

ADDMISSION-

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DETAILED SYLLABUS

FOR DISTANCE EDUCATION

**Advanced Diploma in Hotel Administration &
Hospitality**

(ADHAH)

(SEMESTER SYSTEM)

COURSE TITLE: ADVANCED DIPLOMA IN HOTEL ADMINISTRATION & HOSPITALITY

DURATION : 2 YEAR

MODE : SEMESTER

FIRST SEMESTER

<i>COURSE TITLE</i>	<i>Paper Code</i>	<i>MARKS</i>				
		<i>THEORY</i>		<i>PRACTICAL</i>		<i>TOTAL</i>
		<i>INTERNAL</i>	<i>EXTERNAL</i>	<i>INTERNAL</i>	<i>EXTERNAL</i>	
Basic Food Production	ADHAH/S110	40	60			100
Basic Food Production Pr.	ADHAH/S110P			40	60	100
Food & Beverage Service – 1	ADHAH/S120	40	60			100
Food & Beverage Service – 1 Pr.	ADHAH/S120P			40	60	100
Front Office Operations – 1	ADHAH/S130	40	60			100
Front Office Operations – 1 Pr.	ADHAH/S130P			40	60	100
Hotel House Keeping – 1	ADHAH/S140	40	60			100
Hotel House Keeping 1 Pr.	ADHAH/S140P			40	60	100
Computer Fundamentals Pr.	ADHAH/S150P			40	60	100

SECOND SEMESTER

<i>COURSE TITLE</i>	<i>Paper Code</i>	<i>MARKS</i>				
		<i>THEORY</i>		<i>PRACTICAL</i>		<i>TOTAL</i>
		<i>INTERNAL</i>	<i>EXTERNAL</i>	<i>INTERNAL</i>	<i>EXTERNAL</i>	
Food Production & Patisserie 1	ADHAH/S210	40	60			100
Food Production & Patisserie 1 Pr.	ADHAH/S210P			40	60	100
Food & Beverage Service – 2	ADHAH/S220	40	60			100
Food & Beverage Service – 2 Pr.	ADHAH/S220P			40	60	100
Front Office Operations – 2	ADHAH/S230	40	60			100
Front Office Operations – 2 Pr.	ADHAH/S230P			40	60	100
Hotel House Keeping – 2	ADHAH/S240	40	60			100
Hotel House Keeping – 2 Pr.	ADHAH/S240P			40	60	100

THIRD SEMESTER

<i>COURSE TITLE</i>	<i>Paper Code</i>	<i>MARKS</i>				
		<i>THEORY</i>		<i>PRACTICAL</i>		<i>TOTAL</i>
		<i>INTERNAL</i>	<i>EXTERNAL</i>	<i>INTERNAL</i>	<i>EXTERNAL</i>	
Food Production & Patisserie II	ADHAH/S310	40	60	40	60	100
Food Production & Patisserie II Pr.	ADHAH/S310P			40	60	100
Food & Beverage Service III	ADHAH/S320	40	60			100

Food & Beverage Service III Pr.	ADHAH/S320P			40	60	100
Hotel House Keeping III	ADHAH/S330	40	60			100
Hotel House Keeping III Pr.	ADHAH/S330P			40	60	100
Hotel Law	ADHAH/S340	40	60			100

FOURTH SEMESTER

<i>COURSE TITLE</i>	<i>Paper Code</i>	<i>MARKS</i>				<i>TOTAL</i>
		<i>THEORY</i>		<i>PRACTICAL</i>		
		<i>INTERNAL</i>	<i>EXTERNAL</i>	<i>INTERNAL</i>	<i>EXTERNAL</i>	
Industrial Training (Training Report + Log Book & Certificate from Hotel + Viva & Presentation)	ADHAH/S410			40	60	100
Hotel Accountancy	ADHAH/S420	40	60			100
Food Microbiology & Nutrition	ADHAH/S430	40	60			100
Business Communication	ADHAH/S440	40	60			100

FIRST SEMESTER

ADHAH/S110

BASIC FOOD PRODUCTION

Maximum Time : 3 Hrs.

University Examination

: 60 Marks

Total Marks : 100

Continuous Internal Assessment

: 40 Marks

Minimum Pass Marks: 40%

A) Instructions for paper setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 1015 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of nonprogrammable scientific calculator is allowed.

SECTION A

- 1 FOOD SERVICE INDUSTRY
 - 1.1 CULINARY HISTORY
 - 1.2 MODERN TREND IN FOOD CONCEPT
- 2 STANDARDS OF PROFESSIONALISM
 - 2.1 LEVELS OF SKILLS
 - 2.2 ATTITUDE AND PROFESSIONALISM IN KITCHEN

SECTION B

- 3 KITCHEN ORGANIZATION
 - 3.1 SECTIONS IN THE KITCHEN
 - 3.2 KITCHEN BRIGADE & WORK FLOW
- 4 KITCHEN EQUIPMENT
 - 4.1 INTRODUCTION TO DIFFERENT EQUIPMENTS
- 5 BASIC COOKERY PRINCIPLES
 - 5.1 AIMS & OBJECTIVE OF COOKING
 - 5.2 EFFECT OF COOKING
 - 5.3 PREPARATION OF INGREDIENTS
 - 5.4 COOKING TIMES
 - 5.5 METHODS OF COOKING
 - 5.6 REHEATING OF FOOD
 - 5.7 CULINARY TERMS

SECTION C

- 6 STOCKS
 - 6.1 DEFINITION, ELEMENTS OF STOCK, PRINCIPLES OF PREPARING STOCK.
 - 6.2 COURTBOUILLON
- 7 SAUCES
 - 7.1 DEFINITION

- 7.2 CLASSIFICATION OF MOTHER SAUCES
- 7.3 DERIVATIVES

8 SOUPS

- 8.1 DEFINITION
- 8.2 CLASSIFICATION
- 8.3 METHODS OF PREPARATION
- 8.4 GARNISHING OF SOUPS

SECTION D

9 VEGETABLE COOKERY

- 9.1 BASIC KNOWLEDGE, IDENTIFICATION, VARIOUS CUTS.
- 9.2 PREPARATION, STORAGE, NUTRITIONAL ASPECTS
- 9.3 VARIOUS GROUPS OF VEGETABLES USED IN THE KITCHEN.
- 9.4 FACTORS AFFECTING PREPARATION OF VEGETABLES.

10 FRUITS

- 10.1 TYPES, CLASSIFICATION
- 10.2 PREPARATION, HANDLING, STORAGE
- 10.3 NUTRITIONAL ASPECTS
- 10.4 FRUITS AS A PRIMARY INGREDIENTS IN CULINARY PREPARATION

11 EGG COOKERY

- 11.1 STRUCTURE, COMPOSITION, VARIETIES, STORAGE
- 11.2 NUTRITIONAL ASPECTS
- 11.3 PREPARATION

12 COMMODITIES

- 12.1 CEREALS
TYPES & FORMS IN WHICH THE PRODUCTS ARE AVAILABLE IN THE MARKET, & USES WHEAT, RICE, MAIZE , OATS, BARLEY, RAGI, BAJRA & OTHER MILLETS
- 12.2 PULSES
IDENTIFICATION OF THE WIDE RANGE OF PULSES AVAILABLE IN THE MARKET AND USES.
- 12.3 HERBS, SPICES & CONDIMENTS
CLASSIFICATION & IDENTIFICATION.
- 12.4 FATS & OILS
SOURCES, PROCESSING, VANASPATI , MARGARINE, REFINED, DOUBLE REFINED, UNREFINED & USES.
- 12.5 BUTTER
TYPES & FORMS IN WHICH AVAILABLE

References:

- | | |
|--|-------------------------------------|
| Theory of Cookery – K. Arora | Larousse Gastronomique. |
| Modern Cookery – Thangam E. Phillip | Professional Baking – Wayes Gissler |
| Theory of Catering – Kinton & Ceserani | Indian Cookery – Prasad. |
| Practical Cookery – Kinton & Ceserani | A Taste of India – Madhur Jaffrey. |
| Basic Baking – S. C. Dubey | |

ADHAH/S110P**BASIC FOOD PRODUCTION PRACTICAL**

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

- Ø Identification of Kitchen Equipments
- Ø Identification of raw materials
- Ø Preparing & Cooking Vegetables
- Ø Preparing & Cooking Eggs
- Ø Preparing stocks, sauces & soups
- Ø Preparing salad dressing & salads
- Ø Preparing & Cooking starch Products
- Ø Demonstration of various Cooking Methods
- Ø Preparing & Cooking for Breakfast

ADHAH/S120**FOOD & BEVERAGE SERVICE 1**

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

A) Instructions for paper setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 1015 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of nonprogrammable scientific calculator is allowed.

SECTION A

1.0 INTRODUCTION TO THE WORLD OF HOSPITALITY, FOOD & BEVERAGE

1.1 SECTORS OF HOSPITALITY INDUSTRY

1.1.1 RAILWAY

1.1.2 AIRLINE

1.1.3 CRUISE LINERS

1.1.4 INDUSTRIAL CATERING

1.1.5 INSTITUTIONAL CATERING

1.2 MAJOR HOSPITALITY ORGANISATIONS INTERNATIONAL &
NATIONAL

1.2.1 OBEROI, TAJ GROUPS & OTHERS

- 2.0 INTRODUCTION TO THE HOTEL INDUSTRY
 - 2.1 CLASSIFICATION OF CATERING ESTABLISHMENTS
 - 2.2 TYPES OF F&B OUTLETS
 - 2.3 FOOD & BEVERAGE DEPARTMENTAL ORGANIZATION
 - 2.4 DUTIES & RESPONSIBILITIES OF F&B STAFF AT VARIOUS LEVELS
 - 2.5 ATTRIBUTES OF A HOTELIER

SECTION B

- 3.0 ANCILLARY DEPARTMENTS
 - 3.1 STILL ROOM / PANTRY
 - 3.2 WASH UP (KITCHEN STEWARDING)
 - 3.3 PLATE ROOM

- 4.0 RESTAURANT EQUIPMENT
 - 4.1 GLASSWARE
 - 4.2 CROCKERY
 - 4.3 SILVERWARE
 - 4.4 FURNITURE
 - 4.5 LINEN

SECTION C

- 5.0 MEALS & MENU
 - 5.1 TYPES OF MEALS
 - 5.1.1 EMT
 - 5.1.2 BREAKFAST
 - 5.1.3 LUNCH
 - 5.1.4 DINNER
 - 5.1.5 BRUNCH
 - 5.1.6 HIGH TEA
 - 5.1.7 AFTERNOON TEA
 - 5.1.8 ELEVENSES
 - 5.2 TYPES OF MENU
 - 5.2.1 A LA CARTE & TABLE D'HOTE
 - 5.3 COURSES OF MENU
 - 5.3.1 COURSE ITEM EXAMPLES WITH ACCOMPANIMENTS
 - 5.3.2 COVERS FO EACH COURSE

SECTION D

- 6.0 SERVICE PROCEDURES
 - 6.1 TYPES OF SERVICES
 - 6.1.1 ASSISTED
 - 6.1.1.1 PLATTER TO PLATE / SILVER
 - 6.1.1.2 PREPLATED
 - 6.1.1.3 HOST
 - 6.1.1.4 GUERIDON
 - 6.1.2 NONASSISTED
 - 6.2.1.1 BUFFET SITDOWN, STANDING
 - 6.2.1.2 SINGLE SERVICE
 - 6.2.1.3 COUNTER SERVICE
 - 6.2 RULES TO BE OBSERVED FOR TABLE LAYING
 - 6.3 SEQUENCE OF SERVICE OF A MEAL

- 7.0 CIGARS & CIGARETTES
 - 7.1 TYPES, BRANDS

Reference:

F&B Service Manual – Sudhir Andrews
F&B Service – Lilicarp
The Waiter – John Füller
Wine Encyclopedia – Grossmann
Wine Guide – Larousse
F&B Operations & Management – Brian Verghese
Bar Attendants Handbook –
Bar Tenderer

ADHAH/S120P FOOD & BEVERAGE SERVICE – 1 PRACTICAL

Maximum Time	: 3 Hrs.	University Examination	: 60 Marks
Total Marks	: 100	Continuous Internal Assessment	: 40 Marks
Minimum Pass Marks	: 40%		

- Ø Service Grooming and Restaurant Etiquettes.
- Ø Misen place and Misenscene
- Ø Writing a Menu in French
- Ø Identification of equipments
- Ø Food and Beverage service sequence
- Ø Water pouring and seating a guest.
- Ø Laying and relaying of Tablecloth
- Ø Napkin folds
- Ø Carrying a Salver or Tray
- Ø Rules for laying table Laying covers as per menus
- Ø TDH and A la carte cover Layout
- Ø Handling service gear
- Ø Carrying plates, Glasses and other Equipment
- Ø Clearing an ashtray
- Ø Crumbing, Clearance and presentation of bill
- Ø Sideboard setup
- Ø Silver service
- Ø American service
- Ø Situation handling
- Ø Breakfast table layup
- Ø Restaurant reservation system
- Ø Hostess desk functions
- Ø Order taking – writing a food KOT, writing a BOT

ADHAH/S130

FRONT OFFICE OPERATIONS 1

Maximum Time	: 3 Hrs.	University Examination	: 60 Marks
Total Marks	: 100	Continuous Internal Assessment	: 40 Marks
Minimum Pass Marks	: 40%		

A) Instructions for paper setter

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2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 1015 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of nonprogrammable scientific calculator is allowed.

SECTION A

1.0 INTRODUCTION TO THE HOSPITALITY INDUSTRY

2.0 CLASSIFICATION OF HOTELS

2.1 SIZE AND TYPES OF HOTEL

2.2 LEVELS OF SERVICE

2.3 OWNERSHIP AND AFFILIATION

2.4 BASIC CRITERIA OF STAR CATEGORIZATION OF HOTELS

2.5 CLASSIFICATION OF HOTELS ON THE BASIS OF REVENUE GENERATION

SECTION B

3.0 HOTEL ORGANISATION

3.1 ORGANIZATION CHART

4.0 FRONT OFFICE ORGANISATION

4.1 DIFFERENT SECTIONS OF FRONT OFFICE DEPARTMENT & THEIR BRIEF FUNCTIONS

4.2 STAFF ORGANISATION OF FRONT OFFICE DEPARTMENT

4.3 DUTIES & RESPONSIBILITIES OF FRONT OFFICE STAFF

4.4 JOB DESCRIPTION AND JOB SPECIFICATIONS OF FRONT OFFICE DEPT

SECTION C

5.0 FRONT DESK LAYOUT AND EQUIPMENT

5.1 LAYOUT

5.2 EQUIPMENT AND ITS UTILITY

5.3 TELECOMMUNICATION EQUIPMENTS

6.0 THE ACCOMMODATION PRODUCT

6.1 TYPES OF GUEST ROOMS

6.2 BASIS OF CHARGING ROOM RATES

6.3 MEAL PLANS

6.4 TARIFF CARD

- 6.5 TYPES OF GUEST FIT, BUSINESS TRAVELLERS, GIT, SPECIAL INTEREST TOURS, DOMESTIC, FOREIGN

SECTION D

- 7.0 FRONT OFFICE OPERATIONS
 - 7.1 THE GUEST CYCLE
 - 7.2 FRONT OFFICE SYSTEMS

- 8.0 RESERVATION ACTIVITIES
 - 8.1 RESERVATION AND ROOM SALES
 - 8.2 TYPES OF RESERVATION
 - 8.3 RESERVATION INQUIRIES
 - 8.4 GROUP RESERVATIONS
 - 8.5 RESERVATION AVAILABILITY
 - 8.6 RESERVATION RECORD
 - 8.7 CONFIRMATION OF RESERVATION
 - 8.8 CANCELLATION OF RESERVATION
 - 8.9 AMENDMENTS / MODIFICATION OF RESERVATION
 - 8.10 TOOLS OF RESERVATION
 - 8.10.1 ROOM STATUS BOARD
 - 8.10.2 ADVANCE LETTING CHART
 - 8.10.3 DENSITY CONTROL CHART
 - 8.10.4 MOVEMENT LIST / EXPECTED ARRIVAL LIST
 - 8.11 SYSTEMS OF RESERVATION
 - 8.11.1 DIARY SYSTEM
 - 8.11.2 WHITNET SYSTEM
 - 8.12 DIFFERENT REPORTS OF RESERVATION
 - 8.13 SPECIAL CONSIDERATION OF RESERVATION
 - 8.14 UP SELLING TECHNIQUES.
 - 8.15 OVERBOOKING

Reference:

- Front Office Training manual – Sudhir Andrews.
- Managing Front Office Operations – Kasavana & Brooks
- 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 Operations & Management – S. Bhatnagar

ADHAH/S130P FRONT OFFICE OPERATIONS – 1 PRACTICAL

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

Front Office – Sem I

- Ø Basic Manners & Attributes for Front Office Operations.
- Ø Communication Skills – Verbal & Non Verbal
- Ø Forms & Formats related to 1st Semester
- Ø Identification of equipment, Work Structure & Stationery
- Ø Procedure of taking Reservations – in Person & over Telephone
- Ø Converting enquiry into valid reservation
- Ø Suggestive Selling

ADHAH/S140

HOTEL HOUSEKEEPING 1

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

A) Instructions for paper setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 1015 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of nonprogrammable scientific calculator is allowed.

SECTION A

- 1.0 IMPORTANCE OF HOUSEKEEPING
 - 1.1 IN THE HOTEL
 - 1.2 IN GUEST SATISFACTION
- 2.0 FUNCTION OF HOUSEKEEPING DEPARTMENT
- 3.0 SERVICES & FACILITIES OFFERED BY VARIOUS HOTELS

SECTION B

- 4.0 TYPES OF ROOMS
- 5.0 ORGANISATIONAL STRUCTURE OF HOUSEKEEPING DEPARTMENT
 - 5.1 SMALL HOTEL
 - 5.2 MEDIUM HOTEL

- 5.3 LARGE HOTEL
- 5.4 CLUBS

6.0 DUTIES & RESPONSIBILITIES OF HOUSEKEEPING STAFF

- 6.1 EXECUTIVE HOUSEKEEPER
- 6.2 DEPUTY/ASSISTANT HOUSEKEEPER
- 6.3 FLOOR SUPERVISOR
- 6.4 DESK SUPERVISOR
- 6.5 PUBLIC AREA SUPERVISOR
- 6.6 ROOM ATTENDANTS
- 6.7 STOREKEEPER
- 6.8 HOUSEMAN
- 6.9 LAUNDRY SUPERVISOR
- 6.10 FLORIST

SECTION C

7.0 CLEANING EQUIPMENTS

- 7.1 GENERAL CONSIDERATION FOR SELECTION
- 7.2 CLASSIFICATION & TYPES OF EQUIPMENTS
- 7.3 METHOD OF USE AND MECHANISM FOR EACH TYPE
- 7.4 CARE AND MAINTENANCE

8.0 CLEANING AGENTS

- 8.1 CLASSIFICATION
- 8.2 GENERAL CRITERIA FOR SELECTION
- 8.3 USE, CARE & STORAGE
- 8.4 DISTRIBUTION & CONTROL

9.0 CLEANING OF ROOMS

- 9.1 DAILY CLEANING
 - 9.1.1 CHECKOUT ROOM
 - 9.1.2 OCCUPIED ROOM
 - 9.1.3 VACANT ROOM
 - 9.1.4 EVENING SERVICES
- 9.2 SPRING CLEANING

SECTION D

10.0 HOTEL GUEST ROOM

- 10.1 STANDARD LAYOUT (SINGLE/DOUBLE/TWIN/SUITE)
- 10.2 DIFFERENCE BETWEEN SMOKING AND NONSMOKING ROOMS
- 10.3 BARRIER FREE ROOMS
- 10.4 FURNITURE, FIXTURES, FITTINGS, SOFT FURNISHINGS, ACCESSORIES
- 10.5 GUEST SUPPLIES

11.0 CHAMBER MAID'S SERVICE ROOM

- 11.1 LOCATION
- 11.2 LAYOUT & ESSENTIAL FEATURE
- 11.3 CHAMBER MAIDS' TROLLEY

12.0 GUEST ROOM INSPECTION

- 12.1 CRITERIA FOR EVALUATION
- 12.2 SUPERVISORS CHECK LIST & JOB ORDER

Reference:

Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST).

Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).
The Professional Housekeeper – Tucker Schneider, VNR.

ADHAH/S140P HOTEL HOUSEKEEPING – 1 PRACTICAL

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

House Keeping Sem I

- Ø Identifying Cleaning Equipment & Agents
- Ø Cleaning of Guest Room & Bathroom – Occupied / Vacant
- Ø Identifying Guest Supplies
- Ø Cleaning of Various Surfaces
- Ø Bed Making
- Ø Standard Supplies Provided

ADHAH/S150P COMPUTER FUNDAMENTALS PRACTICAL

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

1.0 FUNDAMENTALS OF COMPUTERS.

1.1. DEFINITION OF COMPUTER, ADVANTAGES AND CHARACTERISTICS.

1.2. DATA AND INFORMATION.

1.2.1. DATA REPRESENTATION.

1.2.2 BITS AND BYTES.

1.2.3 ASCII AND EBCDIC.

1.2.4 NUMBER SYSTEMS CONVERSION (DÀB, BÀD).

1.2.5 BINARY ARITHMETIC (ADD, SUB, MUL).

1.3. CLASSIFICATION OF COMPUTERS.

1.3.1 MICRO

1.3.2 MINI

1.3.3 MAIFRAMES

1.3.4 SUPER

1.2.5 PORTABLE

1.4. GENERATION OF COMPUTERS.

1.4.1 FIRST GENERATION

1.4.2 SECOND GENERATION

1.4.3 THIRD GENERATION

1.4.4 FOURTH GENERATION

1.4.5 FIFTH GENERATIONS

2.0 ESSENTIALS OF COMPUTER SYSTEMS.

2.1. COMPONENTS OF PC.

2.1.1. HARDWARE.

2.1.2. SOFTWARE.

- 2.2. BLOCK DIAGRAM OF PC AND ITS WORKING.
- 2.3. INPUT/OUTPUT DEVICES.
- 2.4. MEMORY TYPES.(PRIMARY,SECONDARY)
- 2.5. STORAGE DEVICES.(HDD, PEN DRIVE, EXTERNAL HDD)

- 3.0 SOFTWARE AND ITS CLASSIFICATIONS.
 - 3.1. TYPES OF SOFTWARE.
 - 3.1.1. SYSTEM SOFTWARE.
 - 3.1.1.1.INTRODUCTION TO CLI/GUI.
 - 3.1.1.2.INTRODUCTION TO MSDOS/WINDOWS XP (PROF/HOME)
 - 3.1.2. APPLICATION SOFTWARE.
 - 3.1.2.1. INTRODUCTION TO MSWORD.
 - 3.1.2.2. INTRODUCTION TO MSEXCEL.
 - 3.1.2.3. INTRODUCTION TO MSPOWERPOINT.
 - 3.1.2.3 INTRODUCTION TO MSACCESS
 - 3.2. PROGRAMMING LANGUAGES.
 - 3.2.1 LOW LEVEL LANGUAGES (MACHINE, ASSEMBLY)
 - 3.2.2 HIGH LEVEL LANGUAGES.
 - 3.2.3 TRANSLATORS (ASSEMBLER, COMPILER, INTERPRETER)

 - 3.3. UTILITIES.
 - 3.3.1 SOFTWARE UTILITIES (ZIP, RECOVERY, PDFS ETC.)
 - 3.3.2 HARDWARE UTILITIES (HARDWARE DIAGNOSIS, PARTITION MANAGERS ETC)
 - 3.4. VIRUSES, DEFINITION AND TYPES.

- 4.0 NETWORK AND COMMUNICATIONS
 - 4.1 WHAT IS A NETWORK?
 - 4.2 TCP / IP
 - 4.3 COMMUNICATION CHANNEL
 - 4.4 NETWORK TOPOLOGY (BUS, STAR, RING, HYBRID)
 - 4.5 TYPES OF NETWORK (LAN / MAN / WAN)
 - 4.6 INTERNET, INTRANET & EXTRANET
 - 4.7 TRANSMISSION MODE (SIMPLEX, HALFDUPLEX, FULLDUPLEX)

- 5.0 BLUETOOTH AND INTRANET TECHNOLOGY
 - 5.1 IMPORTANCE & FEATURES
 - 5.2 TECHNIQUES OF USING BLUETOOTH AND INTRANET

- 6.0 WAP (WIRELESS APPLICATION PROTOCOL)
 - 6.1 DEFINITION OF WAP
 - 6.2 IMPORTANCE OF WAP

- 7.0 WIFI (WIRELESS FIDELITY)
 - 7.1 DEFINITION, IMPORTANCE
 - 7.2 WORKING MECHANISM OF WIFI (WIRELESS ACCESS POINT, TCP/IP, WIRELESS NIC CARD)

Reference:

1. Fundamental of Computers, Prentice Hall India
2. Mastering Microsoft Office, Lonnie.E.Moseley, BPB Publication.

SECOND SEMESTER

ADHAH/S210

FOOD PRODUCTION & PATISSERIE I

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

A) Instructions for paper setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 1015 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of nonprogrammable scientific calculator is allowed.

SECTION A

FOOD PRODUCTION

- 1 COMMODITIES
 - 1.1 ELEMENTARY PASTAS
METHOD OF MANUFACTURE. RANGE AVAILABLE IN THE MARKET
TYPES OF PASTAS: MACARONI, SPAGHETTI, NOODLE ETC. & THEIR
USES.
 - 1.2 MILK & CREAM
FORMS IN WHICH AVAILABLE . PROCESSING PASTEURIZED ,
STERILISED , DEHYDRATED ETC.
MILK PRODUCTS
PROCESS OF MAKING CREAM
TYPES OF CREAM
 - 1.3 CHEESE
PRODUCTION OF CHEESE; TYPES; EXAMPLES, LIST OF INTL CHEESE.
 - 1.4 MUSHROOMS
DIFFERENT TYPES, QUALITY, STORAGE USES
 - 1.5 CONVENIENCE FOOD
ROLE, TYPES & ADVANTAGES
 - 1.6 TEA / COFFEE / COCOA
TYPES, PREPARATION, POINTS TO KEEP IN MIND
 - 1.7 GELATIN
COMPOSITION, USES
- 2 MEAT COOKERY

- 2.1 COMPOSITION, SELECTION, GRADING OF MUTTON, LAMB, PORK, BEEF, VEAL
- 2.2 CUTS OF DIFFERENT MEATS, COOKING TIMES, & HANDLING
- 2.3 NUTRITIONAL AND STORAGE POINTS
- 2.4 STORAGE OF FRESH & FROZEN MEATS.

SECTION B

- 3 POULTRY/GAME COOKERY
 - 3.1 TYPES/CLASSIFICATION
 - 3.2 FOOD VALUE, STORAGE & NUTRITIONAL VALUE
- 4 FISH COOKERY
 - 4.1 CLASSIFICATION, SOURCE
 - 4.2 STORAGE, FOOD VALUE PRESERVATION
 - 4.3 VARIOUS CUTS
 - 4.4 PREPARATION TECHNIQUES FOR FISH & SEAFOOD.

SECTION C

BAKERY & PATISSERIE

- 1 INTRODUCTION TO BAKERY AND PATISSERIE
 - 1.1 HISTORY OF BAKING
 - 1.2 BAKING AS AN ART AND SCIENCE
- 2 BASIC PRINCIPLES OF BAKERY
 - 2.1 FORMULAS AND MEASUREMENTS
 - 2.2 BAKING PROCESS
- 3 EQUIPMENT USED IN BAKERY
 - 3.1 USE, CARE, CLEANING, STORAGE

SECTION D

- 4 INGREDIENTS USED IN BAKERY
 - 4.1 FLOUR 4.4 LIQUID 4.7 SALT, FLAVOURINGS, SPICES
 - 4.2 FAT 4.5 EGG
 - 4.3 SUGAR 4.6 LEAVENING AGENT
- 5 DEFINITION AND TERMS USED IN BAKERY
 - 5.1 BASICS SYRUPS, CREAMS AND SAUCES
- 6 BREAD MAKING
 - 6.1 FUNCTIONS OF INGREDIENTS USED
 - 6.2 STEPS IN BREAD MAKING
 - 6.3 METHODS OF BREAD MAKING
 - 6.4 BREAD DISEASES, FAULTS AND REMEDIES
 - 6.5 QUICK BREADS.

References:

- | | |
|--|-------------------------------------|
| Theory of Cookery – K. Arora | Larousse Gastronomique. |
| Modern Cookery – Thangam E. Phillip | Professional Baking – Wayes Gissler |
| Theory of Catering – Kinton & Ceserani | Indian Cookery – Prasad. |
| Practical Cookery – Kinton & Ceserani | A Taste of India – Madhur Jaffrey. |
| Basic Baking – S. C. Dubey | |

ADHAH/S210P FOOD PRODUCTION & PATISSERIE – I PRACTICAL

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

Cookery

- Preparing & Cooking Fish & Shellfish
- Preparing & Cooking Poultry
- Preparing & Cooking Meat
- Preparing for Continental Menu

Patisserie

- Preparation of Breads using different Methods
- Identification & Understanding of Bread Ingredients
- Preparation of Various Quick Breads – Muffins, Pancakes

ADHAH/S220

FOOD & BEVERAGE SERVICE 2

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

A) Instructions for paper setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 1015 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of nonprogrammable scientific calculator is allowed.

SECTION A

- 1 NONALCOHOLIC BEVERAGES
 - 1.1 TYPES OF WATERS
 - 1.2 SOFT DRINKS
 - 1.3 JUICES / SYRUPS / CRUSHES
 - 1.4 TEA COFFEE

SECTION B

- 2 ALCOHOLIC BEVERAGES
 - 2.1 SERVICE OF ALCOHOLIC BEVERAGES

- 2.1.1 INTRODUCTION
- 2.1.2 BEER
- 2.1.3 SPIRITS STYLES OF PRODUCTION
- 2.1.4 WHISKY
- 2.1.5 BRANDY
- 2.1.6 RUM
- 2.1.7 GIN
- 2.1.8 VODKA
- 2.1.9 TEQUILA
- 2.1.10 OTHER SPIRITS (PERNOD, MARC, GRAPPA ETC.)
- 2.2 RESPONSIBLE ALCOHOLIC SERVICE
 - 2.2.1 ALCOHOL AND ITS EFFECT ON HUMAN HEALTH
 - 2.2.2 HUMAN PSYCHOLOGY AND ALCOHOL

SECTION C

- 3 LIQUEURS & BITTERS
 - 3.1 TYPES
 - 3.2 PRODUCTION
 - 3.3 BASES & BRANDS

SECTION D

- 4 MIXED DRINKS & COCKTAILS
 - 4.1 TYPES OF MIXED DRINKS
 - 4.2 INGREDIENTS & METHODS OF PREPARATION
 - 4.3 MOCKTAILS
 - 4.4 COCKTAILS
- 5 BAR OPERATIONS
 - 5.1 BAR SET UP
 - 5.2 EQUIPMENTS
 - 5.3 BAR CONTROL

Reference:

F&B Service Manual – Sudhir Andrews
 F&B Service – Lilicarp
 The Waiter – John Füller
 Wine Encyclopedia – Grossmann
 Wine Guide – Larousse
 F&B Operations & Management – Brian Verghese
 Bar Attendants Handbook –

Bar Tenderer

ADHAH/S220P FOOD & BEVERAGE SERVICE – 2 PRACTICAL

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

- Room service tray and trolley lay – up and service
- Room service amenities, Setup in rooms
- Functional and floor layouts for room service
- Conducting briefing and debriefing for F&B Outlets
- Beverage ordertaking
- Service of Beer, Sake, and Other fermented and brewed beverages
- Service of spirits and liqueurs
- Bar setup and operations
- Cocktail and Mocktail preparations, presentation and service
- Service of Cigars and cigarettes
- Glassware used for different spirits, non alcoholic drinks offered with different
- Spirits service procedure.
- Order taking –writing a BOT
- Service of hot and cold non alcoholic beverages

ADHAH/S230

FRONT OFFICE OPERATIONS 2

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

A) Instructions for paper setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 1015 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of nonprogrammable scientific calculator is allowed.

SECTION A

1.0 REGISTRATION ACTIVITIES

1.1 DETERMINING ROOM POSITION

1.2 PRE REGISTRATION ACTIVITY

1.3 ON ARRIVAL PROCEDURES

1.3.1 RECEIVING , GREETING, WELCOMING A GUEST

1.3.2 ASSESSING THE GUEST REQUIREMENTS

1.3.3 CREATING THE REGISTRATION RECORD

1.3.4 ROOM AND RATE ASSIGNMENT

- 1.4 REGISTRATION & ROOMING PROCEDURE
 - 1.4.1 FIT
 - 1.4.2 VIP
 - 1.4.3 GROUP
 - 1.4.4 FOREIGNER
- 1.5 POST ARRIVAL PROCEDURE
 - 1.5.1 ARRIVAL/DEPARTURE REGISTER
 - 1.5.2 INTERDEPARTMENTAL COMMUNICATION
 - 1.5.3 REGISTRATION OF FOREIGNERS, CFORM
- 2.0 BELL DESK SERVICE
 - 2.1 BELL DESK LAYOUT, EQUIPMENT
 - 2.2 STAFF ORGANISATION, DUTY ROTAS & WORK SCHEDULE
 - 2.3 LUGGAGE HANDLING PROCEDURES
 - 2.4 LEFT LUGGAGE PROCEDURES
 - 2.5 OTHER FUNCTIONS OF BELL DESK

SECTION B

- 3.0 FRONT OFFICE COMMUNICATION
 - 3.1 IMPORTANCE OF INTERDEPARTMENTAL COMMUNICATION
 - 3.2 TYPES & METHODS OF COMMUNICATION
- 4.0 GUEST SERVICES
 - 4.1 HANDLING GUEST REQUESTS
 - 4.2 HANDLING GUEST COMPLAINTS
 - 4.3 MAIL HANDLING PROCEDURES
 - 4.3.1 IMPORTANCE OF HANDLING MAIL WITHOUT DELAY, SORTING OF MAIL
 - 4.3.2 CATEGORIES OF GUEST MAIL: RESIDENT GUEST, DEPARTED GUEST & GUEST STILL TO ARRIVE
 - 4.3.3 SPECIAL HANDLING OF REGISTERED MAIL AND PARCELS
 - 4.4 MESSAGE HANDLING PROCEDURE
 - 4.4.1 IMPORTANCE, PROCEDURE, METHOD OF RECEIVING AND TRANSMITTING MESSAGES FOR GUEST, LOCATION FORM, PAGING PROCEDURE
 - 4.5 ROOM CHANGE PROCEDURE
- 5.0 HANDLING OF SPECIAL SITUATIONS LIKE
 - 5.1 DNS
 - 5.2 DNA
 - 5.3 RNA
 - 5.4 NI (NO INFORMATION)
 - 5.5 VIP / SPAT / DG GUESTS
 - 5.6 SCANTY BAGGAGE GUEST
 - 5.7 REFUSING ACCOMMODATION
 - 5.7.1 BLACK LISTED GUEST
 - 5.7.2 WALKING A GUEST

SECTION C

- 6.0 CHECKOUT & SETTLEMENT
 - 6.1 DEPARTURE PROCEDURES AT RECEPTION, CASH SECTION, BELL DESK
 - 6.2 EXPRESS CHECKOUT & SELF CHECKOUT

- 6.3 REDUCTION OF LATE CHARGES
- 6.4 EFFECTIVE BILLING & COLLECTION
- 6.5 FRONT OFFICE RECORDS

- 7.0 FRONT OFFICE ACCOUNTING SYSTEMS
 - 7.1 ACCOUNTING FUNDAMENTALS (FOLIOS, VOUCHERS, LEDGER, POS)
 - 7.2 CREATION & MAINTENANCE OF ACCOUNTS , RECORD KEEPING SYSTEM
 - 7.3 AUDITS & INTERNAL CONTROL
 - 7.4 SETTLEMENT OF ACCOUNTS
 - 7.5 CASH CONTROL
 - 7.6 CREDIT CONTROL

SECTION D

- 8.0 NIGHT AUDIT
 - 8.1 NIGHT AUDIT PROCESS
 - 8.2 FUNCTION OF NIGHT AUDITOR
 - 8.3 NIGHT AUDIT REPORTS
 - 8.4 AUDIT POSTING FORMULAE

- 9.0 HOTEL / FRONT OFFICE SECURITY SYSTEM
 - 9.1 MANAGEMENT'S ROLE IN SECURITY
 - 9.2 SECURITY PROGRAME IN HOTEL
 - 9.3 SECURITY AND THE LAW
 - 9.4 EQUIPMENTS USED
 - 9.5 EMERGENCY PROCEDURE

Reference:

Front Office Training manual – Sudhir Andrews.
Managing Front Office Operations – Kasavana & Brooks
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 Operations & Management – S. Bhatnagar

ADHAH/S230P**FRONT OFFICE OPERATIONS – 2 PRACTICAL**

Maximum Time	: 3 Hrs.	University Examination	: 60 Marks
Total Marks	: 100	Continuous Internal Assessment	: 40 Marks
Minimum Pass Marks : 40%			

- Ø Preparation & Study of Countries – Capitals & Currency, Airlines, Flag Charts, Credit Cards, Travel Agency etc.
- Ø Telecommunication Skills
- Ø Role Play – Checkin / Checkout / Walkin / FIT / GIT / VIP / CIP / HG etc.
- Ø Preparation of Guest Folio
- Ø Guest Complaint Handling
- Ø Mock Situations – Role – Plays
- Ø Preparation of Guest History Cards
- Ø Filling up of C – Forms
- Ø Preparation & Filling up of Guest Registration Card
- Ø Role Play – Lobby Manager, GRE, Concierge, Bell Boy, Bell Captain etc.

ADHAH/S240**HOTEL HOUSEKEEPING 2**

Maximum Time	: 3 Hrs.	University Examination	: 60 Marks
Total Marks	: 100	Continuous Internal Assessment	: 40 Marks
Minimum Pass Marks : 40%			

A) Instructions for paper setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 1015 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of nonprogrammable scientific calculator is allowed.

SECTION A

- 1.0 COMPOSITION , CARE AND CLEANING OF
 - 1.1 METALS BRASS , COPPER, SILVER, EPNS, BRONZE, CHROMIUM, ALUMINIUM, STAINLESS STEEL & PROTECTIVE FINISHES OF VARIOUS KINDS
 - 1.2 GLASSVARIOUS TYPE
 - 1.3 LEATHER, REXINE
 - 1.4 PLASTIC
 - 1.5 CERAMIC VARIOUS TYPES
 - 1.6 WOOD VARIOUS TYPES & THEIR PROTECTIVE FINISHES

- 2.0 FLOOR FINISHES
 - 2.1 TYPES
 - 2.2 MAINTENANCE & CARE
 - 2.3 SELECTION
- 3.0 WALL FINISHES & WALL COVERINGS
 - 3.1 TYPES
 - 3.2 MAINTENANCE & CARE
 - 3.3 SELECTION

SECTION B

- 4.0 PERIODICAL CLEANING
 - 4.1 TASKS CARRIED OUT
 - 4.2 SCHEDULE RECORDS
- 5.0 SPECIAL CLEANING PROGRAMMES
 - 5.1 TASKS CARRIED OUT
 - 5.2 SCHEDULES & RECORDS
- 6.0 CLEANING OF PUBLIC AREAS
 - 6.1 LOBBY RESTAURANTS
 - 6.2 RESTAURANTS
 - 6.3 PUBLIC AREA TOILETS
 - 6.4 CORRIDORS
 - 6.5 CAR PARK AREA
 - 6.6 ELEVATORS

SECTION C

- 7.0 KEYS & KEY CONTROL
 - 7.1 TYPES OF KEYS
 - 7.2 COMPUTERISED KEY CARDS
 - 7.3 CONTROL OF KEYS
- 8.0 LOST & FOUND PROCEDURE
 - 8.1 DEFINITION
 - 8.2 PROCEDURE FOR LOST AND FOUND
- 9.0 INTERDEPARTMENTAL COOPERATION
 - 9.1 WITH FRONT OFFICE
 - 9.2 WITH FOOD PRODUCTION & SERVICE AREAS
 - 9.3 WITH PURCHASE, RECEIVING & STORES
 - 9.4 WITH COMPUTER CENTRE
 - 9.5 WITH ACCOUNTS & CREDIT
 - 9.6 WITH PERSONNEL
 - 9.7 WITH MAINTENANCE
 - 9.8 WITH LAUNDRY
 - 9.9 WITH SECURITY
 - 9.10 OTHER DEPTS.
- 10.0 PLANNING WORK OF HOUSEKEEPING DEPARTMENT
 - 10.1 IDENTIFYING HOUSEKEEPING DEPARTMENT
 - 10.2 BRIEFING & DEBRIEFING
 - 10.3 CONTROL DESK (IMPORTANCE, ROLE, COORDINATION)
 - 10.4 ROLE OF CONTROL DESK DURING EMERGENCY
 - 10.5 DUTY ROTA AND WORK SCHEDULE
 - 10.6 FILES AND FORMATS USED IN HOUSEKEEPING DEPARTMENT

SECTION D

11.0 PEST CONTROL

11.1 DEFINITIONS OF PESTS & CONTROL

11.2 AREAS OF INFESTATIONS

11.3 PREVENTION & CONTROL OF PESTS

11.4 RESPONSIBILITY OF HOUSEKEEPING IN PESTS CONTROL

12.0 FIRE

12.1 TYPES OF FIRES & CAUSES

12.2 FIRE EXTINGUISHERS & FIRE FIGHTING PROCEDURES

13.0 FIRST AID TRAINING

Reference:

Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST).

Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke

Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).

The Professional Housekeeper – Tucker Schneider, VNR.

ADHAH/S240P

HOTEL HOUSEKEEPING 2 PRACTICAL

Maximum Time : 3 Hrs.

University Examination

: 60 Marks

Total Marks : 100

Continuous Internal Assessment

: 40 Marks

Minimum Pass Marks : 40%

Ø Cleaning of Various Surfaces

Ø Bed Making (Variations)

Ø Washing & Finishing of various Fibres & Fabrics

Ø Stain Removal

THIRD SEMESTER

ADHAH/S310

FOOD PRODUCTION & PATISSERIE 2

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

A) Instructions for paper setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 1015 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of nonprogrammable scientific calculator is allowed.

SECTION A

FOOD PRODUCTION

- 1 INDIAN REGIONAL COOKERY & MODERN TRENDS
 - 1.1 INDIAN MASALAS
 - 1.2 REGIONAL CUISINES OF INDIA : NORTH, SOUTH , EAST & WEST
 - 1.3 TRADITIONAL INDIAN BREADS & MITHAIS
 - 1.4 INDIAN SNACKS, VARIETY OF KEBABS
- 2 QUANTITY FOOD PRODUCTION
 - 2.1 INTRODUCTION TO INDUSTRIAL & INSTITUTIONAL CATERING
 - 2.2 MOBILE CATERING
 - 2.3 OUTDOOR CATERING
 - 2.4 EQUIPMENTS FOR FOOD TRANSPORTATION

SECTION B

- 3 FAST FOODS
 - 3.1 HISTORY, OUTLETS, INDIAN FAST FOOD
- 4 MODERN COOKERY TECHNIQUES
 - 4.1 COOK FREEZE
 - 4.2 COOKCHILL
 - 4.3 FOOD TRANSPORTATION TECHNIQUES
- 5 BREAKFAST COOKERY
 - 5.1 INDIAN & WESTERN

- 6 SANDWICHES
6.1 DEFINITION, CLASSIFICATION, PREPARATION & USE

SECTION C

- 7 INTERNATIONAL CUISINE
7.1 ENGLISH
7.2 FRENCH
7.3 ITALIAN
7.4 MEXICAN
7.5 SPANISH
7.6 ORIENTAL VARIETIES

BAKERY & PATISSERIE

- 1 COOKIES
1.1 INGREDIENTS USED & THEIR FUNCTIONS
1.2 DIFFERENT METHODS OF MIXING WITH EXAMPLES
- 2 CAKES
2.1 INGREDIENTS USED IN CAKEMAKING & THEIR FUNCTIONS
2.2 MIXING METHODS, FAULTS & REMEDIES
2.3 HIGH RATIO CAKES, POUND CAKES DEFINITIONS
2.4 CAKE DECORATIONS ICINGS; DECORATIVE ITEMS

SECTION D

- 3 PASTRIES
3.1 INGREDIENTS USED
3.2 CLASSIFICATION
3.3 METHODS OF MIXING & USAGE
3.4 FAULTS & REMEDIES
- 4 COLD & FROZEN DESSERTS
4.1 PUDDINGS; SOUFFLES, MOUSSES; BAVARIAN CREAM INGREDIENTS USED, EXAMPLES
4.2 FROZEN DESSERTS : SHERBETS, ICECREAMS INGREDIENTS; TYPES
- 5 DESSERT PREPARATIONS

References:

Theory of Cookery – K. Arora
Modern Cookery – Thangam E. Phillip
Theory of Catering – Kinton & Ceserani
Practical Cookery – Kinton & Ceserani
Basic Baking – S. C. Dubey
Larousse Gastronomique.
Professional Baking – Wayes Gissler
Indian Cookery – Prasad.
A Taste of India – Madhur Jaffrey.

ADHAH/S310P FOOD PRODUCTION & PATISSERIE – 2 PRACTICAL

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

Cookery

- Preparing Indian Masalas & Gravies
- Preparing & Cooking Indian Vegetables
- Preparing Rice, Dal, Breads
- Preparing for Indian Menus
- Preparing for Indian Desserts

Patisserie

- Different methods & Types Cookie making
- Different methods & Types Cake making
- Icing – Types & Applications
- Different Types of Pastries & their applications
- Different Types of Frozen Desserts – Preparations & Presentations

ADHAH/S320

FOOD & BEVERAGE SERVICE 3

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

A) Instructions for paper setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 1015 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of nonprogrammable scientific calculator is allowed.

SECTION A

1 WINES

- 1.1 INTRODUCTION TO WINES
- 1.2 CLASSIFICATION OF WINES
- 1.3 GRAPES & FACTORS AFFECTING WINE QUALITY
- 1.4 VINIFICATION
- 1.5 PRODUCTION OF RED/ WHITE/ ROSZE WINES
- 1.6 PRODUCTION OF FORTIFIED & AROMATISED WINES
- 1.7 PRODUCTION OF SPARKLING WINE

SECTION B

- 2** WINE PRODUCING REGIONS OF THE WORLD
 - 2.1 FRANCE
 - 2.2 GERMANY
 - 2.3 ITALY
 - 2.4 SPAIN
 - 2.5 PORTUGAL
 - 2.6 USA
 - 2.7 AUSTRALIA & INDIA

SECTION C

- 3** FOOD & WINE HARMONY

SECTION D

- 4** BANQUETS
 - 4.1 HISTORY OF BANQUETS
 - 4.2 TYPES OF BANQUETS
 - 4.3 ORGANIZATION OF A BANQUET DEPARTMENT
 - 4.4 BANQUET PROCEDURES
 - 4.5 BUFFETS
 - 4.6 BANQUET PROTOCOLS
 - 4.7 CONFERENCES
 - 4.8 BOOKING AND PLANING OF FUNTIONS

- 5** GUERIDON SERVICE
 - 5.1 TYPES OF TROLLEYS
 - 5.2 SEQUENCE OF SERVICE

- 6** ROOM SERVICE
 - 6.1 ROOM SERVICE ISSUES
 - 6.2 MARKETING
 - 6.3 MENUS
 - 6.4 VARIATIONS AND ALTERNATIVES
 - 6.5 STAFF REQUIREMENTS
 - 6.6 DELIVERING ROOM SERVICE

Reference:

F&B Service Manual – Sudhir Andrews
F&B Service – Lilicarp
The Waiter – John Füller
Wine Encyclopedia – Grossmann
Wine Guide – Larousse
F&B Operations & Management – Brian Verghese
Bar Attendants Handbook –
Bar Tenderer

ADHAH/S320P FOOD & BEVERAGE SERVICE – 3 PRCATICAL

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

- Ø Service of sparkling, aromatized, fortified, still wines.
- Ø Table setup with wines on the menu
- Ø Restaurant setups of different types
- Ø Service of Afternoon and High Teas
- Ø Buffet Layups, theme Buffet setups
- Ø Service of Cheese
- Ø Cocktail Parties
- Ø Preparation of Flambé dishes

ADHAH/S330

HOTEL HOUSEKEEPING 3

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

A) Instructions for paper setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 1015 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of nonprogrammable scientific calculator is allowed.

SECTION A

1.0 HOTEL LINEN

- 1.1 CLASSIFICATION OF LINEN
- 1.2 ITEMS CLASSIFIED AS BED AND BATH LINEN, THEIR SIZES
- 1.3 ITEMS CLASSIFIED AS TABLE LINEN, THEIR SIZES
- 1.4 MATERIALS USED FOR MAKING FABRIC & THEIR CLASSIFICATION
- 1.5 SELECTION CRITERIA FOR THE LINEN ITEMS (BED SHEETS
PILLOWCASES, TOWELS AND BATH MATS, TABLE CLOTHS, SERVIETTES)
- 1.6 SELECTION CRITERIA & CALCULATING MATERIAL REQUIRED FOR SOFT
FURNISHINGS (CURTAINS, BEDSPREADS, UPHOLSTERY & CUSHIONS)

SECTION B

- 2.0 LINEN ROOM
 - 2.1 ACTIVITIES OF LINEN ROOM
 - 2.2 LOCATION , EQUIPMENT & LAYOUT OF A LINEN ROOM (BASIC RULES)
 - 2.3 PURCHASE OF LINEN / LINEN HIRE / QUALITY & QUANTITY
 - 2.4 STORAGE & INSPECTION
 - 2.5 ISSUING OF LINEN TO FLOORS & DEPARTMENTS (PROCEDURE & RECORDS)
 - 2.6 DESPATCH & DELIVERY FROM LAUNDRY (PROCEDURE & RECORDS)
STOCK TAKING PROCEDURE & RECORDS
CONDEMNED LINEN & CUTDOWNPROCEDURE AND RECORDS
MARKING & MONOGRAMMING

SECTION C

- 3.0 UNIFORMS & UNIFORM ROOM
 - 3.1 PURPOSE OF UNIFORMS
 - 3.2 NUMBER OF SETS, ISSUING PROCEDURE & EXCHANGE OF UNIFORMS
 - 3.3 DESIGNING A UNIFORM FUNCTIONAL AESTHETIC CONSIDERATIONS
 - 3.4 LAYOUT & PLANNING OF THE UNIFORM ROOM (BASIC CONSIDERATIONS)

SECTION D

- 4.0 LAUNDRY OPERATION
 - 4.1 DUTIES & RESPONSIBILITIES OF LAUNDRY STAFF (LAUNDRY MANAGER AND SHIFTLINLEADER, DRY CLEANING, SUPERVISOR, SPOTTER CUM PRESSER, LAUNDRY CLERK, ATTENDANTS VALET RUNNER, LAUNDRY)
 - 4.2 IMPORTANCE AND PRINCIPLES OF LAUNDRY OPERATIONS
 - 4.3 FLOW PROCESS OF INDUSTRIAL LAUNDERING (COLLECTION, TRANSPORTATION ARRIVALS, SORTING, WEIGHING, LOADING, WASHING, RINSING, STARCHING, HYDROEXTRACTION, UNLOADING, TUMBLING, FINISHING (CALENDER/SYSTEM PRESS) FOLDING, DIRING& STORING TRANSFER & USE)
 - 4.4 STAGES IN WASH CYCLE (FLUSHSUDS BLEACH RINSESOUR & SOFT EXTRACT, BREAK & SOAKING)
 - 4.5 EQUIPMENT, LAYOUT & PLANNING & LAUNDRY (BASIC RULES)
 - 4.6 ROLE OF LAUNDRY AGENTS
 - 4.7 CLASSIFICATION OF LAUNDRY AGENTS (SYNTHETIC, DETERGENT, BUILT SOAP DETERGENTS, ENZYME ACTION DETERGENTS, EXPLAIN BRIEFLY)
 - 4.9 STAIN REMOVAL

Reference:

Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST).
Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).
The Professional Housekeeper – Tucker Schneider, VNR.

ADHAH/S330P HOTEL HOUSEKEEPING – 3 PRACTICAL

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks: 40%

- Layout of Linen Room
- Layout of Uniform Room
- Identifying Laundry Machinery
- Washing of Bed Sheets
- Washing of Curtains
- Washing of Bed Cover
- Washing of Napkins
- Washing of Chef Coat
- Washing of Staff Uniforms
- Handling Different Types of Fabric in Manual and Mechanical Laundry.
- Selection of Different Types of Uniform •

ADHAH/S340

HOTEL LAW

Maximum Time : 3 Hrs. University Examination : 60 Marks
Total Marks : 100 Continuous Internal Assessment : 40 Marks
Minimum Pass Marks : 40%

A) Instructions for paper setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 1015 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of nonprogrammable scientific calculator is allowed.

SECTION A

- 1 INTRODUCTION
 - 1.1 LAW & SOCIETY
 - 1.2 SOURCES OF INDIAN LAW
 - 1.3 CLASSIFICATION OF LAW
 - 1.4 LIST OF LICENSES & PERMITS REQUIRED TO OPERATE HOTELS, RESTAURANTS & OTHER CATERING ESTABLISHMENTS
 - 1.5 PROCEDURE OF PROCUREMENT, RENEWAL, SUSPENSION & TERMINATION OF LICENSES
- 2 MERCANTILE LAW

- 2.1 LIST OF VARIOUS ACTS
- 2.2 INDIAN CONTRACT ACT 1872
 - 2.2.1 DEFINITION OF CONTRACT
 - 2.2.2 KINDS OF CONTRACT
 - 2.2.3 THE AGREEMENT, OFFER, ACCEPTANCE, CONSIDERATION, ACCORD AND SATISFACTION
 - 2.2.4 FLAWS, MISREPRESENTATION, FRAUD, UNLAWFUL CONTRACTS
 - 2.2.5 DISCHARGE OF CONTRACT
 - 2.2.6 REMEDIES FOR BREACH OF CONTRACT
- 2.3 SALE OF GOODS ACT 1930
 - 2.3.1 CONTRACT OF SALE OF GOODS
 - 2.3.2 FORMATION OF A CONTRACT
 - 2.3.3 PRICE, CONDITION, WARRANTIES, GUARANTEES
 - 2.3.4 DUTIES AND RIGHTS OF SELLERS AND BUYERS
 - 2.3.5 RIGHTS OF UNPAID SELLERS
 - 2.3.6 AUCTION SALES
- 2.4 NEGOTIABLE INSTRUMENTS ACT 1881
 - 2.4.1 OVERVIEW OF THE ACT
 - 2.4.2 CREDIT INSTRUMENTS
 - 2.4.3 CHEQUES
 - 2.4.4 BILLS OF EXCHANGE
 - 2.4.5 PROMISSORY NOTES
 - 2.4.6 IOUS
 - 2.4.7 TRAVELLERS CHEQUES
 - 2.4.8 CREDIT CARDS
 - 2.4.9 DISHONOUR OF CHEQUE AND ITS LIABILITY
- 2.5 CONSUMER PROTECTION ACT, 1986
 - 2.5.1 OVERVIEW OF THE ACT
 - 2.5.2 CONSUMER PROTECTION COUNCILS
 - 2.5.3 CONSUMER DISPUTES REDRESSAL AGENCIES
 - 2.5.4 DEFINITION OF CONSUMERS, THEIR RIGHTS, PROCEDURES FOR REDRESSAL
- 2.6 ENVIRONMENT PROTECTION ACT 1986
 - 2.6.1 OVERVIEW OF THE ACT
 - 2.6.2 LAW RELATING TO ENVIRONMENT PROTECTION
 - 2.6.3 ENVIRONMENT CLEARANCE PROCEDURE

SECTION B

3

- INDUSTRIAL LAW
- 3.1 LIST OF VARIOUS ACTS DEALING WITH INDUSTRIAL LAW
- 3.2 SHOPS & ESTABLISHMENT ACT DEALING WITH HOTELS & CATERING ESTABLISHMENTS
- 3.3 FACTORIES ACT 1948
- 3.4 INDUSTRIAL DISPUTE ACT 1947
- 3.5 PAYMENT OF WAGES ACT 1936
- 3.6 MINIMUM WAGES ACT 1948
- 3.7 PROVIDENT FUND ACT 1952
- 3.8 GRATUITY ACT 1972
- 3.9 BONUS ACT 1965
- 3.10 TRADE UNION ACT 1926
- 3.11 DISCIPLINARY ACTION PROCEDURE

SECTION C

- 4 HOTEL & LODGING RATES CONTROL**
 - 4.1 FAIR RATE
 - 4.2 TENANT & TENEMENT
 - 4.3 APPOINTMENT OF CONTROLLER FOR HOTEL & LODGING HOUSES
 - 4.4 FIXATION OF FAIR RATES ; REVISION
 - 4.5 NO EVICTION TO BE MADE IF FAIR RATE PAID WITHIN CONTRACT PERIOD
 - 4.6 WHEN MANAGER OF HOTEL OR OWNER OF LODGING HOUSE MAY RECOVER POSSESSION
 - 4.7 PENALTIES FOR DEFAULT
 - 4.7 INN KEEPER'S LIEN

SECTION D

- 5 FOOD LEGISLATION**
 - 5.1 SHORT TITLE; EXTENT & COMMENCEMENT; DEFINITIONS
 - 5.2 CENTRAL COMMITTEE FOR FOOD STANDARDS
 - 5.3 CENTRAL FOOD LABORATORY
 - 4.10 FOOD INSPECTORS & THEIR POWERS & DUTIES; PROCEDURES TO BE FOLLOWED
 - 5.5 FOOD ANALYSIS BY PURCHASER
 - 5.6 REPORT OF PUBLIC ANALYST

Reference :

Hospitality Law – Dr. Jagmohan Negi

FOURTH SEMESTER

ADHAH/S410P INDUSTRIAL TRAINING **(Training Report + Log Book & Certificate from Hotel + Viva & Presentation)**

University Examination : 100 Marks

Minimum Pass Marks : 40%

INDUSTRIAL TRAINING (IT)

Coverage of all major and minor departments of a full service hotel. (Can be substituted with operational training in reputed Fast Food operations, Airlines, Resorts, and similar industry in accordance with course curriculum).

Documents to be submitted after successful completion of IT:

- Training Report
- Training Log Book
- Training Certificate from the concerned Hotel Authority

MAXIMUM MARKS: 300

- Industrial Training Report (100)
- Industrial Training Log Book & Certificate (100)
- Industrial Training Project (report) Presentation (50)
- Viva & Presentation (50)

INDUSTRIAL TRAINING PROJECT (REPORT) PRESENTATION (50)

- Use of Slides, Multimedia and other presentation aids (25)
 - Handling of spot queries/questions from the audience (25)
- Vivevoce on the presentation, conducted by Examiner.

ADHAH/S420 HOTEL ACCOUNTANCY

Maximum Time : 3 Hrs. University Examination : 60 Marks

Total Marks : 100 Continuous Internal Assessment : 40 Marks

Minimum Pass Marks : 40%

A) Instructions for paper setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 1015 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of nonprogrammable scientific calculator is allowed.

SECTION A

- 1.0 INTRODUCTION TO HOTEL ACCOUNTANCY
 - 1.1 INTRODUCTION TO ACCOUNTACY
 - 1.2 MEANING OF ACCOUNT
 - 1.3 ORIGIN OF ACCOUNTING
 - 1.4 INTRODUCTION TO HOTEL ACCOUNTS AND ITS IMPORTANCE
 - 1.5 FEATURES
 - 1.6 PURPOSES
 - 1.7 CONCEPTS
 - 1.8 CONVENTIONS
 - 1.9 TYPES OF ACCOUNTS

- 2.0 PRINCIPLES OF DOUBLE ENTRY SYSTEM
 - 2.1 BASIC BOOKS OF ACCOUNTS AND THEIR IMPORTANCE, MEANING AND DEFINITIONS.
 - 2.2 GOLDEN RULES OF ACCOUNTS

- 3.0 JOURNAL ENTRIES
 - 3.1 MEANING, DEFINITION, IMPORTANCE AND ADVANTAGES OF JOURNALISATION
 - 3.2 RULES OF JOURNALS
 - 3.3 NUMERICALS & PRACTICE

- 4.0 LEDGER
 - 4.1 MEANING, IMPORTANCE AND ADVANTAGES OF LEDGER
 - 4.2 RULES OF POSTING AND NUMERICALS

- 5.0 TRIAL BALANCE
 - 5.1 INTRODUCTION
 - 5.2 MEANING, DEFINITION AND IMPORTANCE
 - 5.3 METHODS OF TRAIL BALANCE AND PRACTIAL PROBLEMS.

SECTION B

- 6.0 SUBSIDIARY BOOKS
 - 6.1 PURSHASE BOOK(MEANING, ADVANTAGES AND RULES OF RECORDING THE TRANSACTION IN PURCHASE BOOK
 - 6.2 PURCHASE RETURN BOOK (MEANING, ADVANTAGES AND PRACTICALS)
 - 6.3 SALES AND SALES RETURN BOOK (MEANING, ADVANTAGES AND PRACTICALS)
 - 6.4 CASH BOOK – MEANING, IMPORTANCE AND TYPES: SINGLE, DOUBLE & TRIPLE COLUMN CASH BOOK, CONTRA ENTRIES

- 6.0 BANK RECONCILIATION STATEMENT
 - 6.1 MEANING OF BRS, IMPORTANCE, REASON OF MAINTAINING BRS
 - 6.2 REASON OF DIFFERENCES IN PASS BOOK AND CASH BOOK
 - 6.5 B.R.S. CASH BOOK TO PASS BOOK
 - 6.6 B.R.S. PASS BOOK TO CASH BOOK

SECTION C

- 7.0 FINAL ACCOUNTS
 - 7.1 MEANING, DEFINITION AND IMPORTANCE
 - 7.2 RULES OF RECORDING
 - 7.3 PROFIT & LOSS ACCOUNT
 - 7.4 BALANCE SHEET
 - 7.5 INCOME STATEMENT

- 8.0 COSTING
 - 8.1 COST ANALYSIS
 - 8.2 DIFFERENT TYPES OF COSTS
 - 8.3 ELEMENT OF COST
 - 8.4 COST SHEET OR STATEMENT OF COST

- 9.0 MATERIAL CONTROL
 - 9.1 MEANING
 - 9.2 DIMENSIONS
 - 9.3 ASPECTS OF MATERIAL CONTROL
 - 9.4 ESSENTIAL OF MATERIAL CONTROL
 - 9.5 PURCHASE DEPARTMENT AND PURCHASE REQUISITION

- 10.0 TECHNIQUES OF MATERIAL CONTROL
 - 10.1 LEVEL SETTING
 - 10.2 ECONOMIC ORDER QUANTITY
 - 10.3 METHODS OF VALUING MATERIAL ISSUES.

- 11.0 COST CONCEPT IN DECISION MAKING
 - 11.1 MARGINAL COST AND MARGINAL COSTING
 - 11.2 NEED FOR MARGINAL COSTING
 - 11.3 FEATURES OF MARGINAL COSTING

- 12.0 PROFIT VOLUME COST ANALYSIS
 - 12.1 OBJECTIVE OF COST VOLUME PROFIT ANALYSIS
 - 12.2 ELEMENTS OF COST VOLUME PROFIT ANALYSIS
 - 12.3 MARGINAL COST EQUATION
 - 12.4 CONTRIBUTION
 - 12.5 MARGIN OF SAFETY
 - 12.6 BREAK –EVEN ANALYSIS (BOTH ON UNIT AND ON VOLUME)
 - 12.7 P/V RATIO

- 13.0 BASIC STANDARD COSTING
 - 13.1 STANDARD COST AND STANDARD COSTING
 - 13.2 DIFFERENCE BETWEEN STANDARD COST AND MARGINAL COSTING

SECTION D

- 14.0 BUDGETING
 - 14.1 MEANING, NEED FOR BUDGETING
 - 14.2 MEANING OF BUDGET AND TYPES OF BUDGETS AND CASH BUDGET

- 15.0 DEPARTMENTAL ACCOUNTING IN HOTELS
 - 15.1 MEANING AND PURPOSE

15.2 METHODS
15.3 ALLOCATION AND APPORTIONMENT

Reference :

1. Principles of Accounting – N. Vinayakan
2. Advanced Accounting – Shukla – Grewal
3. Double Entry Bookkeeping – T.S. Grewal

ADHAH/S430

FOOD MICROBIOLOGY AND NUTRITION

Maximum Time	: 3 Hrs.	University Examination	: 60 Marks
Total Marks	: 100	Continuous Internal Assessment	: 40 Marks
Minimum Pass Marks	: 40%		

A) Instructions for paper setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 1015 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of nonprogrammable scientific calculator is allowed.

SECTION A

FOOD MICROBIOLOGY

1.0 FOOD MICROBES

1.1 INTRODUCTION , ITS IMPORTANCE IN RELATION TO FOOD HANDLING, PREPARATION & SERVICE

2.0 MICROBES

2.1 CLASSIFICATION

2.2 BACTERIA (MORPHOLOGICAL, CULTURAL & PHYSIOLOGICAL CHARACTERISTICS)

2.3 GROUPS OF BACTERIA IMPORTANT IN FOOD BACTERIOLOGY

2.4 FACTORS AFFECTING GROWTH PH , OSMOTIC PRESSURE , LIGHT, MOISTURE & TIME

2.5 BENEFICIAL EFFECTS OF BACTERIA

2.6 HARMFUL EFFECTS OF BACTERIAL ACTIVITYFOOD SPOILAGE, PUTREFACTION & DECAY, TOXINS & INFECTIONS, FOOD POISONING, METHOD OF CONTROL

3.0 YEAST

3.1 CLASSIFICATION

3.2 GENERAL CHARACTERISTICS OF YIEST

3.3 IMPORTANCE OF YEAST IN FOOD INDUSTRY

SECTION B

4.0 MOULD

- 4.1 CLASSIFICATION AND IDENTIFICATION
- 4.2 GENERAL CHARACTERISTICS OF MOULDS
- 4.3 MORPHOLOGYMUCUS, RHIZOPUS, PENICILIMUM & ASPERGILLES
- 4.4 BENEFICIAL EFFECTS OF MOULDS CHEESE RIPENING, ENZYMES, ANTIBIOTICS
- 4.5 HARMFUL EFFECTS OF MOULDSMICROTOXINS & SPOILAGE

5.0 STERILIZATION & PASTEURIZATION

- 5.1 STERILIZATION BY: HEAT (DRY & MOIST); LIGHT; DESSICATION; RADIATION
- 5.2 PASTEURIZATION OF MILK LTST & HTST METHOD, BUTTER, CREAM CHEESE, FRUIT JUICES ETC. STERILIZATION OF MILK & WATER

6.0 PRESERVATION OF FOOD

- 6.1 PRINCIPLES OF PRESERVATION
- 6.2 CANNING OF FOOD
- 6.3 HIGH TEMPERATURE (STERILIZATION & PASTEURIZATION)
- 6.4 PRESERVATION BY MEANS OF LOW TEMPERATURE
- 6.5 IRRADIATIONPRINCIPLE
- 6.6 CHEMICAL PRESERVATION

SECTION C

NUTRITION

1.0 INTRODUCTION

- 1.1 DEFINITION & IMPORTANCE OF NUTRITION
- 1.2 FUNCTION OF FOOD
- 1.3 CLASSIFICATION OF NUTRIENTS & FOOD

2.0 FATS

- 2.1 FUNCTIONS OF FAT & ESSENTIAL FATTY ACID
- 2.2 DAILY REQUIREMENTS, EXCESS & DEFICIENCY
- 2.3 FOOD SOURCES

3.0 PROTEINS

- 3.1 FUNCTIONS
- 6.7 DAILY REQUIREMENTS, EXCESS & DEFICIENCY
- 6.8 FOOD SOURCES

4.0 CARBOHYDRATES

- 4.1 FUNCTIONS
- 4.2 DAILY REQUIREMENTS, EXCESS & DEFICIENCY
- 4.3 FOOD SOURCES

5.0 VITAMINS

- 5.1 CLASSIFICATION
- 5.2 FUNCTIONS

- 5.3 DAILY REQUIREMENTS, EXCESS & DEFICIENCY
- 5.4 FOOD SOURCES

SECTION D

6.0 MINERAL ELEMENTS

- 6.1 CLASSIFICATION
- 6.2 FUNCTIONS
- 6.3 DAILY REQUIREMENTS, EXCESS & DEFICIENCY
- 6.4 FOOD SOURCES

7.0 WATER

- 7.1 IMPORTANCE
- 7.2 WATER BALANCE
- 7.3 DEFICIENCY & ORAL REHYDRATION

8.0 ENERGY REQUIREMENTS FOR HUMAN BODY

- 8.1 CALORIE DEFINITION
- 8.2 ENERGY REQUIREMENTS FACTORS AFFECTING IT
- 8.3 ENERGY REQUIREMENTS FOR VARIOUS AGE GROUPS

9.0 NUTRITIONAL DISORDERS & DEFICIENCIES

- 9.1 OVERWEIGHT & OBESITY ILL EFFECT
- 9.2 UNDERNUTRITION VARIOUS DISEASES

10.0 BALANCED DIET

- 10.1 MEANING & IMPORTANCE OF BALANCED DIET / MENU PLANNING
- 10.2 FOUR FOOD GROUPS PLANS AS THE BASIS
- 10.3 FACTORS EFFECTING MENU PLANNING
- 10.4 DAILY REQUIREMENTS RECOMMENDED FOOD TABLE FOR SCHOOL CHILDREN, ADOLESCENTS & ADULT MAN & WOMAN TO FORM A BASIS FOR MEAL PLANNING

Reference :

Food and Nutrition – Dr. M. Swaminathan.

Food Microbiology – P. N. Mishra

Food Science – Potter & Hotchkiss.

Fundamentals of food and nutrition – Mudambi & Rajgopal 4 th edition 2001

ADHAH/S440

BUSINESS COMMUNICATION

Maximum Time	: 3 Hrs.	University Examination	: 60 Marks
Total Marks	: 100	Continuous Internal Assessment	: 40 Marks
Minimum Pass Marks	: 40%		

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B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of nonprogrammable scientific calculator is allowed.

SECTION A

- 1 COMMUNICATION
 - 1.1 COMMUNICATION DEFINED
 - 1.2 NATURE & IMPORTANCE OF COMMUNICATION
 - 1.3 PURPOSE OF COMMUNICATION IN A BUSINESS ENTERPRISE
- 2 THE COMMUNICATION PROCESS
 - 2.1 THE IMPORTANT "C"S IN COMMUNICATION
 - 2.2 PATTERNS OF COMMUNICATION IN AN ORGANIZATION
 - 2.5 GRAPEVINE THE INFORMATION COMMUNICATION; ITS EFFECTIVE USAGE
 - 2.6 DIFFERENCE BETWEEN "FACE TO FACE" AND "ORAL" COMMUNICATION

SECTION B

- 3 MANAGEMENT COMMUNICATION
 - 3.1 MEANING; IMPORTANCE
 - 3.2 UPWARD AND DOWNWARD COMMUNICATION
 - 3.3 COMMUNICATION IN SPECIALISED GROUPS
- 4 BARRIERS TO EFFECTIVE COMMUNICATION
 - 4.1 INTRODUCTION; TYPES OF BARRIERS
 - 4.2 EXTERNAL BARRIERS
 - 4.3 ORGANIZATIONAL BARRIERS
 - 4.4 PERSONAL BARRIERS
 - 4.5 STEPS TO MAKE COMMUNICATION EFFECTIVE

SECTION C

- 5 BUSINESS CORRESPONDENCE**
 - 5.1 WRITING AN APPLICATION
 - 5.2 WRITING A CURRICULUM VITAE
 - 5.3 WRITING OF LETTERS IN HANDLING HOTEL RESERVATION REQUEST, HANDLING GUEST COMPLAINT
 - 5.4 MEMORANDUMS
 - 5.5 NOTICES
 - 5.6 TENDERS
 - 5.7 QUOTATIONS
 - 5.8 INVOICES

- 6 REPORT WRITING**
 - 6.1 BASIC FORMAT OF REPORTS
 - 6.2 EVALUATION & APPRAISAL REPORTS
 - 6.3 REPORTS CONNECTED WITH HOTEL INDUSTRY
 - 6.4 WRITING PROJECT REPORTS

SECTION D

- 7 PRACTICAL COMMUNICATION SKILLS**
 - 7.1 GROUP DISCUSSIONS
 - 7.2 QUIZ CONTESTS, ELOCUTIONS, DEBATES, JAM
 - 7.3 MOCK INTERVIEW SESSIONS

- 8 NONVERBAL COMMUNICATION**

- 9 TYPES OF INTERVIEW**

- 10 LISTENING SKILLS**

- 11 PERSONALITY DEVELOPMENT**

Reference :

1. Business Communication – K. K. Sinha.
2. Business Communication – Pal & Korlahalli.
3. Basic Grammar – Wren & Martin