Second Year BHMCT (SEM - III)

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Subject – Environmental Studies I
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<tr>
<td>Definition</td>
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<td>Lithosphere, Hydrosphere, Atmosphere, Biosphere</td>
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Ch VII) Noise Pollution

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

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<th>Teaching Scheme</th>
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Ch - I  
**Quantity food equipments**  
Classification  
Use  
Care  
Maintenance  
Selection criteria

Ch - II  
**Kitchen layout and design**  
Factors affecting kitchen design  
Principles of kitchen layout  
Types of kitchen layout

Ch - III  
**Introduction to industrial and institutional catering**  
Hospital, school and college  
Importance of industrial catering

Ch - IV  
**Menu planning and standardize recipe**  
Principles of menu planning  
Types of menus  
Definition of standardized recipe  
Advantages and limitations of standardize recipe

Ch - V  
**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 – Waynne Glisslen
6. Practical Cookery – Foskett David
7. Professional Chef – Arvind Saraswat
Subject: Rooms Division Operation – III
Subject Code: 026303

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20 Marks

Section – I Housekeeping

Ch I) Linen Room, Uniform Room, Sewing Room
- 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
- Classification of fibers with examples
- Various types of fabrics used in hotel industry & their characteristics

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

Reference Books:
1. Hotel Housekeeping Operations & Management
   G. Raghubalan & Smriti Raghubalan
   Oxford Higher Education

20 Marks

Section – II Front Office

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

20 Marks
Ch II) Guest Departure
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
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

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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

Ch II) Service of Wine
Food and wine harmony
Wine glasses and equipments
Storage and service of wines
BOT and beverage control

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

Ch IV) Cigars
Types of cigars and production
Strengths and sizes of cigars
Brand names
Storage and service of cigars

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:**

<table>
<thead>
<tr>
<th>Title</th>
<th>Author</th>
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<tbody>
<tr>
<td>1. Food &amp; Beverage Service</td>
<td>Lillicrap, Cousins &amp; Smith</td>
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<td>2. Food &amp; Beverage Service Training Manual</td>
<td>Sudhir Andrews</td>
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<tr>
<td>3. The Beverage Book</td>
<td>Durkan &amp; Cousins</td>
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<td>4. Beverage Management</td>
<td>Michael M. Coltman</td>
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Subject: Computer Application  
Subject Code: 026305  

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Chapter I) Introduction to computer  
- 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  

Chapter II) Computer networks and communications  
- Traditional methods of computer communication  
- Computer networks  
- Advantages of using a network  
- Components of networks  

Chapter III) Hotel electronic distribution  
- Global distribution systems  
- CRO’S (Central reservation office)  
- CRS (Computerized reservation system)  
- Reservation system operation  
- Intranets and extranets in tourism  

Chapter V) Hotel Computer applications  
- Property Management systems  
- Registration, housekeeping, guest accounts  
- Night audit, ancillary systems  

Chapter VI) Catering computing systems  
- Recipe costing system  
- Stock control system  
- Electronic Point of sales system  
- Conference and banqueting system  
- Specialist catering computer systems  

Practicals:  
- MS Word  
- MS PowerPoint  
- Internet
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
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Tutorial hrs / week | Practical Marks
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**Ch - I Tourism Organizations**  
4 15

Government organizations – DOT, ITDC, STD
Domestic organizations – TAAI, FHRAT, IATO
International organizations – WTO, IATA, PATA
Role of NGO in tourism

**Ch- II Travel formalities and Regulations**  
6 15

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

**Ch - III Tour Operator**  
6 10

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

**Ch - IV Tourism planning policy in India**  
6 10

Need for policy
Tourism and planning commission
National action plan
Role of local bodies in implementing the policy

**Ch - V Determinants of tourism Introduction**  
6 10

Psychological, Social, Cultural, economic, political factors
Time, Season, Climate
Environmental factors
Awareness, attraction, Accessibility, Accommodation, activity and acceptability

**Ch - VI Tourism Planning**  
4 10

Concept of planning
Issues concerning tourism planning
Problems of measurement and Analysis
Levels of planning
Tourism flow: Current and potential

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

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 Zuifikar
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