

SRIVENKATESWARA UNIVERSITY



B.Sc CATERING, TOURISM AND HOTEL MANAGEMENT

(CT & HM)

UNDER CBCS FRAMEWORK WITH EFFECT FROM
2020-2021

PROGRAMME: THREE-YEAR B.Sc. (CT&HM)

For Fifteen Courses of 1, 2, 3 & 4 Semesters)

(To be implemented from 2020-21 Academic Year)

(With Learning Outcomes, Unit-wise Syllabus, References,

Co-curricular Activities & Model Q.P.)

PROGRAMME: THREE-YEAR B.Sc. CATERING, TOURISM AND HOTEL MANAGEMENT

(WITH EFFECT FROM THE ACADEMIC YEAR 2020 Onwards)

B. Sc. CATERING, TOURISM AND HOTEL MANAGEMENT

DOMAIN SUBJECT: HOTEL MANAGEMENT

(Syllabus with Outcomes, Co-curricular Activities, References & Model Question Papers for 1, 2, 3 and 4th Semesters)

The Domain of Catering, Tourism and Hotel management is multi-disciplinary job oriented course which helps in making the student a better professional and a better person. The course focuses on providing scientific and systematic knowledge about food, hospitality and Tourism. The subjects include **CATERING, TOURISM, FOOD PRODUCTION, BAKERY, BAR MANAGEMENT, FRONT OFFICE and HOUSE KEEPING**. The core courses empower the students with skills to improve individual's personal life as well as professional life by providing excellent career opportunities through skill based training and contribute to the overall development of student .

The students of Hotel management have proven themselves as an excellent chefs, entrepreneurs and service providers in the field of Tourism. They do not remain job seekers but have also become job creators. They gain and provide employment in Hotel organizations, Hospitals, Cafeterias, Commercial Restaurants, which includes Consultancy, Railways, Cruise and Airline industry. Keeping in view the growing aspirations of young generation, the curriculum has been updated and designed for each course with outcomes which includes knowledge, intellectual skills and practical skills.

GENERAL CURRICULAR ACTIVITIES

□ Lecturer-based

- 1) **Class-room Activities:** Organization of group discussions, question-answer sessions, observations, use of audio-visual aids, guidance programme, record writing, Log book maintenance.
- 2) **Library Activities:** Reading books and magazines, taking notes from prescribed and reference books and preparation of notes on lessons as per the syllabus. Preparing assignment notes, reading journals and periodicals pertaining to different subjects of study; making files of news-paper cuttings etc.
- 3) **Lab activities & Industrial training:** Organization of practicals related to major Courses- Maintenance of lab record based on each subject. The students have to undergo an industrial training for a duration of 6 months in the field of Hospitality and Tourism.
- 4) **Smart Classroom Activities:** Organization of Departmental WhatsApp groups,/Google ClassRooms/for quick delivery of the subject; Using smart/digital/e-classrooms

(mandatory) wherever present; Utilization of YouTube videos and live Demo by the students to their juniors.

☐ **Student-based**

- 1) **Class-room activities** : Power point presentations and seminar by students for the industrial training experience and projectwork
- 2) **Library activities**: Visit to library during library hour and preparation of notes
- 3) **Lab activities**: Maintenance of observation notes for practicals under the supervision of faculty
- 4) **Community based activities**
 - Preparation of charts, posters and nutritious diet for creating awareness to public in collaboration with NCC, NSS, Scouts and Guiding.
 - Planning and organization of exhibitions to create awareness about the different job opportunities in the field of Hospitality and Tourism.
 - As a part of field work programme, students visit hotels, tourist destinations and bakeries.

☐ **CO-CURRICULAR ACTIVITIES**

OBJECTIVES: The co-curricular activities are aimed at strengthening the theoretical knowledge with an activity related to the content taught in the class room. The activities promote aesthetic development, character building, spiritual growth, self confidence and team spirit among students. The different types of co-curricular activities relevant to different domains of **HOTEL MANAGEMENT** are listed below:

Academic – based

Planning and Preparation of menu according to the age, religion, location and preferences of the customer based on the location of the hotel.

Debates, Essay Writing Competitions and Group Discussions.

☐ **Lab/Field visit – based**

- 1) Menu planning according to occasion ,customer and location of the organization
- 2) Getting hands-on experience through visits to hotel hostels, bars, airports, restaurants, bakery and tourism destination.
- 3) Knowing about the categorization service and menu provided by the hotel.
- 4) Field Visit to hotel, restaurant and Tourism destination.

☐ **Value - based**

Celebration of significant days related to Hotel and Tourism. Field visits by the students to various organization related to hospitality industry.

Observation of Days of National/ International Importance

Republic Day (Jan26th)

World Suicidal Prevention Day (Sep 10th)

International Women's Day (March8th)

International Day of Elderly (October 1st)

World Tourism Day(Sep27th)

World Food Day (October 16th)

Independence Day (August15th)

World Human Rights day(Dec10th)

World Teaday(May21st)

B.Sc., CATERING, TOURISM AND HOTEL MANAGEMENT

(CT & HM)

CHOICE BASED CREDIT SYSTEM (C.B.C.S)

SYLLABUS AND SCHEME OF EXAMINATION

(WITH EFFECT FROM THE ACADEMIC YEAR 2020 Onwards)

B. Sc., CATERING, TOURISM AND HOTEL MANAGEMENT

Course: **B. Sc.**

Subject: **CATERING, TOURISM AND HOTELMANAGEMENT**

Semester	Part	Course Code	Title of the Course	No. of Hours		Credits	Max Marks
				T	P		
Semester I	Part 1		English	4	0	3	100
			Language 2(H/T/S)	4	0	3	100
			Life Skills Course	2	-	2	50
			Skill Development Course	2	-	2	50
	Part 2	CTHM 101	Principles of Tourism-I	4	-	4	100
			Principles of Tourism – I Practicals	-	2	1	50
		CTHM 102	Food Production- I	4	-	4	100
			Food Production – I Practicals	-	2	1	50
		CTHM 103	Food and Beverage Service -I	4	-	4	100
			Food and Beverage Service I - Practicals	-	2	1	50
			Total	30		25	750
Semester II	Part 1		English	4	0	3	100
			Language 2-(H/T/S)	4	0	3	100
			Life Skills Course	2	-	2	50
			Skill Development Course	2+2	-	2+2	100
	Part 2	CTHM 201	Bakery	4	-	4	100
			Bakery - Practicals	-	2	1	50
		CTHM 202	Front Office -I	4	-	4	100
			Front Office- I Practicals	-	2	1	50
		CTHM 203	Accommodation Operation I	4	-	4	100
			Accommodation Operation- I Practicals	-	2	1	50
			Total Marks	32		27	800

SEMESTER – II

CT & HM – 201 – BAKERY

Outcomes of the course

At the end of the course the student will be able to demonstrate the following

A. Remembers and Explains in a systemic way

- The concepts and principles of bakery services.
- Explains the concepts of bakery products.

B. Understands and Uses

- Understands the role of flours and ingredients in baking.
- Uses techniques for planning and preparation of bakery products.

C. Critically explains, judges and solves

- The problem in making dough.
- Applies procedures for standardization of dough for different bakery products.

D. Working in out of prescribed area under a co – curricular activity

- Visiting bakeries and observing different dough.
- Visiting nearby bakery and understanding the process of production

E. Practical Skills

- Preparation of biscuits.
- Preparation of cakes.
- Preparation of bread.
- Preparation of Pizza.

SEMESTER-II
CT & HM-201 BAKERY-I

Theory: 4hrs/Practicals:2hrs

THEORY

Unit-I

Baking, History of baking, Importance of baking- Principles of baking and fermented Products - Traditional and Modern baking - Commercial baking.

Unit – II

Ingredients used in baking- Flour, baking powder, Yeast, eggs, Fat, Essence, their need & importance, salt, sugar, Improving agents - Natural & Artificial - their role & importance / use, Time and temperature-Role of time and temperature in baking.

Unit – III

Bread making process, Ingredients used in bread preparation, Methods of bread making, Roasting, Combined method of cooking – Changes taking place during fermentation of Bread Faults - causes of bread faults. The preventive measures to control faults in bread –bread Improvers, Bread diseases – Rope and Mold disease.

Unit – IV

Cake making methods - Ingredients used in cake preparation - Cake faults and their remedies, Types of cakes. Cake decoration - equipment used for preparation of Icing - Types of Icing, methods of preparation various Icings & its usage.

Unit – V

Biscuits - Methods of making biscuits, Puff pastry - types - method of preparation, Meringue -Types - Hot & Cold, Boiled/Italian Meringue, Preparation method - Care to be taken for a perfect meringue.

PRACTICALS:

1. Preparing breads(3)
2. Preparing biscuits(3)
3. Preparing cakes(3)
4. Preparing icing(3)
5. Preparing puff pastries(3)

REFERENCES:

1. Textbook of Bakery and Confectionery Paperback – (2012) by Ashok kumarY
2. Theory of Bakery and Patisserie: For students of Diploma and Food
Craft courses in Hotel Management Paperback – (2018) by Parvinder S. Bali
3. Cupcakes and Muffins 100 Everyday Recipes (100 Recipes) Hardcover –(2015) by
Parragon.
4. The Big Book of Treats Paperback –(2014) by Pooja Dhingra.

B.Sc. (CT & HM)
SEMESTER-II
CT& HM -201 BAKERY
Model Question Paper

Time: 3Hrs

Marks : 75

SECTION-A
Answer any Five Questions

Each question carries 5 marks

5 × 5 = 25 M

1. Define baking in detail.
2. What is a bread?
3. What is icing?
4. Write about dry method of cooking.
5. Write the importance of yeast in baking.
6. Write the importance of baking powder in baking.
7. What is a stale bread?
8. Write the history of Baking.

SECTION-B

Answer ALL Questions

Each question carries 10 marks

5 × 10 = 50 M

9. a) Write the role of Time and Temperature in Baking.
(or)
b) Differentiate between a good and a faulty bread.
10. a) Write about different types of icing.
(or)
b) Write the role of all important ingredients in details.
11. a) Trace the history of baking and its importance in industry.
(or)
b) Write about combined method of baking ?

12. a) Write about different types of flour used in baking and their benefit.

(or)

b) Write in detail about cultural and commercial Significance of baking.

13. a) Explain the methods of making cakes in detail?

(or)

b) What is meant by Bread improvers and explain in detail about them.

SEMESTER- II

CT&HM-202 FRONT OFFICE - I

Outcomes of the course

At the end of the course the student will be able to demonstrate the following

A. Remembers and Explains in a systemic way

- The front office management system and its functions.
- The role of front office in hospitality industry.

B. Understands and Uses

- Understands the organization structure of front office
- Uses knowledge to explain professionalized methodology of front office.

C. Critically explains, judges and solves

- Explains the different types of guest services.
- Judges the competencies of front office professionals.

D. Working in out of prescribed area under a co – curricular activity

- Visiting different types of hotels and observation of front office functioning.
- Understanding personal management by interacting with front office staff of hotels.

E. Practical Skills

- Reservation and registration process.
- Room change process.
- Advance reservation and Booking system.
- Dealing with walk in guests.
- Dealing with group visitors.

SEMESTER- II

CT&HM-202 FRONT OFFICE - I

Theory: 4 hrs/ Practicals : 2 hrs/week

THEORY

Unit-I

Introduction to Hospitality Industry – The history of Travel – Hotels and their classification – Classification of guest – Understanding guest service. Front office- back office and its role in hotel industry.

Unit – II

Organization chart of front office department – functions of the front office – lobby - Basic Management function – Hotel Organization – Hotel automated system – Introduction to Integrated property management system.

Unit – III

Front office systems – Key terms – Management system – Other applications – The Guest cycle – Stages of Guest stay – External Agencies.

Unit – IV

Front office Management – front office organization and job descriptions – Basic functions of the front office – front Office – Basic functions and functions and uniformed staff - Organization large and small Hotel Front office – Job description of Front office Personnel

Unit – V

Competencies of Front office professional – Competencies – Establishing room rates – Room Rate methodologies – forecasting Room Availability – Forecasting – role of forecasting in up selling of rooms – forecasting formula.

PRACTICALS:

1. Whitney reservation system
2. Checking in guest with confirmed booking
3. Lobby attendant
4. Errand Card
5. Welcome slip
6. Handling walk in guest and change of room

REFERENCES:

1. Front Office Management and Operations by Sudhir Andrews |(2017)
2. Front Office Operations and Management by Rakesh Puri and AlokShivapuri and VipinAgarwal |(2017)
3. Careers and Training in Hotels – Hjayter, Roy.
4. Hotel Reception, Reception and Cashier – White, Paul B and Hellen (Heinemann)
5. Basic Hotel Front Office Procedures – Werner, Palter.

B.Sc. (CT & HM)
Semester - II
CT&HM -202 FRONT OFFICE-I
Model Question Paper

Time: 3Hrs

Marks : 75

SECTION-A

Answer any Five Questions

Each question carries 5 marks

5 × 5 = 25 M

1. Write about the history of travel.
2. Classification of hotels.
3. What is meant by principles of management in hotel?
4. Draw the Hotel organization chart.
5. What do you mean by guest services?
6. What are the benefits of positive attitude?
7. What is the difference between needs and wants of guest?
8. Explain about Room Status report?

SECTION-B

Answer ALL Questions

Each question carries 10 marks

5 × 10 = 50 M

9. a) Give the differences with examples between physical security and emotional security.
(or)
b) What are the attributes of front office staff?
10. a) Describe the role of forecasting in hotel and front office.
(or)
b) Draw a front office brigade.

11. a) Write about the job description of front office staff.

(or)

b) Classify different types of guests?

12. a) Write about different types of reservations.

(or)

b) What is the role of front office in hotel?

13. a) Write about intergraded property management system.

(or)

b) Draw the guest cycle and explain it.

SEMESTER-II

CT & HM-203 ACCOMMODATION OPERATION-I

Outcomes of the course

At the end of the course the student will be able to demonstrate the following

A. Remembers and Explains in a systemic way

- Identifies the concepts of accommodation operations.
- Explains the cleaning process in accommodation operation.

B. Understands and Uses

- Uses the knowledge to know about the functions of house keeping department.
- Understands the Duties of house keeping staff.

C. Critically explains, judges and solves

- Explains issues in Linen maintenance and dealing with linen used in hotel
- Describes about different types of trolleys used in hotel.

D. Working in out of prescribed area under a co – curricular activity

- Visit to a House keeping department and observation of cleaning process.
- Examining the functions of house keeping department

E. Practical Skills

- Dealing with different types of stains.
- Performing Cleaning by different methods.
- Practical experience in bed making like morning and evening bed.

SEMESTER-II

CT & HM-203 ACCOMMODATION OPERATION-I

Theory: 4 hrs/Practicals: 2 hrs

THEORY

Unit-I

Introduction to Hotel Industry – Classification of hotels – Star rating of Hotels – Housekeeping Department – Importance of Housekeeping – Duties & Responsibilities of Housekeeping Department & Staff – Organizational Structure of Housekeeping department – Housekeeping staff, Personnel traits.

Unit –II

Layout of the House keeping Department – Co-ordination of House keeping with other departments in the hotel – The professional Housekeeper – Housekeeping in other Institution – Managing Housekeeping Personnel- Duties of housekeeper.

Unit – III

Determining staff strength – Recruiting – selecting – Hiring – Orienting – Training scheduling, motivating employees – Performance appraisal – Time and Motion Studies, Job Analysis – Team work and Leadership – Employee Welfare and Discipline.

Unit – IV

Rooms - Cleaning of rooms - Different types of cleaning – Daily – Weekly – Monthly - spring / Annual Cleaning, Bed –Size, Types of bed - Bed making (Day bed-Evening bed), Mitre corner.

Unit – V

Keys - Types of Keys, Planning Housekeeping operations – The Planning process – Daily routines of cleaning – Leave Application procedure – Gate Pass Procedure.

PRACTICALS:

1. Cleanings – different surfaces, types of clean
2. Different Linen Cleaning procedures, room cleaning and wash room cleaning procedure
3. Cleaning procedure of carpet.
4. Bedmaking.
5. Drawing housekeeping layout in various types of hotels.

REFERENCES:

1. The Handbook on Leading quality Assurance: Hotel / Cruise-lines Housekeeping Services by Cletus Fernandes |(2020).
2. Fundamentals of Hotel Housekeeping: Operations & Management by Deepak Singh Negi & Dr. Shiv Mohan Verma |(2020).
3. Hotel, Hostel and hospital, housekeeping, Branson, Joan, CeLemox (Hodder and Stoughton),(2003).
4. Housekeeping Supervision: Fellows, John (Pitmanpublishers).
5. Commercial Housekeeping and maintenance: Iris Jones (StanleythornoxPub).

B.Sc. (CT & HM)
SEMESTER - II
CT&HM 203 – ACCOMMODATION OPERATION-I
Model Question Paper

Time: 3Hrs

Marks : 75

SECTION-A

Answer any Five Questions

Each question carries 5 marks

5 × 5 = 25 M

1. Write about Introduction to the hospitality industry.
2. Describe the star rating of hotels.
3. What is the importance of housekeeping in the hotel?
4. Write about different types of keys used in hotel.
5. Write any five personal attributes of house keeping staff.
6. Write any five amenities of housekeeping department.
7. What is importance of motivation.
8. Write the classification of hotels.

SECTION-B

Answer ALL Questions

Each question carries 10 marks

5 × 10 = 50 M

9. a) Describe the co-ordination of housekeeping with other departments.

(or)

b) Determine the staff recruiting and selecting.

10. a) Write about the personal traits of House keeping Staff.

(or)

b) Explain about beds and bed making in hotel.

11. a) Describe the planning of house keeping operations.

(or)

b) Write about different types of cleaning.

12. a) Explain responsibilities of house keeping department.

(or)

b) Write about different types of keys

13. a) Write the importance of team work in hotel.

(or)

b) Write about organization structure in housekeeping department.
