Second Year BBA Hospitality & Tourism (SEM - III)

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Subject – Essentials of Management
Subject Code – 124311

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Ch I  Introduction to management
A typical day in the life of a manager in a hotel (illustrative situation)
Management and organization defined
Why organizations and managers are needed.
The management process
Types of managers
Why study management theory
Internal and external factors that effect management.

Ch II  Planning and Decision making
- Definition; Nature of planning; Process; Types

Ch III  Organizing and staffing
- Definition
- Principles of organization (departmentalization, span of management, formal and informal organization, centralized and decentralized, line & staff organization)
- Human resource planning
- Job analysis

**Ch IV  Leadership**
Definition; theories; styles; characteristics of good leader

**Ch V  Motivation**
Definition; Nature and importance; Motivation theories

**Ch VI  Staffing**
Recruitment sources
Selection; Placement; Induction; Performance appraisals; rewards
Training and development.

**Ch VII  Controlling**
Definition; need for control; steps in control process; implementation.

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**Subject: Food Production III**

**Subject Code: 124312**

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**Ch I  Quantity Food Equipments**
Classification
Use
Care
Maintenance
Selection Criteria

**Ch II  Kitchen Layout Design**
Factors affecting kitchen design
Principles of kitchen layout
Types of kitchen layout
Ch III  Introduction to Industrial & institutional catering
Hospital, School, College
Importance of industrial catering

Ch IV  Standard Recipe
Definition
Uses
Limitations

Ch V  Menu Planning
Principles of menu planning
Types of menus

Ch VI  Meat Cookery – Chicken, Beef meat
Composition & Structure of meat
Selection criteria for Chicken, Beef & Meat
Factors affecting quality of meat
Cooking of meat
Cuts of lamb, Pork, Beef, Veal & their uses in cookery
Offals

Ch VII  Basic Indian Masalas & Gravies
Masalas used in Indian colony
Composition of different Masalas
Basic Indian Gravies & their Proportion

Ch VIII  Regional Cooking
Cooking from different states with reference to
Geographical Location
Historical Background
Seasonal availability
Special equipment used
Cuisines of following states are recommended:

- Maharashtrian
- Rajasthani
- Gujrathi
- Kashmiri
Culinary Terms related to above cuisines

Practical:

12 – Indian menus of 5 course each
8 – Continental menus of 4 course each
4 – Snacks menu comprising of 3 items each

Subject – Housekeeping - III
Subject Code – 124313

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40 Marks

Chapter 1 Contract Cleaning
1.1 Definition, Concept
1.2 Jobs given on contract by Housekeeping
1.3 Advantages & Disadvantages

Chapter 2 Safety & Security Processes
2.1 Safety of Guest Property, Hotel Property
2.2 Prevention of accidents, First Aid
2.3 Role & Procedures adopted by the Security Department.

Chapter 3 Textiles
3.1 Classification of fibres with examples
3.2 Characteristics and uses of fabrics used in Hotel Industry
3.3 Yarn manufacturing
3.4 Textural process
3.5 Characteristics & uses of various fabrics
3.6 Selection of fabric

**Chapter 4 Laundry Management**

4.1 Layout
4.2 Laundry Equipments
4.3 Laundry flow process - Guest, House, Contract
4.4 Stains and Stain removal
4.5 Dry-cleaning – Agents and procedures
4.6 In-house laundry v/s Contract Laundry: Merits & Demerits

**Chapter 5 Linen & Uniform room**

5.1 Layout of Linen Room
5.2 Classification & Selection of Linen
5.3 Classification of Bed, Bath, & Restaurant Linen
5.4 Sizes of Linen
5.5 Calculation of Linen requirement
5.6 Linen Control – Linen Inventory
5.7 Par stock, Linen Coverage
5.8 Discard management

**Note: Glossary of Terms**

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

**Practicals (1 each)**

1. Stain Removal
2. Laundering Procedure – Starching / Blueing / Ironing
3. Use of Laundry Equipment (Washing Machine)
4. Visit to a Laundry
5. Monogramming
6. Mending, Sewing Machine
7. Linen Inventory – Stock Taking
8. Identification and construction of – plain, basket, figured, weaves, pile, satin, twill and sateen.

**Reference Books:**
1. Fibres & Fabrics – Brenda Piper
2. Housekeeping Operations – Robert Martin
3. Housekeeping Management – Matt A. Casado (Wiley)

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### Subject: Food & Beverage Service – III

**Subject – 124314**

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**Ch I       Production of Wines**

- Introduction, definition and classification of wines
- Viniculture and its methods wine diseases
- Vinification: Still, Sparking, Natural, Fortified and Aromatized wines
- Wines of France, Germany, Spain, Italy
- New world wines: South Africa, India, Australia

**Ch II       Service of Wine**

- Food and wine harmony
- Wine glasses and equipments
- Storage and service of wines
- BOT and beverage control

**Ch III      Beers**

- Introduction
- Production of beers
Types of beer
Brands: Indian and International
Service of beer
Other fermented and brewed beverages

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

**Practical:**
Role of sommelier in taking wine order writing BOT
Service of aperitifs
Identification of wine bottles, glasses and equipments required for service of wine
Service of wines
Service of beer
Setting up cover with wine glasses
Service of cigars
Revision of Semester I and Semester II

**Subject: Computer Application**
**Subject Code: 124315**

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**Ch I  Introduction to computer**
Generations of computers
What is computer, block diagram, components of computer system, generation of computer
Computer programming languages, generation of languages
Storage devices, floppy disks, CD Rom

**Ch II**  **Introduction to Internet**
What is Internet, Networks
WWW, search engines e-mail, web site, Introduction to e-commerce

**Ch III**  **Computer networks and communications**
Traditional methods of computer communication
Computer networks
Advantages of using a network
Components of networks
Using a network

**Ch IV**  **Hotel electronic distribution**
Global distribution systems
Hotel distribution of GDS
CRO’S (Central reservation office)
CRS (Computerized reservation system)
Reservation system operation
Intranets and extranets in tourism

**Ch V**  **Hotel Computer applications**
Property Management systems
Registration, housekeeping, guest accounts
Night audit, ancillary systems

**Ch VI**  **Catering computing systems**
Recipe costing system
Stock control system
Electronic Point of sales system
Conference and banqueting system
Specialist catering computer systems

**Practical:**
Software used in Hotel Reservations
POS should be installed and operated by students
Operating computer, internet, 
Power point presentations 
MS Word  

Reference Book:- 
Using Computer In Hospitality Peter O’ CONNOR CONTINUUM

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

**Ch II  Travel formalities and Regulations**
Passport: definition, issuing authority requirements for passport  
Visa: definition, issuing authority, types of visas, requirement for visa  
Foreign exchange, taxes, customs, regulations  
Health regulations: Vaccination, health insurance

**Ch III  Tour Operator**
Meaning and definition  
Tour packaging definition, components of tour package and itinerary planning  
Types of package tours
  - Independent  - Inclusive
- Escorted
- Business

Guides and escorts - their role and function, qualities required to be a guide or escort

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

**Chapter V Determinants of tourism Introduction**
Psychological, Social, Cultural, economic, political factors
Time, Season, Climate
Environmental factors
Awareness, attraction, Accessibility, Accommodation, activity and acceptability

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

**Chapter VII Guest–Host relationship in Tourism and destination development**
The capacity of destination to absorb tourism
Limitation of resources
Tolerance by host population
Guest satisfaction
Sustainable tourism
Sustainable development

**Chapter VIII Tourism planning Models and Approaches**
Cost – Benefit Analysis
Systems approach
Incremental approach
Comprehensive approach
Integrated approach
Community approach
Market – led and product - led approach
Glossary of terms related to the above topics.

Reference Books:

1) Tourism and Hotel Industry Mohammed Zuifikar

2) A Text – Book of Tourism B.K.Goswami, R.Ravindran
Har – Anand – DSB Management Services

3) An Introduction to travel and tourism
Mc Graw – Hill International Editions

Subject – Environmental Studies II
Subject Code: 124317

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Ch I  Solid Wastes
Introduction
Classification
Composition
Solid Waste Management
Waste Minimization

Ch II  Hazardous Wastes
Introduction
Hazardous characteristics
Classification of hazardous wastes
Control of radioactive pollution
Handling hazardous wastes

Ch III Environmental Threats
Introduction
Acid rain
Green house effect
Global warming
Ozone layer depletion

Ch IV Social Issues and the Environment
Introduction
Population growth
Urban Problems related to Energy
Water conservation
Rainwater harvesting

Ch V Environmental Protection
Introduction
Pollution control board
Role of NGOs
Indian environmental institutions

Ch VI Disaster Management
Introduction
Droughts
Landslides
Floods
Cyclones
Earthquakes

Reference Books:
1. Elements of Environmental Science and Engineering
   P. Meenakshi
Subject – Front Office – III
Subject Code – 124318

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40 Marks

**Chapter 1 Front Office Accounting**
1.1. Accounting fundamentals (types of accounts, ledger, folios, vouchers)
1.2. Record keeping system (non automated, semiautomated and fully automated)
1.3. Credit Monitoring and Charge Privileges
1.4. Cash sheet

**Chapter 2 Calculation of various Statistical data using**
Formulae & exercises on:
(ARR, Room occupancy %, Double Occupancy%, Foreign Occupancy %, Local Occupancy %, House count)

**Chapter 3 Reports**

**Chapter 4 Guest Relations**
4.1 Hospitality Desk
4.2 Functions and role
4.3 Maintenance of records like guest history card etc)
4.4 Special personality traits for a Guest Relations Executive

**Chapter 5 Situation Handling**

5.1 Complaint handling procedure
5.2 Dealing with unusual situations(Death, Theft, Fire, Bomb-Scare etc)

**Practicals**

1. Situations for the following instances:
   1. 1 Posting charges in guest folio
   1.2. Practical applications of Credit Monitoring
   1.3. Practical applications of Charge Privilege
   1.4. Late Check-outs
   1.5. Late Charges
   1.6. V.P.O. and Miscellaneous vouchers
   1.7. Allowance vouchers
   1.8. Dealing with guests at the hospitality desk(enhancing the guest experience)
   1.9. Situation Handling (Death, Theft, Fire, Bomb-Scare, etc)

2. Calculation of various operational ratios

**Reference Books:-**

1. Hotel front Office Training Manual - Sudhir Andrews
3. Hotel Front Office - Bruce Braham
5. Checkin Checkout - Jerome Vallen
6. The Hotel Receptionist- Grace Paige, Jane Paige
7. Front Office Procedures and Management - Peter Abbott
8. Front Office operations/Accommodations Operations- Colin Dix
9. Hotel reception- Paul White and Helen
10. Front Office Operation and Administration - Dennis Foster
Note: Glossary of Terms
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