

# Syllabus

2<sup>nd</sup> Semester

**B.Sc. in Hospitality and Hotel  
Administration**

240/HHA/CC201

**SEMESTER 2**

**Food Production and Culinary Art-II**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Credits</b>	<b>TI</b>	<b>TE</b>	<b>PI</b>	<b>PE</b>	<b>Time Allowed</b>
2	-	2	4	15	35	15	35	Hours

**Type of Course: - Core Course**

Core Course (CC)	Minor Course (MIC) including Vocational Courses (VOC)	Multidisciplinary Course (MDC)	Ability Enhancement Course (AEC)	Skill Enhancement Courses (SEC)	Value Addition Courses (VAC)	Internship
√						

**Introduction to the Course:**

The course aims to give learners a theoretical and practical understanding of Food Production and Culinary Art. Learners are trained for the preparation of different kinds of food and presentations, along with an understanding of basic concepts, technical knowledge and competencies. With comprehensive exposure to the working conditions of a kitchen, learners will be able to understand, organize, and perform the various functions that are critical to the success of a hotel.

**Course Outcome:** - After completing the course learners would be able to:

- CO1. Learn about the various kinds of herbs and spices, and the philosophy behind them.
- CO2. Recognize the fundamental design and specifications of a five-star hotel's breakfast menu setup.
- CO3. Explore food commodities, equipment, characteristics and uses.
- CO4. Analyse the preparation, application, and storage of various gravies.

**Detailed Syllabus:**

**Unit-I**

Herbs and spices - types, usage, characteristics and storage precautions; classification of equipment, selection criteria; fuel used in the kitchen - advantages, cost, availability, safety and efficiency.

**Unit-II**

Introduction to rice, cereals and pulses - types, impact of cooking on these commodities, selection and storage criteria; breakfast cookery - introduction, breakfast and its importance, types and building better breakfast.

**Unit-III**

**Theory** - Menu planning - definition, importance, types and requirements, concept of menu balancing and modern trends of menu planning; basic sponges and cakes - principles, steps involved, role of different ingredients and usage of equipment.

**Unit-IV**

**Theory** - Understanding commodities and usage in kitchen - role and importance of souring, colouring, thickening and spicing agents; basic Indian gravies, regional gravies, difference between curry and gravy and storage of various gravies; introduction to meats - physical and chemical characteristics, selecting and grading, classification and categories.

**VEDATYA INSTITUTE**  
 Garhi Murli, Garhi Bazidpur  
 Sohna Road, Gurgaon (Hr.)  
*Amrita*

## TEXTBOOK

- Bali, P.S. (2017), Food Production Operations, Oxford, New Delhi

## OTHER RECOMMENDED TEXTS

- Foskett, D., Paskins, P. and Rippington, N. (2019), Practical Cookery (14th edn), Hodder Education, UK
- Motarjemi, Y., Moy, G. and Todd, E.C.D. (2014), Encyclopaedia of food safety, Apple Academic Press, Amsterdam
- Arora, K. (2008), Theory of Cookery, Frank Bros & Co., New Delhi

## Final Assessment (FA)

Theory Internal (TI)	15%
Theory External (TE)	35%
Practical Internal (PI)	15%
Practical External (PE)	35%
<b>Final Assessment (FA) = (TI+TE+PI+PE)</b>	<b>100%</b>

**Theory Internal (TI):** The (TI) will be done through in-class tests/ coursework/presentations/journals or assignments.

**Theory External (TE):** The (TE) will be done through the end-term theory examination.

**Practical Internal (PI):** The (PI) will be done through in-class continuous assessment.

The question paper pattern for the end-term examination will be **35 Marks** and will follow the following pattern:

<b>Question 1</b>	Questions No. One (1) will have five (5) MCQs (All Compulsory).	<b>5*1=5 marks</b>
<b>Question 2</b>	Questions No. Two (2) will have six (6) brief answer questions/ options. (The learner has to answer five (5) out of the six (6)).	<b>5*2=10 marks</b>
<b>Question 3</b>	Question No. Three (3) will have three (3) descriptive questions/ options. (The learner has to answer two (2) out of the three (3)).	<b>2*5= 10 marks</b>
<b>Question 4</b>	Question No. Four (4) will have Two (2) descriptive questions/ options. (The learner can answer one (1) out of the Two (2)).	<b>1*10=10 marks</b>
	<b>Total Marks</b>	<b>35 marks</b>

## Mapping Matrix of Course

Table 1: CO-PO Matrix for the Course

COURSE OUTCOMES	PO1	PO2	PO3	PO4
CO1	2	3	2	2
CO2	3	3	2	2
CO3	3	2	2	2
CO4	2	2	2	2
Average	2.5	2.5	2	2

Table 2: CO-PSO Matrix for the Course

CO	PSO1	PSO2	PSO3	PSO4
CO1	2	3	2	2
CO2	3	3	2	2
CO3	3	2	2	2
CO4	2	2	2	2
Average	2.5	2.5	2	2

  
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240/HHA/CC202

### Food and Beverage Service Operations-II

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
2	-	2	4	15	35	15	35	__ Hours

#### Type of Course: - Core Course

Core Course (CC)	Minor Course (MIC) including Vocational Courses (VOC)	Multidisciplinary Course (MDC)	Ability Enhancement Course (AEC)	Skill Enhancement Courses (SEC)	Value Addition Courses (VAC)	Internship
√						

#### Introduction to the Course:

The course aims to give the learner excellent knowledge of international cuisines and their service aspects. The module will also build the practical knowledge of the learner to understand the different aspects of service. The hospitality industry has high standards of work and operational practices which need to be reflected in the curriculum.

#### Course Outcome: - After completing the course learners will be able to:

- CO1. Explain the French Classical menu and its importance, understanding the international menu along with its accompaniments.
- CO2. Classify beverages and understand fermentation-based beverage production terms
- CO3. Explain beer along with the manufacturing process & explore craft beers.
- CO4. Recognize the manufacturing process of cheese and its evolution.

#### Detailed Syllabus:

##### Unit-I

Introduction to French classical menu; exploring each course with examples; international menu with accompaniments.

##### Unit-II

Classification of beverages; types of alcoholic and non-alcoholic beverages; terms of brewing; fermentation and distillation; measurement units of alcoholic strength.

##### Unit-III

Brewed beverage - beer; history of beer, manufacturing process of beer; types and service of beer, faults in beer, storage of beer, introduction to craft beers.

##### Unit-IV

Origin of cheese; evolution of cheese: identify different styles of cheese with examples; manufacturing of cheese; international accompaniments of cheese, introduction to tobacco and cigars.

#### TEXTBOOK

- Singaravelavan R. (2016), *Food and Beverage Service*, Oxford University Press, New Delhi

#### OTHER RECOMMENDED TEXT

- George, B. and Chatterjee, S. (2011), *Food and Beverage Service and Management*, Jaico Publication, Mumbai
- Lillicrap, Cousins and Smith (1998), *Food and Beverage Service*, ELST Publication, London

#### Final Assessment (FA)

Theory Internal (TI)	15%
Theory External (TE)	35%
Practical Internal (PI)	15%
Practical External (PE)	35%
<b>Final Assessment (FA) = (TI+TE+PI+PE)</b>	<b>100%</b>

**Theory Internal (TI):** The (TI) will be done through in-class tests/ coursework/presentations/journals or assignments.

**Theory External (TE):** The (TE) will be done through the end-term theory examination.

**Practical Internal (PI):** The (PI) will be done through in-class continuous assessment.

**The question paper pattern** for the end-term examination will be **35 Marks** and will follow the following pattern:

<b>Question 1</b>	Questions No. One (1) will have five (5) MCQs (All Compulsory).	<b>5*1=5 marks</b>
<b>Question 2</b>	Questions No. Two (2) will have six (6) brief answer questions/ options. (The learner has to answer five (5) out of the six (6)).	<b>5*2=10 marks</b>
<b>Question 3</b>	Question No. Three (3) will have three (3) descriptive questions/ options. (The learner has to answer two (2) out of the three (3)).	<b>2*5= 10 marks</b>
<b>Question 4</b>	Question No. Four (4) will have Two (2) descriptive questions/ options. (The learner can answer one (1) out of the Two (2)).	<b>1*10=10 marks</b>
	<b>Total Marks</b>	<b>35 marks</b>

### Mapping Matrix of Course

Table 1: CO-PO Matrix for the Course

COURSE OUTCOMES	PO1	PO2	PO3	PO4
CO1	2	3	2	2
CO2	3	3	2	2
CO3	3	2	2	2
CO4	2	2	2	2
<b>Average</b>	2.5	2.5	2	2

Table 2: CO-PSO Matrix for the Course

CO	PSO1	PSO2	PSO3	PSO4
CO1	2	3	2	2
CO2	3	3	2	2
CO3	3	2	2	2
CO4	2	2	2	2
<b>Average</b>	2.5	2.5	2	2

**Front Office Operations-II**  
Course ID -

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
3	1	-	4	30	70	0	0	__ Hours

**Type of Course: - Core Course**

Core Course (CC)	Minor Course (MIC) including Vocational Courses (VOC)	Multidisciplinary Course (MDC)	Ability Enhancement Course (AEC)	Skill Enhancement Courses (SEC)	Value Addition Courses (VAC)	Internship
√						

**Introduction to the Course:**

The course aims to provide operational knowledge and practical experience in Front Office operations with special attention to the Guest Cycle. Learners will also practice OPERA - Property management system to gain the operational functionality of the respective processes. Guest Cycle represents a systematic approach to front office operations; therefore, learners are equipped with customer care and situation-handling skills to serve the guest effectively with a clear understanding of the flow of business in the hotel.

**Course Outcome:** - After completing the course learners will be able to:

CO1. Calculate basic front office statistics and explain their importance in the evaluation of front office operations.

CO2. Understand and exhibit a systematic approach to front office operations during the different phases of the guest cycle.

CO3. Complete a simulated guest cycle using a manual and a computerized property management system which includes handling reservations, check-in, stay, check out and front office accounting etc.

CO4. Identify various guest services challenges encountered in the hotel front office and apply customer care and situation-handling skills to resolve them.

**Detailed Syllabus:**

**Unit-I**

Front Office Statistics and Evaluating Hotel Performance - Methods and formulae of measuring hotel performance – occupancy ratio, average daily rate, average room rate per guest, revenue per available room (RevPAR).

**Unit-II**

Guest cycle phase 2 - Arrival - Preregistration and registration; formats of various registration records; flow of the registration process; check-in procedures for manual, semi-automated and fully automated hotels; escorting phraseology.

**Unit-III**

Guest cycle phase 3 (Stay in Hotel) - Handling of guest mails, messages and keys; procedures for guest paging, issuing safety deposit locker, guest room change, handling left luggage and wake-up calls; resolving guest complaints; front office and guest safety and security - importance of security systems, safe deposit, key control, emergencies.

**Unit-IV**

Guest cycle part 4 (Departure) - check out and settlement of bills; departure procedures in manual, semi-automated and fully automated systems; modes of bill settlement; potential

check out problems; front office glossary.

#### Unit-V

Cashiering, front office accounting cycle – creation, maintenance and settlement of accounts; front office accounting and its functions; types of accounts - guest account and non-guest account; types of vouchers and folios; guest ledger and city ledger.

#### TEXTBOOK

- Tewari, J. (2016), *Hotel Front Office Operations and Management* (2nd edn), Oxford, New Delhi

#### OTHER RECOMMENDED TEXTS

- Abbott, P. and Lewry, S. (2010), *Front Office: Procedures, Social Skills, Yield And Management* (2nd edn), Routledge, USA
- Andrews, S. (2017), *Front Office Management and Operations*, McGraw Hill Education, New Delhi
- Bardi, J. A. (2012), *Hotel Front Office Management* (5th edn), Wiley, US
- Kasavana, M. L. (2012), *Managing Front Office Operations* (9th edn), USA, AHMA

#### Final Assessment (FA)

Theory Internal (TI)	30%
Theory External (TE)	70%
<b>Final Assessment (FA) = (TI+TE)</b>	<b>100%</b>

**Theory Internal (TI):** The (TI) will be done through in-class continuous assessment/in-class test/operational exam/ role play/coursework/presentation/journal or assignment.

**Theory External (TE):** The (TE) will be done through the end-term theory exam.

The question paper pattern for the end-term examination will be **70 Marks** and will follow the following pattern:

<b>Question 1</b>	Questions No. One (1) will have eight (8) MCQs (All Compulsory).	<b>8*1=8 marks</b>
<b>Question 2</b>	Questions No. Two (2) will have eight (8) brief answer questions/options. (The learner has to answer six (6) out of the eight (8)).	<b>6*2=12 marks</b>
<b>Question 3</b>	Question No. Three (3) will have six (6) descriptive questions/options. (The learner has to answer four (4) out of the six (6)).	<b>4*6= 24 marks</b>
<b>Question 4</b>	Question No. Four (4) will have Three (3) descriptive questions/options (The learner can answer Two (2) out of the Three (3)).	<b>2*8= 16 marks</b>
<b>Question 5</b>	Question No Five (5) will have Two (2) long answer questions/options. (The learner can answer One (1) out of the Two (2)).	<b>1*10=10 marks</b>
	<b>Total Marks</b>	<b>70 marks</b>

## Mapping Matrix of Course

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CO3	3	2	2	2
CO4	2	2	2	2
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Table 2: CO-PSO Matrix for the Course

CO	PSO1	PSO2	PSO3	PSO4
CO1	2	3	2	2
CO2	3	3	2	2
CO3	3	2	2	2
CO4	2	2	2	2
Average	2.5	2.5	2	2

*Anita*  
VEDATYA INSTITUTE  
Garhi Murli, Garhi Bazidpur  
Sohna Road, Gurgaon (Hr.)