

Semester II					Teaching Scheme		
	Course	Category	Code	Credit	L	T	P
	Food Production II	CC	1221121	4	4	0	0
	Food Production Practical II	CC	1221221	2	0	0	4
	Food & Beverage Service II	CC	1221122	4	4	0	0
	Food & Beverage Service Practical II	CC	1221222	2	0	0	4
	Accommodation Operation II	CC	1221123	3	3	0	0
	Accommodation Operation Practical II	CC	1221223	1	0	0	2
	Tourism Principals and Products	DSE	1222124	2	2	0	0
	General Elective II	GE		4	4	0	0
	Mentored Seminar - II	SEC	1225321	1	1	0	0
	Environmental Studies for Hospitality	AECC	1224125	2	2	0	0
	Hospitality French- II	USC	1226126	2	2	0	0
	TOTAL			27	22	0	10
	Total contact hours per week				32		

### **1221121: Food Production II**

**Credit: 4**

#### **Unit I- 8 lectures**

**FOOD COMMODITIES:** Classification using basic food chart with examples and uses in cookery Seafood, freshwater fish, meat cookery introduction

#### **Unit II- 4 lectures**

**VEGETABLES AND FRUITS:** Classification of Vegetables; Pigments and Color Changes; Effect of Heat On Vegetables And Fruits; Cuts Of Vegetable

#### **Unit III- 3 lectures**

**EGG COOKERY:** Structure Of An Egg; Usage Of Eggs In Cookery; Few Classical Egg Dishes

#### **Unit III- 4 lectures**

**STORES:** Principles of storage; Types of stores; Layout of Dry and cold room; Staff Hierarchy; Guidelines for efficient storage; control procedures; Inventory Procedures; EOQ; Re-order levels; Bin Cards; Form and formats; Function of a store's manager.

#### **Unit V- 12 lectures**

**INTRODUCTION TO INDIAN CUISINE:** History, characteristics, different ingredients used, regional differences, equipment's used, cooking methods, religious influences.

### **1221221: Food Production II Lab**

**Credit: 2**

#### **Unit I-30 lectures**

Basic sauce preparations and few (2-4) commonly us-ed derivatives; Preparation of traditional / classical Indian, English and continental breakfast dishes; Preparation of three course simple Indian menus and Indian snacks / high tea items; Preparation of basic continental cookery-stews, sauces, soups, and basic fish preparations.

#### **Unit II- 6 lectures**

Egg cookery including classical preparations

**Unit III- 4 lectures**

Safety practices to be observed in the kitchen; Demonstration of fire fighting for kitchen fires

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**1221122: Food and Beverage Service II**

**Credit: 4**

**Unit I- 4 lectures**

**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.

**Unit II- 4 lectures**

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

**Unit III- 6 lectures**

**MANAGING FOOD & BEVERAGE OUTLET:** Supervisory skills; developing efficiency; Standard Operating Procedure

**Unit IV- 4 lectures**

**NON ALCOHOLIC BEVERAGE:** Classification of beverage; Hot Beverages- Types, services; Cold Beverages- Types, services; Latest trends in beverages.

**Unit V- 2 lectures**

**ALCOHOLIC BEVERAGES:** Introduction; Definitions and classification

**Unit VI- 20 lectures**

**Wines Classification:** Viticulture; Viticulture Methods; Vinification-Still; Sparkling; Aromatized & Fortified Wines Vine Diseases Wines-France; Italy; Spain; Portugal; South Africa; Australia; India & California Food & Wine Harmony Wine Glasses And Equipment Storage And Service Of Wine

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**1221122:Food and Beverage Service II Lab**

**Credit: 2**

**Unit I- 5 lectures**

**Social Skills:** Handling Guest Complaints, Telephone manners, Dining & Service etiquettes

**Unit II- 12 lectures**

**Special Food Service:** Cover, Accompaniments & Service- Hors d oeuvre, Cheese and Dessert

**Unit III- 9 lectures**

**Planning & Operating Food & Beverage Outlets:** Class room Exercise: Developing Hypothetical Business; Model of Food & Beverage Outlets; Case study of Food & Beverage outlets - Hotels & Restaurants.

**Unit IV- 10 lectures**

**Service of Alcoholic beverages:** Service Of Beer, Sake and Other Fermented & Brewed Beverages; Service Of Sparkling, Aromatized, Fortified, Still Wines.

**Unit V- 5 lectures**

**Function Catering – Buffets:** Planning & organizing various types of Buffet

**Unit VI- 8 lectures**

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

**Unit VII- 3 lectures**

**Kitchen Stewarding:** Using & operating Machines; Exercise – physical inventory

**Unit VIII- 10 lectures**

**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.

**1221123: Accommodation Operation II****Credits: 3****Unit I- 3 lectures**

**INTRODUCTION:** Meaning and definition- Importance of Housekeeping; A career in the Housekeeping department; Responsibility of the Housekeeping department

**Unit II-3 lectures**

**HOUSEKEEPING DEPARTMENT:** Organizational framework of the Department(large/Medium/Small Hotel); Job Description and Job Specification of staff in the department; Attributes and Qualities of the Housekeeping staff; Inter departmental Co-ordination with more emphasis on Front office and the Maintenance department; Housekeeping Department and relevant sub sections

**Unit III- 3 lectures**

**HOUSEKEEPING PROCEDURES:** Briefing, Debriefing, Gate pass; House keeping control desk, Importance, Role; Co-ordination, role of control desk during emergency; Handling Lost and Found; Handling of Guest queries, problem, request

**Unit IV- 3 lectures**

**THE HOTEL GUEST ROOM:** Layout of guest room (Types); Types of guest room; Fixtures/Fittings/Soft Furnishings; Accessories/Guest Supplies/Amenities in a guest room

**Unit V- 2 lectures**

**CLEANING SCIENCE:** Characteristics of a good cleaning agent; Types of cleaning agent; Cleaning products (Domestic and Industrial)

**Unit VI- 2 lectures**

**CLEANING EQUIPMENT:** Types of Equipment; Storage, Upkeep, Maintenance of equipment

**Unit VII- 2 lectures**

**CLEANING OF PUBLIC AREAS:** Cleaning and upkeep of Public areas (Lobby, Cloak rooms/Restaurant/bar/banquet Halls/Administration offices/Lifts and Elevators/Staircase/back areas/Front areas/Corridor)

**Unit VIII- 2 lectures**

**SAFETY AWARENESS AND FIRST AID:** Safety: Accidents, Fires (Cause, Procedure, Accident report form); Security: Security of Guest/Staff/Public areas/Rooms/Back office areas; First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration)

**Unit IX- 2 lectures**

**PEST CONTROL:** Types of pests; Control procedures

**Unit X- 4 lectures**

**HOUSEKEEPING SUPERVISION:** Importance of inspection; Typical areas usually neglected where special attention is required.

**Unit XI- 3 lectures**

**LINEN/ UNIFORM ROOM:** Layout; Types of Linen and sizes ; Selection of linen; Storage Facilities and conditions; Par stock: Factors affecting par stock, calculation of par stock; Discard Management Linen Inventory system

**Unit XII- 3 lectures**

**CLEANING OF GUEST ROOMS:** Daily cleaning of (Occupied/Departure/Vacant); Weekly/Special cleaning; Spring cleaning; Replenishment of Guest supplies and amenities

**Unit XIII- 3 lectures**

**FLOWER ARRANGEMENT and INDOOR PLANTS:** Principles of Flower arrangement; Materials required for flower arrangement; Flowers and foliage commonly used; Treatment of flowers; Ikebana and moribana

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**1221223 Accommodation Operation II Lab**

**Credit: 1**

**Unit I- 4 lectures**

Identification of cleaning equipment - Manual & mechanical

**Unit II- 8 lectures**

Cleaning of different surfaces

**Unit III- 8lectures**

Scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping, brushing, buffing

**Unit IV- 4 lectures**

Room Attendant Trolley Setting

**Unit V- 8 lectures**

Bed Making / Turn down service

**Unit VI- 6 lectures**

Cleaning of guest rooms, Cleaning of public areas

**Unit VII- 4 lectures**

Laundry equipment handling

**Unit VIII- 4 lectures**

Laundry operations and Stain removal

**Unit IX- 4 lectures**

Filling of Forms and formats

**Unit X- 4 lectures**

Flower arrangements

## **1222124: Tourism Principals and Products**

**Credit: 4**

### **TOURISM PRODUCTS**

#### **Unit I: 04 lectures**

**Introduction to Tourism Product** : Definition, Concept & Classifications, Nature & Characteristic of India's Tourism Products: Seasonality & Diversities. Heritage : Indigenous, Colonial, Handicrafts of India. Craft Meals. Fairs and Festivals of Social & Religious importance.

#### **Unit II: 06 lectures**

**Performing Arts of India:** Forms & Types, Classical Dances. Folk Dances of different Regions & Folk Culture. Indian Music: Different Schools, Status of Indian Vocal & Instrumental Music, Indian Music abroad. Indian Museums. Art Galleries. Libraries & their Location, assets & characteristic. Indian cuisine: Regional variations.

#### **Unit III: 07 lectures**

**National Parks & Wildlife Sanctuaries:** Locations, Accessibility, Facilities, Amenities, Unique Selling Propositions (USP), Corbett National Park, Ranthambore National Park, Hazaribag National Park, Similipal National Park, Bhitarkanika National Park, Bandhavgarh & Kanha National Park, Bandhavgarh National Park, Mudumalli National Park, Periyar National Park, Nilgiri Biosphere Reserve.

#### **Unit IV: 07 lectures**

**Hill Stations:** Locations, Accessibility, Facilities, Amenities, Unique Selling Propositions (USP), Major Hill Stations: Gulmarg, Kullu & Manali, Shimla, Mussoorie, Nainital, Panchmarahi, Mahabaleswar, Chikmangulaur, Coorg, Waynad, Munnar, Ooty, Kodiakanal, Arakku, Horsley Hills, Darjeeling, Gangtok, Shillong. Tourist potential of Himalayas.

#### **Unit V: 08 lectures**

**Beach Resorts of India** : Locations, Accessibility, Facilities, Amenities, Unique Selling Propositions (USP), Important Beaches in Gujarat, Maharashtra, Goa, Karnataka, Kerala, Tamil Nadu, Puducherry, Andhra Pradesh, Odisha, West Bengal, Lakshadweep, Andaman & Nicobar Islands.

#### **Unit VI: 06 lectures**

**Major religions of India** – Hinduism, Christianity, Islam, Zoroastrianism, Buddhism, Jainism, Sikhism.

#### **Unit VII: 06 lectures**

**Indian Heritage** – Historical monuments of India, Indian rituals, dresses, cuisine with regional variations. Importance of cultural heritage in tourism

## **PRINCIPLES & PRACTICES**

### **Unit I: 08 lectures**

**Introduction to Tourism Industry:** Introduction; Growth of Tourism industry; Concepts, definitions and historical development of Tourism. Types of tourists: tourist, traveler, excursionists; Forms of tourism: inbound, outbound, domestic and international.

### **Unit II: 08 lectures**

**Introduction Tourism System:** Nature, Characteristics and components of tourism industry. Push:pull factors in Tourism. Nature and forms of Travel & Tourism.

### **Unit III: 08 lectures**

**Motivation for travel:** Basic travel motivators, early travel motivators. Tourism Demand, Motivation of Tourism Demand. Measuring Tourism Demand. Pattern and characteristic of tourism supply; Factors influencing tourism demand and supply.

### **Unit IV: 10 lectures**

**Introduction with the tourism organizations :** need & factors, National Tourist Organizations, Role and functions of Important Tourism Organizations: WTO, IATA, PATA, TAAI, WTTC, and FHRAI. Role of ITDC, State Tourism Development Corporations, ASI, Ministry of Railways & Civil Aviation in tourism development.

### **Unit V: 08 lectures**

**Impacts of tourism at the destination:** Socio cultural, environmental and economic. Factors affecting the future of tourism business. Seasonality & tourism, Sociology of tourism.

## **1224125: Environmental Studies**

**Credit: 2**

### **Unit I- 2 lectures**

**Multi-disciplinary nature of environmental studies:** Definition; Scope and Importance; Need for public awareness; Importance of environment with respect to Hospitality Industry

### **Unit II- 6 lectures**

**Natural Resources: Renewable & Non-renewable resources:** Natural Resources and associated; Forest Resources: Use and over exploitation; deforestation and case studies; problems; Timber Extraction; Mining; Dams; and their effects on forest and tribal people; Water resources: use and over utilization of surface and ground water; floods; drought; conflicts over water; dams-benefits and problems; Minerals resources: use and exploitation; environmental effects of extracting and using mineral resources; case studies; Food resources: World food problems; changes caused by agriculture; overgrazing effects of modern agriculture; fertilizer-pesticide problems; water logging; salinity case studies. Energy resources: growing energy needs; renewable & non-renewable energy; sources; use of alternate energy sources; case studies; land resources: land as a resources; land degradation; man induced landslides; soil erosion and desertification; Disaster management: floods; earthquake; cyclone and landslides.

### **Unit III- 2 lectures**

**Biodiversity & its conservation:** Introduction - definition; genetic; species; and ecosystem diversity; Biogeographical classification of India; Value of biodiversity: consumptive use; productive use; social; ethical aesthetic and option values; Biodiversity at global; National and local levels; India as a mega-diversity nation; Hotspots of Biodiversity; Threats to bio-diversity: Habitat loss; Poaching of wildlife; man wildlife conflicts; Endangered and endemic species of India; Conservation of biodiversity: In situ & Ex-situ conservation of biodiversity

### **Unit IV- 23 lectures**

#### **Environmental Pollution:**

**a) Air Pollution:** Concepts – Global warming; Greenhouse gases; Carbon foot print; Acid rain; Sustainability; Food-mile; LEED; TERI; ISO (14004;14010; 14011;14012); IGBC 1.4. Disaster Natural and Manmade; Indoors air quality ; Potential sources of air pollution ; Improving indoor air quality ;External air emissions; its sources and Effects

**b) Water and the environment:** Sources of Water for hotels (Supply by govt. bodies; Rainwater harvesting; Bore-well; Grey water; Sewage Treatment Plant); Sources of water pollution by hotels (Sources: Laundry; Kitchen; Cleaning agents; Polishing machines; Sewage); Water quality (Filtration ; Boiling; Chlorination; Reverse Osmosis; Ultra-violet; Ozonation);Control of water consumption (Kitchen; Housekeeping; Guest room; Rest room); Benefits of water conservation; Improving water quality;

#### **c) Soil Pollution; Marine Pollution; Noise Pollution Solid Waste Management and Hazardous Waste:**

The need for materials and waste management; Waste management hierarchy; Types of wastes (dry/wet; organic / inorganic; biodegradable / non bio-degradable); Sources of solid waste found in hotels (e- waste & paper waste; organic-waste; glass; plastic; metals); 3R's principle (Reduce; Reuse; Recycle); Product purchasing & Purchasing Principles

### **Unit V- 6 lectures**

**Social issues on environment and Sustainable Development:** a) Ecotel – Definition; Scope and Importance; Environmental practices as part of Corporate Social Responsibility in the Hospitality Industry Case studies India; abroad; Building of the future ; Building materials – cement; bricks; wall panels; Paints; Smart buildings; Current technology; Wasteland reclamation; 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; Public awareness

### **Unit VI- 3 lectures**

**Human population and environment:** Environmental impact assessment; Environment Commitment Population growth; variation among nations.

### **Unit VII- 3 lectures**

**Guidelines and best eco-practices implemented by following departments of hotels :** Housekeeping (Linen; Laundry; Guest rooms; Horticulture); Restaurants and Banquets; Maintenance; Swimming Pool and Health Club ; Front Office; Kitchen

**1226126: HOSPITALITY FRENCH-II**

**CREDIT: 2**

**1225321: MENTORED SEMINAR-II**

**CREDIT: 1**

**GENERAL ELECTIVE:**

**CREDIT: 4**