

Second Year BHMCT (SEM - III)

Subject Code	Subject	Teaching Scheme (Hours / Week)			Examination Scheme			Total Marks
		L	P	T	T	P	I	
026301	Environmental Studies I	3	-	1	80	-	20	100
026302	Food Production - III	2	8	1	40	40	20	100
026303	Rooms Division Operations - III	2	2	1	40	40	20	100
026304	Food and Beverage Service – III	2	2	1	40	40	20	100
026305	Computer Applications	2	2	1	40	40	20	100
026306	Tourism Operations – I	3	-	1	80	-	20	100
Total		14	14	06	320	160	120	600

Subject – Environmental Studies I
Subject Code: 026301

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

	Hrs	Marks
Ch I) Science of the Environment	3	8
Definition Lithosphere, Hydrosphere, Atmosphere, Biosphere		
Ch II) Natural Resources	5	12
Introduction Land, Water, Food, Energy Conservation of natural resources		
Ch III) Ecosystems	5	12
Introduction Definition Concept Components Food Chain Ecological Pyramids		
Ch IV) Water Pollution	6	12
Introduction Sources Classification Effects Control Measures		
Ch V) Air Pollution	6	12
Introduction Sources Air pollutants Effects Control measures		
Ch VI) Soil Pollution	5	12
Introduction Sources Effects Control Measures		

Ch VII) Noise Pollution

5

12

Introduction

Measurement of sound

Sources

Effects

Control Measures

Reference Books:

1. Elements of Environmental Science and Engineering

P. Meenakshi

PHI Learning Pvt Ltd

2. Ecology and Environmental Science

S.V.S. Rana

PHI Learning Pvt Ltd

Subject – Food Production – III
Subject Code: 026302

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

	Hours	Marks
Ch - I	05	10
Quantity food equipments		
Classification		
Use		
Care		
Maintenance		
Selection criteria		
Ch - II	04	06
Kitchen layout and design		
Factors affecting kitchen design		
Principles of kitchen layout		
Types of kitchen layout		
Ch - III	04	06
Introduction to industrial and institutional catering		
Hospital, school and college		
Importance of industrial catering		
Ch - IV	05	08
Menu planning and standardize recipe		
Principles of menu planning		
Types of menus		
Definition of standardized recipe		
Advantages and limitations of standardize recipe		
Ch - V	06	10
Meat cookery - chicken, beef, lamb		
Composition and structure of meat		
Selection criteria chicken, beef, lamb		
Factors affecting quality of meat		
Cooking of meat		
Cuts of lamb, pork, beef, veal and their uses in cookery		
Offals		
Practicals		
Quantity Cooking (Indian and Snacks) - 24		

Reference Books

1. Modern cookery –Thangam Philip
2. Theory of Cookery – Krishna Arrora
3. Theory of Catering – Kinton Ceserani
4. Prashad – J. Indersingh & pradeep Das Gupta
5. Professional Cooking – Wayne Glisslen
6. Practical Cookery – Foskett David
7. Professional Chef – Arvind Saraswat

Subject: Rooms Division Operation – III
Subject Code: 026303

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) Linen Room, Uniform Room, Sewing Room

6 8

Layout of linen room
 Classification of linen
 Selection criteria of linen
 Sizes of linen
 Par stock & calculation of linen
 Issuing & care of uniform
 Sewing room Activities & Equipments

Ch II) Textiles

3 4

Classification of fibers with examples
 Various types of fabrics used in hotel industry & their characteristics

Ch III) Laundry

3 8

Layout
 Equipments used
 Laundry Procedure for guest laundry, in–house laundry & contract laundry
 Stains & Stain removal

Reference Books:

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

20 Marks

Section – II Front Office

Hours Marks

Ch I) Information

3 6

Types of Passport & Visas
 Safe deposit lockers – Importance & Procedure
 Room change procedure
 Hospitality desk – Functions & Role
 Standard operating procedures at front desk

Ch II) Guest Departure	8	8
Summary of duties performed at front desk, during check – out		
Task performed at bell desk, cashier & reception		
Late checkout & late change		
Express checkout		
Departure notification		
Soliciting guest comments.		
Creating a good lasting impression.		
Onward and future reservations		
Updating front office records		

Ch III) Methods of Payment	3	6
Handling credit cards		
Handling cash & foreign currency		
Foreign currency regulations pertaining to payment of bills		
Currency regulations for foreigners coming to India		
Bill to company & Travel agent		
Relevant glossary of terms pertaining to the above mentioned syllabus		

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:

Monogramming & Mending of linen
 Stock taking and inventory of linen
 Identification & Construction of – Plain, Twill, Satin & Sateen weaves
 Stain Removal
 Laundering of various fabrics cotton, linen, woolen fabrics
 Handling guest enquiries
 Procedure for issuing, allocating, surrendering guest locker
 Dealing with unusual situations like death, fire, theft etc
 Procedure for room change
 Procedure for check – out of a guest paying his bills by cash
 Procedure for accepting settlement of bill by credit card
 Procedure for accepting settlement of bill by BTC / Travel agent
 Procedure for accepting settlement by foreign currency

Subject: Food & Beverage Service – III
Subject – 026304

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) Production of Wines

Introduction, definition and classification of wines
 Viniculture and its methods wine diseases
 Vinification: Still, Sparking, Natural, Fortified and Aromatized wines
 Wines of France, Germany, Spain, Italy
 New world wines: South Africa, India, Australia

12 16

Ch II) Service of Wine

Food and wine harmony
 Wine glasses and equipments
 Storage and service of wines
 BOT and beverage control

06 08

Ch III) Beers

Introduction
 Production of beers
 Types of beer
 Brands: Indian and International
 Service of beer
 Other fermented and brewed beverages

08 08

Ch IV) Cigars

Types of cigars and production
 Strengths and sizes of cigars
 Brand names
 Storage and service of cigars

08 08

Practical's:

Role of sommelier in taking wine order writing BOT
 Service of aperitifs
 Identification of wine bottles, glasses and equipments required for service of wine
 Service of wines
 Service of beer
 Setting up cover with wine glasses

Service of cigars
Revision of Semester I and Semester II

Reference Books: -

Title	Author
1. Food & Beverage Service	-Lillicrap, Cousins & Smith
2. Food & Beverage Service Training Manual	-Sudhir Andrews
3. The Beverage Book	- Durkan & Cousins
4. Beverage Management	- Michael M. Coltman

Subject: Computer Application
Subject Code: 026305

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
<p>Chapter I) Introduction to computer</p> <p>Generations of computers What is computer, block diagram, components of computer system, generation of computer Computer programming languages, generation of languages Storage devices, floppy disks, CD Rom's</p>	3	5
<p>Chapter II) Computer networks and communications</p> <p>Traditional methods of computer communication Computer networks Advantages of using a network Components of networks</p>	3	5
<p>Chapter III) Hotel electronic distribution</p> <p>Global distribution systems CRO'S (Central reservation office) CRS (Computerized reservation system) Reservation system operation Intranets and extranets in tourism</p>	6	10
<p>Chapter V) Hotel Computer applications</p> <p>Property Management systems Registration, housekeeping, guest accounts Night audit, ancillary systems</p>	6	10
<p>Chapter VI) Catering computing systems</p> <p>Recipe costing system Stock control system Electronic Point of sales system Conference and banqueting system Specialist catering computer systems</p>	6	10
<p>Practicals:</p> <p>MS Word MS PowerPoint Internet</p>		

Software used in Hotel Reservations and POS should be installed and operated by students Operating computer

Reference Book:-

1. Using Computer In Hospitality Peter O' CONNOR CONTINUUM

Subject: Tourism Operations – I
Subject Code: 026306

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

	Hours	Marks
<p>Ch - I Tourism Organizations</p> <p>Government organizations – DOT, ITDC, STD Domestic organizations – TAAI, FHRAT, IATO International organizations – WTO, IATA, PATA Role of NGO in tourism</p>	4	15
<p>Ch- II Travel formalities and Regulations</p> <p>Passport: definition, issuing authority requirements for passport Visa: definition, issuing authority, types of visas, requirement for visa Foreign exchange, taxes, customs, regulations Health regulations: Vaccination, health insurance</p>	6	15
<p>Ch - III Tour Operator</p> <p>Meaning and definition Tour packaging definition, components of tour package and itinerary planning Types of package tours ▪ Independent ▪ Inclusive ▪ Escorted ▪ Business Guides and escorts - their role and function, qualities required to be a guide or escort</p>	6	10
<p>Ch - IV Tourism planning policy in India</p> <p>Need for policy Tourism and planning commission National action plan Role of local bodies in implementing the policy</p>	6	10
<p>Ch - V Determinants of tourism Introduction</p> <p>Psychological, Social, Cultural, economic, political factors Time, Season, Climate Environmental factors Awareness, attraction, Accessibility, Accommodation, activity and acceptability</p>	6	10
<p>Ch -VI Tourism Planning</p> <p>Concept of planning Issues concerning tourism planning Problems of measurement and Analysis</p>	4	10

Levels of planning
Tourism flow: Current and potential

**Ch - VII Guest–Host relationship in Tourism
and destination development**

4 10

The capacity of destination to absorb tourism
Limitation of resources
Tolerance by host population
Guest satisfaction
Sustainable tourism
Sustainable development

Reference Books:

1. Tourism and Hotel Industry Mohammed Zuifkar
2. A Text – Book of Tourism B.K.Goswami, R.Ravindran
Har – Anand – DSB Management Services
3. An Introduction to travel and tourism
Mc Graw – Hill International Editions