First Year BBA Hospitality & Tourism (SEM - II)

<table>
<thead>
<tr>
<th>Subject Code</th>
<th>Subject</th>
<th>Teaching Scheme (Hours / Week)</th>
<th>Examination Scheme</th>
<th>Total Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>124211</td>
<td>Communication Skills &amp; French II</td>
<td>3 - 1</td>
<td>80 - 20</td>
<td>100</td>
</tr>
<tr>
<td>124212</td>
<td>Food Production – II</td>
<td>2 8 1</td>
<td>40 40 20</td>
<td>100</td>
</tr>
<tr>
<td>124213</td>
<td>Housekeeping – II</td>
<td>2 2 1</td>
<td>40 40 20</td>
<td>100</td>
</tr>
<tr>
<td>124214</td>
<td>Food and Beverage Service – II</td>
<td>2 2 1</td>
<td>40 40 20</td>
<td>100</td>
</tr>
<tr>
<td>124215</td>
<td>Development of Generic Skills</td>
<td>2 2 1</td>
<td>40 40 20</td>
<td>100</td>
</tr>
<tr>
<td>124216</td>
<td>Travel &amp; Tourism – II</td>
<td>3 - 1</td>
<td>80 - 20</td>
<td>100</td>
</tr>
<tr>
<td>124217</td>
<td>Food Nutrition &amp; hygiene</td>
<td>3 - 1</td>
<td>80 - 20</td>
<td>100</td>
</tr>
<tr>
<td>124218</td>
<td>Front Office – II</td>
<td>2 2 1</td>
<td>40 40 20</td>
<td>100</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>19 16 08</td>
<td>440 200 160 800</td>
<td></td>
</tr>
</tbody>
</table>

Subject – Communication Skills & French – II

Subject Code – 124211

<table>
<thead>
<tr>
<th>Teaching Scheme</th>
<th>Examination Scheme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theory hrs / week</td>
<td>Tutorial hrs / week</td>
</tr>
<tr>
<td>03</td>
<td>01</td>
</tr>
</tbody>
</table>

50 Marks

Section – I

Ch I Learning –
Definition; Principles

Ch II Self Development
Introduction; Areas of Self Development; Self Analysis
SWOT Analysis

Ch III Memory and Cognition
Introduction; Basic concepts; Memory model; Working memory;
Long term memory; Short term memory
Organization of knowledge

Ch IV Time Management
Definition
Properties of time
Time Planning process

Ch V Listening

Concept
Poor Listening
Good Listening

30 Marks

Section - II

Ch I Future and Past tense of
ER; IR; OIR; RE, Verbs

Ch II Translations –
English to French
French to English

Ch III Vocabulary related to – Hotel rooms; Restaurant; Reception,
Kitchen; Seasons.

Ch IV Basic conversation relevant to hotel industry in French
Reservation; Reception; Ordering a Menu; Suggesting a Menu; Guest Information

Subject – Food Production - II
Subject Code – 124212

<table>
<thead>
<tr>
<th>Teaching Scheme</th>
<th>Examination Scheme</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Theory hrs / week</strong></td>
<td><strong>Theory Marks / hrs</strong></td>
</tr>
<tr>
<td><strong>Tutorial hrs / week</strong></td>
<td>40 / 2 hrs</td>
</tr>
<tr>
<td>02</td>
<td>01</td>
</tr>
</tbody>
</table>

Ch I Stocks; Essences; Glazes

Definition; Ingredients in stock making; functions of stock;

Rules of stock making; Recipes of 1 lit of white, brown, fish & vegetable stock.

Storage of stocks; Essences & glazes

Ch II Soups

Classification of soups with examples

1 litre recipe of consommé

Garnishes & Accompaniments of soup
Ch III  Sauces  
Definition; Classification; Function  
1 litre recipe of Mother sauces with 5 derivatives each  
Examples of butter, dessert & miscellaneous sauces

Ch IV  Fish  
Classification with examples; selection criteria for fish & shell fish. Cuts of fish; storage of fish; Local equivalents of fish Varieties.

Ch V  Egg Cookery  
Functions of eggs in cookery; General cooking principles of egg; Various cooking methods applied to eggs.

Ch VI  Salad and Salad dressings  
Definition; Parts of Salad; Classification of salad with examples; Definition of salad dressing; Types of salad dressings & ingredients used

Ch VII  Western Culinary terms pertaining to the above mentioned syllabus.

Practical:  
16 Continental Menus of 3 course each  
08 Indian Menus of 3 course each

<table>
<thead>
<tr>
<th>Subject – Housekeeping - II</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject Code – 124213</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Teaching Scheme</th>
<th>Examination Scheme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theory Hrs / week</td>
<td>Tutorial hrs / week</td>
</tr>
<tr>
<td>02</td>
<td>01</td>
</tr>
</tbody>
</table>

40 Marks

Chapter 1 Cleaning Routine of Housekeeping

Department  
1.1 General principles of cleaning  
1.2 Work routine for floor supervisors and chamber maids  
1.3 Rules of the floor
Chapter 2 Cleaning Routine of Guest Rooms
2.1 Daily cleaning of occupied, departure, vacant, Under Repair & VIP rooms
2.2 Evening service & second service procedures.
2.3 Weekly / Periodic cleaning – Special Cleaning tasks to be carried out.
2.4 Spring Cleaning procedures

Chapter 3 Cleaning Routine of Public Areas
3.1 Areas to be maintained
3.2 Daily, weekly and spring-cleaning procedures for various Public Areas such as Lobby / Lounge, Restaurants, Bar, Banquet Halls, Swimming Pool, Elevators and staircase & corridors.

Chapter 4 Lost And Found Procedure
4.1 Procedure for Guest articles
4.2 Procedure for Lost Hotel Property
4.3 Records maintained

Chapter 5 Control Desk
5.1 Importance of Control Desk
5.2 Records maintained
5.3 Functions performed by C.D.

Chapter 6 Key Control
6.1 Computerized keys
6.2 Manual keys
6.3 Key Control Procedures

Chapter 7 Housekeeping Supervision
7.1 Importance of supervision
7.2 Checklist for inspection
7.3 Dirty Dozen

Note: Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above-mentioned topics

**PRACTICALS:**
1. Equipping Maids Carte / Trolley
2. Bed Making – Day / Evening
3. Daily Cleaning of Guest rooms – Departure, occupied and vacant
4. Weekly / Spring Cleaning
5. Daily cleaning of Public Areas (Corridors)
6. Weekly Cleaning of Public Areas
7. Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators / Exterior areas.
8. Inspection records – Checklist

**Reference Books:**
1. Fibres & Fabrics – Brenda Piper
3. Hotel, Hostel & Hospital Housekeeping – Brenscon & Lanex

---

**Subject – Food & Beverage Service - II**

**Subject Code – 124214**

<table>
<thead>
<tr>
<th>Teaching Scheme</th>
<th>Examination Scheme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theory hrs / week</td>
<td>Theory Marks / hrs</td>
</tr>
<tr>
<td>Tutorial hrs / week</td>
<td>Practical Marks</td>
</tr>
<tr>
<td>Practical hrs / week</td>
<td>Internal Marks</td>
</tr>
<tr>
<td>Total</td>
<td>Total Marks</td>
</tr>
<tr>
<td>02</td>
<td>40 / 2 hrs</td>
</tr>
<tr>
<td>01</td>
<td>40</td>
</tr>
<tr>
<td>02</td>
<td>20</td>
</tr>
<tr>
<td>05</td>
<td>100</td>
</tr>
</tbody>
</table>

**Ch I**  Types of meals
- Breakfast – Types of service methods
- Brunch; Lunch; Afternoon Tea, Hi Tea
- Dinner; Supper

**Ch II**  Menu Knowledge
- Introduction; Menu Types – Table d’hote & a la carte
Menu planning – considerations and constraints
Menu terms; French and Classical menus
Classical foods, accompaniments; Cover & Service

**Ch III  Control Methods**

Necessity & Functions of a control system
Types of K.O.T’s; duplicate, triplicate system; billing methods
Computer K.O.T’s; Flow chart of K.O.T’s

**Ch IV  Non-alcoholic Beverages**

Classification
Hot Beverages – Types, production & Services
Cold beverages – Types, Production & Services

**Practical** –
Table laying for breakfast service, English, Continental, American, Indian.
Laying the table for high tea.
Table laying for table- d’hôte and a la carte menu.
Making various types of KOT’s.
Service of b/f, setting breakfast tray.
Planning French classical menu, Covers for special French classical, preparations and accompaniments. Revision of 1st Semester.

---

**Subject: Development of Generic Skills**

**Subject Code: 124215**

<table>
<thead>
<tr>
<th>Teaching Scheme</th>
<th>Examination Scheme</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Theory hrs / week</strong></td>
<td><strong>Theory Marks / hrs</strong></td>
</tr>
<tr>
<td>02</td>
<td>40 / 2 hrs</td>
</tr>
<tr>
<td>01</td>
<td>02</td>
</tr>
</tbody>
</table>

**Chapter I  Groups**

Introduction
Why groups?
Group formation
Group Dynamics

Chapter II  Interpersonal Skills
What is Conflict?
Resolution of conflict
Sources of Interpersonal conflict
Strategies for resolving interpersonal conflict
Negotiations

Chapter III  Stress
Introduction
Management Strategies
Stress managers
Stress control

Chapter IV  Frustration
What is frustration?
Causes of frustration
Effects of frustration
Solutions for avoiding frustration

Chapter V  Task Management
Introduction
Task identification
Task planning
Task execution and control
Closing the task

Chapter VI  Risk Management
Introduction
Risk Management Process
Contributions to a business

Chapter VII  Ethics
What are ethics?
Role of ethics in positive interpersonal relations
Personal value system
Code of ethics

Reference Book:-
Development of Generic Skills
Publisher: K.Sudhesh Nagpur
Handbook of Project Management
Trevor Young

Subject – Travel and Tourism - II
Subject Code – 124216

<table>
<thead>
<tr>
<th>Teaching Scheme</th>
<th>Examination Scheme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theory hrs / week</td>
<td>Theory Marks / hrs</td>
</tr>
<tr>
<td>Tutorial hrs / week</td>
<td>80 / 3 hrs</td>
</tr>
<tr>
<td>Total</td>
<td>04</td>
</tr>
</tbody>
</table>

Ch I  Geography and Travel planning
Marketing and selling travel with geography
Understanding and reading maps – types of maps, map language, terminology
Travel maps of India and Maharashtra
Important national tourist zones.

Ch II  Tourism scenario in India
Geography of India
Ecology and environmental aspects
Seasonality and destinations
Role of culture and heritage in tourism scenario
Dance, music, fine arts, handicrafts
Ch III  Impact of tourism
    Economic multiplier effect
    Social and cultural effect
    Environmental effect
    Political effect

Ch IV  Tour Operations and travel agencies
    Setting up a company
    Product knowledge and development
    Costing tour package
    Caring for customers
    Escorts and guides role
    Importance of tour operators and travel agencies.

Ch V  Promoting India as a destination – various techniques
    Product designing and pricing strategies
    Promotional events; Public relations
    Advertising; Publicity
    Role of media
    FAM trips
    Forecasting

Ch VI  Technology in Tourism Industry
    G.D system (Global distribution system)
    CRS
    Use of interest
    Other current techniques

Subject – Food Nutrition & Hygiene
    Subject Code – 124217

<table>
<thead>
<tr>
<th>Teaching Scheme</th>
<th>Examination Scheme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theory hrs / week</td>
<td>Theory Marks / hrs</td>
</tr>
<tr>
<td>Tutorial hrs / week</td>
<td>Practical Marks</td>
</tr>
<tr>
<td>Total</td>
<td>Internal Marks</td>
</tr>
<tr>
<td></td>
<td>Total Marks</td>
</tr>
<tr>
<td>03</td>
<td>80 / 3 hrs</td>
</tr>
<tr>
<td>01</td>
<td>-</td>
</tr>
<tr>
<td>04</td>
<td>20</td>
</tr>
</tbody>
</table>
Ch I Importance of Hygiene in catering industry
   Introduction
   Definition – Hygiene and Sanitation
   Significance of hygiene and sanitation in the food industry

Ch II Hazard Analysis and Critical Control Points
   Importance, definition and usage of HACCP

Ch III Food Microbiology
   Classification and Morphology of Micro organisms
   Growth of bacteria and its relevance to food industry
   Factors affecting microbial growth – Moisture, PH, temperature, time, oxygen, osmotic pressure.

Ch IV Food contamination and spoilage
   Concept of food contamination
   Factors leading to food contamination
   Causes of food spoilages.

Ch V Hygienic food handing
   Importance of following sanitary procedures, concept of danger zones
   Sanitary procedures for – preparation, cooking, hot holding, cooling, left over production.
   Common faults in food preparation
   Rules to be observed during food service
   Personal hygiene for food handling

Ch VI Beneficial effects of micro organism
   Role of microorganism in the manufacture of
   Fermented foods; Dairy products; Bakery products; Alcoholic beverages

Ch VII Introduction to Nutrition
   Definitions – food, diet, nutrients, nutrition, malnutrition, over and under
   Nutrition, energy, energy requirements
   Basal metabolic rate, factors affecting basal metabolic rate
   Concepts of digestion, absorption, metabolism.
Subject – Front Office – II
Subject Code – 124218

<table>
<thead>
<tr>
<th>Teaching Scheme</th>
<th>Examination Scheme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theory Hrs / week</td>
<td>Theory Marks / hrs</td>
</tr>
<tr>
<td>02</td>
<td>40 / 2 hrs</td>
</tr>
<tr>
<td>02</td>
<td></td>
</tr>
<tr>
<td>05</td>
<td>100</td>
</tr>
</tbody>
</table>

40 Marks

Chapter 1 Pre-Arrival Procedures
1.1 Pre arrival activities (Preparing an arrival list, notification etc)
1.2 Procedure for VIP arrival.
1.3 Procedure for group arrival (special arrangements, meal coupons, etc)

Chapter 2 Guest Arrival
2.1 Types of registration (Register, Loose Leaf, Registration Cards)
2.2 Receiving guests.
2.3 Arrival procedure for various categories of guests (Foreigners along with C-forms, FITs- walkin , with confirmed reservation)
2.4 Notification of guest arrival.
2.5 Criteria for taking advance (Walk-ins, Scanty Baggage etc)

Chapter 3 Guest Stay
3.1 Rooming a guest (introduction to the hotel facilities, orientation of the room)
3.2 Procedure for room change
3.3 Safe deposit procedure.
3.4 Assisting guest with all possible information and help (medical etc.)
Chapter 4 Basic Information (Travel & Tourism)
4.1 Role of a Travel Agent
4.2 Passport (concept and types)
4.3 Visa (concept and types)
4.4 Rules regarding customs, foreign exchange etc.

Chapter 5 Guest Departure
5.1 Departure notification
5.2 Task performed at bell desk, cashier/reception.
5.3 Express check outs
5.4 Late check outs and charges.

Chapter 6 Methods of Payment
6.1 Credit card handling
6.2 Traveler cheques, Personal checks
6.3 Handling cash Indian, Foreign currency
6.4 Other methods of payment [Travel agent, Bill to Company etc--]

Note: Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics

Practicals:
1. Welcoming and rooming a guest
2. Handling check-ins (FIT, VIP, Group & Foreigners)
3. Handling of different situations at the reception counter
4. Handling guest at GRE desk.
5. Handling check-outs
6. Handling payment of bills through (Cash, Credit Cards, Traveller Vouchers, Bill to Company and Foreign Currency)
7. Handling Express check outs and late charges

Assignments:
1. Wild life sanctuaries
2. Collection of information Regarding International chain of hotels
Reference Books
1. Hotel front Office Training Manual. (Sudhir Andrews)
3. Hotel Front Office ( Bruce Braham)
5. Checkin Checkout- Jerome Vallen
6. Front Office Procedures and Management -Peter Abbott)
7. Front Office operations/Accommodations Operations -Colin Dix
8. Front Office Operation and Administration(Dennis Foster)