

PROPOSED COURSE CURRICULUM

FOR

THREE YEAR B.SC – HHA MAKAUT

AS PER GUIDELINE OF

UNIVERSITY GRANTS COMMISSION

NEW DELHI

UNDER CHOICE BASED CREDIT

SYSTEM (CBCS)

Maulana Abul Kalam Azad University of Technology, West Bengal
CBCS Syllabus of B.Sc. in Hospitality & Hotel Administration
(Effective from academic session 2022-23)

Detailed Syllabus

Semester – 1

CC-1: Food Production Foundation – I

Theory: 4 Credit

Practical: 2 Credit

Course Contents:

Unit – 1

Hierarchy Area Of Department And Kitchen

- A. Classical Brigade
- B. Modern staffing in various category hotels
- C. Roles of executive chef
- D. Duties and responsibilities of various chefs
- E. Co-operation with other departments

Unit – 2

Aims & Objects of Cooking Food

- A. Aims and objectives of cooking food
- B. Various textures
- C. Various consistencies
- D. Techniques used in pre-preparation
- E. Techniques used in preparation

Unit – 3

Basic Principles Of Food Production - I

i) Vegetable And Fruit Cookery

- A. Introduction – classification of vegetables
- B. Pigments and colour changes
- C. Effects of heat on vegetables
- D. Cuts of vegetables
- E. Classification of fruits
- F. Uses of fruit in cookery
- G. Salads and salad dressings

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ii) Stocks

- A. Definition of stock
- B. Types of stock
- C. Preparation of stock
- D. Recipes
- E. Storage of stocks
- F. Uses of stocks
- G. Care and precautions

iii) Sauces

- A. Classification of sauces
- B. Recipes for mother sauces
- C. Storage & precautions

Unit – 4

Methods of Cooking Food

- A. Roasting
- B. Grilling
- C. Frying
- D. Baking
- E. Broiling
- F. Poaching
- G. Boiling
- Principles of each of the above
- Care and precautions to be taken
- Selection of food for each type of cooking

Unit – 5

Soups

- A. Classification with examples
- B. Basic recipes of Consommé with 10 Garnishes

Practical

Unit – 1

- i) Vegetables - Classification
- ii) Cuts - Julienne, Jardinière, Macedoines, Brunoise, Payssane, Mignonnete, Dices, Cubes, Shred, Mirepoix
- iii) Preparation of Salad Dressings

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Unit – 2

Identification and Selection of Ingredients - Qualitative and quantitative measures

Unit – 3

- i) Basic Cooking methods and pre-preparations
- ii) Blanching of Tomatoes and Capsicum
- iii) Preparation of concasse
- iv) Boiling (potatoes, Beans, Cauliflower, etc)
- v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc.
- vi) Braising - Onions, Leeks, Cabbage
- vii) Starch cooking (Rice, Pasta, Potatoes)

Unit – 4

- i) Stocks - Types of stocks (White and Brown stock)
- ii) Fish stock
- iii) Emergency stock
- iv) Fungi stock

Unit – 5

Sauces - Basic mother sauces

- Béchamel
- Espagnole
- Veloute
- Hollandaise
- Mayonnaise
- Tomato

Unit – 6

Egg cookery - Preparation of variety of egg dishes

- Boiled (Soft& Hard)
- Fried (Sunny side up, Single fried, Double fried)
- Poaches
- Scrambled
- Omelette (Plain, Stuffed, Spanish)
- En cocotte
- Eggs Benedict

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Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef: Le Rol A. Polsom
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

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Semester – 1

CC – 2: Food & Beverage Service Foundation -I

Theory: 4 Credit

Practical: 2 Credit

Course Contents:

Unit – 1

Food and Beverage Services: - Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarisation with their Layouts (Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria), Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments.

Unit – 2

Food Service Equipments, Fuels & Safety: Food Service Equipments, Classification, Description, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures, Fuel – Types, Usage and Precautions while Food Service. Fire, Safety & Emergency Procedures – Introduction, Types and handling fires and dealing with emergencies.

Unit – 3

Food Service -1: Table Crockery, Cutlery, Glassware (Bar Glassware included) Condiments, Sweeteners, Menu – Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Napkin Folding (At least Ten Types), Receiving and Greeting the Guests.

Unit – 4

Food Service-II : Introduction, Classification of Services, Usage and Service Methods, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station, Functions performed while holding a station, Method and procedure of taking a guest order, emerging trends in Food Services and salient features.

Unit – 5

Non Alcoholic Beverages & Mocktails: Introduction, Types (Tea, Coffee, Juices, Aerated, Spring water, Beverages, Shakes) Descriptions with detailed inputs, their origin, varieties, popular brands, presentation and service tools and techniques. Mocktails – Introduction, Types, Brief Descriptions, Preparation and Service Techniques

Practical

- Understanding Personal Hygiene & Food Service Hygiene
- Grooming for Professional Food Service – Do's & Don't's
- Understanding Food Service Outlets.
- Familiarisation with Food Service equipments and tools
- Fuels – Their usage and precautions while dealing with them in F&B Outlets
- Handling Fire and Emergency Procedures
- Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F&B Outlets

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- Services of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques,
- Cold Soups, Chowders and others)
- Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus.
- Tea – Preparation & Service
- Coffee - Preparation & Service
- Juices & Soft Drinks - Preparation & Service
 - Mocktails
 - Juices, Soft drinks, Mineral water, Tonic water

Suggested Reading:

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS
- Food & Beverage Service Management – Brian Varghes
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill.
- Food & Beverage Service Lillicrap& Cousins, ELBS
- Introduction F & B Service- Brown, Heppner & Deegan
- Menu Planning- Jaksakivela, Hospitality Press
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Operation)
- The Waiter Handbook ByGrahm Brown

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Semester – 1

DSE – 1: Room Division Operation

Theory: 4 Credit

Practical: 2 Credit

Course Contents:

Unit – 1

Accommodation Sector: - Introduction, Concept, and its importance; Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Organisation Structure of Hotels; Origin, growth and development of Hotel Sector in India.(ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt

Unit – 2

The Guest Accommodation: Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room amenities, supplies and services, Floors, Room Name List Patterns, Guest Elevators, Floor Pantries, Guest Safety on Floors, Guest Safety Procedures during Fire, emergencies

Unit – 3

Hotel Front Office : Front Office Introduction, Functions and its importance, Different sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra- department coordination. Organisation structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards.

Unit – 4

Hotel Housekeeping: Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role' of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department, Hygiene and Grooming Standards of Housekeeping Personnel

Practical

- Understanding Personal Hygiene Grooming Standards
- Understanding Layouts of Front Office and Housekeeping.
- Familiarisation with equipments and tools
- Rooms layout and standard supplies. (Amenities)
- DO'S and Don'ts for new entrants/employees in the front office
- Hotel terminology

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

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Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Security Operations By Robert McCrie, Publishe: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana& Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana&Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations ByKasvan& Brooks

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Semester – II

CC – 3: Food Production Foundation -II

Theory: 4 Credit

Practical: 2 Credit

Course Contents:

Unit – 1

Soups

A. Basic recipes other than consommé with menu examples

- a. Broths
- b. Bouillon
- c. Puree
- d. Cream
- e. Veloute
- f. Chowder
- g. Bisque etc

B. Garnishes and accompaniments

C. International soups

Unit – 2

Sauces & Gravies

A. Difference between sauce and gravy

B. Derivatives of mother sauces

C. Contemporary & Proprietary

Unit – 3

Meat Cookery

A. Introduction to meat cookery

B. Cuts of beef/veal

C. Cuts of lamb/mutton

D. Cuts of pork

E. Variety meats (offals)

F. Poultry (With menu examples of each)

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Unit – 4

Fish Cookery

- A. Introduction to fish cookery
- B. Classification of fish with examples
- C. Cuts of fish with menu examples
- D. Selection of fish and shell fish
- E. Cooking of fish (effects of heat)

Unit – 5

Rice, Cereals & Pulses

- A. Introduction
- B. Classification and identification
- C. Cooking of rice, cereals and pulses
- D. Varieties of rice and other cereals

Unit – 6

i) **Pastry**

- A. Short crust
 - B. Laminated
 - C. Choux
 - D. Hot water/Rough puff
- Recipes and methods of preparation
 - Differences
 - Uses of each pastry
 - Care to be taken while preparing pastry
 - Role of each ingredient
 - Temperature of baking pastry

ii) **Flour**

- A. Structure of wheat
- B. Types of Wheat
- C. Types of Flour
- D. Processing of Wheat – Flour
- E. Uses of Flour in Food Production
- F. Cooking of Flour (Starch)

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iii) **Simple Breads**

- A. Principles of bread making
- B. Simple yeast breads
- C. Role of each ingredient in bread making
- D. Baking temperature and its importance

Practical

- **Meat – Identification of various cuts, Carcass demonstration**

Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope

- **Fish-Identification & Classification**

Cuts and Folds of fish

Identification, Selection and processing of Meat, Fish and poultry.

Slaughtering and dressing

- **Preparation of menu**

Salads & soups - Waldorf salad, Fruit salad, Russian salad, Salade Niçoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups

- **Chicken, Mutton and Fish Preparations -**

Fish only, à la anglaise, Colbert, Meunière, poached, baked Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef

- **Simple potato preparations -**

Basic potato dishes

- **Vegetable preparations –**

Basic vegetable dishes

- **Pastry -**

Demonstration and Preparation of dishes using varieties of Pastry

Short Crust – Jam tarts, Turnovers

Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns

Choux Paste – Eclairs, Profiteroles

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Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto& W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery ByKinton&Cessarani
- Practical Professional Cookery By Kauffman &Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew HaleFeinstein and John M. Stefanelli
- The Professional Chef: Le Rol A. Polsom
- Theory of Catering By Kinton&Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

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Semester – II

CC–4: Food & Beverage Service Foundation -II

Theory: 4 Credit

Practical: 2 Credit

Course Contents:

Unit – 1

Meals & Menu Planning:

A. Origin of Menu

B. Objectives of Menu Planning

C. Types of Menu

D. Courses of French Classical Menu

- Sequence
- Examples from each course
- Cover of each course
- Accompaniments

E. French Names of dishes

F. Types of Meals

- Early Morning Tea
- Breakfast (English, American Continental, Indian)
- Brunch
- Lunch
- Afternoon/High Tea
- Dinner
- Supper

Unit – 2

Preparation For Service

A. Organising Mise-en-scene

B. Organising Mise en place

Types Of Food Service

A. Silver service

B. Pre-plated service

C. Cafeteria service

D. Room service

E. Buffet service

F. Gueridon service

G. Lounge service

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Unit – 3

Preparation For Service

- A. Organising Mise-en-scene
- B. Organising Mise en place

Types Of Food Service

- A. Silver service
- B. Pre-plated service
- C. Cafeteria service
- D. Room service
- E. Buffet service
- F. Gueridon service
- G. Lounge service

Unit – 4

Control Methods

- A. Introduction
- B. Functions of a control system
- C. Order Taking Methods – Triplicate checking System, Duplicate checking System, Service with order, Pre-ordered
- D. Formats used- Kitchen Order Ticket, Beverage Order Ticket, Special food checks
- E. Flowchart of KOT & BOT
- F. Methods of payment – Cash, Cheques, Credit cards/Debit cards, Traveler's cheques, Vouchers and tokens

Unit – 5

Beer

- A. Introduction & Definition
- B. Types of Beer
- C. Production of Beer
- D. Storage

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Practical

Table Lay-Up & Service

- A La Carte Cover
- Table d' Hotel Cover
English Breakfast Cover
- American Breakfast Cover
- Continental Breakfast Cover
Indian Breakfast Cover
- Afternoon Tea Cover
High Tea Cover

Tray/Trolley Set-Up & Service

- Room Service Tray Setup
- Room Service Trolley Setup

Procedure for Service of a Meal

- Taking Guest Reservations
- Receiving & Seating of Guests
Order taking & Recording
Order processing (passing orders to the kitchen)
- Sequence of service
Presentation & Encashing the Bill
Presenting & collecting Guest comment cards
- Seeing off the Guests

Service of Beer

- Service of Bottled & canned Beers
- Service of Draught Beers

Suggested Reading:

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousines. Publisher: ELBS
- Food & Beverage Service – Sudhir Andrews, Tata McGraw Hill.
- Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service- Brown, Heppner & Deegan
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Operation)

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Semester – III

CC-5 : Introduction to Indian Cookery

Theory: 4 Credit

Practical: 2 Credit

Course Contents:

Unit – 1

Indian Cooking: - Introduction, Philosophy of Indian Food, The great Indian Cuisine – Key features, Regional influences on Indian Food, Popular foods of India (At least one simple three course menu from each region of India , North, East, South, Seat and Central India its salient features and cooking).

Unit – 2

Condiments, Herbs and Spices Used in India Cuisine: Introduction, Condiments, Herbs and Spices used in Indian Cuisine (Allspice, Ajowan, Aniseed, Asafoetida, Bay leaf, Cardamom, Cinnamon, Cloves, Coriander seeds, Cumin, Chilli, Fenugreek, Mace, Nutmeg, Mustard, Pepper, Poppy Seeds, Saffron, Tamarind, Turmeric, Celery, Curry Leaf, Marjoram, Pomegranate Seeds, Stone Flowers, Basil, Betel Root, Black Salt, Red Chilli, Rock Salt) Various ways of using spices, their storage and usage tips.

Unit – 3

Masalas, Pastes and Gravies in Indian cooking: Masalas and Pastes: Introduction, Types, Blending of Spices, Concept of Dry and Wet Masalas, Pastes used in Indian Cooking, Purchasing, Storing Considerations. Basic Indian Gravies: Introduction, Gravies and Curries, Regional Gravies, Gravy Preparations.

Unit – 4

Commodities and their usage in Indian Kitchens: Introduction, Souring Agents, Colouring Agents, Thickening Agents, Tendering Agents, Flavouring and Aromatic Agents, Spicing Agents in Indian Kitchens

Practical

- Understanding Indian Cooking and Preparation of simple popular foods of India (At least one simple three course menu from each region of India , North, East, South, Seat and Central India its salient features and cooking).
- Condiments, Herbs & Spices in Indian Kitchen – Do's & Don't's
- Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen
- Preparation of:
 - (i) Makhni Gravy
 - (ii) Green Gravy
 - (iii) White Gravy
 - (iv) Lababdar Gravy
 - (v) Kadhai Gravy
 - (vi) Achari Gravy
 - (vii) MalaiKofta Gravy
 - (viii) Yakhni Gravy
 - (ix) Yellow Gravy

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- (x) Korma Gravy
- Familiarisation with, commodities and their usage in Indian Kitchens with the help of simple dishes preparations indicating their usage.
 - Simple preparation of Boiled rice (Draining & Absorption) method.
 - Fired rice.
 - Simple dal preparation
 - Wheat, products like making chapattis, parathas, phulkas, Kulchas&puris.
 - Simple Breakfast Preparations:
 - Preparation of Puri/ Bhaji, AlloParatha, CholaBhatara,

Suggested Readings:

- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto& W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery ByKinton&Cessarani
- Practical Professional Cookery By Kauffman &Cracknell
- Theory of Catering By Kinton&Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

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Semester – III

CC-6 : Food & Beverage Service Operations

Theory: 4 Credit

Practical: 2 Credit

Course Contents:

1. Alcoholic Beverage

A. Introduction and definition

B. Production of Alcohol

- Fermentation process
- Distillation process

C. Classification with examples

2. Wines

A. Definition & History

B. Classification with examples

- Table/Still/Natural
- Sparkling
- Fortified
- Aromatized

C. Production of each classification

D. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names)

- France
- Germany
- Italy
- Spain
- Portugal

E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names)

- USA
- Australia
- India
- Chile
- South Africa

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- Algeria
- New Zealand

F. Food & Wine Harmony

G. Storage of wines

H. Wine terminology (English & French)

3. Spirits

A. Introduction & Definition

B. Production of Spirit

- Pot-still method
- Patent still method

C. Production of

- Whisky
- Rum
- Gin
- Brandy
- Vodka
- Tequilla

D. Different Proof Spirits

- American Proof
- British Proof (Sikes scale)
- Gay Lussac (OIML Scale)

4. Aperitifs

A. Introduction and Definition

B. Types of Aperitifs

- Vermouth (Definition, Types & Brand names)
- Bitters (Definition, Types & Brand names)

5. Liqueurs

A. Definition & History

B. Production of Liqueurs

C. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel)

D. Popular Liqueurs (Name, colour, predominant flavour & country of origin)

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Practical

Service of Wines

- Service of Red Wine
- Service of White/Rose Wine
- Service of Sparkling Wines
- Service of Fortified Wines
- Service of Aromatized Wines
- Service of Cider, Perry & Sake

Service of Aperitifs

- Service of Bitters
- Service of Vermouths

Service of Spirits

- Service styles – neat/on-the-rocks/with appropriate mixers
- Service of Whisky
- Service of Vodka
- Service of Rum
- Service of Gin
- Service of Brandy
- Service of Tequila

Suggested Readings:

- Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi
- Food & Beverage Control By: Richard Kotas and Bernard Davis
- Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
- Food & Beverage Management By: Bernard Davis & Stone
- Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Vargese
- Food & Beverage Service Training Manual- Sudhir Andrews, Tata McGraw Hill.
- Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann
- Introduction F & B Service- Brown, Heppner & Deegan

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Semester – III

CC – 7 : Accommodation & Front Office Operation

Theory: 4 Credit

Practical: 2 Credit

Course Contents:

Unit – 1

Cleaning Science: Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment: Types of Equipment, Operating Principles, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.

Unit – 2

Housekeeping Procedures: Cleaning Schedules, Cleaning Methods, Briefing, Debriefing, Proceeding for Days work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from Stores, Housekeeping control desk: Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest Requests, General operations of control desk.

Unit – 3

Basic Front Office Operations: Front desk operations & functions, Equipment's used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipment's, rooms and plans, Basis of Room charging, Tariff fixation, Introduction to the guest cycle, Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups. Procedure for guest check in, and baggage handling,

Unit – 4

The Guest Room Servicing: Cleaning of Guest Rooms & Bathrooms: Daily cleaning of (Occupied/ Departure/ Vacant/ Under Maintenance/VIP rooms (Systematic Procedures), Special Cleaning, Weekly Cleaning /Spring Cleaning, Evening service/ Turn Down Service, System & procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, Use of Maids Cart & Caddy.

Practical

- Identification and familiarisation with cleaning equipments and agents.
- Cleaning of different surfaces e.g. windows, table tops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.
- Develop an understanding about basic Housekeeping procedures like Briefing, De Briefing, dealing with Lost & Found, Key Control, Forms & Registers at Control desk of Housekeeping
- Identification and familiarisation with front desk equipments and Performa's.
- Skill to handle front desk operations i.e guest reservations, guest arrival (FIT and groups) including baggage handling

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- Skills to handle to telephones at the reception- receive/ record messages.
- Skills to handle guest departure (fits and groups)
- Preparation and study of countries, capitals, currencies, airlines and flags chart
- Role play:
 - a. At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bell boy
 - b. At the Front Desk: Guest arriving; greeting & offering welcome drink and guest interactions.
 - c. Servicing of guestrooms, placing/ replacing guest supplies and soiled linen

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II) Edn.) – Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- Security Operations By Robert McCrie, Publishe: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana& Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana& Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan& Brook

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Semester – III

SEC - 1: Accounting Skills for Hospitality

Theory: 2 Credit

Theory

Unit – 1

Accounting: Business Transaction and Basic Terminology, Need to Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles – Concepts and Conventions.

Unit – 2

Account Records: Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books – Cash, Sales & Purchase books, Bank Reconciliation statement.

Unit – 3

Financial Statement: Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem,

Unit – 4

Depreciation Reserves and Provisions – Meaning, basic Methods, Computer Application - Preparation of Records and Financial Statements

Suggested Readings:

- Hospitality Management Accounting, Michael M Coltman
- Hotel Accountancy & Finance – S.P. Jain & K.L. Narang, Kalyani Publisher Ludhiana
- Hotel Accounting Earnest B. Horwath & Luis Toth
- Hotel Accounting & Financial Control By Ozi A.D' Cunha & Gleson O. D' Cunha Publisher: Dicky, sEnterprize, Kandivali, Mumbai
- Hospitality Accounting – Publisher: Prentia Hall Upper Sadde, River New Jersey
- Accounting for Management, S K Bhattacharya, Vikas Publishing House
- Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons
- Accounting in Hotel & Catering Industry – Richard Kotas- International Textbook Company
- Comprehensive Accountancy, SA Siddiqui
- A complete Course in Accounting Volume – I, N.D. Kappor
- Double – Entry Book- Keeping, Rc. Chawla & C. Juneja
- Introduction to Accountancy, T.S. Grewal

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Semester – IV

Industrial Exposure (Semester – IV)

Duration of Exposure: 22 - 24 weeks

Leave Formalities:

1 weekly off and festivals and national holidays given by the hotel. 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 90-100 working days (15 weeks x 06 days = 90 days). Students who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 45 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results. The training in III semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval needs to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure from parent Institute.

Training Schedule:

Housekeeping: 3-4 weeks; Front Office: 2-3 weeks; Food and Beverage Service: 4- 5 weeks
Food Production: 4-5 weeks; others 4 -5 weeks (In the areas of Interest) Floating weeks may be availed. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester the number of credit assigned is 20. Being practical oriented the number of hours input per week comes as 40 hours per week.

Academic Credit for training (IT) shall be based on following :

Log books and attendance – 20 %, Training Report – 20%, PPT presentation – 20% Internal written assessment – 20 % ,Online class – 20% as applicable

All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) Should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. (Refer to What to Observe Sheets for more details.)

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The Training Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

- 1. Logbook.;
- 2. Appraisal;
- 3. A copy of the training certificate.
- 4. IT Report in all four Departments.
- 5. Power Point presentation on a CD, based on the training report.
- 6. Attendance sheet.
- 7. Leave card.

For distribution of marks refer to details on Course structure/ Credit Distribution

During the tenure of Industrial Exposure, apart from carrying out the assigned jobs,

The learners are suggested to make the following observations in the departments of internship:

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Semester – IV

DSE – 2 : Food Production Operations Industry Exposure

Theory : 1 Credit

Practical : 5 Credit

WHAT TO OBSERVE

Food Production

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinations and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la cart orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different mise-en-place – (Raw, Semi-Processed)
17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Rechauffe/ Leftover Cooking

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Semester – IV

DSE – 3 : Food and Beverage Service Operations Industry Exposure

Theory : 1 Credit

Practical : 5 Credit

WHAT TO OBSERVE

Food & Beverage Service

Banquets :

1. What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures
2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chaffing dish used- their different makes sizes
11. Par stock maintained (glasses, cutlery, crockery etc)
12. Store room – stacking and functioning

Restaurants :

1. Taking orders, placing orders, service and clearing
2. Taking handover form the previous shift
3. Laying covers, preparation of mise-en-place and arrangement and setting up of station
4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.
11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery and the timely pickup

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Bar :

1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f & b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnish with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunk guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT/BOT control
18. Coordination with kitchen for warm snacks
19. Using of draught beer machine
20. Innovative drink made by the bar tender

Room Service / InroomDinning :

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedure
4. Room service Layout Knowledge
5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

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Semester – IV

DSE – 4 : Accommodation and Front Office Operations Industry Exposure

Theory : 1 Credit

Practical : 5 Credit

WHAT TO OBSERVE

Accommodation Operations

Rooms :

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C ,T.V.etc
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
7. Observe how woodwork, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & Procurement of fresh linen
9. Observe the procedure for Freshen up and Turn down service
10. Observe room layout, color themes and furnishings used in various categories and types
11. Carpet brushing and vacuum cleaning procedure
12. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleaning procedure and frequency
14. Understand policy and procedure for day-to-day cleaning
15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other service (like shoe shine etc.)

The Control Desk :

1. Maintenance of Log Book
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handing of work during peak hours
6. Observe the formats used by department and study various records maintained

Public Area :

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observes tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

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WHAT TO OBSERVE

Front Office

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.
5. Identification of kind, mode and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. How to receive and room a guest
14. Room blockings
15. Size, situations and general colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose
19. How to take check-ins and check-outs on the computer
20. Various reports prepared by reception
21. Key check policy
22. Mail & message handling procedures
23. Percentage of no-shows to calculate safe over booking
24. Group and crew rooming, pre-preparation and procedures
25. Scanty baggage policy
26. Handlin of room changes / rate amendments/ date amendments/ joiners/ one person departure/ allowances/ paid outs and all formats accompanying them
27. Requisitioning of operating supplies
28. Handling of special situations pertaining to guest grievance, requests etc
29. BELL DESK / CONCIERGE FUNCTIONS: luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.
30. TRAVEL DESK: coordination, booking, transfers etc.

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Semester – IV

SEC – 2 : Personality Skills for Hospitality – Learning from Industry

Practical: 2 Credit

WHAT TO OBSERVE

(a) Personality Enrichment

Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language, Art of good Conversation, Art of Intelligent Listening

(b) Etiquettes & Manners

Social & Business Dinning Etiquettes, Social & Travel Etiquettes

(c) Personality Development Strategies

Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of 'Small Talk' before serious business

(d) Interpersonal Skills

Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place

(e) Group Discussion

Team Behaviour, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression

(f) Telephone conversation

Thumb rules, voice modulation, tone, do's& don'ts, manners and accent

(g) Presentation

Presentation skills, seminars skills role – plays

(h) Electronic Communication Techniques:

- Email.
- Instant messaging and live chat.
- Websites and blogs.
- SMS/text messaging.
- Phone and voicemail.
- Video Conferencing (ZOOM. Google Meet, Microsoft Teams etc.)

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Semester – V

CC – 8 : Advanced Food Production Operations

Theory : 4 Credit

Practical : 2 Credit

1. Larder

I. Layout & Equipment

Introduction of Larder Work

Definition

Equipment found in the larder

Layout of a typical larder with equipment and various sections

II. Terms & Larder Control

Common terms used in the Larder and Larder control

Essentials of Larder Control

Importance of Larder Control

Devising Larder Control Systems

Leasing with other Departments

Yield Testing

III. Duties And Responsibilities Of The Larder Chef

Functions of the Larder

Hierarchy of Larder Staff

Sections of the Larder

Duties & Responsibilities of larder Chef

2. Charcuterie

I. Sausage

- Introduction to charcuterie
- Sausage – Types & Varieties
- Casings – Types & Varieties
- Fillings – Types & Varieties
- Additives & Preservatives

II. Forcemeats

- Types of forcemeats
- Preparation of forcemeats
- Uses of forcemeats

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III. Brines, Cures & Marinades

- Types of Brines
- Preparation of Brines
- Methods of Curing
- Types of Marinades
- Uses of Marinades
- Difference between Brines, Cures & Marinades

IV. Ham, Bacon & Gammon

- Cuts of Ham, Bacon & Gammon.
- Differences between Ham, Bacon & Gammon
- Processing of Ham & Bacon
- Green Bacon
- Uses of different cuts

V. Galantines

- Making of galantines
- Types of Galantine
- Ballotines

VI. Pates

- Types of Pate
- Pate de foiegras
- Making of Pate
- Commercial pate and Pate Maison
- Truffle – sources, Cultivation and uses and Types of truffle

VII. Mousse & Mousseline

- Types of mousse
- Preparation of mousse
- Preparation of mousseline
- Difference between mousse and mousseline

VIII. ChaudFroid

- Meaning of Chaudfroid
- Making of chaudfroid & Precautions
- Types of chaudfroid

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- Uses of chafrod

IX. Aspic & Gelee

- Definition of Aspic and Gelee
- Difference between the two
- Making of Aspic and Gelee
- Uses of Aspic and Gelee

X. Quenelles, Parfaits, Roulades

- Preparation of Quenelles, Parfaits and Roulades

XI. Non Edible Displays

- Ice carvings
- Tallow sculpture
- Fruit & vegetable Displays
- Salt dough
- Pastillage
- Jelly Logo
- Thermoform work

3. Appetizers & Garnishes

- Classification of Appetizers
- Examples of Appetizers
- Historic importance of culinary Garnishes
- Explanation of different Garnishes

Sandwiches

- Parts of Sandwiches
- Types of Bread
- Types of filling – classification
- Spreads and Garnishes
- Types of Sandwiches
- Making of Sandwiches
- Storing of Sandwiches

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Semester – V

CC – 9 : Advance Food & Beverage Operations – I

Theory : 4 Credit

Practical : 2 Credit

Unit – 1

Restaurant Planning: Introduction, Planning & Operating various F & B Outlets and support, ancillary areas, Factors- Concept, Menu, Space & Lighting, Colors and Market, Restaurant Design team. Restaurant Problems and Guest Situation Handling – (thumb rules), Hosting Theme Functions/ Lunches/Events, Preparation of Flamb'es&Gueridon Service

Unit – 2

Buffet: Introduction, Types, Buffet Sectors, Equipments Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement, Buffet Management. Function Catering: Introduction, Types of Function, Function Administration & Organization- Booking Procedure, Menus, Function contracts, Seating Arrangements. Other Catering Operations: Off-Premises Catering, Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away, Afternoon& High Teas: Introduction, Menu, Cover & Service.

Unit - 3

Planning & Operating Various F&B Outlet

- Physical layout of functional and ancillary areas
- Objective of a good layout
- Steps in planning
- Factors to be considered while planning
- Calculating space requirement
- Various set ups for seating
- Planning staff requirement
- Menu planning
- Constraints of menu planning
- Selecting and planning of heavy duty and light equipment
- Requirement of quantities of equipment required like crockery,
- Glassware, Cutlery - steel or silver etc.
- Suppliers & manufacturers
- Approximate cost
- Planning Décor, furnishing fixture etc

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Unit 4

Function Catering

Banquets

- History
- Types
- Organisation of Banquet department
- Duties & responsibilities
- Sales
- Booking procedure
- Banquet menus

Banquet Protocol

- Space Area requirement
- Table plans/arrangement
- Misc-en-place
- Service
- Toast & Toast procedures

Informal Banquet

- Réception
- Cocktail parties
- Convention
- Seminar
- Exhibition
- Fashion shows
- Trade Fair
- Wedding
- Outdoor catering

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Unit 5

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 6

Kitchen Stewarding

- Importance
- Opportunities in kitchen stewarding
- Record maintaining
- Machine used for cleaning and polishing
- Inventory

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Semester – V

CC – 10 :Advanced Front Office and Accommodation Management – I

Theory : 4 Credit

Practical : 2 Credit

1. Planning & Evaluating Front Office Operations

Setting Room Rates (Details/Calculations thereof)

- Hubbart Formula, market condition approach & Thumb Rule
- Types of discounted rates – corporate, rack etc.

Forecasting techniques

Forecasting Room availability

Useful forecasting data

- % of walking
- % of overstaying
- % of under stay

Forecast formula

Types of forecast

Sample forecast forms

Factors for evaluating front office operations

2. Budgeting

Types of budget & budget cycle

Making front office budget

Factors affecting budget planning

Capital & operations budget for front office

Refining budgets, budgetary control

Forecasting room revenue

Advantages & Disadvantages of budgeting

3. Property Management System

Fidelio / IDS / Shawman

Amadeus

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4. Planning And Organising The House Keeping Department

Area inventory list

Frequency schedules

Performance and Productivity standards

Time and Motion study in House Keeping operations

Standard Operating manuals – Job procedures

Job allocation and work schedules

Calculating staff strengths & Planning duty rosters, team work
and leadership in House Keeping

Training in HKD, devising training programmes for HK staff

Inventory level for non recycled items

Budget and budgetary controls

The budget process

Planning capital budget

Planning operation budget

Operating budget – controlling expenses – income statement

Purchasing systems – methods of buying

Stock records – issuing and control

5. Housekeeping In Institutions & Facilities Other Than Hotels

6. Contract Services

Types of contract services

Guidelines for hiring contract services

Advantages & disadvantages of contract services

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II) Edn.) – Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- Security Operations By Robert McCrie, Publisher: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).

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Semester – V

CC – 11 : Human Resource Management & Hotel Law

Theory : 6 Credit

1. Human Resource Planning

- Micro
- Macro

2. HRD applications in Hotel Industry

3. Relevance of HRD in Hotel Industry

4. Personnel Office

- Functions
- Operations

5. Hotel Environment and Culture

6: HRD System

7. Job Evaluation

- Concepts
- Scope
- Limitations

8. Job Analysis and Job Description

9. Job Evaluation Methods

10. Task Analysis

11. Demand and Supply Forecasting

12. Human Resource Information System

13. Human Resource Audit

14. Human Resource Accounting Practices

15. Recruitment and Selection

16. Wage and Hour Laws Applicable to Hotel Employees

- Coverage of State Laws
- Minimum Wage Act.
- Industrial dispute Act.

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- Unfair Labour Practice

Semester – VI

CC – 12 : Advance Food Production Operations & Food Costing – II

Theory : 4 Credit

Practical : 2 Credit

International Cuisine

- Geographic location
- Historical background
- Staple food with regional Influences
- Specialities
- Recipes
- Equipment in relation to :
 - Great Britain
 - France
 - Italy
 - Spain & Portugal
 - Scandinavia
 - Germany
 - Middle East
 - Oriental
 - Mexican
 - Arabic

Chinese

- Introduction to Chinese foods
- Historical background
- Regional cooking styles
- Methods of cooking
- Equipment & utensils

Rechauffe Cookery

- Principals of Rechauffe
- Precautions
- Identification of food for réchauffé
- Food Preservation

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Planning of Quantity Food Production

- Space Allocation
- Equipment
- Selection
- Staffing

Bakery & Patisserie Royal Icing

- Forms, Types and uses in various stages
- Role of glycerine in making royal icing

Making of Gum Paste

- Sugar and its uses
- Process
- Limitations

Confectionary Manufacturing and its uses

Suggested Reading:

1. Tartine by Elisabeth Prueitt published by Chronicle Books
2. Principles of Food Production By Singh Yogesh published by I K International Publishing House
3. The Taste of breads by Raymond Calvel published by Springer
4. Quantity Food Production and Indian Cuisine by Parvinder Bal published by Oxford
5. Food Science by B. Srilakshmi published by New Age International Private Limited
6. Food Facts and Principles by N. Shakuntala Manay published by NEW AGE

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Semester – VI

CC – 13 :Advance Food & Beverage Operations and Bar Management – II

Theory : 4 Credit

Practical : 2 Credit

1. Managing Food & Beverage Outlet

- Supervisory skills
- Developing efficiency
- Standard Operating Procedure
- Hierarchy
- Job description and specification
- Duty roaster

2. Dispense Bar

- Introduction and definition
- Bar layout – physical layout of bar
- Bar stock – alcohol & non alcoholic beverages
- Bar equipment

3. Bar

- Introduction, bar stocks maintenance
- Types, Layout, Equipments Used, Control Methods & Licenses
- Staffing, job description, job specification
- Bar Planning and Designing & Bar Menus, costing, corkage

4. Cocktails

- Introduction, History, Types & Preparation.
- Classic Cocktails - Recipes, costing, innovative cocktails & mocktails
- Cocktail Bar Equipment, garnishes, decorative accessories
- Terms related to alcoholic beverages
- Interaction with guests, suggestive selling

5. Tobacco

- Types
- Production
- Brands, storage & Service

6. Food & Beverage Terminology related to the inputs of the semester

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Practical

1. Restaurant Set –ups of different types & services
2. Service of Afternoon & High teas
3. Buffet Lay –up, theme Buffets set up
4. Theme Parties
5. Role Plays & Situation handling in Restaurant
6. Gueridon Service
7. Making of classical cocktail

Suggested Readings

1. Food and beverage service – Lillicrap and Cousins published by Hodder Education
2. Modern restaurant service – John Fuller published by Nelson Thornes Ltd
3. Food and beverage simplified – Gopi Krishna &Vara Prasad Published by Pearson Education India
4. Food and beverage service – Anita Sharma published by Aman Publications
5. The Restaurant (From Concept to Operation)-Lipinski published by Wiley
6. Menu planning-JaksaKivela, published Hospitality Press
7. Food and beverage service training manual – SudhirAndrewsTata McGraw-Hill Education, 2013

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Semester – VI

CC – 14 :Advance Front Office and Accommodation Management – II

Theory : 4 Credit

Practical : 2 Credit

1. Yield Management

- Concept and importance
- Applicability to rooms division
- Capacity management
- Discount allocation
- Duration control
- Measurement yield
- Potential high and low demand tactics
- Yield management software
- Yield management team

2. Timeshare & Vacation Ownership

- Definition and types of timeshare options
- Difficulties faced in marketing timeshare business
- Advantages & disadvantages of timeshare business
- Exchange companies -Resort Condominium International,
- How to improve the timeshare / referral/condominium concept inIndia- Government's role/industry role

3. Safety And Security

- Safety awareness and accident prevention
- Fire safety and fire fighting
- Crime prevention and dealing with emergency situation

4. Interior Decoration

- Elements of design
- Colour and its role in décor –types of colour schemes
- Windows and window treatment
- Lighting and lighting fixtures
- Floor finishes
- Carpets
- Furniture and fittings
- Accessories

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5. Layout of Guest Rooms

- Sizes of rooms, sizes of furniture, furniture arrangement
- Principles of design
- Refurbishing and redecoration

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II) Edn.) – Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- Security Operations By Robert McCrie, Publisher: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brook

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Semester – VI

DSE – 5 : Research Project & Grand Viva

Theory : 4 Credit

Practical : 2 Credit

Project Report & Viva

1. Specialized Project work: intended to serve the student develop ability to apply multidisciplinary concepts, tools, techniques to deal with operational problems related to various department. The documentation and presentation should be conducted before the panel of examiners (one external and one internal) during Term End Examination. The Evaluation shall be done for Project Report, Presentation & Viva-voce by the panel of examiners, and marks awarded by a committee comprising of an internal examiner, who will ordinarily be the supervisor, and one external examiner. The internal examiner shall award marks out of 40 % and the external examiner out of 60 %.
2. The project may be one of the following type:
 - a. Comprehensive case study
 - b. Interdepartmental study
 - c. Field study(Any topic as per Industrial Trends and need, Innovations & diversification from time to time)
3. Project topic should be selected based on hospitality industry (The topics may cover Hotels, Restaurant, Front Office, Accommodation Operations, Kitchen, Resort management, Hospitality & Catering establishments like air, rail, industrial, Convenience foods and health foods).
4. The Head of the Department should approve the topic. The presentation of the project should strictly follow the guidelines.

The project report should be prepared on the following guidelines. Content for the Project Work

- Cover Page
- Title Page
- Acknowledgment
- Index / Content Page No
- Introduction (Aims & Objectives, History, Primary Data, Explanation of Terms)
- Research Methodology (Methods adopted for collecting Data) Questionnaire, Interview, Mails etc.
- Data Analysis & Data Interpretation (Data is depicted with the help of Bar Chart, pie Chart, Graphs, Statistical formulae and interpreted)

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- Conclusions and Limitations
- Suggestions
- Annexure
- Bibliography (List of Reference Books)

5. Grand Viva

Viva will be based on the entire curriculum of the programme.

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Semester – I

English Communication

AECC -1

Theory :2 Credit

Module 1:

Functional Grammar & Vocabulary

Tense: Formation and application; Prepositions; Direct and indirect speech; Active and passive voice; Idioms; Usage of H&H related vocabulary; Synonyms & Antonyms; Sentence making

Module 2:

Reading Skills

Comprehension passages; reading and understanding articles from technical writing

Module 3:

Writing Skills:

Essay Writing; Writing business letters - enquiries, complaints, sales, adjustment, collection letters, replies to complaint & enquiry letters; Job applications, Résumé; Notice, Agenda; Newspaper Reports; E-mail etiquette

Module 4:

Listening & Speaking

Listening: Comprehension based on audio clips

Speaking: Presentations, Extempore, Role-plays, Phonetics-types with examples

Suggested readings:

1. Raman, M & Sharma, S (2017) Technical Communication. New Delhi: OUP.
2. Kaul, Asha (2005) The Effective Presentation: Talk your way to success. New Delhi: SAGE Publication.
3. Sethi, J & Dhamija, P.V. (2001), A Course in Phonetics and Spoken English. New Delhi: PHI.
4. Murphy, Raymond (2015), English Grammar in Use. Cambridge: Cambridge University Press.
5. Bhaskar, W.W.S., and Prabhu, N.S. "English through reading", MacMillan, 1978
6. D'Souza Eunice and Shahani, G., "Communication Skills in English", Noble Publishing, 1977

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Semester – II

AECC – 2 Environmental Sciences related to Hotel & Hospitality Industry

Theory :2 Credit

UNIT – I

(The Environment) :

- (i) The Atmosphere, the Hydrosphere, the Lithosphere and the Biosphere
- (ii) Ecology & Eco-system
- (iii) Biogeochemical Cycles (Carbon Cycle & Nitrogen Cycle)
- (iv) Natural Disasters and their Management.

UNIT – II

(Environment Pollution) :

- (i) The Air Pollution
- (ii) The Water Pollution
- (iii) The Soil Pollution
- (iv) The Noise Pollution
- (v) The Thermal Pollution
- (vi) The Radiation Pollution

UNIT – III

(Population Ecology):

Individuals, Species, Community Population and Control methods of population, Food web.

- (a) Communicable diseases and their transmission
- (b) Non-communicable diseases.

UNIT – IV

(Environment Movements in India):

- (a) Environment degradation & sustainable development.
- (b) Urbanization and its effect on Society.
- (c) Grass Root Environmental Movements in India.
- (d) Role of Women.
- (e) Environmental Movements in Odisha.
- (f) State Pollution Control Board.
- (g) Central Pollution Control Board.

UNIT – V (Natural Resources):

- (a) Conservation of Natural Resources
- (b) Soil Erosion and Conservation.
- (c) Management & Conservation of Wild Life.
- (d) Environmental Laws : The Wildlife (Protection) Act, 1972

: The Water Act, 1974

: The Air Act, 1981

: Environment Protection Act, 1986

Text Books:

1. **Environmental Studies-** Erach Bharucha.
2. **A Text Book of Environmental Sciences-** Arvind Kumar.