

First Year BHMCT (SEM - II)

Subject Code	Subject	Teaching Scheme (Hours / Week)			Examination Scheme			Total Marks
		L	P	T	T	P	I	
026201	Communication Skills & French II	3	-	1	80	-	20	100
026202	Food Production – II	2	8	1	40	40	20	100
026203	Rooms Division Operations – II	2	2	1	40	40	20	100
026204	Food and Beverage Service – II	2	2	1	40	40	20	100
026205	Development of Generic Skills	2	2	1	40	40	20	100
026206	Travel & Tourism – II	3	-	1	80	-	20	100
Total		14	14	06	320	160	120	600

Subject – Communication Skills & French – II
Subject Code – 026201

Teaching Scheme			Examination Scheme			
Theory hrs / week	Tutorial hrs / week	Total	Theory Marks / hrs	Practical Marks	Internal Marks	Total Marks
03	01	04	80 / 3 hrs	-	20	100

50 Marks

Section I – Communication Skills

Hrs Marks

Ch I Learning

3 8

Definition; Principles

Ch II Self Development

4 12

Introduction; Areas of Self Development;

Self Analysis

SWOT Analysis

Ch III Memory and Cognition

4 12

Introduction; Basic concepts;

Memory model;

Working memory; Long term memory; Short term memory

Organization of knowledge

Ch IV Time Management

4 8

Introduction

Time planning

Time Management

Ch V Listening

4 10

Concept

Poor Listening

Good Listening

Reference books:

1. Development of Generic Skills: K Sudhesh
2. Development of Generic Skills II: K Sudhesh

Section II – French	30 Marks	
Ch I Future and Past tense of ER; IR; OIR; RE, Verbs	6	5
Ch II Translations – English to French French to English	4	10
Ch III Vocabulary related to – Hotel rooms; Restaurant; Reception, Kitchen; Seasons.	4	10
Ch IV Basic conversation relevant to hotel industry in French Reservation; Reception; Ordering a Menu; Suggesting a Menu; Guest Information	2	5

Subject – Food Production – II
Subject Code – 026202

Teaching Scheme				Examination Scheme			
Theory hrs / week	Tutorial hrs / week	Practical hrs /week	Total	Theory Marks / hrs	Practical Marks	Internal Marks	Total Marks
02	01	08	11	40 / 2 hrs	40	20	100

Ch - I

**Hours
04**

**Marks
08**

Stocks, Essences and Glazes

Definition

Ingredients in stock making

Functions of stock

Rules of stock making

Storage of stock

Recipe for 1 liter - white and brown fish, chicken, mutton, vegetable stock

Essences and glazes

Ch - II

05

08

Soups and sauces

Classification

1 liter recipee – consommé and basic mother sauces (white, brown, mayonnaise hollandaise)

Garnishes and accompaniments of soups.

Derivatives of basic mother sauces (atleast 5)

Examples of butter, dessert and miscellaneous sauces.

Ch - III

05

08

Fish

Classification with examples.

Selection criteria for fish

Storage of fish and shellfish

Local equivalents of fish varieties

Cuts of fish

Ch - IV

04

06

Eggs

Functions of eggs in cookery.

Cooking principles of egg

Various cooking method applied to egg

Ch - V

04

06

Salad and salad dressings

Definition

Parts of salad

Classification of salad with examples
Types of salad dressing
Ingredients used in dressing

Ch - VI

02

04

Western culinary terms

Abbats	Aperitif	Appetizer
Aspic	Bain Marie	Barquettes
Baste	Blanched	Blend
Bouillon	Bouquet garni	Cart de jour
Caramel	Charlotte	Cisel
Beurre Manie	Concasse	Consomme
Court Bouillon	Cutlet	Estouffade
Dough	Fumet	Garnish
Garniture	Genoese	Glaze
Hors d'oeuvre	Infusion	Julienne
Knead	Liason	Larding
Marinate	Matignon	Mire poix
Mis-en-Place	Paneer	Parboil
Paysanne	Poach	Potage
Pulses	Puree	Ragout
Rechauffe	Roux	Sabayon
Royal	Royale	Stew
Simmer	Roe	Whisk
Zest	Au gratin	Maitre-d-hotel butter
Sear	Pare	Souffle
Bisque	Croutons	Printaniere
Beurre Noir	Fricasse	Espagnole
Brunoise	Macedione	Barbeque

Practicals

Basic Continental Menus - 24 (03 course each)

Reference Books

1. Modern cookery –Thangam Philip
2. Professional Cooking-Wayne Gisslen
3. Theory of Cookery- Krishna Arora
4. Theory of Catering – Kinton Ceserani
5. Practical Cookery - Kinton Ceserani
6. Basic Cookery –Richard Maetland &Derek Welsby
7. Principles of Catering –Michael Colleer & Colin Sussams
8. Cooking Ingredients –Ingram &Christine

Subject – Rooms Division Operation - II
Subject Code – 026203

Teaching Scheme				Examination Scheme			
Theory hrs / week	Tutorial hrs / week	Practical hrs /week	Total	Theory Marks / hrs	Practical Marks	Internal Marks	Total Marks
02	01	02	05	40 / 2 hrs	40	20	100

20 Marks

Section – I Housekeeping

Hours Marks

Ch I Work routine of Housekeeping dept.

4 4

Daily cleaning of occupied and departure rooms;
Second service; Evening service; Dirty Dozen;
Rules of the floor

Ch II Cleaning routine of Housekeeping dept

3 4

Weekly cleaning; Spring cleaning; Public area cleaning

Ch III Floor pantry

1 2

Location; Function

Ch IV Key Control

2 5

Types of keys; procedures for key control

Ch V Lost and found

2 5

Procedures; Records

Reference Books:

- Hotel Housekeeping Operations & Management
G. Raghubalan & Smriti Raghubalan
Oxford Higher Education

20 Marks

Section – II Front office

Hours Marks

Ch I Bell Desk

2 6

Location; Function; Importance

Ch II Registration

10 14

Pre – arrival activities; Arrival procedures; Types of registration
Arrival procedure for reserved guest and walk – in guest.
Arrival procedure for V.I.P.
Arrival procedure for Group.

Reference Books:

1. Front Office Management
S. K. Bhatnagar
Frank Bros. & Co. Ltd.
2. Managing Front Office operations
Michael Kasavana
Richard Brooks
AHLA Publication

Practicals

Daily cleaning of Guest rooms – Departure, Occupied, Vacant
Weekly cleaning & Spring Cleaning; their records maintained
Cleaning of Public Areas – Daily, Weekly, Spring
Records maintained for key control
Lost & found procedures records
Handling left luggage; Handling scanty baggage
Procedure at bell desk at the time of arrival
Procedure at bell desk at the time of departure
Registration Card
Taking Check-in of Reserved guest
Taking Check-in of Walk-in guest
Taking Check-in of Foreigner guest
Check-in of VIP
Check-in of group

Subject – Food & Beverage Service - II
Subject Code – 026204

Teaching Scheme				Examination Scheme			
Theory Hrs / week	Tutorial Hrs / week	Practical Hrs /week	Total	Theory Marks / Hrs	Practical Marks	Internal Marks	Total Marks
02	01	02	05	40 / 2 hrs	40	20	100

Hrs. Marks

Ch I Types of meals

07 08

Breakfast – Types of service methods
 Brunch; Lunch; Afternoon Tea, Hi Tea
 Dinner; Supper

Ch II Menu Knowledge

10 12

Introduction; Menu Types – Table d’hôte & a la carte
 Menu planning – considerations and constraints
 Menu terms; French and Classical menus
 Classical foods, accompaniments; Cover & Service

Ch III Control Methods

05 08

Necessity & Functions of a control system
 Types of K.O.T’s; duplicate, triplicate system; billing methods
 Computer K.O.T’s; Flow chart of K.O.T’s

Ch IV Non-alcoholic Beverages

08 12

Classification
 Hot Beverages – Types, production & Services
 Cold beverages – Types, Production & Services
 Types of Coffee

Practical: –

Table laying for breakfast service, English, Continental, American, Indian.
 Laying the table for high tea.
 Table laying for table- d’hôte and a la carte menu.
 Making various types of KOT’s.
 Service of breakfast, setting breakfast tray.
 Planning French classical menu, Covers for special French classical, preparations and accompaniments. Revision of 1st Semester.

Reference Books: -

Title	Author
1. Food & Beverage Service	-Lillicrap, Cousins & Smith
2. Food & Beverage Service Training Manual	-Sudhir Andrews
3. The Restaurant	

Subject: Development of Generic Skills
Subject Code: 026205

Teaching Scheme				Examination Scheme			
Theory hrs / week	Tutorial hrs / week	Practical hrs /week	Total	Theory Marks / hrs	Practical Marks	Internal Marks	Total Marks
02	01	02	05	40 / 2 hrs	40	20	100

	Hrs	Marks
Chapter I Groups	3	5
Introduction		
Why groups?		
Group formation		
Group Dynamics		
Chapter II Interpersonal Skills	5	8
What is Conflict?		
Resolution of conflict		
Sources of Interpersonal conflict		
Strategies for resolving interpersonal conflict		
Negotiations		
Chapter III Stress	4	8
Introduction		
Management Strategies		
Stress managers		
Stress control		
Chapter IV Frustration		
What is frustration?		
Causes of frustration		
Effects of frustration		
Solutions for avoiding frustration		
Chapter V Task Management	5	8
Introduction		
Task identification		
Task planning		
Task execution and control		
Closing the task		
Chapter VI Risk Management	4	6
Introduction		
Risk Management Process		
Contributions to a Business		

Chapter VII Ethics

3

5

What are ethics?

Role of ethics in positive interpersonal relations

Personal value system

Code of ethics

Reference Books:-

1. Development of Generic Skills: K.Sudhesh
2. Handbook of Project Management: Trevor Young

Subject – Travel and Tourism - II
Subject Code – 026206

Teaching Scheme			Examination Scheme			
Theory hrs / week	Tutorial hrs / week	Total	Theory Marks / hrs	Practical Marks	Internal Marks	Total Marks
02	01	03	80 / 3 hrs	-	20	100

	Hours	Marks
Ch I Geography and Travel planning	4	10
Marketing and selling travel with geography		
Understanding and reading maps – types of maps, map language, terminology		
Travel maps of India and Maharashtra		
Important national tourist zones.		
Ch II Tourism scenario in India	8	15
Geography of India		
Ecology and environmental aspects		
Seasonality and destinations		
Role of culture and heritage in tourism scenario		
Dance, music, fine arts, handicrafts		
Ch III Impact of tourism	6	15
Economic multiplier effect		
Social and cultural effect		
Environmental effect		
Political effect		
Ch IV Tour Operations and travel agencies	8	20
Setting up a company		
Product knowledge and development		
Costing tour package		
Caring for customers		
Escorts and guides role		
Importance of tour operators and travel agencies.		
Ch V Promoting India as a destination – various techniques	5	10
Product designing and pricing strategies		
Promotional events; Public relations		
Advertising; Publicity		
Role of media		
FAM trips		
Forecasting		

Ch VI Technology in Tourism Industry

5

10

G.D system (Global distribution system)

CRS

Use of interest

Other current techniques

Reference Books:

1. Tourism and Hotel Industry - Mohammed Zulfikar