# First Year BBA Hospitality & Tourism (SEM – I)

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## Subject – Communication Skills & French - I

### Subject Code – 124111

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**Section I – Communication Skills**

**Ch I  Communication Process**

Process and Elements of Communication
Barriers to the effective Communication

Ch II Types of communication
   Oral Communication – advantages and disadvantages
   Speeches and presentation

Ch III Written communication
   Advantages and disadvantages; Comprehension; Precis; Letters; Memos; Notices.

Ch IV Body Language – Importance and use
   30 Marks

Section – II French

Ch I Verbs – er; ir; oir; re: present tense
   Conjugations

Ch II Articles
   definite; indefinite, contracted; partitive

Ch III Adjectives
   colour; size, shape; qualifying adjectives; possessive adjectives

Ch IV Vocabulary related to kitchen
   fruits; vegetables; fish; meat; basic culinary terms; Basic vocabulary in day to day use.

Ch V Negation
   singular, plural of nouns and adjectives.

Ch VI Self introduction in French.

Subject – Food Production – I
Subject Code – 124112
week

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**Ch I  Introduction to cookery** – Culinary history; Classic and modern cuisine; Kitchen Brigade; Duties of kitchen staff; Inter departmental co-ordination; Attributes of kitchen staff.

**Ch II Mise-en-place** – Importance; Weights and volume equivalents; preparation of Ingredients; Methods of mixing food; Textures.

**Ch III Raw materials used in kitchen** –
Classification; Effect of heat on various raw materials – Proteins, Fats, CHO, Vitamins, Minerals.

**Ch IV Methods of cooking food** – Classification; Important features and principles of each method, advantages, disadvantages.
Methods of heat transfer – conduction, convection, radiation.

**Ch V Kitchen hand tools and equipments** – Various hand tools used in kitchen, care, use and maintenance
Use and maintenance of OTG, Mixer, Refrigerator, Cooking range.

**Ch VI Personal Hygiene** – Importance; Basic rules to be followed; HACCP System

Practical:
Simple Indian and Continental three course menus
16 Indian Menus
08 Continental Menus

**Indian Menus** : Rice / Bread
Main Course
Accompaniment
Dessert

**Continental Menus** : Soup / Starter
Main Course
Accompaniment
Dessert (Hot/Cold)
Subject – Housekeeping - I

Subject Code – 124113

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40 Marks

Chapter 1 Introduction to House Keeping

1.1 Importance & Functions of Housekeeping

1.2 Guest satisfaction and repeat business

1.3 House Keeping Areas – Front-of-the-house and Back of-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas

Chapter 2 Co-ordination with other Departments


Chapter 3 Layout of House Keeping Department

Sections of the housekeeping department, their functions and layout

Chapter 4 Organization of Housekeeping Department
4.1 Hierarchy in large, medium & small hotels

4.2 Attributes of staff.

4.3 Job Descriptions and Job Specifications

**Chapter 5 Guest Rooms**

5.1. Types


**Chapter 6. Cleaning Equipments**

6.1 Classification, use, care & maintenance

6.2 Selection & purchase criteria

**Chapter 7 Cleaning Agents**

7.1 Classification, use, care and storage

7.2 Distribution & Control

7.3 Selection Criteria

**Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Practicals:**

1 Introduction to the Housekeeping department

2 Introduction to Cleaning Equipments

3 Introduction to Cleaning Agents

4 Introduction to Guest Room and supplies & placement
5 Sweeping and Mopping – dry, wet.

6 Polishing of Laminated surfaces.

7 Polishing of Brass Articles.

8 Polishing of EPNS articles.

9 Polishing of Copper articles.

10 Cleaning of Glass surfaces.

11 Cleaning of oil painted surfaces.

12 Cleaning of plastic painted surfaces.

13 Mansion polishing

14 Vacuum Cleaning

15 Bed making

16 Cleaning of different floor finishes, & use of floor scrubbing machine

Reference Books:

1. Housekeeping Training Manual - Sudhir Andrews

2. Hotel, Hostel & Hospital Housekeeping – Branson & Lennox

Subject – Food and Beverage Service - I

Subject Code – 124114

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Section – I

Ch I  **Introduction to Food & beverage industry**
Classification of catering establishments

Introduction to Food & Beverage Operations

Ch II  **Food & Beverage areas in a Hotel, Restaurant, Coffee shop, Room Service,**
Bars, Banquetes, Snack Bars, Auxiliary areas.

Ch III  **Food & Beverage Service equipments** –
Types and usage of equipments, furniture Silverware, glassware, linen,
disposables, special equipments.

Ch IV  **Food & Beverage service personnel**
F & B organization, job description and specification.

Attitudes and attributes of F & B service personnel, competencies

Interdepartmental co-ordination.

Ch V  **F & B service methods**
Table service, Silver service, English service, Butler service,
French, Russian, American service.

Self service, Buffet, cafetera

Specialized service – Gueridon, Lounge, Room, Trolley service

Single point service

Mise-en-place, Mise-en-scene

**Practical:**

Restaurant etiquettes
Restaurant hygiene practices

Mise-en-place, mise-en-scene

Identification of equipments

Laying, re-laying of table cloth

Napkin folds

Laying Cover

Carrying tray / salver

Service of water

Handling service gears

Subject – Introduction to Environmental Studies - I

Subject Code: 124115

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Ch I  Science of the Environment

Definition

Lithosphere, Hydrosphere, Atmosphere, Biosphere

Ch II  Natural Resources

Introduction
Land, Water, Food, Energy

Conservation of natural resources

Ch III Ecosystems
Introduction
Definition
Concept
Components
Food Chain
Ecological Pyramids

Ch IV Water Pollution
Introduction
Sources
Classification
Effects
Control Measures

Ch V Air Pollution
Introduction
Sources
Air pollutants
Effects
Control measures
Ch VI  Soil Pollution
   Introduction
   Sources
   Effects
   Control Measures

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 – Introduction to Travel and Tourism - I

Subject Code – 124116
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**Ch I  Introduction to Tourism industry**
- Tourism as phenomenon
- Definition – Tourism, Tourist – Domestic, International, Inbound, Outbound
- Destinations
- Growth of Tourism as industry
- Scope of tourism, present and future trends.

**Ch II  Tourism Motivators**
- Factors motivating tourism
- 4S formula: Sun, Sea, Sand and Sex
- Leisure, Culture, Health
- VFR
- Business Pilgrimage, Sports, Adventure etc.

**Ch III  Forms and Types of Tourism**
- Cultural and Social tourism
- Eco Tourism
- Alternative tourism
- Convention tourism etc.

**Ch IV  Tourism Infrastructure**
- Basic infrastructure required – Transport / Accommodation / Food
- Importance of infrastructure in growth of tourism
- Subsidiary services in tourism
Assignments:

Handicraft, Costumes, Textiles of India

Arts, Music, Dances of India

Festivals and Fairs

Cuisine and customs of India.

Subject – Food Commodities

Subject Code – 124117

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Ch I  Vegetables and Fruits – Classification, Storages and Uses

Ch II  Cereals and Pulses

Wheat – composition & structure; types of flour

Rice – Types of rice and rice products

Maize, barley and Oats

Pulses – Types & cooking

Ch III Fats and Oils

Sources & Properties; hydrogenation; rendering of Fats Factors causing rancidity
Ch IV Sugar – Sources, types, uses, storage

Ch V Raising Agents – Classification, definition, uses

Ch VI Eggs – composition, structure, uses, storage

Ch VII Milk – composition, types, uses

Ch VIII Cheese – Manufacturing of Cheddar cheese, classification of cheese. Uses and storage

Ch IX Butter – manufacturing, types, uses

Ch X Cream – types, uses

Ch XI Herbs, Spices & Condiments – Definition, functions, uses

Ch XII Tea and Coffee

   Coffee – Types of bean, Types of coffee

   Tea – Grades of tea

Subject – Front Office - 1

Subject Code – 124118

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Chapter 1. Introduction To Hospitality Industry

The term ‘Hotel’, evolution & development of hospitality industry and tourism, famous hotels worldwide.

Classification of hotels. (based on various categories like size, location, clientele, length of stay, facilities, ownership)

Organizational chart of hotels (Large, Medium, Small)

Chapter 2. Front Office Department

2.1 Sections and layout of Front Office

2.2 Organizational chart of front office department (small, medium and large hotels)

2.3 Duties and responsibilities of various staff.

2.4 Attributes of front office personnel

2.5 Co-ordination of front office with other departments of the hotel

2.6 Equipments used (Manual and Automated)

Chapter 3 Room Types & Tariffs

3.1 Types of rooms.

3.2 Meal plans.
3.3 Types of room rates. (Rack, FIT, crew, group, corporate, weekend etc.)

**Chapter 4 Role of Front Office**

4.1 Key control and key handling procedures

4.2 Mail and message handling

4.3 Paging and luggage handling

4.4 Rules of the house [for guest and staff]

4.5 Black list

4.6 Bell Desk and Concierge

**Chapter 5 Reservation**

5.1 Importance of guest cycle (Various stages, sectional staff in contact during each stage)

5.2 Modes and sources of reservation.

5.3 Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats)

5.4 Computerised system (CRS, Instant reservations)

5.5 Types of reservation (guaranteed, confirmed, groups, FIT)

5.6 Procedure for amendments, cancellation and overbooking.
Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics.

Total

Practicals:

1. Telephone Etiquettes and telephone handling.
2. Handling room keys (issuing, receiving, missing keys, computerized key cards)
3. Handling guest mail (of guests who have checked out, in-house and expected)
4. Handling messages and paging for guests.
5. Handling & processing reservations
6. Handling guest enquires.
7. Handling guests who are blacklisted.
8. Bell desk activities

Reference Books:-

1. Checkin Checkout (Jerome Vallen)
2. Hotel front Office Training Manual. (Sudhir Andrews)
4. Hotel Front Office (Bruce Braham)
5. Managing Front Office Operations (Michael Kasavana, Charles Steadmon)
6. Front Office Procedures and Management (Peter Abbott)

7. Front Office operations/Accommodations Operations (Colin Dix)

8. Front Office Operation and Administration (Dennis Foster)

**SUGGESTED ASSIGNMENTS:**

1. Countries, Capitals, and Currencies

2. Different airlines with their codes world wide

3. Metro cities information [Location, shopping facilities, restaurants, places of interest historical monuments, etc--]

4. Beaches in India