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.
- 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.

**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.

(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.

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- India as a mega-diversity nation

**Unit 5 : Environmental Pollution**

Definition

- Causes, effects and control measures of :-
  - a. Air pollution
  - b. Water pollution
  - c. Soil 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.
  
- 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.
- Environmental ethics : Issues and possible solutions.
- Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust.
- 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.  
(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.

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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Suggested Books:**

- Agarwal, K. C. 2001 , “Environment Biology”, Nidi Publ. Ltd. Bikaner.
  - Jadhav, H & Bhosale, V.M. 1995., “Environment Protection and Laws”., Himalaya Pub House, Delhi 284p.
  - Rao M. N. & Datta A.K. 1987., “Waste Water Treatment”,t. Oxford & IBH Publ. Co. Pvt. Ltd. 45p.
  - Cunningham, W.P, “Principle of Environment Science”.
  - Joseph, “Essentials of Environment Science”.
  - Rao, C.S, “Environment Pollution Control Engineering”.
  - Kaushik, A, “Perspectives in Environmental Studies”.
  - Meenakshi, “Elements of Environment Science & Engineering”.
  - Duggal , “Element s of Environment Engineering”.
- Dr. Navmeet Kaur , “PBS Environmental Science

**GURU KASHI UNIVERSITY**

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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Food Preparation Operations (1401401)****Credits - 3**  
**Semester IV****L T P**  
**3 0 0****UNIT-1****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, Transport Facilities, cruise lines, airlines, railway, Nutritional factors for the above.

**UNIT-2**

**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,

**PLANNING:** Principles of planning for quantity food production with regard to Space allocation, Equipment selection, Staffing.

**UNIT-3**

**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, 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.

**UNIT-4****REGIONAL INDIAN CUISINE:**

Introduction to Regional Indian Cuisine, Heritage Course Curriculum: B.Sc. (Hospitality and Hotel Administration) University Institute of Hotel Management and Tourism, Punjab University, Chandigarh 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: Geographic location, Historical background, Seasonal availability, Special equipment, Staple diets, Specialty cuisine for festivals and special Occasions.

**STATES**

Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal.

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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**COMMUNITIES**

Parsee, Chettinad, Hyderabad, Lucknowi, Awadhi, Malbari/Syrian, Christian and Bohri

**DISCUSSIONS**

Indian Breads, Indian Sweets, Indian Snacks

**REFERENCES:**

- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher:Wiley & Sons INC.
- Theory of Cookery By K Arora, Publisher: Frank Brothers.
- Accompaniments & Garnishes from waiter; communicate: Fuller J. Barrie & Jenkins.
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers.
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman.

**GURU KASHI UNIVERSITY**

**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**FOOD AND BEVERAGE OPERATIONS (1401402)**

**Credits - 3**  
**Semester IV**

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

**UNIT-1**

**ALCOHOLIC BEVERAGE:**

Introduction and definition, Production of Alcohol: Fermentation and Distillation Process, Classification with examples,

**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, (India, Chile, South Africa,Algeria, New Zealand, USA, Australia), Food & Wine Harmony, Storage of wines, Wine terminology (English & French)

**UNIT-2**

**DISPENSE BAR:** Introduction and definition, Bar layout – physical layout of bar.

Bar stock – alcohol & non alcoholic beverages, Bar equipment.

**BEER:** Introduction & Definition, Types of Beer, Production of Beer, Storage.

**UNIT-3**

**SPIRITS:** Introduction & Definition, Production of Spirit ( Pot-still method, Patent still method )  
Production of Whisky, Rum, Gin, Brandy, Vodka, Tequila, Different Proof Spirits , American Proof, British Sikes Scale.

Gay - Lussac) OIML Scale

**UNIT-4**

**APERITIFS:** Introduction and Definition, Different types of Aperitifs Vermouth (Definition, Types & Brand names), Bitters (Definition, Types & Brand names)

**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 UNIVERSTY**  
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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**FRONT OFFICE OPERATIONS (1401403)**

**Credits - 3**  
**Semester IV**

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

**UNIT-1**

**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 OPERA & Amadeus CONTROL OF CASH AND CREDIT

**UNIT-2**

**FRONT OFFICE (ACCOUNTING):**

Accounting fundamentals, Guest and non guest accounts, Accounting system( Non automated, semi automated and fully Automated)

**UNIT-3**

**CHECK OUT PROCEDURES:** Guest accounts settlement (Cash and credit, Indian Currency and foreign currency, Transfer of guest accounts, Express check out)

**NIGHT AUDITING:** Functions, Audit procedures (Non automated, semi Automated and fully automated)

**UNIT-4**

**FRONT OFFICE AND GUEST SAFETY AND SECURITY:** Importance of Security systems, Safe deposit, Key control, Emergency situations (Accident, illness, theft, fire, bomb) FRENCH Expressions de politesse et les commander et Expressions d'encouragement, Basic conversation related to Front Office activities such as {Reservations (personal and telephonic), Reception (Doorman, Bell Boys, Receptionist etc.), Cleaning of Room & change of Room etc. }

**REFERENCES:**

Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Grew Hill, Managing Front Office Operations – Karsavina & Brooks Educational Institution HAMA, Front Office – operations and management – Ahmed Ismail (Thomson Delmar), Front office Operation Management- SKI Bhavnagar, Publisher: Frank Brothers, Managing Front Office Operations By Karsavina & Brooks, Hotel Front Office Management, 4th Edition by James Socrates Bard; Wiley International



**GURU KASHI UNIVERSITY**  
**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**ACCOMMODATION OPERATIONS (1401404)**

**Credits - 3**  
**Semester IV**

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

**UNIT-1**

**LINEN ROOM:** Activities of the Linen Room, Layout and equipment in the Linen Room, Selection criteria for various Linen Items & fabrics suitable for this purpose, Purchase of Linen, Calculation of Linen requirements, Linen control-procedures and Records, Stocktaking-procedures and records, recycling of discarded linen, Linen Hire.

**UNIT-2**

**UNIFORMS:** Advantages of providing uniforms to staff, Issuing and exchange of Uniforms; type of uniforms, Selection and designing of uniforms, Layout of the Uniform room.

**SEWING ROOM:** Activities and areas to be provided, Equipment provided.

**UNIT-3**

**LAUNDRY:** Commercial and On-site Laundry, Flow process of Industrial Laundering- OPL, Stages in the Wash Cycle, Laundry Equipment and Machines, Layout of the Laundry, Laundry Agents, Dry Cleaning, Guest Laundry/Valet service, Stain removal.

**UNIT-4**

**FLOWER ARRANGEMENT:** Flower arrangement in Hotels, Equipment and material Required for flower arrangement, Conditioning of plant material, Styles of flower Arrangements, Principles of design as applied to flower arrangement.

**REFERENCES:**

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Holder & Stoughton Ltd.
- Hotel House Keeping a Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Publisher.
- Professional Management of Housekeeping Operations (II End.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications

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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**TRAVEL AND TOURISM (1401405)**

**Credits - 2**  
**Semester IV**

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

1. The tourism phenomenon

Definition- tourism; tourist; visitor; excursionist; domestic; international; inbound; outbound; 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, air, 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

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

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### University College of Hospitality & Tourism Management (Code:14)

#### B.Sc. in Hospitality and Hotel Management (Code: 1401)

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

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 No strand 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 Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**COMMUNICATION SKILLS (1401406)**

**Credits - 2**  
**Semester IV**

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

1 **Introduction:** Theory of Communication, Types and modes of Communication

**2. Language of Communication:**

Verbal and Non-verbal

(Spoken and Written)

Personal, Social and Business

Barriers and Strategies

Intra-personal, Inter-personal and Group communication

**3. Speaking Skills:**

Monologue

Dialogue

Group Discussion

Effective Communication/ Mis- Communication

Interview

Public Speech

**4. Reading and Understanding**

Close Reading

Comprehension

Summary Paraphrasing

Analysis and Interpretation

Translation (from Indian language to English and vice-versa)

Literary/Knowledge Texts

**5. Writing Skills**

Documenting

Report Writing

Making notes

Letter writing

**Recommended Readings:**

1. *Fluency in English* - Part II, Oxford University Press, 2006.

2. *Business English*, Pearson, 2008.

3. *Language, Literature and Creativity*, Orient Blackswan, 2013.

4. *Language through Literature* (forthcoming) ed. Dr. Gauri Mishra, Dr Ranjana Kaul,  
Dr Brati Biswas

**GURU KASHI UNIVERSITY**  
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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Food Preparation Operations (Lab) (1401407)**

**Credits - 2**  
**Semester IV**

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

**To formulate 36 sets of menus from the following dishes and to include more dishes from the respective regions.**

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

**Suggested Menus:**

**MAHARASTRIAN**

MENU 01

Masala Bhatt, Kolhapuri Mutton, Batata Bhajee, Masala Poori, Koshimbir, Coconut Poli.

MENU 02

Moong Dal Khichdee, Patrani Macchi, Tomato Saar, Tilgul Chapatti, Amti, Basundi.

**AWADHI**

MENU 01

Yakhni Pulao, Mughlai Paratha, Gosht Do Piazza, Badin Jaan, Kulfi with Falooda.

MENU 02

Galouti Kebab, karkhani, Gosht Korma, Paneer Pasanda, Muzzafar.

**BENGALI**

MENU 01

Ghee Bhat, Macher Jhol, Aloo Posto, Misti Doi.

MENU 02

Doi Mach, Tikoni Pratha, Baigun Bhaja, Payesh.

MENU 03

Mach Bhape, Luchi, Sukto, Kala Jamun.

MENU 04

Prawan Pulao, Mutton Vidalloo, Beans Foogath, Dodol.

**GOAN**

MENU 01

Arroz, Galina Xacutti, Toor Dal Sorak, Alle Belle.

MENU 02

Coconut Pulao, Fish Caldeen, Cabbage Foogath, Bibinca.

**PUNJABI**

MENU 01

Rada Meat, Matar Pulao, Kadhi, Punjabi Gobhi, Kheer.

MENU 02

Amritsari Macchi, Rajmah Masala, Pindi Chana, Bhaturas, Row Di Kheer.

MENU 03

Sarson Da Saag, Makki Di Roti, Peshawari Chole, Motia Pulao, Sooji Da Halwa.

MENU 04

Tandoori Roti, Tandoori Murg, Dal Makhani, Pudinia Chutny, Baingan Bhartha, Savian.

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**SOUTH INDIAN**

MENU 01

Meen Poriyal, Curd Rice, Thoran, Rasam, Pal Payasam.

MENU 02

Lime Rice, Meen Moilee, Olan, Malabari Pratha, Parappu Payasam.

MENU 03

Tamarind Rice, Kori Gashi, Kalan, Sambhar, Savian Payasam.

MENU 04

Coconut Rice, Chicken Chettinad, Avial, Huli, Mysore Pak.

**RAJASTHANI**

MENU 01

Gatte Ka Pulao, Lal Maas, Makki Ka Soweta, Chutny (Garlic), Dal Halwa.

MENU 02

Dal Batti Churma, Besan Ke Gatte, Ratalu Ki Subzi, Safed Mass.

**GUJRATI**

MENU 01

Sarki, Brown Rice, Salli Murg, Gujrati Dal, Methi Thepla, Shrikhand.

MENU 02

Gujrati Khichadi, Oondhiyu, Batata Nu Tomato, Osaman, Jeera Poori, Mohanthal.

**HYDERABADI**

MENU 01

Sofyani Biryani, Methi Murg, Tomato Kut, Hare Piaz ka Raita, Double Ka Meetha.

MENU 02

Kachi Biryani, Dalcha, Mirchi Ka Salan, Mix Veg. Raita, Khumani Ka Meetha.

**KASHMIRI**

Two menus may be formed out of the Dishes given as under:

**Rice and Bread Preparations:** Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

**Meat Preparations:** Gushtaba ,Rista ,Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak

Maaz, Rogon Josh

**Vegetables and Potato:** Ruwangan chaman, Choek wangan, Chaman Qaliyan Alleh Yakhean, Dum

Aloo Kashmiri ,Nader Palak, Razma Gogji

**Sweet Dishes:** Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa

**Chutneys:** Mujeh cheten, Ganda Cheten, Duenen cheten, Aleh cheten (pumpkin chutney)

Note: In addition to above each institute to formulate 08 (eight) set of regional menus including snacks,

➤ sweets etc.

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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Food and Beverages Operations (Lab) (1401408)**

**Credits - 2**  
**Semester IV**

**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

**06 Service of Liqueurs**

- Task-01 Service styles - neat/on-the-rocks/with cream/en frappe
- Task-02 Service from the Bar
- Task-03 Service from Liqueur Trolley

**07 Wine & Drinks List**

- Task-01 Wine Bar
- Task-02 Beer Bar
- Task-03 Cocktail Bar

**09 Matching Wines with Food**

- Task-01 Menu Planning with accompanying Wines

**GURU KASHI UNIVERSTY**  
**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

1 Continental Cuisine

1 Indian Regional Cuisine

Task-02 Table laying & Service of menu with accompanying Wines

1 Continental Cuisine



**GURU KASHI UNIVERSTY**  
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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Front Office Operations (Lab) (1401409)**

**Credits - 2**  
**Semester IV**

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

- 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
- Pre-register a guest
- Put message and locator for a guest
- Put trace for guest
- Check in a reserved guest
- Check in day use
- Check -in a walk-in guest
- Maintain guest history
- Make sharer reservation
- Add a sharer to a reservation
- Make A/R account
- Take reservation through Travel Agent/Company/ Individual or Source
- Make room change
- Make check and update guest folios
- Process charges for in-house guests and non-resident guests.
- Handle allowances and discounts and packages
- Process advance for in-house guest
- Put routing instructions
- Print guest folios during stay
- Processing foreign currency exchange/ cheque exchange
- Process guest check out by cash and credit card
- Check out without closing folio-Skipper accounts
- Handle paymaster folios
- Check out using city ledger
- Print guest folio during check out
- Close bank at end of each shift
- Check room rate and variance report
- Tally Allowances for the day at night
- Tally paid outs for the day at night
- Tally forex for the day at night
- Credit check report

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**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Accommodation Operations (Lab) (1401410)**

**Credits - 2**  
**Semester IV**

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

- Layout of Linen and Uniform Room/Laundry
- Laundry Machinery and Equipment
- Stain Removal
- Flower Arrangement
- Selection and Designing of Uniforms

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**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Advance Food Preparation Operations - I (1401501)**

**Credits - 3**  
**Semester V**

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

**UNIT-1 LARDER:-**

**LAYOUT & EQUIPMENT** Introduction of Larder Work, Definition, and Equipment found in the larder, Layout of a typical larder with equipment and various sections.

**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,

**DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF** Functions of the Larder, Hierarchy of Larder Staff, Sections of the Larder, Duties & Responsibilities of larder Chef.

**UNIT-2 CHARCUTIERIE:-**

Introduction to charcutierie,

**SAUSAGE** - Types & Varieties Casings - Types & Varieties, Fillings - Types & Varieties, Additives & Preservatives

**FORCEMEATS**, Types of forcemeats, Preparation of forcemeats, Uses of forcemeats,

**BRINES, CURES & MARINADES**, Types of Brines, Preparation of Brines, Methods of Curing, Types of Marinades, Uses of Marinades, Difference between Brines, Cures & Marinades,

**HAM, BACON & GAMMON**, Cuts of Ham, Bacon & Gammon, Differences between Ham, Bacon & Gammon Processing of Ham & Bacon, Green Bacon, Uses of different cuts, **GALANTINES** making of galantines, Types of Galantine Ballotines,

**PATES** Types of Pate, Pate de foie gras, Making of Pate, Commercial pate and Pate Maison Truffle - Sources, Cultivation and uses and Types of truffle

**UNIT-3 MOUSE & MOUSSELINE**

Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline.

**CHAUD FROID** Meaning of Chaud froid, Making of Chaud froid & Precautions, Types of chaud froid, Uses of chaud froid.

**ASPIC & GELEE** Definition of Aspic and Gelee, Difference between the two, Making of Aspic and Gelee Uses of Aspic and Gelee.

**QUENELLES, PARFAITS, ROULADES** Preparation of Quenelles, Parfaits and Roulades **NON**

**EDIBLE DISPLAYS** Ice carvings,. Tallow sculpture, Fruit & vegetable Displays, Salt dough, Pastillage, Jelly Logo, Thermacol work

**UNIT-4 APPETIZERS & GARNISHES**

Classification of Appetizers, Examples of Appetizers, Historic Importance of culinary Garnishes, Explanation of different Garnishes.

**SANDWICHES** Parts of Sandwiches, Types of Bread, Types of filling – classification, Spreads and Garnishes, Types of Sandwiches, Making of Sandwiches, Storing of Sandwiches.

**USE OF WINE AND HERBS IN COOKING** Ideal uses of wine in cooking, Classification of herbs, Ideal uses of herbs in cooking

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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**REFERENCES:**

- The Professional Chef (4th Edition) By Le Rol A.Polsom
- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani

**GURU KASHI UNIVERSITY**

University College of Hospitality &amp; Tourism Management (Code:14)

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Advance Food and Beverages Operations - I (1401502)****Credits - 3****L T P****Semester V****3 0 0****UNIT-1 PLANNING & OPERATING VARIOUS F&B OUTLET**

Physical layout of functional and ancillary areas, Objective of a good layout, Steps in planning, Factors to be considered while planning, Calculating space requirement, Various set ups for seating, Planning staff requirement, Menu planning, Constraints of menu planning, Selecting and planning of heavy duty and light equipment, Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. Suppliers & manufacturers, Approximate cost, Planning Décor, furnishing fixture etc.

**UNIT-2 FUNCTION CATERING:-**

**BANQUETS** History, Types, Organisation of Banquet department, Duties & responsibilities, Sales, Booking procedure, Banquet menus.

**BANQUET PROTOCOL** Space Area requirement, Table plans/arrangement, Misc-en-place, Service, Toast & Toast procedures.

**INFORMAL BANQUET** Réception, Cocktail parties, Convention, Seminar, Exhibition, Fashion shows, Trade Fair, Wedding, Outdoor catering

**UNIT-3 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

**UNIT-4 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 , Gueridon ingredients,

**KITCHEN STEWARDING** Importance, Opportunities in kitchen stewarding Record maintaining, Machine used for cleaning and polishing, Inventory .

**REFERENCES:**

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Waiter Handbook By Gram Brown, Publisher: Global Books

**GURU KASHI UNIVERSITY**  
**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Front Office Management - I (1401503)**

**Credits - 3**  
**Semester V**

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

**UNIT-1**

**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 overstaying, % of under stay, )

**UNIT-2**

Forecast formula, Types of forecast, Sample forecast forms, Factors for evaluating front office operations

**UNIT-3**

**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

**UNIT-4**

**PROPERTY MANAGEMENT SYSTEM:** Fidelio / IDS / Shawman, Amadeus

**REFERENCES:**

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- Check in Check out- Jerome Vallen
- Hotel Front Office Management, 4th Edition by James Socrates Bardi; Wiley

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**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Accommodation Management – I (LAB) (1401504)**

**Credits - 3**  
**Semester V**

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

**UNIT-1**

**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

**UNIT-2**

**BUDGETING** 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

**UNIT-3**

**ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS, HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS, FIRST AID**

**UNIT-4**

**CONTRACT SERVICES** Types of contract services, Guidelines for hiring contract services Advantages & disadvantages of contract services

**REFERENCES:**

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughten Ltd.
- Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher.
- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- The Professional Housekeeper by Tucker Schneider, Wiley Publications
- Professional management of Housekeeping by Manoj Madhukar, Rajat Publications

**GURU KASHI UNIVERSTY**

**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Advance Food Preparation Operations - I (Lab) (1401507)**

**Credits - 2**

**L T P**

**Semester V**

**0 0 4**

- MENU 01** Consommé Carmen, Poulet Sauté Chasseur, Pommes Loretta, Haricots Verts  
**MENU 02** Bisque D'écrevisse, Escalope De Veau viennoise, Pommes atailles, Epinards au Gratin  
**MENU 03** Crème Du Barry, Darne De Saumon Grille, Sauce paloise, Pommes Fondant, Petits Pois 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** Barquettes Assortis, Stroganoff De Boeuf, Pommes Persilles, Riz Pilaf  
**MENU 07** Duchesse Nantua, Poulet Maryland, Croquette potatoes, Banana fritters, Corn gallets  
**MENU 08** Kromeskies, Filet De Sols Walweska, Pommes Lyonnaise, Funghi Marirati  
**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  
**Plus 5 Buffets** Cold Buffet, Hot Continental, Hot Indian, Buffet Desserts, Bread Displays

**Bakery & patisserie (Practical)**

1. Brioche Baba au Rhum
2. Soft Rolls, Chocolate Parfait
3. French Bread, Tarte Tartin
4. Garlic Rolls, Crêpe Suzette
5. Harlequin Bread, Chocolate Cream Puffs
6. Foccacia, Crème Brûlée
7. Vienna Roll, Mousse Au Chocolat
8. Bread Sticks, Souffle Milanaise
9. Brown Bread, Pâte Des Pommes
10. Clover Leaf Rolls, Savarin des fruits
11. Whole Wheat Bread, Charlotte Royal
12. Herb & Potato Loaf, Doughnuts
13. Milk Bread, Gateaux des Peache
14. Ciabatta, Chocolate Brownie
15. Buffet desserts, Modern Plating Styles



**GURU KASHI UNIVERSITY**  
**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Advance Food and Beverages Operations - I (1401508)**

**Credits - 2**  
**Semester V**

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

**01 Planning & Operating Food & Beverage Outlets**

Class room Exercise

- Developing Hypothetical Business Model of Food & Beverage Outlets
- Case study of Food & Beverage outlets - Hotels & Restaurants

**02 Function Catering – Banquets**

- Planning & organizing Formal & Informal Banquets
- Planning & organizing Outdoor caterings

**03 Function Catering – Buffets**

- planning & organizing various types of Buffet

**04 Gueridon Service**

- Organizing Mise-en-place for Gueridon Service
- Dishes involving work on the Gueridon

Task-01 Crepe suzette

Task-02 Banana au Rhum

Task-03 Peach Flambe

Task-04 Rum Omelette

Task-05 Steak Diane

Task-06 Pepper Steak

**05 Kitchen Stewarding**

- Using & operating Machines
- Exercise - physical inventory

**GURU KASHI UNIVERSTY**  
**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Front Office Management - I (Lab)(1401509)**

**Credits - 4**  
**Semester V**

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

1. HMS Training - Hot Function keys
2. How to put message
3. How to put a locator
4. How to check in a first time guest
5. How to check in an existing reservation
6. How to check in a day use
7. How to issue a new key
8. How to verify key
9. How to cancel a key
10. How to issue a duplicate key
11. How to extend a key
12. How to print and prepare registration cards for arrivals
13. How to programme keys continuously
14. How to programme one key for two rooms
15. How to re-programme a key
16. How to make a reservation
17. How to create and update guest profiles
18. How to update guest folio
19. How to print guest folio
20. How to make sharer reservation
21. How to feed remarks in guest history
22. How to add a sharer
23. How to make add on reservation
24. How to amend a reservation
25. How to cancel a reservation
26. How to make group reservation
27. How to make a room change on the system
28. How to log on cashier code
29. How to close a bank at the end of each shift
30. How to put a routing instruction
31. How to process charges
32. How to process a guest check out
33. How to check out a folio
34. How to process deposit for arriving guest
35. How to process deposit for in house guest
36. How to check room rate variance report
37. How to process part settlements
38. How to tally allowance for the day at night
39. How to tally paid outs for the day at night
40. How to tally forex for the day at night
41. How to pre-register a guest
42. How to handle extension of guest stay
43. Handle deposit and check ins with voucher
44. How to post payment
45. How to print checked out guest folio
46. Check out using foreign currency
47. Handle settlement of city ledger balance

**GURU KASHI UNIVERSITY**  
**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

- 48.** Handle payment for room only to Travel Agents
- 49.** Handle of banquet event deposits
- 50.** How to prepare for sudden system shutdown
- 51.** How to checkout standing batch totals
- 52.** How to do a credit check report
- 53.** How to process late charges on third party
- 54.** How to process late charges to credit card
- 55.** How to check out during system shut down
- 56.** Handling part settlements for long staying guest
- 57.** How to handle paymaster folios
- 58.** How to handle bills on hold

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**GURU KASHI UNIVERSTY**  
**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Accommodation Management - I (Lab) (1401510)**

**Credits - 2**  
**Semester V**

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

**01 Team cleaning**

- Planning
- Organizing
- Executing
- Evaluating

**02 Inspection checklist**

**03 Time and motion study**

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

**04 Devising/ designing training module**

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

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**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Elective-I**

**HOTEL ENGINEERING (1401506)**

**Credits - 3**  
**Semester V**

**L T P**  
**3 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

**4. Air-Conditioning**

- **Air Pollution**
  - Sources
  - Control-Collectors, Fitlers
  - 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

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- 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)
- 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 guesr)

**GURU KASHI UNIVERSITY**  
**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**HOME BASED CATERING (140511)**

**Credits - 3**  
**Semester V**

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

**Unit 1**

Introduction to Food Service Factors contributing to the growth of food service industry 4 Kinds of food service establishments

**Unit 2**

Food Production 7 Menu planning: Importance of menu, Factors affecting menu planning, Menu planning for different kinds of food service units Food Purchase and Storage Standardization of recipes, Hygiene and Sanitation

**Unit 3**

Resources 3 Money Manpower Time Facilities and equipment Utilities

**Unit 4**

Planning of A Food Service Unit

Preliminary Planning

Survey of types of units, identifying clientele, menu, operations and delivery Planning the set up:

- a) Identifying resources
- b) Developing Project plan
- c) Project Proposal

**Recommended Readings:**

- West B Bessie & Wood Levelle. Food Service in Institutions 6th Edition Revised By Hargar FV, Shuggart SG, & Palgne Palacio June, Macmillian Publishing Company New York. 1988.
- Sethi Mohini . Institution Food Management New Age International Publishers. 2005.
- Knight J B & Kotschevar LH. Quantity Food Production Planning & Management 3rd edition John Wiley & Sons. 2000. Philip E Thangam. Modern Cookery for teaching and Trade Part I& II Orient Longman. 2008.
- Taneja S and Gupta SL. Entrepreneurship development, Galgotia Publishing. 2001.

**GURU KASHI UNIVERSITY**  
**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Event Management (140512)**

**Unit – I**

Events- The Concept, Nature, Definition and scope, C's of Events, advantage and disadvantage of Events, Categories and Typologies, Skills required to be a good Event Planners.

**Unit - 2**

Organising & Designing of Events, key elements of Events, Event Infrastructure, core concept, core people, core talent, core structure, Setting Objectives for the Event, Negotiating Contracts with event Organizers, Venue, Media.

**Unit – 3**

Marketing & Promotion of Events: Nature of Event Marketing, Process of Event Marketing, The Marketing Mix, Sponsorship. Promotion: Image/ Branding, Advertising, Publicity and Public Relation.

**Unit -4**

Managing Events: Financial Management of Events, Staffing, Leadership. Safety and Security: Occupational Safety and Health, Incident Reporting, Crowd Management and Evacuation. Note: An Event such as Conference/ Seminar may be planned and organised to supplement learning of students.

**Suggested Readings: -**

- A.K. Bhatia, 'Event Management', Sterling Publishers Pvt. Ltd. Delhi. - Anton Shone & Bryn Parry, 'Successful Event ;2Management - Coleman, Lee & Frankle, Powerhouse Conferences.
- Educational Institute of AHMA - Hoyle, Dorf & Jones, Meaning conventions & Group business.
- Educational institute of AH & MA. - Joe Jeff Goldblatt, "Special Events: Best Practices in Modern Event Management (Hospitality, Travel & Tourism)", John Willy and Sons, New York - Leonard H. Hoyle, Jr, 'Event Marketing', John Willy and Sons, New York - Lynn Van Der Wagen, Carlos, Event Management, Pearson, New Delhi. - Sanjay Singh Gaur, Sanjay V Saggere, Event Marketing Management, Vikas Publication, New Delhi - John Beech, Sebastian Kaiser, Robert Kaspar - The Business of Events Management ;Pearson Publications



**GURU KASHI UNIVERSITY**

**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Advance Food Preparation Operations - II (1401601)**

**Credits - 3**  
**Semester VI**

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

**UNIT-1**

**INTERNATIONAL CUISINE**

Geographic location, Historical background, Staple food with regional Influences, Equipment in relation to: Great Britain, France, Italy, Spain & Portugal, Scandinavia, Germany, Middle East, Oriental, Mexican, Arabic. **CHINESE** Introduction to Chinese foods, Historical background, Regional cooking styles, Methods of cooking, Equipment & utensils

**UNIT-2**

**BAKERY & CONFECTIONERY:**

**ICINGS & TOPPINGS** Varieties of icings, Using of Icings, Difference between icings & Toppings, Recipes,

**FROZEN DESSERTS** Types and classification of Frozen desserts, Ice-creams – Definitions, Methods of preparation, Additives and preservatives used in Ice-cream manufacture.

**MERINGUES** Making of Meringues, Factors affecting the stability, Cooking Meringues, Types of Meringues, Uses of Meringues.

**BREAD MAKING** Role of ingredients in bread Making, Bread Faults, Bread Improvers.

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

**UNIT-3**

**PRODUCTION MANAGEMENT**

Kitchen Organisation, Allocation of Work - Job Description, Duty Rosters, Production Planning, Production Scheduling, Production Quality & Quantity Control, Forecasting & Budgeting, Yield Management.

**PRODUCT & RESEARCH DEVELOPMENT** Testing new equipment, Developing new recipes, Food Trails, Organoleptic & Sensory Evaluation.

**UNIT-4**

**FRENCH:** Culinary French, Classical recipes (recettes classique), Historical Background of Classical

**REFERENCES:**

- The Professional Chef (4th Edition) By Le Rol A.Polsom
- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman Practical Cookery By Kinton & Cessarani

**GURU KASHI UNIVERSTY**

**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Advance Food and Beverages Operations - II (1401602)**

**Credits - 3**  
**Semester VI**

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

**UNIT-1**

**FOOD & BEVERAGE STAFF ORGANISATION:**

Categories of staff, Hierarchy, Job description and specification, Duty roster

**UNIT-2**

**MANAGING FOOD & BEVERAGE OUTLET:** Supervisory skills, Developing efficiency, Standard Operating Procedure

**UNIT-3**

**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.

**UNIT-4**

**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, Pimm's Cup - no. 1,2,3,4,5, Flips, Noggs, Champagne Cocktail, Between the Sheets, Daiquiri, Bloody Mary, Screw Driver, Tequilla Sunrise, Gin-Sling, Planters Punch, Singapore Sling, Pinacolada, Rusty Nail, B&B, Black Russian, Margarita, Gimlet - Dry & Sweet, Cuba Libre, Whisky Sour, Blue Lagoon, Harvey Wall Banger, Bombay Cocktail

**REFERENCES:**

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi

**GURU KASHI UNIVERSITY**  
**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Front Office Management - II (1401603)**

**Credits - 3**  
**Semester VI**

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

**UNIT-1**

**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

**UNIT-2**

**TIMESHARE & VACATION OWNERSHIP:** Definition and types of timeshare options, Difficulties faced in marketing timeshare business Advantages & disadvantages of timeshare business.

**UNIT-3**

Exchange companies -Resort Condominium International, Intervals International How to improve the timeshare / referral/condominium concept in India- Government's Role/industry role

**UNIT-4**

**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).

**REFERENCES:**

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton,
- Hotel Front Office Management, 4th Edition by James Socrates Bardi; Wiley
- Check in Check out- Jerome Vallen

**GURU KASHI UNIVERSITY**  
**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Accommodation Management - II (1401604)**

**Credits - 3**  
**Semester VI**

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

**UNIT-1**

**SAFETY AND SECURITY** Safety awareness and accident prevention, Fire safety and fire fighting, Crime prevention and dealing with emergency situation

**UNIT-2**

**INTERIOR DECORATION** Elements of design, Colour and its role in décor -types of colour schemes, Windows and window treatment Lighting and lighting fixtures, Floor finishes, Carpets, Furniture and fittings, Accessories

**UNIT-3**

**LAYOUT OF GUEST ROOMS** Sizes of rooms, sizes of furniture, furniture arrangement, Principles of design, Refurbishing and redecoration

**UNIT-4**

**NEW PROPERTY COUNTDOWN**

**REFERENCES:**

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughten Ltd.
- Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher.
- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- The Professional Housekeeper by Tucker Schneider, Wiley Publications
- Professional management of Housekeeping by Manoj Madhukar, Rajat Publications

**GURU KASHI UNIVERSITY**  
**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**FACILITIES PLANNING (1401605)**

**Credits - 3**  
**Semester VI**

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

**UNIT-1**

**HOTEL DESIGN:** Design Consideration, Attractive Appearance, Efficient Plan, Good location, Suitable material, Good workmanship, Sound financing, Competent Management.

**FACILITIES PLANNING:** The systematic layout planning pattern (SLP),

**Planning consideration,** Flow process & Flow diagram ,Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel

**Architectural consideration,** Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas), Approximate cost of construction estimation, Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room, Approximate requirement and Estimation of water/electrical load gas, ventilation.

**UNIT-2**

**STAR CLASSIFICATION OF HOTEL** Criteria for star classification of hotel (Five, four, three, two, one & heritage).

**KITCHEN:** Equipment requirement for commercial kitchen. Heating - gas/electrical, Cooling (for various catering establishment). Developing Specification for various Kitchen equipments. Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities).

**KITCHEN LAY OUT & DESIGN.** Principles of kitchen layout and design, Areas of the various kitchens with recommended dimension, Factors that affect kitchen design, Placement of equipment, Flow of work, Space allocation, Kitchen equipment, manufacturers and selection, Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen), Budgeting for kitchen equipment

**UNIT-3**

**KITCHEN STEWARDING LAYOUT AND DESIGN:** Importance of kitchen stewarding, Kitchen stewarding department layout and design Equipment found in kitchen stewarding department,

**STORES - LAYOUT AND DESIGN** Stores layout and planning (dry, cold and bar) Various equipment of the stores, Work flow in stores.

**UNIT-4**

**CAR PARKING:** Calculation of car park area for different types of hotels.

**PLANNING FOR PHYSICALLY CHALLENGED PROJECT MANAGEMENT** Introduction to Network analysis, Basic rules and procedure for network analysis, C.P.M. and PERT, Comparison of CPM and PERT, Classroom exercises, Network crashing determining crash cost,normal cost

**GURU KASHI UNIVERSTY**  
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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Advance Food Preparation Operations - II (Lab) (1401607)**

**Credits - 2**  
**Semester VI**

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

**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

**SPAIN**

**MENU 06** ,Gazpacho, Pollo En Pepitoria, Paella, Fritata De Patata, Pastel De Mazaana

**ITALY**

**MENU 07** Minestrone, Ravioli Arabeata, Fettocine Carbonara, Pollo Alla Cacciatore, Medanzane Parmigiane

**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** Soupe Avogolemeno, Moussaka A La Greque, Dolmas, Tzaziki

**DEMONSTRATION**

**OF** Charcuterie Galantines, Pate, Terrines, Mousselines New Plating Techniques

**Bakery & patisserie (Practical)**

1. Grissini, Tiramisu
2. Pumpernickle, Apfel Strudel
3. Yorkshire Curd Tart, Crusty Bread
4. Baklava, Harlequin Bread
5. Baugette, Crepe Normandy
6. Crossiants, Black Forest Cake
7. Pizza base, Honey Praline Parfait
8. Danish Pastry, Cold Cheese Cake
9. Soup Rolls, Chocolate Truffle cake
10. Ginger Bread, Blancmange
11. Lavash, Chocolate Parfait

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B.Sc. in Hospitality and Hotel Management (Code: 1401)

- 12.** Cinnamon & Raisin Rolls, Souffle Chaud Vanille
- 13.** Fruit Bread, Plum Pudding
- 14.** Demonstration of: Meringues, Icings & Topings
- 15.** Demonstration of: Wedding Cake & Ornamental cakes

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**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Advance Food and Beverage Operations-II (Lab) (1401608)**

**Credits - 2**  
**Semester VI**

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

**01 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



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B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Front Office Management - II (Lab) (1401609)**

**Credits - 2**  
**Semester VI**

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

1. HMS Training - Hot Function keys
2. How to put message
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25. How to cancel a reservation
26. How to make group reservation
27. How to make a room change on the system
28. How to log on cashier code
29. How to close a bank at the end of each shift
30. How to put a routing instruction
31. How to process charges
32. How to process a guest check out
33. How to check out a folio
34. How to process deposit for arriving guest
35. How to process deposit for in house guest
36. How to check room rate variance report
37. How to process part settlements

**GURU KASHI UNIVERSTY**

**University College of Hospitality & Tourism Management (Code:14)**

**B.Sc. in Hospitality and Hotel Management (Code: 1401)**

- 38.** How to tally allowance for the day at night
- 39.** How to tally paid outs for the day at night
- 40.** How to tally forex for the day at night
- 41.** How to pre-register a guest
- 42.** How to handle extension of guest stay
- 43.** Handle deposit and check ins with voucher
- 44.** How to post payment
- 45.** How to print checked out guest folio
- 46.** Check out using foreign currency
- 47.** Handle settlement of city ledger balance
- 48.** Handle payment for room only to Travel Agents
- 49.** Handle of banquet event deposits
- 50.** How to prepare for sudden system shutdown
- 51.** How to checkout standing batch totals
- 52.** How to do a credit check report
- 53.** How to process late charges on third party
- 54.** How to process late charges to credit card
- 55.** How to check out during system shut down
- 56.** Handling part settlements for long staying guest
- 57.** How to handle paymaster folios
- 58.** How to handle bills on hold

**GURU KASHI UNIVERSITY**  
**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Accommodation Management - II (Lab) (1401610)**

**Credits - 2**  
**Semester VI**

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

**01 Standard operating procedure**

Skill oriented task (e.g. cleaning and polishing glass, brass etc)

**02 First aid**

- first aid kit
- dealing with emergency situation
- maintaining records

**03 Fire safety fire fighting**

- safety measures
- fire drill (demo)

**04 Special decorations (theme related to hospitality industry)**

- indenting
- costing
- planning with time split
- executing

**05 Layout of guest room**

- to the scale
- earmark pillars
- specification of colors, furniture, fixture, fitting, soft furnishing and accessories etc

**Batch:2017 Onwards**

**GURU KASHI UNIVERSTY**

**University College of Hospitality & Tourism Management (Code:14)**

**B.Sc. in Hospitality and Hotel Management (Code: 1401)**

# **CHOICE BASED COURSE**

**GURU KASHI UNIVERSTY**  
**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Fire Technology & Design (CB100316)**

**Credits-03**

**L T P**

**3 0 0**

**Unit-I**

Classification of fire, Portable fire extinguishers, Pumps and primers, Foam and foam making equipments

**Unit-II**

Hose and hose fittings, Water relay systems, breathing apparatus, Small gears

**Unit-III**

Fire protective clothing, Ladders, Ropes and lines, bends & hitches, Fire prevention

**Unit-IV**

Special appliances, Fire fighting codes and standards, Electrical fire hazards, Structures under fire

**Text Books:**

1. Fire Technology (Fire Engineering) English, Chetan Prakashan
2. Agni Surksha Or Roktham (Fire Engineering) Chetan Prakashan
3. Fire Drill (Fire Engineering), Chetan Prakashan
4. Fire Services in India: History, Detection, Protection, Management, Environment, Training and Loss Prevention, Mittal Publications

**GURU KASHI UNIVERSITY**  
**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**INTERNET APPLICATIONS (CB100323)**

**Credit: 3**

**L T P**

**3 0 0**

**UNIT-I**

**Introducing the Internet**

**Overview:** Internet - working and development, Architecture, internet, intranet and extranet, design goals, issues and related aspects, Internet Domain Names and IP addresses, connecting LAN to Internet .

**Internet Connectivity:** Connection concepts, FDDI, ISDN, ADSL, PPP and ATM, web servers and browsers

**UNIT-II**

**Electronic Mail and Telnet**

**Overview :** Working of email, Advantages of email, Understanding of Internet email addresses using Telnet to access a remote machine.

**FTP**

Connecting to an Anonymous FTP site using FTP to retrieve a file, common FTP commands.

**UNIT-III**

**Search Engines**

Introduction to usenet, organization of usenet articles, reading, saving, mailing, writing and posting of an article. Basic gopher commands, accessing virtual reference desk through gopher,

**WWW-World Wide Web**

Working of WWW, Hypertext and Hypermedia, URL, Searching the WWW.

**References:**

1. Learning to use the Internet by Ernest Ackermann, Franklin, Beedle Associates Inc., 2002.
2. Kris Jony & Ken Cope, Internet Programming, Galgotia Publications, 2007.

**GURU KASHI UNIVERSTY**

**University College of Hospitality & Tourism Management (Code:14)**

B.Sc. in Hospitality and Hotel Management (Code: 1401)

**Introduction to Floriculture and Landscape (CB100329)**

**Credits-03**

**L T P**

**3 0 0**

Elements of Horticulture; types of fruits and vegetables; their economic importance and role in human nutrition;

Agro-climatic requirements; methods of propagation and cultural practices of important fruits and vegetables in the State;

Kitchen gardening; introduction to floriculture, landscape and gardening; annual and woody ornamentals.