

**ACADEMIC REGULATIONS FOR B.A. (Hons) IN CULINARY ARTS –
SEMESTER SCHEME TO BE ADOPTED FROM THE ACADEMIC YEAR 2020 ONWARDS**

B.A. (Hons) IN CULINARY ARTS

GURUGRAM UNIVERSITY

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AN INTRODUCTION: B.A. (HONS) IN CULINARY ARTS

This course BA (Hons) in Culinary Arts addresses the requirements of graduates seeking managerial employment in the Indian and the international hospitality and culinary industries. It provides a vocationally relevant course of education that is intellectually challenging and will prepare students for a career in management in the Culinary Industry, by providing the students with the following:

Knowledge

1. Describe and explain relevant theory, principles and concepts as well as their application in food preparation, production, presentation and other culinary practices.
2. Recognise culinary applications and gastronomy in an international environment.
3. Interpret the established culinary traditions in a contemporary context and an appreciation of Indian culinary culture and hospitality.
4. Explain the role and impacts of culinary businesses in the development of environmental, social and financial sustainability.
5. Recognise and develop entrepreneurial spirit, thus potential culinary business opportunities and identify appropriate methodologies to exploit them.

Competencies

6. Compose complete meals by applying cooking and knife techniques as well as sanitation and safety procedures.
7. Develop critical thinking skills within culinary context through a foundation of broad and varied academic fields of study.
8. Contribute to sustainable and responsible management of resources in a commercial culinary environment.
9. Demonstrate the ability to make decisions, solve problems and think critically in culinary business-related scenarios, using a fundamental base of business knowledge.
10. Undertake tasks and responsibilities with quality and spirit of service and collaboration.
11. Apply effective verbal and non-verbal communication to ensure delivering the right impression and impact when dealing with clients and colleagues.

Mindset

12. Contribute to innovation and development of culinary practices.
13. Embrace culinary arts as a form of art and science, attitude and experience which will foster career development and/or entrepreneurial direction in the long run.
14. Elaborate adequate behaviors and attitudes in different professional and cultural situations.
15. Develop problem solving and critical thinking skills through creativity.
16. Apply emotional intelligence in a service orientation.
17. Use cognitive flexibility in negotiations.
18. Manage teams effectively.

**ACADEMIC REGULATIONS FOR BA(H)CA - SEMESTER SCHEME TO BE ADOPTED FROM THE
ACADEMIC YEAR 2020 ONWARDS**

THREE YEAR B.A. (Hons) in CULINARY ARTS

A. ADMISSION AND ELIGIBILITY

1. The duration of the **B.A. (Hons) in CULINARY ARTS** (BA(H)CA) shall be three academic years. Each year shall be divided into two semesters. Thus, the BA(H)CA Programme shall comprise of six semesters spread over three years. On the completion of all six semesters, the students will be awarded the **B.A. (Hons) in CULINARY ARTS** (BA(H)CA). **A candidate can complete all the six semesters within a maximum period of 6 years from the date of admission to the first semester of the programme.**

2. Admission to the first semester of the Programme shall be open to candidates who have passed

Senior Secondary Examination i.e. 10+2 with at least 50% marks (pass marks in case of SC/ST candidates) in aggregate from Board of School Education Haryana, Bhiwani or any other examination recognized by Gurugram University as equivalent thereto.

3. The first to sixth-semester examination shall be open to a regular student who:
 - a) bears a good moral character.
 - b) has been on the rolls of the Institute for the concerned semester.
 - c) has at least 75% attendance in the class during the concerned semester.
4. The candidate may be promoted to the next semester class automatically unless detained from examination on any genuine grounds.

B. EXAMINATION

5. Every candidate shall be examined in the subject(s) as laid down in the Scheme of Examinations/Syllabus prescribed by the Academic Council from time to time.
6. The external examiner(s) will set the question papers as per the criteria laid down in the Scheme of Examinations for the programme.
7. **The medium of instruction and examinations shall be English ONLY.**
8. The last date of receipt of admission forms and fees shall be fixed by the Vice-Chancellor of the University.

9. The amount of examination fee to be paid by a candidate for each semester shall be as per the decision of the University from time to time.
10. The Examinations for the odd semesters shall ordinarily be held in December/January and for the even semesters in May/June or on such dates as may be fixed by the Vice-Chancellor.

All Supplementary examinations will be held for re-appear/failed candidates along with regular semester examinations in respective odd/even semesters.

11. The Director/Principal of the Institute/College shall forward, a list of the eligible students who have satisfied the requirements of rules for appearing in the Examinations to the Controller of Examinations, as per the schedule of examinations of the University.
12.
 - a) As soon as possible, after the termination of the examinations, the Controller of Examinations shall publish a list of candidates who have passed the Semester Examinations.
 - b) Each successful candidate shall receive a copy of the Detailed Marks Card on having passed the Semester Examinations.
13. The list of successful candidates after the sixth-semester examinations shall be arranged in three divisions based on aggregate marks obtained in the first to sixth-semester examinations (for the award of BA(H)CA) taken together and the division obtained by the candidate will be stated in his degree as under:
 - (a) Those who obtain 40% marks but less than 50% marks – THIRD DIVISION
 - (b) Those who obtain 50% marks but less than 60% marks – SECOND DIVISION
 - (c) Those who obtain 60% or more marks – FIRST DIVISION.
 - (d) Those who pass all the semesters examination (1st to 6th semester) at the first attempt obtaining 75% or more marks in the aggregate shall be declared to have passed with – DISTINCTION.

C. EVALUATION

14.
 - a) The Director/Principal of the concerned Institute/College shall forward the Internal Assessment marks of the students, as per the scheme of examinations, wherever specified, to the Controller of Examinations as per the following criteria:

i. Seminar presentation, class participation, and Attendance	10 marks
ii. Case analysis and presentation	05 marks
iii. Class test(s)	05 marks
 - b) The Director/Principal of the Institute/College will preserve the records based on which the Internal Assessment awards etc. have been prepared for inspection if needed by the University up to one month from the date of declaration of the semester examinations results. This record, including attendance, will be disposed of after one month.

15.
 - a) The internal assessment/training report/project report awards of a candidate who fails in any semester/paper(s) shall be carried forward to the next examinations.
 - b) Candidate(s) who has not obtained pass marks in the Internal Assessment in any paper(s) etc. will be provided an opportunity to appear before the Committee of Examiners, to be constituted by the Director/Principal of the Institute/College, to re-assess performance of the candidate, corresponding to the schedule given for supplementary examinations in and the Internal Assessment/Practical/Viva-voce given by the Committee shall be final.
 - c) A candidate who fails to obtain pass marks in the training report/ viva-voce shall have to re-appear before the board of examiners as laid down as per the schedule specified for supplementary examinations.
16.
 - a) Every student of BA(H)CA shall be required to undergo one practical training internship (Semester III) in a food service industries organisation for eighteen weeks prescribed in the syllabus.
 - b) The candidates shall be required to undergo training in the various areas of the organisation concerned. The organisation may assign a specific project to the candidate, which will be completed by him/her during the period of training. The work done by the candidate during the training period shall be submitted in the typed format of two copies of a training report. The last date for the receipt of the training report in the office of the Controller of Examinations shall be one month after the date of completion of training.
 - c) The evaluation of the Training Report shall be done by the examiner(s) appointed by the Gurugram University.
17. The comprehensive viva-voce shall be conducted by an External Examiners to be appointed by the Vice-Chancellor of Gurugram University, consisting of the following members:
 - a) One Internal Faculty, nominated by the Director/Principal of the concerned Institute/College;
 - b) One External Examiner from the academic field; and
 - c) One Executive from a service organization (Two members shall form the quorum.)
18. The practical exam(s) of the courses (wherever specified) shall be conducted by the following Board of Examiners, consisting of two members:
 - a) One internal faculty member (to be appointed by the Director of the concerned Institute); and
 - b) One external examiner (to be appointed by the Vice-Chancellor on the recommendations of the UG Board of Studies in Management.
19. The minimum percentage of marks to pass the examination in each semester shall be:
 - a) 40% in each written papers and internal assessment/computer practical/workshop.
 - b) 40% in Training Report and Viva-Voce/Comprehensive Viva-voce, separately.
 - c) 40% in the total of each semester examination.

D. OTHER PROVISIONS

20. There will be no improvement facilities available to BA(H)CA students. However, grace marks will be allowed as per University Rules.
21. A candidate admitted as a regular student in BA(H)CA Programme would be eligible for transfer of his candidature to any affiliated institution/college of Gurugram University running the above programme subject to availability of seats.
 - a) However, migration can take place only at the beginning of the second year. No migration shall apply to candidates in the first year and final year.
 - b) For migration, 75% attendance is compulsory in the last attended semester and no reappearing examination will be allowed from last semester examination.
22. Any dispute arising on account of implementation of this ordinance shall be referred to a committee of three members to be appointed by the vice-chancellor and its decision shall be final and binding on all. The procedure and rules for this programme, the implementation shall be binding on the college/ institutes, which will be framed and approved by the University from time to time.
23. Nothing in this Ordinance shall deem to debar the University from amending the Ordinance and the same shall apply to all the students whether old or new.
24. Any other provision not contained in the above shall be governed by the rules and regulations framed by the University from time to time particularly about the common ordinance for Undergraduate Programmes of the University.

Course Structure
B.A. (Hons) CULINARY ARTS
YEAR 1, SEMESTER – I

Module No.	Subject	Periods			Evaluation Scheme						Univ Practical	Total
		L	T	P	Internal Exam Ordinance Clause 13(A)				Univ Theory Exam	Sub Total		
					TA	CA	CT	TOT				
BACA101	Fundamental Culinary Techniques	3	0	3	10	5	5	20	80	100	50	150
BACA102	Food and Beverage Theory and Application I	3	0	3	10	5	5	20	80	100	50	150
BACA103	Bakery and Patisserie I - Fundamentals	3	0	3	10	5	5	20	80	100	50	150
BACA104	Basics of French Language	3	0	2	10	5	5	20	80	100	N/A	100
BACA105	Disaster Management	3	1	0	10	5	5	20	80	100	N/A	100
BACA106	Information Communication and Technology I – Applications, Hardware and Software	3	0	2	10	5	5	20	80	100	50	150
Total												800

B.A. (Hons) CULINARY ARTS
YEAR 1, SEMESTER – II

Module No.	Subject	Periods			Evaluation Scheme						Univ Practi cal	Total
		L	T	P	Internal Exam TA Ordinance Clause 13(A)				Univ Theory Exam	Sub Total		
					TA	CA	CT	TOT				
BACA201	Intermediate Culinary Techniques	3	0	3	10	5	5	20	80	100	50	150
BACA202	Food and Beverage Theory and Application II	3	0	3	10	5	5	20	80	100	50	150
BACA203	Bakery and Patisserie II	3	0	3	10	5	5	20	80	100	50	150
BACA204	Culinary Management I	3	1	0	10	5	5	20	80	100	N/A	100
BACA205	Environmental Science	3	1	0	10	5	5	20	80	100	N/A	100
BACA206	Information Communication and Technology II	3	0	2	10	5	5	20	80	100	50	150
BACA207	Communication and Business Protocol	3	1	0	10	5	5	20	80	100	N/A	100
Total												900

TA= Teachers Assessment, CA=Case Analysis, CT= Class Test, TOT= Total

BA(H)CA SYLLABUS GURUGRAM UNIVERSITY 2020 onwards

**B.A. (Hons) CULINARY ARTS
YEAR 2, SEMESTER - III**

Module No.	Subject	Periods			Evaluation Scheme				Univ Practic al	Total	
		L	T	P	Internal Exam Ordinance Clause 13(A)			Univ Theor y Exam			Sub Total
					TA	CA	CT				
BACA300	Operational Internship 1: (18 Weeks)	0	0	720	350			NA	350	400	750
Total											750

**B.A. (Hons) CULINARY ARTS
YEAR 2, SEMESTER – IV**

Module No.	Subject	Periods			Evaluation Scheme						Univ Practic al	Total
		L	T	P	Internal Exam Ordinance Clause 13(A)			Univ Theory Exam	Sub Total			
					TA	CA	CT			TOT		
BACA401	Culinary Skills Development I	20	0	80	10	5	5	20	80	100	50	150
BACA402	Food and Beverage Theory and Application III	30	0	20	10	5	5	20	80	100	50	150
BACA403	Culinary Sociology and Anthropology	20	0	20	10	5	5	20	80	100	50	150
BACA404	Culinary Management II	30	0	0	10	5	5	20	80	100	N/A	100
BACA405	Marketing I - Principles of Marketing	30	0	0	10	5	5	20	80	100	N/A	100
BACA406	Accounting I – Uniform Systems of Accounting	30	0	0	10	5	5	20	80	100	N/A	100
Total												750

TA= Teachers Assessment, CA=Case Analysis, CT= Class Test, TOT= Total

**B.A. (Hons) CULINARY ARTS –
YEAR 3, SEMESTER - V**

Module No.	Subject	Periods			Evaluation Scheme						Univ Practic al	Total
		L	T	P	Internal Exam Ordinance Clause 13(A)			Univ Theory Exam	Sub Total			
					TA	CA	CT			TOT		
BACA501	Culinary Skills Development II	20	0	80	10	5	5	20	80	100	50	150
BACA502	Advanced Culinary Techniques	20	0	80	10	5	5	20	80	100	50	150
BACA503	Human Resources I - Organisational Behaviour	30	0	0	10	5	5	20	80	100	N/A	100
BACA504	Gastronomic Art and Culture	30	0	0	10	5	5	20	80	100	N/A	100
BACA505	Marketing II – Marketing in Culinary Organisations	30	0	0	10	5	5	20	80	100	N/A	100
BACA506	Accounting II – Managerial Accounting	30	0	0	10	5	5	20	80	100	N/A	100
Total												700

**B.A. (Hons) CULINARY ARTS –
YEAR 3, SEMESTER - VI**

Module No.	Subject	Periods			Evaluation Scheme						Univ Practic al	Total
		L	T	P	Internal Exam Ordinance Clause 13(A)			Univ Theory Exam	Sub Total			
					TA	CA	CT			TOT		
BACA601	Culinary Skills Development III – Hot Cuisine and International Cuisine	20	0	80	10	5	5	20	80	100	50	150
BACA602	Advanced Culinary Management – Catering and Events Management	20	0	80	10	5	5	20	80	100	50	150
BACA603	Human Resources II - Human Resource Management	30	0	0	10	5	5	20	80	100	N/A	100
BACA604	Project Work and Small Business Operations	20	10	100	100				N/A	100	200	300
Total												700

TA= Teachers Assessment, CA=Case Analysis, CT= Class Test, TOT= Total

B. A. (Hons) IN CULINARY ARTS

Guidelines for Paper Setting/ Exams

OBJECTIVE:

The course familiarizes the students with the Culinary Arts & Project. The course is a blend of theory and practice to develop a professional attitude & skills for trade-in students. Professional in nature, the course aims to inculcate professional values & ethics with a focus on hospitality/tourism management & operations.

APPROACHES:

Lectures, Group Discussions, Presentations, Practical, Case studies, Business Games & Field Tours

REQUIREMENTS:

Regular attendance and active participation during the semester; Books & Literature Surveys, Long Essays and Assignments; Seminars Presentations, etc.

EVALUATION:

The performance of the students will be evaluated based on class participation, house tests; regularity & assignments, carrying 20% credit and the rest through term-end examinations. (Three Hours Duration)

MODE OF PAPER SETTING:

There will be nine questions in all and candidates will have to attempt five questions.

- First question will be compulsory and of 16 Marks and shall contain 8 short answer type questions. These questions shall be spread over the whole syllabus (from all four units of GU syllabus)
- Rest eight questions shall be 16 marks each and will be set unit wise or in such a way that covers whole syllabus, where option of attempting any four among these 8 questions will be given. These questions shall judge both theoretical and applied knowledge of students. The format of these questions will be essay type and case studies.
- From each of the units mentioned in the syllabus (total four units), two questions will be posed. The students will have to answer one question from each unit. This is further explained in the figure.1 below. The objective of this strategy is to ensure that the student studies and is assessed in each of the four units listed in the syllabus.
- Sample paper format is mentioned below:

GU Sample Theory Question Paper Format

Time Allowed: 3 hours

Maximum Marks: 80

Note: Attempt any five questions, Question No- 1 is compulsory

1. Short answer type questions from the **whole syllabus** (Units 1-4) (compulsory) 2* 8= 16 Marks

Questions 2 & 3 from Unit 1 (Answer One question from Q.2 and Q.3)

2. Question 2 (16 Marks)

OR

3. Question 3 (16 Marks)

Questions 4 & 5 from Unit 2 (Answer One question from Q.4 and Q.5)

4. Question 4 (16 Marks)

OR

5. Question 5 (16 Marks)

Questions 6 & 7 from Unit 3 (Answer One question from Q.6 and Q.7)

6. Question 6 (16 Marks)

OR

7. Question 7 (16 Marks)

Questions 8 & 9 from Unit 4 (Answer One question from Q.8 and Q.9)

8. Question 8 (16 Marks)

OR

9. Question 9 (16 Marks)

Example of rubric for practical

Practical Appraisal Rubric Template				
Name				Date:
Learning Center	FOOD HALL & DELISH			
Quiz 20%	0	1-2	3-4	5-6
	Absent	Answer 2 questions	Answer 3-6 Questions	Answer 7-8 Questions
Attendance 10%	0	1-2	3-4	5-6
	Absent	Attended 1 week	Attended 2-3 weeks	Attended 4 weeks
PMGR Reviewed 10%	0	1-2	3-4	5-6
	Absent	Demonstrates little or no knowledge of content assigned for class, not prepared for class	Demonstrates some knowledge of content assigned for class, somewhat prepared for class	Demonstrates adequate engagement and knowledge of content assigned for class, well prepared for class
Grooming 10%	0	1-2	3-4	5-6
	Absent	Dirty uniform, dirty shoes, not shaved, elements of the uniform missing	Clean uniform, dirty shoes/not shaved or both, any element of the uniform missing	Clean uniform, shoes polished, clean shaved, groomed as per prescribed standards
Follow Instructions 10%	0	1-2	3-4	5-6
	Absent	Never follows instructions, careless and lacks seriousness	Follows a few instructions but misses out on critical details	Follows instructions to the T. Proactively innovates as situation changes
Group Dynamics 20%	0	1-2	3-4	5-6
	Absent	Not a team player, fails to work as a part of the group, does not communicate with team members	Is a team player but fails to contribute at some stages, communicates with team members	Is an excellent team player, coordinates and communicates well and takes on a leadership role where opportunity presents itself

Service 20%	0	1-2	3-4	5-6
	Absent	Careless Open and close knowledge demonstrated; not on time while setting up for breakfast and lunch meal periods; poor or no restocking of equipment; no coordination in food pick up and display; disorganised work area; inept at POS and cashiering;	Attention to Open and close and adequate knowledge demonstrated; timely set up for breakfast and lunch meal periods; struggle with restock of service equipment; few challenges with coordination in food pick up and display; effort to ensure organised work area; slightly proficient at POS and cashiering;	Attention to detail when Opening and closing and adequate knowledge demonstrated; well-timed set up for breakfast and lunch meal periods; ensures adequate restock of service equipment during service; well-coordinated food pick up and display; ensures organised work area; quick learner and proficient at POS and cashiering;
Total mark				

Semester I

GU CODE: BACA101 **Fundamental Culinary Techniques I** **(Theory and practical)**

20 hours theory
80 hours practical
6 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours
Practical: 50 marks

Course Description: This course is designed to give students the basic idea of culinary fundamentals and theory of cooking. Students will be introduced to basic cooking concepts in both the classroom and kitchen environment like basic knife cuts, mother sauces, basic cooking methods, terminology, equipment, measurements, Garde Manger, stocks, soups, poultry fabrication and cooking, meat cookery, and seafood identification and cookery. Students will learn plate presentation and garnishing techniques. These cookery skills will be applied in the classroom, kitchen laboratory and at other sites.

Course Objectives:

The objective of this course is to

- Understand the role of the professional chef in modern food service operations.
- Understand the basic hierarchy of a kitchen and name several positions in the kitchen brigade.
- Select and use hand tools, measuring equipment, and thermometers properly.
- Name the basic knife cuts and describe them.
- Define mise en place, bouquet garni and sachet d'épices. Define mirepoix, roux, slurry, and liaison.
- Define stock and describe several uses for stocks. Identify different types of stocks and know preparation methods for each stock.
- Describe the sautéing process and explain why it is considered an à la minute technique.
- Understand the similarities and differences between roasting and baking as it relates to poultry and fish.
- Select and prepare foods for grilling and broiling.
- Define braising and stewing, noting the similarities and differences between these two methods.

Learning outcomes:

After completion of semester I, students should be able to:

Knowledge:

- Identify the different heavy equipment's used in fine dining kitchen.
- Select and store a variety of fruits, vegetables, herbs, and fruits.
- Identify the mother sauces. learn how to prepare and finish brown, white, tomato sauces. Prepare two basic warm emulsion sauces.
- Identify professional kitchen tools, equipment, and knives plus proper care of each.

- Identify different methods of heating food using conduction, convection and radiation.
- Identify the explain the purpose of using different types of colour chopping boards.

Competencies:

- Communicate in the kitchen by using appropriate terms and vocabulary
- Select, use, clean and store kitchen equipment properly and effectively
- Practice knife skills, cooking, flavouring, decorating, etc.
- Practice the different preparations or cuts and storage methods of the raw products
 - Fruits & Vegetables: Chop, Slice, Julienne, Paysanne, Jardinière etc
- Perform different preparations or cuts and storage methods of the raw products
 - Meat: Different cuts according to the type of meat
 - Fish: Fillet, Darne, Goujon, Medallion, etc.
 - Poultry: Different cuts and deboning, etc.
- Produce all the preparation used in fine dining cuisine
 - Stocks and sauces
 - Soups
 - Starters, main courses

Units:

Theory:

Unit I: Introduction to cookery

- Culinary history and Origin of cooking
- Introduction to French cuisine
Haute / Bourgeois / Cuisine facile / Nouvelle
- Organization and lay out
- Classical kitchen brigade & Modern kitchen brigade
- Duties and responsibilities
- Global trends in hierarchy

Unit II: Food safety and Kitchen equipment

- Basic kitchen hygiene & Hand wash
- Grooming standards & Color codes
- Food contamination
- Knives and sharpening
- Selecting tools and equipment
- Small equipment's & Heavy equipment

Unit III: Methods of cooking and Basic preparation

- Cooking techniques – conduction, convection, and radiation
- Various methods of cooking
- Infrared & Microwave cooking
- Rechauffe
- Stocks, Sauces & Derivatives
- Soups & Classification of soups

Unit IV: Vegetable & Meat cookery

- Classification of vegetables – roots, tubers, bulb, stem, flowers, leaves and fruits
- Composition and nutritional value
- Pigments & Effects of heat on vegetables

- Purchase & Storage specification
- Equipment handling
- Fish & Sea foods – classification and cuts
- Poultry – types and cuts
- Red meats – cuts of Lamb, Pork and Beef

Practical:

Unit I: Vegetable preparation

- Setting up of workstation
- Cleaning and segregation
- Basic cuts of vegetables (Chop, Slice, Julienne, Paysanne, Jardinière)
- Covering and labeling
- Storing in appropriate place
- Cleaning of workstation
- Sanitizing

Unit II: Butchery and Fishery

- Setting up of workstation
- Processing the fish, meats, and poultry
- Thawing the meats for next day
- Cleaning and winding up of workstation
- sanitation

Unit III: Methods of cookery

- Boiling, steaming
- Roasting, grilling
- Pan searing and frying
- Stewing and braising

Unit IV: Fine dining

- Breakfast setup – Egg cookery
- Soups
- Sauces
- Main course
- Accompaniments

Suggested reading:

- PARVINDER S. BALI, Food Production Operations.
- THANGAM E PHILIP, Modern Cookery
- BARHAM, P. (2001), The Science of Cooking, Springer, Berlin, ISBN 3-54067- 466-7
- CAMPBELL, A. & GARLOUGH, R. (2011), Modern Garde Manger: A Global Perspective, 2nd edition, Cengage Learning, Boston, MA, USA, ISBN 978- 111130761-5
- GISSLEN, W. (2010), Professional Cooking, 7th edition, John Wiley and Sons, NYC, ISBN 978-047019752-3
- KIPFER, B. (2011), The Culinarian: A Kitchen Desk Reference, 1st edition, Houghton Mifflin Harcourt, Boston, MA, USA, ISBN 978-047055424-1
- MORTIMORE, S. & WALLACE, C. (2013), HACCP: A Practical Approach, 3rd edition, Springer, Germany, ISBN 978-146145027-6
- THE AMERICAN CULINARY FEDERATION (2011), The Professional Chef, 9th edition, Prentice Hall, Englewood Cliffs, NJ, ISBN 978-047042135-2

Semester I

GU CODE: BACA102 **Food and Beverage Service and Application I** **(Theory and Practical)**

20 hours lecture
80 hours practical
6 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours
Practical: 50 marks

Course Description: This course will provide students with an understanding of the main functions, scope and size of the hospitality and catering industry. Subsequently, this course focuses on the mechanics of service. An introduction to the key features of an outlet, menu, hierarchy and styles of service.

Course Objectives

The objective of this course is to

- introduce the role of food & beverage service department in hospitality industry
- create awareness with the various job positions in the food & beverage department
- impart an understanding of the various ancillary areas of a food service operation
- explain the functioning of food & beverage service operation in the context of a hotel
- develop an understanding of various types of menus
- describe the service provided in different food and beverage outlets
- describe the structure and organization of the food & beverage department in various operations
- describe characteristics of food service techniques

Learning outcomes:

After completion of semester I, students should be able to:

Knowledge:

- Elaborate appropriate work methods to specific tasks in service
- Describe the various setups according to specific events such as banquets and cocktail receptions
- Identify different market segments and their characteristics
- Explain the different services that can be offered in a F&B outlet
- List equipment and tableware common to F&B service operations
- Describe the history and evolution of table settings along different eras and cultures

Competencies:

- Practice the operational skills needed for a F&B outlet in terms of:
 - Service styles
 - Table set-ups
 - Food and beverage presentation and merchandising
 - Cleaning and polishing

- Security measures
- Apply the appropriate:
 - Attitude towards the customer and sales skills
 - Service techniques to satisfy the expectations of the customer
- Perform hand- and machine-washing of china, glassware, and dishware
- Identify and use the appropriate detergents
- Apply the correct storing and inventory procedures for operating equipment
- Perform the functions of kitchen stewarding

Units:

Theory:

Unit I: Introduction to Food & Beverage service industry (hotels & restaurants)

- Characteristics of various catering operations
- Types of restaurants, market segments and characteristics
- Meal Plan in a hotel
- Hierarchy in various types of Food and Beverage operations
- Duties and responsibilities of select wait staff
- Attributes of wait staff
- Inter-departmental relationships

Unit II: Menu, Styles of service and Sales Control

- Origin of menu, types of menus and objectives of menu
- Waiter Service, Assisted Service and Self Service
- Order taking systems – checklist, guest check, notepad and electronic
- Understand food and beverage service stages
- Understand function of control system
- Identify types of checking methods
- Understand modes of payment and recordkeeping

Unit III: Classification of Beverages

- Introduction to non -alcoholic beverages
- Types and example of non-alcoholic beverages
- Introduction to mocktails
- Techniques of making mocktails/cocktails
- Tea – History, Method of production, Basic classification of teas, Service of tea
- Coffee – History, Method of production, Types of coffee, Service of coffee

Unit IV: Kitchen Stewarding

- Perform hand- and machine-washing of china, glassware and dishware
- Polishing of silverware
- Identification and use the appropriate detergents
- Storage and inventory procedures for operating equipment

Practical:

Unit I: Basic Technical Skills

Carrying a Tray / Salver, Service of water, Laying a tablecloth, Napkin folding, Serving tea, coffee and other non-alcoholic drinks, Setting up a side station, Use of service gear, Rules to be observed while laying table – two and three course menus

Unit II: Organizing mis-en-scene & mis- en- place for a restaurant

Unit III: Buffet and coffee shop service

Setup, Sequence of service, Styles of service & Point of sale

Unit IV: Kitchen stewarding practical – Identification, upkeep and maintenance of Cutlery, Crockery, Glassware, Flatware & Hollowware.

Suggested Reading:

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaksa Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant (From Concept to Operation)

Semester I

GU CODE: BACA103 Bakery and Patisserie I (Theory and practical)

20 hours theory
40 hours practical
4 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours
Practical: 50 marks

Course Description: This module aims at introducing students to professional bakery and confectionary. The course involves familiarization with the basic layout, different tools and equipment and a primary overview of the running of a bakery and pastry operation. The course gives them hands on knowledge about the process of production of breads and basic dessert.

Course Objectives:

The objective of this course is to

- Understand the layout of a professional bakery and pastry kitchen.
- To be able to recognize the various tools and equipment used in a professional environment.
- To be able to identify different ingredients used in bakery and confectionery.
- To be able to explain and demonstrate the function of these ingredients.
- To be able to explain basic principles of baking.
- To be able to break down a task into stages or processes, explain their significance from an operational point of view
- To be able to explain the various cooking techniques used in pastry/bakery
- Explain the importance of hygiene and respect HACCP process

Learning outcomes:

After completion of semester I, students should be able to:

Knowledge:

- Explain the scope of the bakery and pastry operations
- Discuss the hierarchy and layout of the kitchen
- List the different sections of a bakery and pastry kitchen
- Identify and discuss the function and utility of various tools and equipment used in bakery and pastry kitchen.
- State and indicate the role of different ingredients used in bakery and pastry.
- Explain the factors that control the development of gluten in baked products.
- Explain the changes that take place in a dough or batter as it bakes.
- Explain the importance of hygiene and sanitation in a professional environment.

Competencies:

- Weigh and measure ingredients used in pastry/bakery
- Produce the basic sauce/creams used in pastry kitchen
- Demonstrate the technique to combine two or more ingredients to make a dessert/bread.

- Execute attentive plate dressing techniques
- Communicate in the kitchen by using appropriate terms and vocabulary
- Apply the standard hygiene and safety regulations in the kitchen
- Demonstrate a safe workplace behavior to avoid injuries and accidents in kitchen

Units:

Theory:

Unit I: Introduction to Baking

- Baking: historical background
- The importance of accuracy in bake shop
- Units of measure
- Baker's percentage
- Heat Transfer
- Basic Baking Principles

Unit II: Scope and design

- Layout of a bakery kitchen
- Sections of bakery and patisserie
- Hierarchy of brigade
- Duties and Responsibilities of kitchen personnel
- Tools, Equipment & Fuels

Unit III: Basic Ingredients used in bake shop

- Eggs and egg products
 - The makeup of an egg
 - Egg products
 - Functions of egg
 - Storage and handling
- Flour
 - Wheat Kernel
 - Makeup of flour
 - Functions of flour
 - Storage of flour
- Leavening Agents
 - Role of leavening agents in bakery and pastry
 - Biological leavening agents
 - Chemical leavening agents
 - Mechanical leavening agents
 - Storage of Leavening agents

Unit IV: Custard, Pudding, Bavarian and Mousses

- Custard and pudding
 - Starch thickened or Boiled pudding
 - Baked custard or baked Pudding
 - Steamed Pudding
- Bavarian and Mousses
 - Bavarian Cream
 - Mousse
 - Preparation & Storage

Practical:

Unit I: Breads prepared with lean yeast dough - Crisp crust

- Hard Rolls
- Multigrain bread
- Lawash

Unit II: Soft crust breads

- Soft Rolls
- Dinner rolls

Unit III: Plated desserts

- Caramel Custard
- Hot Chocolate Fondant
- Strawberry bavarois

Suggested reading:

1. FRIBERG, B. (2002), The Professional Pastry Chef: Fundamentals of Baking and Pastry, 4th Ed., John Wiley, USA, ISBN 0471359254
2. WAYNE GISSLEN, Professional Baking, 4th Edition, John Wiley, USA, ISBN 0-471-46427-9

Semester I

GU CODE: BACA104 Basics of French Language

30 hours lecture
3 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours

Course description: The purpose of this course is to introduce the students to basic French vocabulary and grammar in the context of the culinary and hospitality industries.

Learning outcomes:

After completion of the semester I, students should be able to:

Knowledge:

- Explain basic French grammar and compositions
- List the following:
 - Key expressions used in the reception and farewell of customers
 - Key terms used in Food and Beverage operations
 - Key terms used in Kitchen operations
- Interpret written and spoken language on a variety of hospitality topics
- Evaluate the culture of the countries in which the language is spoken
- Analyse the usage of different languages in hospitality operations to enhance customer experience

Competencies:

- Pronounce and practice the most common used French vocabularies and terms in hospitality operations
- Demonstrate the use of French vocabularies and terms in kitchen and service professional environments
- Engage in conversations as well as provide and obtain basic information

Units:

Unit I:

Vocabulary and written expression: Les accents, les salutations.

Grammar: Les pronoms sujets, les verbes être et avoir, les jours de la semaine.

Oral/Situation: to be given by the concerned facilitator.

Unit-II:

Vocabulary and written expression: Se présenter, les nombres cardinaux, Les mois de l'année.

Grammar: Les verbes du premier groupe, l'article indéfini.

Oral/Situation: Présentez-vous.

Unit-III:

Vocabulary and written expression: Présenter quelqu' un, L'expression de temps.

Grammar: Les verbes du deuxième groupe, l'article défini, Pluriel des noms

Oral/Situation: Présentez votre ami(e), votre famille.

Unit-IV:

Vocabulary and written expression: Demander l'identité d'un objet ou personne, les verbes aller et venir.

Grammar: Négation, L'interrogation << Qu'est- ce que c'est?>> ; <<Qui est-ce?>>; Féminin et pluriel des adjectifs.

Oral/Situation: Décrivez votre personnalité et votre ville. Simple translation and comprehension based on simple text.

Practical:

Unit 1: Role-playing of different situations

Unit 2: Understanding questions

Unit 3: Conversation

Unit 4: Picture composition

Suggested reading:

- COLLECTIVE (2005), Le Français de L'Hôtellerie Et de La Restauration Textbook (French Edition), Cle, France, ISBN 2-19033-587-6
- COLLECTIVE (2013), Hotellerie-Restauration.Com - 2eme Edition: Livre De L'Eleve + DVD-Rom (French Edition), French and European Publications Inc., New York, ISBN 2-09038-046-2
- CORBEAU (2013), Tourisme.Com: Livre De L'eleve + Cd-audio - 2e Edition (French Edition), French and European Publications Inc., New York, ISBN 209038-044-6
- LUTZ, K. B. & SCHMITT, C. (1993), Tourisme Et Hotellerie: Lectures Et Vocabulaire En Français, 1st edition, McGraw-Hill, New York, ISBN 0-07056820-0

Semester I

GU CODE: BACA105 Disaster Management

30 hours lecture
3 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours

Course description: The course introduces Disaster Management, focusing on natural disasters. The problem is addressed in a holistic cross-sectoral and cross-disciplinary manner, including all stages of disaster management cycle: mitigation, preparation, response and recovery.

Learning outcomes:

After completion of semester I, students should be able to:

Knowledge:

- Define terminologies related to the word Disaster - Disaster, Hazard, Vulnerability, Resilience, Risks
- Elaborate on the classification, causes, and Impacts of Disaster: including social, economic, political, environmental, health, psychosocial, etc
- Explain the Disaster Cycle used to reduce risk associated with Disaster
- Evaluate the roles and responsibility of communities in reducing risk
- Outline the inter-relationship between disaster and development projects, such as, dams, embankments, changes in land-use etc
- Elaborate the Disaster Risk Management in India
- Define the components of Disaster Relief:
 - Water
 - Food, Sanitation
 - Shelter
 - Health
 - Waste Management
 - Institutional
- Analyse current disaster cycles and suggest changes to improvise the system and make it more robust
- Demonstrate the ability to run operations with appropriate processes to mitigate risks of different disasters

Competencies:

- Critique the disaster risk reducing process adapted by organizations
- Apply disaster cycle taking into consideration threats from urban disasters, pandemics, complex emergencies, and adverse environmental change
- Evaluate existing disaster cycles on their preparedness to mitigate risk from disasters

Units:

Unit I: Introduction to Disasters

Concepts and definitions (Disaster, Hazard, Vulnerability, Resilience, Risks)

Disasters: Classification, Causes, Impacts (including social, economic, political, environmental, health, psychosocial, etc.), Differential impacts- in terms of caste, class, gender, age, location, disability, Global trends in disasters, urban disasters, pandemics, complex emergencies, Climate change

Unit II: Approaches to Disaster Risk reduction

Disaster cycle - its analysis, Phases, Culture of safety, prevention, mitigation and preparedness community based DRR, Structural- nonstructural measures, roles and responsibilities of- community, Panchayati Raj Institutions/Urban Local Bodies (PRIs/ULBs), states, Centre, and other stakeholders.

Unit III: Inter-relationship between Disasters and Development

Factors affecting Vulnerabilities, differential impacts, impact of Development projects such as dams, embankments, changes in Land-use etc. Climate Change Adaptation. Relevance of indigenous knowledge, appropriate technology and local resources

Unit IV: Disaster Risk Management in India

Hazard and Vulnerability profile of India, Components of Disaster Relief: Water, Food, Sanitation, Shelter, and Health, Waste Management Institutional arrangements (Mitigation, Response and Preparedness, DM Act and Policy, Other related policies, plans, programmes and legislation)

Suggested reading:

- Alexander David, Introduction in 'Confronting Catastrophe', Oxford University Press, 2000
- Andharia J. Vulnerability in Disaster Discourse, JTCDM, Tata Institute of Social Sciences Working Paper no. 8, 2008
- Blaikie, P, Cannon T, Davis I, Wisner B 1997. At Risk Natural Hazards, Peoples' Vulnerability and Disasters, Routledge.
- Coppola P Damon, 2007. Introduction to International Disaster Management,
- Document on World Summit on Sustainable Development 2002

Semester I

GU CODE: BACA106 **Information Communication and Technology I** **(Theory and Practical)**

10 hours lecture
20 hours practical
2 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours
Practical: 50 marks

Course Description: This course is designed to give students the basic concepts of understanding of physical elements of computer (Hardware), Computer software's and applications. This course provides knowledge and practical skills of MS office functions.

Course Objectives:

The objective of this course is to

- Understand the system architecture of how hardware and software's are interconnected
- Understand the Software types, OS, Application Software, Computer language software's.
- It prepares students to use application software to solve business problems and increase efficiency in the workplace.
- To distinguish between different types of Operating Systems, e.g. Open source.
- Understand the Outlook to manage all aspects of email communications, Outlook environment, calendar, and mail messages, and will also track, share, assign, and quickly locate various Outlook items.
- Understand MS Word to create advance formatting for mail merge and columns
- Understand Advance MS Excel and use mathematical functions on sheet
- Understand MS Power Point create and display presentations and slide shows through the process of creating effective, engaging, and dynamic multimedia presentations

Learning outcomes:

After completion of semester I, students should be able to:

Knowledge:

- Identify and understand the system architecture
- Evaluate critical success factors of a S/W, H/W and Application components
- Microsoft Excel
 - Advanced formulas, analyzing data with logical and lookup functions, perform calculations in an Excel worksheet, modify an Excel worksheet
 - Organize worksheet and table data using various techniques, create and modify charts
 - Analyze data using PivotTables, Slicers, and Pivot Charts
 - Insert and modify graphic objects in a worksheet

- Microsoft Outlook
 - Explore the Outlook interface, schedule appointments
 - Manage contacts and contact information, manage tasks and notes
 - Customize Outlook, set advanced calendar options, manage Outlook data files

- Microsoft PowerPoint

Customize the PowerPoint environment, customize a design template
 Add SmartArt graphics to a presentation,
 Add Media and Animations effects to a presentation

- Microsoft Word

Customize the formatting of a document using styles and themes,
 modify pictures in a document, create customized graphic elements,
 insert content using Quick Parts
 Use templates to automate document creation, use the mail merge
 function
 Use macros to automate common tasks

Competencies:

- Practice the operational skills in a Microsoft Office tool:
 - Microsoft Excel – Advance formulas
 - Microsoft Word – Document and Analysis
 - Microsoft Outlook – Hands-on Email Management for Day to Day responsibilities
 - Microsoft PowerPoint – Create and Modify Presentations
- Understanding of core component of hardware and software
 - Understanding the core component of computer
 - Best practices of hardware and software's
- The use of application and utility software's
 - Determining to how application and utility software's are helping user in real time world

Units:

Theory:

- Identify and understand the system architecture
- Evaluate critical success factors of an S/W, H/W, and Application components
- Microsoft Excel
 - Advanced formulas, analyzing data with logical and lookup functions, perform calculations in an Excel worksheet, modify an Excel worksheet
 - Organize worksheet and table data using various techniques, create and modify charts
 - Analyze data using PivotTables, Slicers, and Pivot Charts
 - Insert and modify graphic objects in a worksheet
- Microsoft Outlook
 - Explore the Outlook interface, schedule appointments
 - Manage contacts and contact information, manage tasks and notes

- Customize Outlook, set advanced calendar options, manage Outlook data files
- Microsoft PowerPoint
 - Customize the PowerPoint environment, customize a design template
 - Add SmartArt graphics to a presentation,
 - Add Media and Animations effects to a presentation
- Microsoft Word
 - Customize the formatting of a document using styles and themes, modify pictures in a document, create customized graphic elements, insert content using Quick Parts
 - Use templates to automate document creation, use the mail merge function
 - Use macros to automate common tasks

Competencies:

- Practice the operational skills in a Microsoft Office tool:
 - Microsoft Excel – Advance formulas
 - Microsoft Word – Document and Analysis
 - Microsoft Outlook – Hands-on Email Management for Day to Day responsibilities
 - Microsoft PowerPoint – Create and Modify Presentations
- Understanding of core component of hardware and software
 - Understanding the core component of a computer
 - Best practices of hardware and software's
- The use of application and utility software's
 - Determining how application and utility software's are helping user in real-time world

Units:

Theory:

- **Unit I:**
- Introduction to Computers
- Classification
- Generations
- Organization
- Capabilities
- Characteristics and Limitations

Unit II:

- Introduction to Computer Hardware and Software
- Hardware Components of Systems
- Functional Units
- Memory, HDD
- Input and Output devices
- Types of Software's
- Application Software's
- Utility and Open-source Software's
- Computer Language and Scripting

Unit III:

- Microsoft Office
- Customize using style and themes
- Using an image in a document, Using Templates
- Controlling Paragraph flow, Using Mail Merge
- Using Macros
- Inserting Contents Using Quick Parts
- Microsoft PowerPoint
- Modifying PowerPoint Presentation Environment
- Customizing Design templates
- Adding SmartArt to Presentation
- Working with Media and Animation

Unit IV:

- Microsoft Outlook
- Reading, Responding and Composing Messages
- Configure advance Messaging option
- Manage Rules and Alerts
- Advanced Calendar Management
- Managing Outlook Data File
- Managing Activities with Tasks
- Microsoft Excel
- Automating Worksheet
- Auditing Worksheet Formulas
- Analyzing and Presenting Data
- Visualizing Data and Chart
- Advance Formulas – Pivot table, Sort and filter Subtotal, macros, Lookup Function

Practical:

- **Unit I:** Basic Proficiency and Technical Skills: MS Word
- Find and replace text
- Control paragraph and layout
- Manage formatting and print
- Mail Merge
- Create a Macro
- Resize and insert image

Unit II:

- Basic Proficiency and Technical Skills: MS PowerPoint
- Modify slide master and slide layout
- Create and modify SmartArt
- Add audio and video to the presentation
- Customize animation and transitions

Unit III:

- Basic Proficiency and Technical Skills: MS Outlook
- Perform basic email functions
- Sort, filter, organize, search manage emails
- Assign and manage rules and alerts
- Create and manage calendar, contact, and task
- Backup outlook data file

Unit IV:

- Basic Proficiency and Technical Skills: MS Excel
- Insert, manipulate delete cell and column and rows
- Use lookup functions, audit formulas
- Pivot table, Pivot Charts, Subtotal
- Scenarios, IF functionalities
- Sort and filter, Sum, Average, total

Suggested reading:

- Leon & Leon, Introduction to Computers, Vikas Publishing House, New Delhi.
- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay. Comer 4e,
- Computer networks and Internet, Pearson Education
- White, Data Communications & Computer Network, Thomson Learning, Bombay.

Semester II

GU CODE: BACA201 Intermediate Culinary Techniques (Theory and practical)

20 hours lecture
80 hours practical
6 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours
Practical: 50 marks

Course description: This course is designed to provide the student with a continuation and expansion of knowledge in practical food preparation and to equip the student with a broader knowledge of food preparation including the safe and sanitary use of hand tools, knives and kitchen equipment and study of the skills necessary in the preparation of cold buffets. It focuses on "hands-on" experience in the production of stocks, broths, glazes, leading and small sauces, gravies, emulsified sauces, soups and the production of sandwich, salads, dressings, vegetable garnishes. Cooking methods using moist heat, dry heat, and fat, and the art of seasoning and flavouring are covered.

Course Objectives:

The objective of this course is to:

- Enable students to build confidence and fundamental practical skills in food preparation to acceptable market standards
- Develop an awareness of safe working environment and monitoring of safe practices
- Perform and critically assess products considering, design, colour, flavour and portion control.
- Become familiar with up-to-date food legislation affecting production and storage of products.

Learning outcomes:

After completion of semester II, students should be able to:

Knowledge:

- Explain the scope and functions of garde-manger and fine dining kitchen.
- Perform quality work in a professional manner within a group.
- Discuss and identify various cooking techniques practiced within course.
- Identify and properly operate equipment and culinary hand tools.
- Identify and perfectly execute appropriate knife skills.
- Execute proper professional kitchen behavior.
- Execute proper sanitation and food handling procedures.
- Comply with and practice safe work habits, identify safety hazards, employ preventative safety measures.
- Maintain positive relations with others cooperate through teamwork and group participation.
- Exhibit appropriate work habits and attitudes; demonstrate willingness to

compromise.

- Identify behaviors for establishing successful work relationships.
- Demonstrate a positive attitude, accepted conversation skills, personal hygiene.
- Identify and properly demonstrate the cooking techniques practiced in lab.

Competencies:

- Demonstrate basic knife skills and intermediate knife cuts.
- Apply food production equipment properly and safely.
- Apply principles of food handling, preparation and storage.
- Display proficiency in the basic cooking techniques practiced.
- Apply presentation principles successfully to food items.
- Apply menu planning and critical thinking to food re-interpretation.
- Prepare food items using the grill, fry, sauté, braise, poach, roasting, and other various cooking methods.
- Intermediate preparation of legume, grain, fruit and vegetable dishes.
- Preparation of various a la minute style dishes.

Units:

Theory

Unit I: Fine Dining & Menu planning

- Layout of fine dining kitchen
- Special equipment's used in fine dining kitchen
- Setting up of fine dining kitchen
- Different types of menu & Factors affecting menu planning
- Balancing the menu
- Global trends

Unit II: International Cuisines

- French cuisine food and culture
- Italian cuisine food and culture
- German cuisine food and culture
- Spanish cuisine food and culture

Unit III: Food Commodities

- Herbs and spices, Fats and oils, Vinegars
- Condiments and seasonings, Cereals, and pulses
- Potatoes, and other Starches
- Pastas – dried, fresh, and stuffed
- Lentils and other starches

Unit IV: Garde Manger

- Introduction to larder, Salads and dressings, Cold sauces
- Canapés and sandwich
- Accompaniments and Garnishes
- Advantage and Disadvantages

- Classical accompaniments and garnishes – Concorde, Tortue, Boquetiere, Printaniere, Primeurs

Practical

Unit I: Garde Manger

- Setting up of workstation
- Vegetable processing
- Lettuce processing
- Produce salad as per menu
- Cleaning of workstation
- Sanitizing

Unit II: Sandwich and canape

- Setting up of workstation
- Prepare spread and filling for sandwich
- Prepare sandwich
- Cleaning of workstation
- Sanitizing

Unit III: Fine dining

- French, Italian
- Soups
- Sauces
- Main course
- Accompaniments

Unit IV: Fine dining

- German, Spanish
- Soups
- Sauces
- Main course
- Accompaniments

Suggested Readings:

- 1 BALI, P. (2009), Food Production Operations, Oxford University Press, New Delhi, ISBN 978-0-19-806181-6.
- 2 LABENSKY, S. R. and HAUSE, A. M. (1995), On Cooking: A Textbook of Culinary Fundamentals, Prentice Hall, Englewood Cliffs, NJ, ISBN 0-13-194515-7.
- 3 ESCOFFIER, A. (2000), The Escoffier Cookbook and Guide to the Fine Art of Cookery: For Connoisseurs, Chefs, Epicures Complete With 2973 Recipes, Crown Publishers, New York, ISBN 0517506629.
- 4 CAMPBELL, A. & GARLOUGH, R. (2011), Modern Garde Manger: A Global Perspective, 2nd edition, Cengage Learning, Boston, MA, USA, ISBN 978-111130761-5.
- 5 CHOATE, J. & FRENCH CULINARY FEDERATION (2007), Fundamental Techniques of Classic Cuisine, 1st edition, Stewart, Tabori and Chang, NYC, ISBN

978-158479478-3.

- 6 GISSLEN, W. (2010), Professional Cooking, 7th edition, John Wiley and Sons, NYC, ISBN 978-047019752-3
- 7 THE AMERICAN CULINARY FEDERATION (2011), The Professional Chef, 9th edition, Prentice Hall, Englewood Cliffs, NJ, ISBN 978-047042135-2.

Semester II

GU CODE: BACA202 F&B Theory and Application II (Theory and Practical)

20 hours theory
80 hours practical
6 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours
Practical: 50 marks

Course Description: This course is designed to give students the basic concepts involved in the production and service of wine, brewed and distilled beverages and basic knowledge required to work efficiently as a supervisor in bar. This course provides knowledge and practical skills of fine dining service, function catering and bars.

Course Objectives:

The objective of this course is to

- Understand the process of fermentation of wine and brewing of beer and distillation of beverages.
- To be able to distinguish between wines and from different countries and their characteristics.
- To understand the process of beer production.
- To distinguish between different types and styles of beer and other brewed beverages.
- Understand and demonstrate wine service skills.
- Elaborate the steps involved in the service of wines.
- Demonstrate cocktail making styles.
- Understand the production process of distilled alcoholic beverages.
- Understand how to correctly store wines and other alcoholic beverages.
- Understand the French Classical menu.
- Understand and demonstrate different banquet set up.

Learning Outcomes:

After completion of semester II, students should be able to:

Knowledge:

- Define and explain the processes involved in the production of beverages:
 - ☐ Fermentation
 - ☐ Fortification
 - ☐ Aromatization
 - ☐ Distillation
 - ☐ Aging
 - ☐ Mixing
- Explain the origins, bases, aromas and usage of:
 - ☐ Spirits

- ☐ Liqueurs
- List the principal wine producing regions of the world, and their wines
- Explain the processes of Viticulture and Vinification
- Describe the qualities and characteristics of specific wines
- Explain the processes in the setup of:
 - ☐ The beverage department of a hotel
 - ☐ A specialist beverage shop
 - ☐ Cellar management
 - ☐ Wine consulting
- Describe food and wine/beverages harmony
- Identify main standard operating procedures for fine dining service
- Evaluate critical success factors of a fine dining experience
- Identify the different market segments of a fine dining F&B outlet and their characteristics

Competencies:

- Practice tasting techniques
- Practice different service styles for beverages
- Practice bar operations and maintenance of bar stocks
- Match foods to wine/beverages and wine/beverages to foods based on general guidelines of colorful categories accompaniments regional pairing, classical pairing
- Explain a menu restaurant and take an order
- Organize a complete service of Preparation, Delivery and Closure
- Set up a table according to the standards of fine dining restaurants.
- Carry out service according to the guidelines attached to the position held within the brigade.
- Communicate in the restaurant by using appropriate terms and vocabulary
- Practice and apply the appropriate:
- Attitude towards the customer & conflict management
- Service techniques to satisfy the expectations of the customer
- Practice the operational skills in a fine dining outlet in terms of:
 - ☐ Service styles
 - ☐ Table set-ups
 - ☐ Food and beverage presentation and merchandising
 - ☐ Cleaning and polishing
 - ☐ Security measures
- Practice and apply the appropriate:
 - ☐ Attitude towards the customer
- ☐ Service techniques to satisfy the expectations of the customers in a fine dining environment

Units:

Theory:

Unit I: French Classical menu

- Sequence
- Representative dishes from each course
- Accompaniments for each course
- Cover for each course
- French menu terminology

Unit II: Bar Operations & Alcoholic Beverages

- Introduction to types of bar
- Bar equipment and small ware
- Bar design & set up
- Wines & Beers
 - History of Wines
 - Fermentation
 - Wine production
 - Methode Champenoise
 - Types of wine & differentiation
 - Fortified wines- Port, Sherry, Marsala and Madeira
 - Wines of France, Italy, Germany, Spain, USA, Australia and New Zealand
 - Beer Production
 - Types & styles of beer
 - Brands of beer – (domestic & international)
- Spirits, Liqueur & Cocktails
 - Whisky – Production, types and styles
 - Brandy - Production, types and styles
 - Rum - Production, types and styles
 - Gin - Production, types and styles
 - Vodka - Production, types and styles
 - Tequila - Production, types and styles
 - Aquavit - Production, types and styles
 - Liqueurs & Vermouth - Production, types and styles
 - Cocktail History
 - Rules of mixology
- Classic cocktail recipes
 - Brandy – Brandy Alexander, Sidecar, Sazerac, Pisco Sour, Stinger
 - Rum – Mojito, Cuba libre, Pina Colada, Daiquiri, Planter's Punch, Caipirinha, Between the sheet, Bacardi Cocktail, Mai Tai
 - Whiskey – Old Fashioned, Whiskey Sour, Mint Julep, Rob Roy, John Collins.
 - Vodka – Bloody Mary, Moscow Mule, Screwdriver, Greyhound, Sex on the beach, Cosmopolitan, Kamikaze, Cucumber Fizz.
 - Gin – Gimlet, Gin Fizz, Aviation, Negroni, Tom Collins, French 75, Bramble, Gin & Tonic, Perfect Martini, Dry Martini, Dirty Martini, Bronx, Gibson Martini.
 - Tequila – Tequila Sunrise, Paloma, Margarita, Long Island Ice Tea, Bloody Maria.

Unit III: Function catering

- Banquet History
- Types
- Organization of Banquet department
- Duties & responsibilities
- Table plans/arrangement

Unit IV: Room service

- Setting up trays
- Order taking
- Delivery
- Clearance
- Feedback

Practical:

Unit I: Silver service and American service in restaurant environment

- Mis-en-place & Mis-en-scene
- Cover set up for formal dining
- Sequence of service
- Briefing and de-briefing
- Complaint handling

Unit II: Service of wine other beverages

- Service of red wine
- Service of white wine
- Service of sparkling wine
- Service of other alcoholic beverages

Unit III: Bar

- Introduction to bar
- Bar equipment
- Rules of Mixology
- Cocktails

Unit IV: Student Training Restaurant Service

Suggested Reading:

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaksa Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant (From Concept to Operation)
- Food and beverage service – Anita Sharma.
- Master dictionary of food and wine – Joyce Rubash.
- Bar and Beverage Management – Katsigris & Thomas

Semester II

GU CODE: BACA203 **Bakery and Patisserie II** **(Theory and practical)**

20 hours theory
40 hours practical
4 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours
Practical: 50 marks

Course Description: This module is an extension of the previous module where students will be introduced to international cuisines and the popular breads and desserts made in their culture. This semester will also give them exposure in terms of common ingredients used in bakery like chocolate and sugar. Different aspects of leavening and baking are the highlights of this module.

Course Objectives:

The objective of this course is to

- To be able to identify different ingredients used in bakery and confectionery.
- To be able to explain and demonstrate the function of these ingredients.
- To be able to explain basic mixing methods used for yeast doughs.
- To be able to explain the different steps and key terminology used in bread baking
- Explain the importance of hygiene and respect HACCP process

Learning outcomes:

After completion of semester II, students should be able to:

Knowledge:

- State and indicate the role of different ingredients used in bakery and pastry
- List and describe the basic steps in the production of yeast goods.
- Understand and control the factors affecting dough fermentation.
- Discuss the different types of pastries and their uses
- Explain the process of production of chocolate.
- Explain the makeup techniques for different types of batters and doughs.

Competencies:

- Weigh and measure ingredients used in pastry/bakery
- Produce the basic sauce/creams used in pastry kitchen
- Demonstrate the technique to combine two or more ingredients to make a dessert/bread.
- Execute attentive plate dressing techniques
- Communicate in the kitchen by using appropriate terms and vocabulary
- Apply the standard hygiene and safety regulations in the kitchen
- Demonstrate a safe workplace behavior to avoid injuries and accidents in kitchen
- Recognize and correct faults in yeast products or breads

Units:

Theory:

Unit I: Fats & Sugar, Fruits, Nuts, Salt, Spices and Flavoring

- Function
- Types
- Fat emulsion , shortening
- Stages in sugar boiling
- Usage of different types of fats
- Storage
- Fruit Products Used in Bakery and Pastry
- Nut Products used in Bakery and Pastry
- Storage of fruits and nuts
- Role of salt in bakery and Pastry
- Commonly used Spices in Bakery and pastry
- Extracts and emulsions
- Alcohols

Unit II: Milk and Milk products, Chocolate and Cocoa

- Liquid milk
- Cream
- Cheese
- Fermented milk products
- Usage and storage
- Chocolate from bean to bar
- Unsweetened Chocolate
- Sweetened Dark Chocolate
- Compound Chocolate
- Milk Chocolate
- White Chocolate
- Tempering of Chocolate
- Cocoa and its uses
- Storage of chocolate and Cocoa

Unit III: Understanding Yeast doughs

- Yeast Product Types
- Yeast Dough Production (Basic steps in baking)
- Scaling
- Kneading
- Bulk fermentation
- Knock back
- Portioning & Shaping
- Benching
- Proofing & Scoring
- Baking
- Cooling & Storage
- Types of Dough Making Process
- Controlling Fermentation
- Bread Faults and their Causes

Unit IV: Basic Syrup, Creams and Sauces

- Sugar Cooking
- Basic Creams
- Meringue
- Dessert Sauces

Practical:

Unit I: Italian Plated Dessert and Breads

- Tiramisu
- Ciabatta
- Focaccia

Unit II: Spanish Plated Dessert and Bread

- Crème Catalana
- Pain Basico
- Pan de Horno

Unit III: Plated Dessert from Germany and breads

- Schwarzwälder Kirschtorte -Black Forest Cake
- Brotchen – Crusty Rolls
- Vollkonbrot- Whole grain bread

Unit IV: Basic Syrup, Creams and Sauces

- Sugar Cooking
- Basic Creams
- Meringue
- Dessert Sauces

Suggested reading:

- Mastering the art and craft: Bakery and Pastry Third Edition: The Culinary Institute of America
- FRIBERG, B. (2002), The Professional Pastry Chef: Fundamentals of Baking and Pastry, 4th Ed., John Wiley, USA, ISBN 0471359254
- WAYNE GISSLEN, Professional Baking, 4th Edition, John Wiley, USA, ISBN 0-471-46427-9 & Sons INC

Semester II

GU CODE: BACA204 Culinary Management I

30 hours lecture
3 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours

Course Description: This course is designed to give students the basic concepts of cost and revenue with the tools required to set systems and processes which help keep costs in check, increase predictability of expenses / outflows, flag off problem scenarios to enable recovery and help deliver near desired profits. The course also focuses on the study of Nutrition, Hygiene and Safety enables the students to know what makes a meal or diet nutritionally balanced. Hygiene and safety standards are required to safeguard the food during processing, storage, cooking, serving and consuming meals.

Course Objectives:

After completion of semester II, students should be able to:

Knowledge

- Define the function of management in the processes of food and beverage control system
- Explain the different inventory systems and their benefits for specific products and linkage with purchasing
- Elaborate the importance of standard portion sizes, standard recipes, standard portion costs and production volume control
- Explain the SOP of physical inventory and issuing
- List key ratios in F&B control accounting
- Identify control procedures, forms and systems used in the purchasing, receiving, storage, issuing, production and service of both food and beverage
- Imbibe personal hygiene, safety standards and sanitation as a routine practice
- Identify the importance of food safety, storage and preservation.
- Observe a systemic approach towards avoiding food wastage and spoilage.
- Identify the myriad functions of various nutrients.
- Describe the difference between macro & micronutrients
- Apply the knowledge of food groups, macro & micronutrients for planning meals/ menus
- Identify suitable opportunities of enhancing nutritive value of food.
- Understand the importance of Quality Management Practices

Competencies

- Compute daily, weekly and monthly F&B costs and revenue in monetary values and percentages
- Use yield factors derived from butcher tests and cooking loss tests to determine correct purchase quantities
- Practise food cost and food cost percentage for any one day and for all the days-to-date in the same period
- Evaluate contracts with purveyors and elaborate strategies to minimize costs
- Calculate actual and standard food cost and beverage cost for an operation manually and using a spreadsheet

- Develop and use an inventory control system for food and beverage control
- Store various food items safely, including meat, poultry, prepared foods, and produce, in coolers and freezers.
- Critically evaluate and use various Food safety standards.
- Apply the knowledge of food storage and preservation.
- Apply how to avoid food wastage and spoilage.
- Apply the knowledge of food groups, macro & micronutrients for planning meals/ menus
- Compute the nutritive value of meals as and when required.
- Apply the Quality Management Practices
- Observe a systematic approach towards hygiene & waste disposal

Units:

Unit I: Concept of Revenue, cost & costing

- Introduction to concept of Cost
- Introduction to concept of Revenue
- Relation of Cost to Revenue
- Costs associated with F&B operations
- Standard purchase specification
- Yield
- Standard recipe costing
- Recipe conversion factor
- How to derive food cost

Unit II: Purchase, Receiving and stores

- Introduction to Purchase Cycle
- Difference in purchase and buying
- Significance of Effective Purchasing
- Purchasing Responsibilities
- Types of purchase in F&B Operations
- Purchase of Alcoholic beverages
- Explain receiving cycle
- Significance of Receiving function
- Receiving Procedures
- SOP of physical inventory/storage procedures and issuing
- Inventory control systems

Unit III: Food Safety in Hospitality Industry

- Discuss the importance of food safety
- Explain the Risk factors, High risk foods, food hazards, process of storage and handling food & food waste
- Explain Basic Microbiology: classification of microorganisms, factors affecting growth of microorganisms, control factors, food poisoning & food spoilage
- Explain Basic Principles of Food Preservation
- Define methods of Food Preservation: Asepsis, Use of High Temperature, Use of Low Temperature, Removal of Moisture, Preservatives, pH, Irradiation- (an overview)
- Explain HACCP – an overview - Seven Principles of HACCP

Unit IV: Food, Nutrition, Health, Hygiene & Safety

- Introduction to Health, Hygiene & Safety
- Describe Personal Hygiene, Safety Standards, Sanitation and hazards associated with poor

hygiene

- Practice the application of hygiene – hand washing procedure
- Analyze the importance and impact on kitchen operations
- Elaborate procedures of Basic First Aid
- Explain the objectives of First Aid (5 Ps) - Preserve life, Prevent illness/ injury, Pain relieving, Promote recovery & Protect the unconscious
- Define Food & its Functions, Nutrition & Nutrients, Diet, Malnutrition, Over nutrition
- Discuss Classification of Nutrients – Macronutrition & Micronutrients
- Explain Macronutrients- Carbohydrates, Proteins, Fats – Classification
- Identify rich food sources of carbohydrates, proteins, fats
- Explain Micronutrients: – Vitamins- Fat soluble A,D,E, K & Water Soluble B(B1, B2 & B3) & C – rich sources of food, functions & deficiency disease
- Important Minerals – Calcium, Iron, iodine
- Describe Food groups, Food Pyramid and its importance in Balanced Diet

Suggested Reading:

- DITTMER, P. THE CULINARY INSTITUTE OF AMERICA. (2006). Principles of Food, Beverages, and Labour Cost Controls: WITH Supervision in the Hospitality Industry, Applied HR 5r.e. , John Wiley & Sons, USA, ISBN-10: 047014002X
- DOPSON, L. HAYES, D. (2015). Food and Beverage Cost Control 6th Edition, Wiley, USA, ISBN-10: 1118988493
- GARLOUGH, R. (2010). Modern Food Service Purchasing, Delmar Cengage Learning, USA, ISBN-10: 1418039640
- LOCKARD, M. (2012). A Cook's Book: Food Cost: The Chef's Ultimate Guide To Food Cost Control, CreateSpace Independent Publishing Platform, USA, ISBN-10: 1470000555
- LYNCH, F. (1998). The Book of Yields: Food Facts for Accurate Recipe Costing, Chef Desk, USA, ISBN-10: 1892735024
- MILLER, J. HAYES, D. DOPSON, L. (2004) Food and Beverage Cost Control, John Wiley & Sons, USA, ISBN-10: 0471477877
- STEFANELLI, J. (1984.) Purchasing: Selection and Procurement for the Hospitality Industry, John Wiley & Sons, USA, ISBN-10: 0471874302
- THE INTERNATIONAL CULINARY SCHOOLS AT THE ART INSTITUTE. (2007). Purchasing, Cost Control, and Menu Management for the Art Institutes, Wiley, USA, ISBN: 9780470179161
- SURI SUKHNEET; MALHOTRA ANITA; Food Science, Nutrition & Safety; ISBN 978-81-317-7110-5
- TARA, PASTER; The HACCP Food Safety Training Manual; John Wiley & Sons, Inc.; ISBN – 978-0-471-78448-7.
- JOAN K. LOKEN; The HACCP Food Safety Manual; John Wiley & Sons, Inc.; ISBN – 0-471-056-85-5.

Semester II

GU CODE: BACA205
Environmental Sciences
(COMMON WITH ALL UNDERGRADUATE PROGRAMMES AS PER UGC GUIDELINES)

Course description: A scientific study of the natural world and how it is influenced by people. Major topics include: food, energy, human population, biodiversity and global change.

Learning outcomes:

After completion of semester II, students should be able to:

Knowledge:

- Define the nature, scope and importance of Environmental Studies
- Identify the components of Environment
- Elaborate on the concept of sustainability
- Describe the concept, structure and function of the following eco-systems:
 - Forest ecosystem
 - Grassland ecosystem
 - Desert ecosystem
 - Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)
- List and describe different types of renewable and non-renewable energy resources.
- Elaborate on the effects of using energy resources on the environment
- Identify the levels and patterns of biological diversity
- List the various threats on biodiversity and importance of in-situ and ex-situ conservation of biodiversity
- Explain the types causes effects and control of Environmental pollution
- Elaborate on the control measures for Waste Management
- Explain the various Environmental Laws and policies
- Explain the Human intervention with Environment: Carbon footprint, movements, communication and public awareness
- Demonstrate an environmentally conscious mindset and develop sustainability across different ecosystems and affected locations
- Portray a positive and proactive attitude towards the delicate balance and harmony across all ecosystems and biodiversity.

Competencies:

- Apply knowledge to different environmental assets: river, forest, flora, fauna, etc
- Appreciate the nuances of different eco systems
- Recognize effects of pollution on various locations: Urban, rural, industrial, agricultural

Units:

Unit I:

Environmental studies – Nature, scope and importance, the need for public awareness; natural resources – renewable and non-renewable resources, use and over- exploitation/over-utilization of various resources and consequences; the role of an individual in conservation of natural resources; equitable use of resources for sustainable lifestyles

Unit II:

Ecosystems – concept, structure and function of an ecosystem; energy flow in the ecosystem; ecological succession; food chains, food webs and ecological pyramids; types of ecosystem – forest ecosystem, grassland ecosystem, desert ecosystem, aquatic ecosystems
Environmental Pollution – Definition, cause, effects and control measures of different types of pollutions – air pollution, water pollution, soil pollution, marine pollution, noise pollution, thermal pollution, nuclear hazards; solid waste management – causes, effects and control measures of urban and industrial wastes; role of an individual in prevention of pollution

Unit III:

Social issues and the environment – Sustainable development, urban problems related to energy, water conservation, rain water harvesting, watershed management; resettlement and rehabilitation of people, its problems and concerns; climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust; Wasteland reclamation, consumerism and waste products

Unit IV:

Environmental legislation – Environment Protection Act. Air (prevention and control of pollution) Act. Water (prevention and control of pollution) Act, Wildlife Protection Act, Forest Conservation Act

Suggested reading:

- Gadgil, M., & Guha, R. 1993. This Fissured Land: An Ecological History of India. Univ. of California Press.
- Gleeson, B. and Low, N. (eds.) 1999. Global Ethics and Environment, London, Routledge.
- Gleick, P.H. 1993. Water in Crisis. Pacific Institute for Studies in Dev., Environment & Security. Stockholm Env. Institute, Oxford Univ. Press.
- Groom, Martha J. Gary K. Meffe, and Carl Ronald Carroll. Principles of Conservation Biology. Sunderland: Sinauer Associates, 2006.
- Grumbine, R. Edward, and Pandit, M.K. 2013. Threats from India's Himalaya dams. Science, 339: 36-37.
- McCully, P. 1996. Rivers no more: the environmental effects of dams (pp. 29-64). Zed Books.
- McNeil, John R. 2000. Something New Under the Sun: An Environmental History of the Twentieth Century

Semester II

GU CODE: BACA206 Information Communication and Technology II (Theory and practical)

10 hours lecture
20 hours practical
2 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours
Practical: 50 marks

Course Description: This course is designed to give students the basic concepts of understanding of Network and Internet, Database Management System, Cloud Computing, and Cyber Security functions.

Course Objectives:

The objective of this course is to

- Core understanding of Network and Internet technologies
- Effective familiarity of webpages, web technologies, HTML
- Explain the structure of various DBMS and their importance
- Make effective use of Cloud Computing and understand the importance of cloud ecosystem.
- To be able to create EC2 instance in cloud for use
- Define and use key terms and concepts in the field of cybersecurity.
- Identify and distinguish threat actors and their motivations.

Learning outcomes:

After completion of semester II, students should be able to:

Knowledge:

- Understanding of networking concepts
- Understanding of HTML, web technologies used
- Familiarize you with the basic concepts underlying a DBMS.
- Understanding about data model – Object model, Data Model
- Cloud Computing – Definition and concept
- History of cloud computing
- Cloud computing terminology
- Characteristics of cloud technology
- Service models – Cloud Computing
- Introduction to AWS – Creating a instance using EC2 service in AWS cloud.
- Cyber security fundamentals
- Social Engineering
- CIA - Confidentiality, Integrity, and Availability in Cyber security
- Best practices – Cyber Security

Competencies:

- Understand Database Management System

- Understand Relational Database Management System
- Sound understanding of DBMS and Data Management system
- Sound understanding of Cloud Computing
- Demonstrate the ability to use AWS cloud computing EC2 service and create an instance
- Sound understanding of Cyber Security and its best practices

Units:

Theory:

Unit I: Database Management System

- The Entity-Relationship (= ER) Model
- The Relational Data Model
- Logical Database Design

Unit II: Introduction to Cloud Computing

- Types of cloud
- Cloud computing architecture
- Virtualization and cloud computing
- Advantage and disadvantage - cloud
- Security concerns
- Introduction to AWS
- AWS Services and offerings
- Benefits of AWS cloud services
- Creating an instance on AWS EC2

Unit III: Introduction to Cyber Security

- What is cybersecurity
- The scale of the cyber threat
- Type of cyber threat
- Latest cyber events
- Cyber-safety tips – protect yourself against cyberattacks

Unit IV: Introduction to Computer Network

- Computer Network Classifications
- Understanding of DHCP, DNS, TCP IP, FTP, SMTP protocols
- HTML
- Internet
- Web technologies

Practical:

Unit 1: Basic Proficiency and Technical Skills

Unit 2: AWS hands-on

Unit 3: Creation of instance (server on the cloud)

Unit 4: Database Management System

Suggested reading:

- Leon & Leon, Introduction to Computers, Vikas Publishing House, New Delhi.
- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay. Comer 4e,
- Computer networks and Internet, Pearson Education

Semester II

GU CODE: BACA207 Communication and Business Protocol

30 hours lecture
3 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours

Course Description: Proper communication and Business Protocol is a fundamental requirement for all jobs. Great communication and business etiquette can give the edge and position one's career in the right direction for growth and opportunity. This course aims at learning basic concepts, advance principles in communication and business protocol and then focus on additional advanced strategies and tips to refine the image of an aspiring hospitality professional. They will also gain an understanding of how the use of new technologies impacts business communication. The objective of this course is to develop students' communication and business etiquettes that will empower to function effectively in a business environment. The course covers almost all forms of business protocol: from communication, presentations, telephone, meeting, travel, email to dining, wardrobe and power dressing.

Learning outcomes:

After completion of semester II, students should be able to:

Knowledge:

- Define and describe Communication in workplace
 - Role of communication in business
 - Why business needs to communicate,
 - Importance of communication skill for you,
 - Forms of communication,
 - Formation and sending of response,
 - 7 C's of good communication skills,
 - Barriers to communication,
 - Communication skills – verbal and Non-verbal,
 - Organizational communication – internal and external including PR
- Apply the Fundamentals of business writing:
 - Adaptation and selection of words,
 - Use of familiar words,
 - Adapting to multiple readers
- Utilize technology-enabled communication:
 - Emails: Tools for constructing messages,
 - Computer tools for gathering and collecting information
- Demonstrate personal etiquettes and grooming for corporate:

- Eye contact,
- Body language,
- Handshake,
- Business card etiquette,
- Identify good work habits
 - Punctuality,
 - Prioritizes your work,
 - Stay positive,
 - Bring solution, etc.

Competencies:

- Practice Public speaking and oral reporting: Making formal speeches, Defining oral report, Differences between oral and written reports, Planning the oral report, Telephone communication
- Practise empathic and active listening
- Accept and give constructive criticisms
- Prepare and perform public speaking in the following contexts:
 - Project presentation
 - Sales presentation
 - Participating in a meeting
 - Facilitating a meeting
 - As an interviewer and an interviewee
 - Group Discussion
- Practice tools to reduce cross-cultural misunderstanding and encourage positive cross-cultural working relationships
- Utilize the best communication style depending on the situation
- Enhance cultural sensitivity and competence

Units:

Unit I: Communication in Workplace

- Introduction – What is Communication?
- Role of Communication in Business
- Importance of Communication Skills
- Practice empathic and active listening
- Forms of Communication: Internal & External including PR
- Choice of best communication style depending on situation
- Formation and Sending of Response
- Cs of Good Communication
- Barriers to Communication
- Accept and give constructive criticism
- Summary

Unit II: Communication Skills: Verbal, Non-Verbal and Written

Introduction

- Verbal Communication
- Oral Communication
- Non-verbal Communication
- Difference between Oral & Written Communication

- Business Writing Basics
- Adaptation and Selection of Words
- Adapting to Multiple Readers / Audience
- Emails in business communication
- Computer tools for Collecting Information (Surveys, Interviews, Focus Groups)
- Telephone Communication

Unit III: Public Speaking

Introduction

Characteristics of Good Public Speaking or Good Speech

Techniques of Good Public Speaking

Making a Formal Speech

Prepare and perform public speaking in the following contexts:

- Project presentation
- Sales presentation
- Participating in a meeting
- Facilitating a meeting
- As an interviewer and an interviewee
- Group Discussion

Summary

Unit IV: Personal Etiquette and Grooming

Introduction

Meaning of Etiquette and Grooming

Demonstrate personal etiquettes and grooming for corporate:

- Eye Contact
- Body Language
- Handshakes
- Business Cards

Identify good work habits

- Punctuality,
- Prioritizes your work,
- Stay positive,
- Bring solution, etc.

Tools to reduce cross cultural misunderstanding and encourage positive cross-cultural relationships

Enhance cultural sensitivity and competence

Suggested reading:

- BEEBE, S. A. & BEEBE, J. B. (2005), Public Speaking: An Audience-Centred Approach, 6th edition, Allyn and Bacon, USA, ISBN 0-20544-983-2
- SINHA, K. K.(2018), Business communication, Taxmann Publications Pvt Ltd, New Delhi, ISBN 9789387957633
- ASHLEY, A. (2003), Oxford Handbook of Commercial Correspondence, Oxford University Press ISBN 978-0-19-457213-2
- SHARMA R C & MOHAN KRISHNA, (2016) Basic Correspondence and Report Writing, McGraw Hill Education (India) Pvt Ltd, Chennai, ISBN: 978-93-85965-05-0
- HARRIS, THOMAS A. (1995) I'm ok, you are ok, Arrow Books, London, Printed in India by Replika Press Pvt Ltd. ISBN:978-0-09-955241-3

- SINGH, SHAILENDRA (2010), Written communication, Aman Publications, Delhi, ISBN: 81-8204-059-0
- BERNE, ERIC, (1975), What do you say after you say hello?, Corgi Books, Clays Ltd, St Ives plc, ISBN: 978-0552-09806-9
- JAMES, MURIAL, (1978), Born to win: Transactional Analysis with Gestalt Experiments, Penguin Books India, New Delhi, ISBN:978-0-451-16521-3
- BERNE, ERIC, (2016) Games People Play: The Psychology Of Human Relationships, Penguin Books India, New Delhi, ISBN:978-0-241-25747-0
- BOLTON, ROBERT, (1979) People Skills: How To Assert Yourself, Listen To Others And Resolve Conflicts, Touchstone, New York, USA, ISBN: 978-0-671-62248-0
- AKASH, (2010), Verbal And Non-Verbal Communication, Aman Publications, Delhi, ISBN: 81-8204-060-4
- PEASE, ALLEN, (2018), Body Language : How To Read Others' Thoughts By Their Gestures, Maanu Graphics, New Delhi, ISBN: 978-93-81753-40-8
- BOLLES, RICHARD N., (2018), What Colour Is Your Parachute?: A Practical Manual For Job-Hunters And Career-Changers, Ten Speed Press, California USA, ISBN:978-0-399-57963-9
- MCKEY, MATTHEW & OTHERS, (2009), Messages: The Communication Skills Book, New Harbinger, Oakland, CA, ISBN:978-1-57224-592-1

Semester III

GU CODE: BACA300 Industry internship

Practical: 720 hours
20 credits

Internal: 350 marks
Practical: 400 marks

An industry internship of 18 weeks in any standard category of culinary business.

Internship report: 25%
Presentation and Viva: 75%
Total = 100%

See next page for example of internship report. This report will be completed weekly and signed off by the workplace supervisor and the student. The compiled report will be submitted to the external examiner for assessment and grading.

Weekly Workplace Service and Reflective Log: Service Period 1					
Date		Shift Start Time		Shift End Time	
Service area (list areas you worked in)					
Service period details					
What functions did you perform this week?					
Equipment used					
Adjustments made for Special Customer Requests (if any):					
Supervisor checklist (workplace supervisor to complete)				Satisfactory	
Did the student successfully demonstrate evidence of their ability to do the following?				Yes	No
Follow company SOPs in the specific area				<input type="checkbox"/>	<input type="checkbox"/>
Identify and use appropriate alternatives in case of special requests				<input type="checkbox"/>	<input type="checkbox"/>
Use planning and organisational skills to prioritise, sequence and monitor tasks.				<input type="checkbox"/>	<input type="checkbox"/>
Go the extra mile to create customer WOW moments				<input type="checkbox"/>	<input type="checkbox"/>
Follow a work schedule to maximise efficiency, taking into consideration roles and responsibilities of other team members.				<input type="checkbox"/>	<input type="checkbox"/>
Complete end of shift procedures including storage of items, cleaning of work areas and participate in debrief or hand over session.				<input type="checkbox"/>	<input type="checkbox"/>
Supervisor comments					
Supervisor's signature				Date	
Student's signature				Date	

Semester IV

GU CODE: BACA401 **Culinary Skills Development I** **(Theory and practical)**

20 hours lecture
80 hours practical
6 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours
Practical: 50 marks

Course Description: This course is designed to give students the basic idea of Indian cookery and theory of cooking, Students will be introduced to basic cooking concepts in both the classroom and kitchen environment like basic knife cuts, basic Indian gravies, basic Indian cooking methods, terminology, equipment, measurements, Indian stocks, soups, poultry fabrication and cooking, meat cookery, and seafood identification and cookery. Students will learn plate presentation and garnishing techniques. These cookery skills will be applied in the classroom, kitchen laboratory and at other sites.

Course Objectives:

The objective of this course is to

- Understand the role of the professional chef in modern food service operations.
- Understand the historical, geographical and religious impacts on the staple food.
- Select and use hand tools, measuring equipment, and thermometers properly.
- Define the spices, seasoning and various ingredients used in Indian cuisine.
- Define the concept of masala and the blends.
- Describe the various Indian cooking techniques and processes.
- Analyze the comfort food of India.
- Describe the concept of Indian thali cooking and the concept of dining.
- Evaluate the cooking techniques of bhunao, talna, tandoor etc.
- Understanding the action of thickening agents, souring agents used in Indian cuisine.

Learning outcomes:

After completion of semester IV, students should be able to:

Knowledge:

- Describe the basic kitchen organization - Indian in particular:
 - The Introduction to the Regional and traditional Indian Cuisine.
 - The roles of the different kitchen sections in an Indian kitchen.
- Define and use Indian kitchen terminology as used in Indian kitchens.
- Identify and apply the specific techniques, ingredients and spices usually used to make Indian.
- Identify Indian kitchen areas, and specific tools used.
- Describe the importance of the following as they relate to the concept of the different

cuisines:

- Tradition
- Seasonality of foods
- Nutrition
- Modernization
- Presentation
- Identify and apply the specific techniques for processing and cooking Indian delicacies.
- Identify and explain the use of exclusive equipments used in an Indian Kitchen.
- Analyze the different cooking methods used:
 - Bhunao
 - Dhungar
 - Moin
 - Bhagar
 - Dum

Competencies:

- Communicate in the kitchen by using appropriate terms and vocabulary.
- Prepare regional and classic Indian preparations covering various delicacies pan India.
- Prepare and plan a “mise en place” according to both (regional & classic) Indian specialties.
- Select, use, clean and store kitchen equipment properly and effectively.
- Practice knife skills, cooking, flavoring, decorating, etc.
- Produce menu items including:
 - Basic flavoring agents, thickening agents, and binding agents.
 - Basic Indian Stocks & Soups
 - Basic Indian Gravies and Pastes
 - Basic Indian Comfort Food
 - Basic vegetable preparation and cookery
 - Basic meat and poultry preparation and cookery
 - Basic seafood preparation and cookery
 - Basic yet famous Indian Desserts

Units:

Theory:

Unit I: Introduction and Evolution of Indian Cuisine

- Introduction
- History & Origin
- Ayurveda
- Influence of foreign invaders and traders
- Influence of Mughal Raj
- Influence of British Raj
- Cooking Methods

Unit II: Factors affecting Indian Cuisine

- Role of spices & seasoning
- Role & Identification of Ingredients
- Indian Festivals

- Religion & Culture
- Food Additives
- Indian Breakfast
- Indian Regional Snacks and Comfort Food

Unit III: Indian Cookery – Rice, Breads and Desserts

- Introduction
- Types
- Equipment & Tools
- Cooking Method Involved
- Famous preparations
- Regional preparations
- Classic combinations

Unit IV: Indian Thali Concept

- Introduction
- Features
- Composition
- Classification
- Regional Thali Preparations

Practical:

Unit I: Introduction to Indian Cuisine

- Identification of traditional kitchen equipment
- Identification of basic ingredients
- Analyze spices and blends, ingredients

Unit II: Indian Basic Gravies

- Basic gravies in different regions
- Wet masala and pastes
- Role of food additives

Unit III: Regional and Sub Regional Cuisine

- Southern, Western, Northern, Comfort Food
- Appetizer
- Bread/Rice Preparation
- Main Course
- Accompaniments
- Dessert

Suggested reading:

- INDER SINGH KALRA, Prashad - Cooking with Indian Masters.
- PARVINDER S. BALI, Quantity Food Productions & Indian Cuisine.
- PARVINDER S. BALI, Food Production Operations.
- THANGAM E PHILIP, Modern Cookery.
- S. H. FERNANDO, Rice & Curry: Sri Lankan Home Cooking.
- PUSHPESH PANT & RAMINDE, Jiggs Kalra's Classic Cooking of Avadh.
- BHATNAGAR, SANGEETA & SAXENA, R.K., Dastarkhwan-E-Awadh.
- DASGUPTA, MINAKSHIE, Bengla Ranna: The Bengal Cookbook
- DALAL, TARLA; Parathas.

- KABRA, KANCHAN G; Breads of India.
- KAPOOR, SANJEEV; Sanjeev Kapoor's Simply Indian.
- DATTA, NEETA; 1000 Great Indian Recipes: The ultimate book of Indian cuisine.
- SIKKA, MARUT; Indian Flavors.

Semester IV

GU CODE: BACA402 **Food and Beverage Theory and Application III** **(Theory and practical)**

30 hours lecture
20 hours practical
4 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours
Practical: 50 marks

Course Description: One of the major challenges facing culinary professionals in food and hospitality business is to ensure the ultimate satisfaction of the consumer. The food may be a culinary dish prepared by a chef or a food product marketed by a food company but maintaining quality is the basic prerequisite.

Food safety is an important public health issue as deviating from the norms can lead to food-borne and water-borne illnesses. Most of these diseases are preventable, provided adequate measures are practiced and followed regularly from farm to fork, during production, processing, storage, distribution, retailing and catering. Present day food supply is highly complex; hence safety concerns can become challenging. Recognising the importance of food quality management systems and understanding various approaches which can help in improving quality while preparing or manufacturing food is of prime concern.

The study of Food Quality Management System equips the food handler and catering professional with adequate knowledge and skills related to various aspects of cooking, food safety practices and to maintain quality.

Learning outcomes:

After completion of semester V, students should be able to:

Knowledge:

- Describe the importance of food safety in different stages from farm to client plates
- Identify basic microorganisms and bacteria's
- Define the appropriate temperature and conditions of storage of food
- Realize the importance of quality for culinary business

Competencies:

- Define quality according to the culinary industry
- Apprehend food quality risks which could impact health & reputation
- Identify safety and quality elements in the food chain
- Identify the points to remember while developing Food Safety Objectives (FSO's)
- Identify prevention of food contamination
- Evaluate the food safety processes in maintaining the workplace hygiene

Units:

Theory:

Unit I: Food Safety

Define Food safety and its importance in culinary industry

- Identify the factors affecting food safety - Contamination, Survival and Proliferating factors
- Discuss the challenges to food safety in Hospitality Industry - food chain farm to plate
- Define the Food Safety Objectives for a food Organization
- Identify the points to remember while developing Food Safety Objectives
- Analyse Food Contamination and Adulteration - Common adulterants in food
- Discuss the basic principles and methods of food preservation

Unit II: Microorganisms in food

Identify the Microorganisms in food

- Discuss the general characteristics- Morphological, Growth, pH, oxidation-reduction potential, storage temperature and relative humidity
- Define Food Spoilage- Physical, Enzymatic, Chemical & Microbiological
- Identify Biological food hazards & food spoilage -Bacteria, Yeast, Fungi, Viruses, Parasites
- Discuss sources of contamination and spoilage in food products viz. Milk & milk products, cereals & products, Meat, fish, poultry, eggs, fruits & vegetables, sugar & sugar products, Canned products, etc.
- Identify the beneficial role of microorganisms in food - Fermentation

Unit III: Discuss Food Borne Illnesses

- Food infections, Food intoxication, Chemical poisoning,
- Identify Control & Preventive measures
- Illustrate the relevance of microbial standards for food safety

Unit IV: Food Quality Management

Define Quality with respect to Food

- Identify the characteristics of Quality
- Discuss important terms related to Quality - TQM, QMS, GMP, HACCP
- Identify good hygiene practices in catering & food service industry -Raw material handling and storage
- Discuss the common Food Laws & Regulations - FSSAI

Practical:

Unit I: Evaluate Food Storage process including necessary quality check – Dry & Cold Storage

Unit II: Good hygiene practices for a clean working space – use of right products

Unit III: Cook Chill Process – Report submission based on research

Unit IV: Food Quality check

Suggested reading:

- SURI SUKHNEET; MALHOTRA ANITA; Food Science, Nutrition & Safety; ISBN 978-81-317-7110-5
- EARLY, R. (1995). Guide to Quality Management Systems for the Food Industry, Pringer; Softcover reprint of the original, ISBN: 1461358876

- LIMA, G. & VIANELLO, F. (2014). Food Quality, Safety and Technology, Springer, ISBN: 978-3-7091-1640-1
- LUNING, P.A. & MARCELIS, W.J. (2009). Food Quality Management: Technological and Managerial Principles and Practices, Wageningen Academic Publishers, ISBN: 908686

Semester IV

GU CODE: BACA403 Culinary Sociology and Anthropology

20 hours lecture
20 hours practical
3 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours
Practical: 50 marks

Course Description: The subject plan for Culinary Sociology and Anthropology entails an in-depth understanding of the key concepts pertaining with the evolution of eating and culinary practices through the history of the mankind to the present day, as well as the contemporary culinary trends and practices across the globe.

Through the study of this subject, the students will learn about the evolution of human diet, the differences between the traditional and modern food systems, the Indian food politics, the trends and people behind innovative practices in culinary science, the impact of globalization on the food market in developing vs. developed nations, the popular diet fads, the advantages and disadvantages of genetically modified food, and the impact of popularization of online food delivery systems on both developed and developing economies.

Course Objectives:

- To understand the evolution of human eating patterns from the hunting-gathering era to the present day.
- To compare the key features of the traditional and modern food systems.
- To understand the concept of balanced diet and the current dietary guidelines by different governments across the world.
- To understand how gender, cast and social status affect how and what we eat.
- To critically analyze the popular fad diets such as intermittent fasting and keto diet in terms of the validity of the claims, merits, demerits and dangers.
- To study the impact of online food delivery systems on eating culture and economy of developing vs developed nations.
- To understand the relationship between body image and eating disorders.
- To understand the relationship between food and politics with an emphasis on the Indian context.
- Understand the trends and appreciate the contributions of key players behind the innovative practices in culinary sciences.

Learning outcomes:

After completion of semester IV, students should be able to:

Knowledge:

- Identify how food and eating are integrated into social systems, institutions and networks.

- Describe how food fits with contemporary social life.
- Demonstrate how cultural and social differences influence food and eating habits.
- Explain issues related to food and:
 - Inequality,
 - Labour,
 - Capital,
 - Innovation

Competencies:

- Discover sociological work that has been done on:
 - Food systems
 - Food politics
 - Food identity
 - Food culture
- Analyse work done by specialists in different parts of the world:
 - Murcott (1983): Social and cultural meaning of food experience.
 - Warde (1997): Cultural theories of taste and consumption.
 - Coveney (2006): Food meaning related to state.
- Develop culinary concepts considering the sociological factors.
- Understand food as a medium of communication by decrypting the messages it contains.
- Analyze food manners and anthropological codes.

Units:

Theory:

Unit I: Introduction

- The meaning and differences between Culinary Sociology and Anthropology.
- Evolution of human diet in Pre-historic era, Antiquity, Medieval era and Modern era.
- Geographical Influences on Food
- Global Diversity in Crops and Diet.
- Effects of climate on determining Loco-regional Food Habits.

Unit II: Sociology of food & eating

- Food, Family and Community
- Food as the family glue.
- Food Concepts: Food systems, Food politics, Food identity, Food culture
- Food Systems: Modern Vs. Traditional.
- Food Models and Social Dimensions.
- Impact of changing food systems in Developed and Developing Economies.
- Dr Anne Murcott's work on the sociological aspects of food and eating.

Unit III: Food policies

- People Behind Innovative Practices: Ferran Adria, Heston Blumenthal, Homaro Cantu
- Food and Capitalism: Monsanto Vs Greenpeace.
- GMO Crops: Future Direction, Impact on the Developing Economies.
- Allan Warde's analysis of consumer behaviour and trends in food practices.
- Global Food Etiquettes: Need, Impact, Evolution

- Indian Food Politics and Casteism
- Politicians and Food Analogies
- Winston Churchill and Bengal Famine
- The Rosogulla Rumble - Odisha Vs. Kolkata
- The Case of the Oriya Palanquin Bearers

Unit IV: Modern diet patterns, Food and society

- Veg Vs. Non-Veg Food, Symbolism in Diets, Re-emergence of Veg Diets
- Diet Fads: Emergence, Key Features, Types, The "Free" Culture
- Eating Disorders: Subtypes, Body Image, Nutrichondria
- Marketing and Self-Image, Food Anxiety
- Dr. John Coveney's idea of Pleasure and Anxiety of Food
- Food and Lifestyle Diseases
- Diets and Health - Traditional vs. Modern Perspective
- Medicalization of diet
- Relevance of Food in Contemporary Lifestyle
- Co-evolution of Food and Society
- Online Food Delivery Systems
- Globalization of Food

Practical:

Unit I: Evolution of Human Diet

- Pre-historic era
- Antiquity
- Medieval era
- Modern era

Unit II: Evolution of Cuisine

- World War I
- World War II
- Invasions & Rulers
- Dessert

Unit III: Modern Trends

- The classic version Vs the contemporary version
- Fusion Cuisine

Unit IV: Trade Routes

- Evolution of food through traders
- Silk route

- Students will be asked to pick a classic and trace its evolution to the modern age. The objective is to be able to contrast the original form with its current avatar and justify the underlying factors which have caused that change. They should be able to discuss the journey and its relevance.
- The students need to present the classic version and the contemporary version of the chosen dish during the practical exercise

Suggested reading:

- ADAPON, J. (2008). *Culinary Art and Anthropology*. Bloomsbury Academic. ISBN: 1847882129
- BEARDSWORTH, A. & KEIL, T. (1997). *Sociology on the menu: An invitation to the study of food and society*. London: Routledge. ISBN: 041511425X
- COUNIHAN, C. (1999). *The Anthropology of Food and Body: Gender, Meaning and Power*. Routledge, ISBN: 0415921937
- COVENEY, J. (2006). *Food, morals, and meaning: The pleasure and anxiety of eating*. 2d ed. London: Routledge. ISBN: 0415376211
- MURCOTT, A. (1983). *The sociology of food and eating: Essays on the sociological significance of food*. Gower International Library of Research and Practice. Aldershot, UK: Gower. ISBN: 0566005808

Semester IV

GU CODE: BACA404 Culinary Management II

30 hours lecture

Credits: 3

Examination details:

Internal: 20 marks

External: 80 marks; duration 3 hours

Course Description: This course is designed to enable students to understand the basic of nutritive values of food and to understand the importance of nutritionally balanced meals. The basic concepts of cost and revenue with the tools required to set systems and processes which help plan and create efficient menu that help deliver near desired profits.

Learning outcomes:

After completion of semester IV, students should be able to:

Knowledge

- Explain the importance of a menu
- Describe menu planning procedures and menu choices for optimum acceptance of meals by potential customers.
- Explain the basic rules of menu engineering and planning
- Identify factors to be considered when planning a menu
- Define the key elements of the menu planning process
- Identify constraints in menu planning
- Identify all the person who are concerned in a menu plan process
- List the difference between static and flexible budget
- Discuss budgeting and its benefits and drawbacks
- Identify nutrition guidelines and how they relate to customer's health
- Understand the benefits of a nutritionally balance meal
- Identify various factors to be considered when planning a meal
- Define Basal metabolism and energy needs
- Identify the significance of planning healthy meals for family and food service units.
- Identify suitable opportunities of enhancing nutritive value of food
- Justify the use of additives in food processing
- Identify food allergens and their effects to safeguard customer's health

Competencies

- Explain the difference between fads and trends and how to use them to your advantage.
- Explain the relationship between a menu and profitability
- Identify direct and indirect costs related to the design and pricing
- Perform menu costing based on a given menu
- Design and budget a menu in consideration of the costs
- Utilize menu-pricing strategies
- Differentiate between the popularity of certain foods among age groups, ethnic origins, education, occupation, and income

- Explain the impact of nutrition on menu preparation wrt Special diet / Balanced diet
- Apply the knowledge of food groups, macro & micronutrients and energy requirement for planning meals/ menus
- Discover the nutritional value of various food products produced
- Compute the nutritive value of meals as and when required.
- Plan menus keeping in mind the various aspects of a balanced diet and allergens

Units:

Unit I: Budget, Variance and Breakeven Analysis

- Define Budget & Budgetary Control
- Its objectives, framework, key factors & types of Budget
- Sales – ways of expressing selling, determining sales price,
- Calculation of selling price, factors to be considered while fixing selling price
- Various sales concepts & its uses
- Standard costs & costing
- Cost variances
- Break Even chart
- PV ratios, contribution calculation & marginal costs

Unit II: Menu Merchandising and Engineering

- Menu Structure
- Planning
- Pricing of Menus
- Types of Menus
- Menu as Marketing Tool
- Layout
- Constraints of Menu Planning
- Objectives of menu engineering
- Methods and advantages

Unit III: Nutritive Value of Diet and Energy

- Define the Concept, Characteristics, Dietary Reference Intake Standards, Acceptable Intake
- Food Groups, Food Pyramid, My plate
- Discuss General Dietary Guidelines for planning a Balanced Diet
- Explain Recommended Dietary Allowance, Factors affecting RDA, General Characteristics & Limitations of RDA
- Discuss the planning of a Balanced Diet
- Define the measurement of food energy, Calorie Density, Food energy intake, Energy expenditure – Specific Dynamic Action and Basal Metabolic Rate
- Food Composition Tables (Nutrients per 100 gms edible portion) – based on food groups.
- Values with reference to Energy
- Calculation of Energy value of a few recipes

Unit IV: Balance Diet and Allergens

- Describe Meal Patterns – Non-Vegetarian, Vegetarian, Vegan, Lactovegetarians, Ovulactovegetarian, Ovo- vegetarians, Fruitarians
- Discuss the factors affecting meal planning: Nutrient Needs, Economics, Multiculturalism, Socio-cultural, Religion, Likes & Dislikes, Satiety Value, Age groups, Education, Occupation

- Discuss Basic Therapeutic Diets- Normal, Liquid Diet, Soft Diet
- Identify important factors to be kept in mind while planning a few special diets: Obesity, Fever, Gastrointestinal – Constipation/ Diarrhoea, Low sodium/ Low sugar diet.
- Differentiate between Food Additives, Types of Additives, Contamination, Adulteration & Food Allergens
- Define Food Allergy- symptoms and prevalence, Factors affecting food allergies, Anaphylactic Shock, Food intolerance
- Discuss types of food allergens – IgE mediated, Non IgE mediated, Mixed
- Identify eight most common allergens – Milk, Wheat, Egg, Peanut, shellfish, Fish, Tree nuts, Soybeans

Suggested reading:

- DITTMER, P. THE CULINARY INSTITUTE OF AMERICA. (2006). Principles of Food, Beverages, and Labour Cost Controls: WITH Supervision in the Hospitality Industry, Applied HR 5r.e. , John Wiley & Sons, USA, ISBN-10: 047014002X
- DOPSON, L. HAYES, D. (2015). Food and Beverage Cost Control 6th Edition, Wiley, USA, ISBN-10: 1118988493
- GARLOUGH, R. (2010). Modern Food Service Purchasing, Delmar Cengage Learning, USA, ISBN-10: 1418039640
- LOCKARD, M. (2012). A Cook's Book: Food Cost: The Chef's Ultimate Guide To Food Cost Control, CreateSpace Independent Publishing Platform, USA, ISBN-10: 1470000555
- LYNCH, F. (1998). The Book of Yields: Food Facts for Accurate Recipe Costing, Chef Desk, USA, ISBN-10: 1892735024
- MILLER, J. HAYES, D. DOPSON, L. (2004) Food and Beverage Cost Control, John Wiley & Sons, USA, ISBN-10: 0471477877
- STEFANELLI, J. (1984.) Purchasing: Selection and Procurement for the Hospitality Industry, John Wiley & Sons, USA, ISBN-10: 0471874302
- THE INTERNATIONAL CULINARY SCHOOLS AT THE ART INSTITUTE. (2007). Purchasing, Cost Control, and Menu Management for the Art Institutes, Wiley, USA, ISBN: 9780470179161
- Mudambi S.R. (2015), Fundamentals of Foods, Nutrition & Diet Therapy, ISBN 978-81-224-3349-4
- BERDANIER, C. D. (2008), *Handbook of Nutrition and Food*, Boca Raton, USA, ISBN 978-084939218-4
- DRUMMOND, K. E. & BREFERE, L. M. (2004), *Nutrition for foodservice and culinary professionals*, Hoboken, ISBN 0-47141-977-X
- GIVENS, D. I. (2008), *Health benefits of organic food: effects of the environment*, Wallingford, USA, ISBN 978-184593459-0
- POND, W. G. (2009), *Adequate food for all: culture, science, and technology of food in the 21st century*, Boca Raton, USA, ISBN 978-142007753-7
- WILLIAMS, S. R. & NIX S. (2009), *Williams' Basic Nutrition & Diet Therapy, 13th edition*, St. Louis, USA, ISBN 978-032305199-6

Semester IV

GU CODE: BACA405 Marketing I Principles of Marketing

30 hours lecture
3 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours

Course description: Marketing is of interest to everyone, whether they are marketing goods, services, properties, persons, places, events, information, ideas, or organizations. The course is a basic introduction to the principles of marketing. This course introduces principles and problems of marketing goods and services. Topics include promotion, placement, and pricing strategies for products. Upon completion, students should be able to apply marketing principles in organisational decision-making.

Learning outcomes:

After completion of semester IV, students should be able to:

Knowledge:

- Explain elements of behavioral science in relation to the habits and motivation of consumers
- Illustrate the competitive environment and the different market segments
- Explain the importance of pricing, its policies and the practices used within the various distribution channels
- Identify the role of promotion in the marketing mix
- Explain how all products and services are multi-elements in nature
- Recognize effective packaging and branding in the marketing process
- Defend the growing importance of international marketing in relation to the health of local economic systems

Competencies:

- Analyze successful marketers and their best practices in marketing
- Chart, with the use of examples, the planning and development of a new hospitality product and its necessary function for survival in today's dynamic marketplace
- Develop effective marketing strategies to meet the needs and expectations of different market segments in hospitality
- Summarize best practices for the various hotel distribution channels
- Analyze critically the marketing strategies of major hotel brands

Units:

Unit I: Introduction to marketing – importance of marketing, marketing goods and services – Managing customer relationships and capturing customer value - Marketing Strategy and Marketing Mix – Marketing Return on Investment

Unit II: Marketing environment – internal and external factors – Customer Value – Value for target

Customers - Segmenting, targeting, and positioning – the strategic marketing formula that helps marketers identify and segment their audience, target their market, and posture their products to cultivate their desired brand position.

Unit III: Customers and marketing research – Consumer Markets & Business Markets – Products, Services and Brands – Developing New Products and Managing the Product Life Cycles - The Product and Consumer Life Cycle - Different Strategies for Different Phases - Supply Chain and Pricing

Unit IV: Distribution and promotion – how to effectively raise awareness and distribute the product – Marketing Channels - Retailing & Wholesaling – Advertising & Public Relations – Sales Promotion – Direct, Online, Social Media and Mobile Marketing.

Suggested reading:

- FYALL, A. & GARROD, B. (2005), Tourism Marketing: A Collaborative Approach, Channel View, Clevedon, UK, ISBN1-87315-090-3
- HOFFMAN, K. D. (2005), Marketing Principles and Best Practices, 3rd edition, South-Western College Pub, Cincinnati, Ohio, ISBN 978-032430572-2
- KOTLER, P. & AMSTRONG, G. (2016), Marketing: An Introduction, 13th edition, Pearson, UK, ISBN 0-13414-953-X
- KOTLER, P. & AMSTRONG, G. (2017), Principles of Marketing, 17th edition, Prentice Hall, New Jersey, USA, ISBN 0-13449-251-X

Semester IV

GU CODE: BACA406 Accounting I Uniform Systems of Accounting

30 hours lecture

3 credits

Examination details:

Internal: 20 marks

External: 80 marks; duration 3 hours

Course Description:

Financial understanding is an essential element in any manager's range of required skills. The course presents basic financial accounting concepts and explains how they apply to the hospitality industry. Students are introduced to basic accounting practices, including major classification of accounts, concepts, and the production of financial statements. Through exercises, students practice writing income statements and balance sheets.

Learning outcomes:

After completion of semester III, the students should be able to:

Knowledge:

- Apply the various management accounting methods to make basic operational and investment decisions to improve the performance of an organization
- Identify the major differences and similarities between financial accounting and managerial accounting
- Estimate costs using various qualitative and quantitative models

Competencies:

- Identify basic cost concepts and demonstrate cost-volume-profit relationships
- Compute breakeven sales and related figures (i.e., degree of operating leverage and margin of safety)
- Develop an operational budget
- Use variance analysis to explain why actual performance differs from planned performance
- Apply the relevant cost framework to evaluate the economic consequences of one or more decision alternatives
- Analyse complex problems utilizing broad, but incomplete, information
- Use models to synthesize available information into a manageable number of measures
- Identify and apply pricing techniques for rooms and food and beverage
- Utilize variance analysis and flexible budgeting for effective budgetary control

Units:

Unit I

Accounting Theory: Business Transaction and Basic Terminology - Need to Study Accounting, Accounting Principles – Concepts and Conventions - Forms of Companies: Sole Proprietorship, Partnership, Corporates

Unit II

Account Records: Principles of Double Entry System - Journal Entries, Ledger, Subsidiary Books – Cash, Petty Cash, Sales & Purchase books - Bank Reconciliation statement.

Unit III

Trial Balance - COGS: Raw material, Work in Progress, and Finished Goods - Inventory Valuation using LIFO, FIFO and Average Method

Unit IV

Financial Statement: Basic Financial Statements - Preparation of Final Accounts (Trading and Profit & Loss, balance sheet) - Gross Profit, Operating Profit / EBITDA, EBIT, EBT, Net Profit - Methods of Presenting Final Accounts

Suggested Reading:

- M.C. Shukla, T. G. (2019). Financial Accounting. New Delhi: S. Chand.
- Tulsian, P. (2019). Financial Accounting. Delhi: Pearson.
- D.K. Goel, S. G. (2019). Financial Accounting. Delhi: Arya Publications.
- D.K. Goel, R. G. (2021). Analysis of Financial Statements. Delhi: Arya Publications.
- Grewal, T. (2021). Analysis of Financial Statements. New Delhi: Sultan Chand.
- Coltman, M. G. (2004). Hospitality Management Accounting. John Wiley & Sons, Inc., .

Semester V

GU CODE: BACA501 Culinary Skills Development II (Theory and Practical)

20 hours theory
80 hours practical
6 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours
Practical: 50 marks

Course Description: This course is designed to give students the basic idea of Indian cookery and theory of cooking. Students will be introduced to intermediate and advanced cooking concepts in both the classroom and kitchen environment like regional Indian gravies, regional Indian cooking methods, terminology, equipment, measurements, Indian stocks, soups, poultry fabrication and cooking, meat cookery, and seafood identification and cookery. Students will learn plate presentation and garnishing techniques. These cookery skills will be applied in the classroom, kitchen laboratory and at other sites.

Course Objectives:

The objective of this course is to

- Enable students to build confidence and fundamental practical skills in food preparation to acceptable market standards
- Understand the historical, geographical and religious impacts on the regional cuisine.
- Analyze the regional and community cuisine of India.
- Select and use hand tools, measuring equipment, and thermometers properly.
- Define regional spices, seasoning and various ingredients used in Indian cuisine.
- Evaluate regional masala and the blends.
- Describe regional Indian cooking techniques and processes.
- Evaluate the cooking techniques of bhunao, talna, tandoor etc.

Learning outcomes:

After completion of semester V, students should be able to:

Knowledge:

- Describe the basic kitchen organization - Indian in particular:
 - The Introduction to the Regional and traditional Indian Cuisine.
 - The roles of the different kitchen sections in an Indian kitchen.
- Define and use Indian kitchen terminology as used in Indian kitchens.
- Identify and apply the specific techniques, ingredients and spices usually used to make Indian.
- Identify Indian kitchen areas, and specific tools used.
- Describe the importance of the following as they relate to the concept of the different cuisines:

- Tradition
- Seasonality of foods
- Nutrition
- Modernization
- Presentation
- Identify and apply the specific techniques for processing and cooking Indian delicacies.
- Identify and explain the use of exclusive equipment used in an Indian Kitchen.
- Prepare and plan a “mise en place” according to both (regional & classic) Indian specialties.
- Differentiate Indian cooking set up to a western cooking set up.
- Analyze the different cooking methods used:
 - Bhunao
 - Dhungar
 - Moin
 - Bhagar
 - Dum

Competencies:

- Communicate in the kitchen by using appropriate terms and vocabulary.
- Prepare regional and classic Indian preparations covering various delicacies pan India.
- Select, use, clean and store kitchen equipment properly and effectively.
- Practice knife skills, cooking, flavoring, decorating, etc.

Units:

Theory:

Unit I: Indian Kitchen Layout

- Introduction
- Section in Indian Kitchen
- Mise en place station
- Equipment used
- Difference between Indian and Western section

Unit II: Regional cuisine of India

- Introduction to different regions
- Historical Influence
- Equipments used
- Influence of Traders & Invaders
- Regional influence

Unit III: Community Cuisine (3 Hours)

- Introduction
- Features & characteristics
- Ingredients and process used
- Impact on regional cuisine

Unit IV: Dum & Tandoor Cooking (3 Hours)

- Origin of Dum cooking
- Classical preparations
- Origin of Tandoor
- Fabrication of tandoor
- Installation
- Traditional Home Style Indian cooking
- Introduction

Practical:

Unit I: Regional & Sub Regional Cuisine

- Appetizer
- Bread/Rice Preparation
- Main Course
- Accompaniments
- Dessert

Unit II: Community Cuisine of India

- Appetizer
- Bread/Rice Preparation
- Main Course
- Accompaniments
- Dessert

Unit III: Traditional Home Style Indian Cooking

- Cultural Preparations
- Serving styles
- Eating habits

Unit IV: Dum Cooking and Tandoor

- Serving styles
- Eating habits

Suggested reading:

- INDER SINGH KALRA, Prashad - Cooking with Indian Masters.
- PARVINDER S. BALI, Quantity Food Productions & Indian Cuisine.
- PARVINDER S. BALI, Food Production Operations.
- THANGAM E PHILIP, Modern Cookery.
- S. H. FERNANDO, Rice & Curry: Sri Lankan Home Cooking.
- PUSHPESH PANT & RAMINDE, Jiggs Kalra's Classic Cooking of Avadh.
- BHATNAGAR, SANGEETA & SAXENA, R.K., Dastarkhwan-E-Awadh.
- DASGUPTA, MINAKSHIE, Bengla Ranna: The Bengal Cookbook
- DALAL, TARLA; Parathas.
- KABRA, KANCHAN G; Breads of India.
- KAPOOR, SANJEEV; Sanjeev Kapoor's Simply Indian.
- DATTA, NEETA; 1000 Great Indian Recipes: The ultimate book of Indian cuisine.
- SIKKA, MARUT; Indian Flavors.
- PANT, PUSHPESH; Jiggs Kalra's Daawat.

Semester V

GU CODE: BACA502 Advanced Culinary Techniques (Theory and Practical)

20 hours theory
80 hours practical
6 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours
Practical: 50 marks

Course Description: This course is designed to provide students with higher level of skills in the areas of food services and hospitality. Students will receive instruction in the use of fusion cuisine, advanced kitchen equipment's and fine dining plate presentation, advanced knife skills, cooking methods, cold preparations of meats, poultry and seafood, and menu planning. Students will participate in planning, preparation and serving of meals through project-based learning. Students will follow the guidelines for food preparation skills as they relate to the standards set by the food service industry. They will apply these skills throughout this course. Emphasis will be on quality food preparation, teamwork, developing a critical palate, and researching current culinary trends.

Course Objectives:

The objective of this course is to

- Enable students to build confidence and advanced practical skills in food preparation to acceptable market standards.
- Understand the importance of fusion cuisine.
- Prepare and serve a variety of cold cuts in accordance with recipe and customer Requirements.
- Suggest the appropriate fillings for different kinds of cold cuts.
- Introduction to good hygiene practices, HACCP applied to sous-vide (the vacuum cooking technique)
- Understand sous-vide and the use of different cooking techniques, at low temperature and under vacuum (vegetable, fish, meat, fruit)
- Understand the techniques for making hot and cold espumas (foams), using a siphon (whipped cream dispenser), for various cuisine.
- Plating dishes and "Restaurant" presentation/finish on the plate
- Suggest suitable garnishes and presentation methods

Learning outcomes:

After completion of semester V, students should be able to:

Knowledge:

- Explain the scope and functions of garde-manger, fusion, and fine dining kitchen.
- Identify and use a variety of dry-heat methods.
- Identify and describe different types of charcuterie and cured meats.
- Identify the historical and cultural components in fusion cuisine.
- Analyze different methods of presenting food with an original flavor.
- Identify and use a variety of moist-heat cooking methods
- Identify and use a variety of combination cooking methods
- Determine doneness in foods prepared by moist-heat and combination cooking methods.
- Touching upon cryogenic cuisine
- Exhibit appropriate work habits and attitudes; demonstrate willingness to compromise.
- Identify behaviors for establishing successful work relationships.
- Demonstrate a positive attitude, accepted conversation skills, personal hygiene.
- Identify and properly demonstrate the advanced cooking techniques practiced in lab.

Competencies:

- Demonstrate basic knife skills and advanced knife cuts.
- Apply food production equipment in fine dining kitchen properly and safely.
- Apply principles of food handling, preparation, and storage in cold preparations.
- Display proficiency in the advanced culinary techniques practiced.
- Demonstrate positive attitude towards understanding overseas diets.
- Combine elements of different traditions in cooking dishes with a harmonious flavor.
- Demonstrate Classical French and contemporary patés, terrines and buffet items.
- Apply fine dining presentation principles successfully to food items.
- Apply menu planning and critical thinking to food re-interpretation.
- Prepare food items using the sous vide, anti-griddle and pacojet.
- Preparation of various a la minute style dishes.

Units:**Theory****Unit I: Garde manger-II, Charcutier**

- Introduction & Forcemeat, sausage
- Terrine, Pate, Galantine, Roulade
- Caviar and oyster
- Curing, Pickling and Smoking
- Pickles and Relishes

Unit II: Fusion cuisine

- Historical and cultural components.
- Connections, relationship, and application.
- Challenges, benefits, and future of fusion cuisine diet.
- Develop menu for dietary requirements

Unit III: Modernist Cuisine – Sous Vide Cooking

- Sous-vide scientific theory
- Finding the right equipment
- Preparation, vacuum sealing, storage, searing and chilling
- Proper cooking temperatures for different types of food
- Merging flavors, shapes & texture.

Unit IV: Modernist Cuisine – Molecular Gastronomy

- New tools (liquid nitrogen, rotary evaporator, filters, sonication probes, siphons, pianocktails)
- New ingredients (additives, various flavorings and food improving agents)
- New methods (various formalisms for innovation)
- Emerging Trends
- Cryogenic Cuisine.

Practical**Unit I: Garde Manger**

- Setting up of workstation
- Prepare pate, terrine, and galantine
- Cleaning of workstation
- Sanitizing

Unit II: Cured and Smoked Foods

- Setting up of workstation
- Prepare gravlax, pastrami
- Prepare pickles and relishes
- Cleaning of workstation
- Sanitizing

Unit III: Fine dining

- Fusion cuisine (Molecular Gastronomy)
- Soups
- Sauces
- Main course
- Accompaniments

Unit IV: Fine dining

- Fusion cuisine (Prepare using Sous Vide Techniques)
- Soups
- Sauces
- Main course
- Accompaniments

Suggested reading:

- BALDWIN, D., 2008. A Practical Guide To Sous Vide Cooking.
- Molecular Gastronomy: Exploring the Science of Flavor by HERVE THIS
- LABENSKY, S. R. and HAUSE, A. M. (1995), On Cooking: A Textbook of Culinary Fundamentals, Prentice Hall, Englewood Cliffs, NJ, ISBN 0-13-194515-7
- CAMPBELL, A. & GARLOUGH, R. (2011), Modern Garde Manger: A Global

Perspective, 2nd edition, Cengage Learning, Boston, MA, USA, ISBN 978- 111130761-5

- GISSLEN, W. (2010), Professional Cooking, 7th edition, John Wiley and Sons, NYC, ISBN 978-047019752-3
- THE AMERICAN CULINARY FEDERATION (2011), The Professional Chef, 9th edition, Prentice Hall, Englewood Cliffs, NJ, ISBN 978-047042135-2

Semester V

GU CODE: BACA503 Human Resources I Organisational Behaviour

30 hours theory

3 credits

Examination details:

Internal: 20 marks

External: 80 marks; duration 3 hours

Course Description: Organisational Behaviour (OB) is the study of human behaviour in organisational settings, the interface between human behaviour and the organisation, and the organisation itself. Organisational Behavioural researchers study the behaviour of individuals primarily in their organisational roles. One of the main goals of organisational behaviour is to revitalise organisational theory and develop a better conceptualisation of organisational life. Studying OB provides an understanding of your own and others' behaviour, particularly in teams.

Learning Outcomes:

After completion of semester V, students should be able to:

Knowledge:

- Explain various models of organizations, including their evolution, limitations and determining factors
- Explain sources of conflicts in the workplace, the group dynamics involved, and the resolution strategies employed
- Explain organizational culture and its impact
- Trace the evolution of leadership theories:
 - Scientific Management
 - Human Relations
 - Michigan studies
 - Cartwright and Zander
 - Ohio State
 - Blake and Mouton
- Describe factors influencing motivation and commitment
- Explain the elements of emotional intelligence
- Elaborate on characteristics of different generations (X, Y, Z, Baby Boomers)
- Explain how the management process is influenced by technology
- Discuss the ethics, social responsibility and social responsiveness in management
- Differentiate between a company's tangible and intangible assets in today's knowledge economy

Competencies:

- Compare and contrast total quality management and knowledge management and organizational learning
- Analyse the five anchors of organisational behaviour:

- The Multidisciplinary Anchor
- The Systematic Research Anchor
- The Contingency Anchor
- The Multiple Levels of Analysis Anchor
- The Open Systems Anchor
- Examine the impact of an individual behaviour, values and personality on the organization
- Defend the importance of motivation and stress management in the workplace

Units:

Unit I: Introduction

What is organization behavior and the factors impacting on organizational behavior? link OB with other subjects, the anchors of OB, Role of Managers in OB- Interpersonal Roles-Informational Roles-Decisional Roles, Foundations or Approaches to Organizational Behaviour, Challenges and Opportunities for OB

Unit II: The self

EQ, Motivation and Commitment, Definition and Meaning, Theories of Motivation (Maslow's Hierarchy of Needs, Alderfer's ERG Theory, Herzberg's Theory of Motivation, McClelland's Trichotomy of Needs Theory, X and Y theory Douglas McGregor), Application of theories in Organizational Scenario
Definition and Meaning, Sources of Conflict, Types of Conflict, Conflict Management Approaches
Learning and Learning Cycle, Components of Learning, Theories of Learning
Definition and Meaning of Personality- Importance of Personality, Determinants of personality, Personality Traits Influencing OB

Unit II: Groups and teams

Teams and teamwork- Meaning and Importance of Teams, Types of Teams, Creating an Effective Team

Leadership -Definition and Meaning, Theories of Leadership- Scientific Management, Human Relations, Michigan studies, Cartwright and Zander, Ohio State, Blake and Mouton. Contemporary Business Leaders;

Group dynamics and different generations (X, Y, Z, Baby Boomers), Meaning and Importance of Groups, Reasons for Group Formation, Types of Groups, Stages of Group Development

Unit IV: The organization

Corporate culture- Meaning and Nature of Organization Culture - Origin of Organization Culture, Functions of Organization Culture, Types of Culture, Creating and Maintaining Organization Culture, Managing Cultural Diversity

Power and its Two Faces, Sources of Power, Organizational Politics

Ethics, social responsibility, tangible and intangible assets of an organization

Organizational Stress: Definition and Meaning, Sources of Stress, Types of Stress, Impact of Stress on Organizations, Stress Management Techniques

Suggested reading:

- WAGNER III, J.A. & HOLLENBECK, J.R. (2014). Organizational Behavior:

- Securing Competitive Advantage, Routledge, 2 edition, ISBN-10: 0415824249
- CHERNISS, C. (Ed) and GOLEMAN, D., The Emotionally Intelligent Workplace: How to Select For, Measure and Improve Emotional Intelligence in Individuals, Groups and Organizations, Jossey-Bass, San Francisco, 2001, ISBN 0-7879-5690-2
- CLEGG, B., The Chameleon Manager, Butterworth-Heinemann, UK, 1998, ISBN 0 7506 4026 X
- ROBBINS, S.P. & JUDGE, T.A. (2014). Organizational Behavior, Pearson, 17 edition, ISBN-10: 013410398X
- ELLIS, S. and DICK. P., Introduction to Organizational Behaviour, McGrawHill, Europe, 2000, ISBN 0077095359
- FRY, F. L, STONER, C. R. and HATTWICK, R. E, Business: An Integrative Approach, 3rd Ed., McGraw-Hill/Irwin, USA, 2003, ISBN 0072845309
- ROLLINSON, D. and BROADFIELD, A., Organizational Behaviour and Analysis: An Integrated Approach, Pearson Education, UK, 2002, ISBN 0273651331
- KREITNER, R. (2012). Organizational Behaviour, McGraw-Hill Education; 10 edition, ISBN-10: 0078029368
- NEWSTROM, J.W. (2014). Organizational Behavior: Human Behavior at Work, McGraw-Hill Education; 14 edition, ISBN-10: 0078112826

Semester V

GU CODE: BACA504 Gastronomic Art and Culture

30 hours lecture
3 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours

Course Description: The subject plan for Gastronomic Art and Culture entails an in-depth analysis of the eating cultures across the globe, with an emphasis on the gastronomic culture of India. The students are appraised with artistic aspect of gastronomy and how it shapes the cultural practices of humankind.

Through the study of this subject, the students will learn about the gastronomic journey of humankind and understand the latest food trends. The Art behind the practice of making, eating & serving food will be taught by critical appraisal of works of great gastronomes of the world. The relationship between food and tourism will be understood and the principles applied to learn different dimensions of food industry in general, such as the impact of popularization of fast food, surge of home delivery platforms and the impact of technology on gastronomic experience. An appraisal of contributions and trends of Indian gastronomic patterns will be done.

Course Objectives:

The objective of this course is to:

- To understand the evolution of gastronomy and its impact in today's world.
- To understand how the food culture varies across the globe.
- To understand the latest trends in gastronomy such as rise of fast food, home delivery services & Dining out culture.
- To critically analyze the work of the eminent gastronomes
- To understand the latest cooking trends in India.
- To understand the role of sugar in shaping the food industry and underlying politics.

Learning outcomes:

After completion of semester V, students should be able to:

Knowledge:

- Acquire a thorough knowledge and a global overview on taste, gastronomy, and Arts de la table
- Identify cultural and scientific necessary tools to promote one's skills and improve one's personal fulfilment
- Enrich knowledge and skills regarding taste, gastronomy, and the Arts de la table and consider the sector with a new eye

Competencies:

- Resolve issues and challenges by applying knowledge from areas of gastronomy
- Innovate and develop products according to industrial standards and gastronomic trends
- Design and conduct analysis and interpret data to facilitate managerial decision making to suit work environment and community culture

Units:**Theory:****Unit I: Introduction**

- What is Gastronomy? Who Is a Gastronomer? A Historical Perspective.
- Prehistoric Eating Customs Across Globe.
- Society and The Food Systems.

Unit II: Global food culture

- Latest Food Trends Across Globe.
- Arts De La Table: Table Manners of West Vs. East. Salient Features.
- Global Gastronomic Culture.
- Gastronomy, Travel & Tourism: Food as a Trigger to Travel. Impact of Travel on Local Food Practices.

Unit III: Gastronomy: an Indian context

- Indian Food Heritage.
- Indian Subcontinent & Effects of Invasions: Food Evolution Through the Ages.
- Latest Cooking Trends in India: Olive Oil. No-Oil Cooking. Air Fryers as a "Safe" Alternative to Frying.
- Indian Eating Habits & Rationale: Rituals & Practices.

Unit IV: Food science and Future of Food

- Food Psychology.
- Dieting. Obesity. Psychological Disorders.
- How Sugar Shapes the Food.
- Genetically Modified Food.
- Veganism

Suggested reading:

- BOBER, P. P. (2001), *Art, Culture, and Cuisine: Ancient and Medieval Gastronomy*, University of Chicago Press, USA, ISBN 0-22606-254-6
- FLANDRIN, J. L. (1999), *Food: A Culinary History from Antiquity to the Present*, 1st edition, Columbia University Press, USA, ISBN 0-23111-154-1
- GILLESPIE, C. & COUSINS, J. (2012), *European Gastronomy into the 21st Century*, Routledge, UK, ISBN 1-13640-493-7
- GOLDSTEIN D. & MERKLE, K. (2006), *Cultures culinaires d'Europe, Identité, diversité et dialogue*, Conseil de l'Europe, ISBN 9-28715-783-9
- KELLEY, L. E. (2009), *The Bioart Kitchen: Art, Food, and Ethics*, University of California, USA, ISBN 1-10906-760-7

Semester V

GU CODE: BACA505
Marketing II
Marketing in Culinary Organisations

30 hours lecture
3 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours

Course description: This course aims at covering the essential **marketing** and advertising concepts, revisit the fundamental statistical tools for analysis and prediction along with in-depth knowledge of marketing for culinary organisations.

Learning outcomes:

After completion of semester V, students should be able to:

Knowledge:

- Elaborate the five components of preparation to promote culinary products and restaurants
- Explain a product or service in terms of its features, advantages and benefits
- Describe and analyse the major challenges faced in the respective food & beverage markets
- Explain the organization and management of a sales force for a restaurant
- Identify and apply the 4 P rules of marketing and its application in culinary and restaurant environment
- Relate marketing efforts with business success
- Examine the causes and effects of customer satisfaction and dissatisfaction

Competencies:

- Handle a marketing event in culinary and restaurant environment
- Formulate sales strategies and communication programmes within a global marketing mix
- Suggest appropriate marketing strategies and techniques in different scenarios
- Apply marketing principles to the various segments of the Food & Beverage industry
- Analyse various methods for sales analysis, apply them and select the most appropriate corrective actions
- Practise and create F&B sales and marketing tactics to anticipate and respond to the major challenges faced in the respective food & beverage market

Units:

Unit I: Introduction to marketing culinary organisations

Unit II: Promote culinary products and restaurants

Unit III: Food and beverage markets

Unit IV: The 4 Ps and its application in a culinary and restaurant environment, customer satisfaction, marketing related to business success

Suggested reading:

- ARMSTRONG, G. & KOTLER, P. (2016), *Marketing: An Introduction*, 13th edition, Pearson, UK, ISBN 0-13414-953-X
- BOJANIC, D. C. & REID, R. D. (2009), *Hospitality Marketing Management*, 5th edition, Wiley, USA, ISBN 0-47008-858-3
- BURKWOOD, M. (2008), *The Marketing Plan Handbook*, Pearson/Prentice Hall, Upper Saddle River, NJ, ISBN 0-13223-755-5
- FYALL, A. & GARROD, B. (2005), *Tourism Marketing: A Collaborative Approach*, Channel View, Clevedon, UK, ISBN 1-87315-090-3
- HOFFMAN, K. D. (2005), *Marketing Principles and Best Practices*, 3rd edition, South-Western College Pub, Cincinnati, Ohio, ISBN 978-032430572-2
- JOBBER, D. (2007), *Principles and Practice of Marketing*, McGraw-Hill, Maidenhead, UK, ISBN 978-007711415-2

Semester V

GU CODE: 20BACA506 Accounting II Managerial Accounting

30 hours lecture
3 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours

Course Description: This course is designed to give students the basic concepts of decision making and value creation through accounting. This course provides an understanding of costs management, operations and capital budget, budgetary control and variance analysis

Learning outcomes:

After completion of semester V, students should be able to:

Knowledge:

- Apply the various management accounting methods to make basic operational and investment decisions to improve the performance of an organization
- Identify the major differences and similarities between financial accounting and managerial accounting
- Estimate costs using various qualitative and quantitative models

Competencies:

- Identify basic cost concepts and demonstrate cost-volume-profit relationships
- Compute breakeven sales and related figures (degree of operating leverage and margin of safety)
- Develop an operational budget
- Use variance analysis to explain why actual performance differs from planned performance
- Apply the relevant cost framework to evaluate the economic consequences of one or more decision alternatives
- Analyse complex problems utilizing broad, but incomplete, information
- Use models to synthesize available information into a manageable number of measures
- Identify and apply pricing techniques for rooms and food and beverage
- Utilize variance analysis and flexible budgeting for effective budgetary control

Units:

Unit I

Introduction to Managerial Accounting - Difference between financial accounting and managerial accounting - Financial Ratio Analysis:

- Liquidity ratios

- Solvency ratios
- Profitability ratios
- Activity ratios
- Gross margin - Difference between operating and net income - Financial leverage

Unit II

Cost Terminologies

- Prime Costs and Period Costs
- Fixed and Variable Costs
- Direct and Indirect Costs
- Opportunity Cost, Sunk cost and Relevant cost
- Cost Volume Profit (CVP) Analysis: BEP, Unit Contribution Margins, Contribution ratios

Unit III

Operating Budgets - What is a budget - Types of Budget - Factors affecting budgeting process
Variance analysis

Unit IV

Capital Budgeting - Difference between operating and capital budget - Role of Capital Budgets
Accounting rate of return - Payback period - Discounted cash flow technique: NPV and IRR

Suggested reading:

- Hospitality Management Accounting, 9th edition, JAGELS, M. G. (2006), John Wiley, New York, USA
- Managerial Accounting, Balakrishnan, Siva Ramakrishnan, Sprinkle, John Wiley, New York, USA

Semester VI

GU CODE: BACA601 Culinary Skills Development III (Theory and Practical)

20 hours lecture
80 hours practical
6 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours
Practical: 50 marks

Course Description: This course is designed to provide students with higher level of skills in the areas of food services and hospitality. Students will receive instruction in the use of world cuisine, advanced kitchen equipment's and fine dining plate presentation, advanced knife skills, cooking methods. Students will participate in planning, preparation and serving of meals through project-based learning. Students will follow the guidelines for food preparation skills as they relate to the standards set by the food service industry. They will apply these skills throughout this course. Emphasis will be on quality food preparation, teamwork, developing a critical palate, and researching current culinary trends.

Course Objectives:

The objective of this course is to

- Enable students to build confidence and advanced practical skills in food preparation to acceptable market standards.
- Understand the importance of world cuisine.
- Prepare and serve a variety of preparations in accordance with recipe and customer requirements.
- Analyze cooking methods used in Asian cooking.
- Introduction to good hygiene practices, HACCP applied to sous-vide (the vacuum cooking technique)
- Understand the use of different cooking techniques.
- Plating dishes and "Restaurant" presentation/finish on the plate
- Suggest suitable garnishes and presentation methods

Learning outcomes:

After completion of semester VI, students should be able to:

Knowledge:

- Explain the scope and functions of world cuisine.
- Analyze the evolution of food trends across the globe.
- Identify and use a variety of dry heat & moist heat methods.
- Identify and describe different types of ingredients.
- Identify the historical and cultural components in world cuisine.
- Identify and use a variety of combination cooking methods

- Determine doneness in foods prepared by moist-heat and combination cooking methods.
- Exhibit appropriate work habits and attitudes; demonstrate willingness to compromise.
- Identify behaviors for establishing successful work relationships.
- Demonstrate a positive attitude, accepted conversation skills, personal hygiene.
- Identify and properly demonstrate the advanced cooking techniques practiced in lab.

Competencies:

- Demonstrate basic knife skills and advanced knife cuts.
- Apply food production equipment in fine dining kitchen properly and safely.
- Display proficiency in the advanced culinary techniques practiced.
- Demonstrate and prepare world cuisine and methods.
- Apply fine dining presentation principles successfully to food items.
- Preparation of various a la minute style dishes.

Units:

Theory:

Unit I: Cuisines & Culture (12 Hours)

- African, Middle Eastern, European, American
- Introduction
- Influence: Historical, Cultural & Religious
- Equipment, Tools & Techniques
- Trade Routes & Impact

Unit II: Appetizers across the globe (3 Hours)

- Introduction
- Concept
- Merging flavors, shapes & texture.
- Emerging Trends

Unit III: Contemporary Cuisine (3 Hours)

- Characteristics
- History
- Ingredients & Methods
- Cultural Influence
- Global Food Ethics
- Genetically Modified Food
- Trend of Organic Food
- How it is made

Unit IV: Street Food Across the Globe and Global Food Trends (2 Hours)

- Introduction
- Different Cooking methods
- Ingredients, spice & herbs used
- Food Delivery Model
- Factors Impacting Food
- Health & Food

Practical:

Unit I: International Cuisine (20 Hours)

- Italian, Middle East, French, Asian
- Soups
- Sauces
- Main course
- Accompaniments

Unit II: Global Street Food

- Soups
- Appetizers
- Salads
- Quick Bites

Unit III: Appetizers

- Soups
- Salads
- Quick Bites

Unit IV: Contemporary Cuisines

- Soups
- Sauces
- Main course
- Accompaniments

Suggested reading:

- BERNARD, M. & MARTINAGE, M. (2007), Associate Handbook: Fine Dining Standards, CreateSpace Independent Publishing Platform, ISBN 1-45056-328-7
- INSTITUT PAUL BOCUSE (2016), Institut Paul Bocuse Gastronomique: The definitive step-by-step guide to culinary excellence, Hamlyn, UK, ISBN 0-60063-417-5
- LANE, C. (2014), The Cultivation of Taste: Chefs and the Organization of Fine Dining, Oxford, Oxford University Press, ISBN 0-19875-835-9
- ADRIA, F. (2009), Modern Gastronomy: A to Z, CRC Press, New York, ISBN 1439812454
- CRACKNELL, H. (1983), Escoffier: The Complete Guide to the Art of Modern Cookery, Wiley, New York, ISBN 0471290165
- ESCOFFIER, A. (2000), The Escoffier Cookbook and Guide to the Fine Art of Cookery: For Connoisseurs, Chefs, Epicures Complete With 2973 Recipes, Crown Publishers, New York, ISBN 0517506629
- ROBOUCHON, J. (2008), The Complete Robuchon, Knopf, New York, ISBN 0307267199
- HANSEN, Barbara. Taste of Southeast Asia.
- TUCSON, AZ: HPBooks, Inc., 1987. Hyman, Gwenda L. CUISINES OF SOUTHEAST ASIA: A CULINARY JOURNEY Through Thailand, Myanmar, Laos, Vietnam, Malaysia, Singapore, Indonesia, and the Philippines. New York, NY: John Wiley & Sons, Inc., 1993.
- IBRAHIM, ZARINA. ZARINA'S HOME COOKING: Recipes from Singapore and Malaysia. MOWE, 1990.
- HALLOCK, CONSTANCE M. Fun and Festival from Southeast Asia. New York, NY: Friendship Press, 1968.
- STYLER, C. (2006), Working the Plate: The Art of Food Presentation, Wiley, New York, ISBN 047147939X

Semester VI

GU CODE: BACA602 Advanced Culinary Management (Theory and practical)

20 hours theory
80 hours practical
6 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours
Practical: 50 marks

Course Description: This course is designed to give students the basic concepts involved in the planning and management of events from conceptualisation to execution.

Course Objectives:

The objective of this course is to

- Understand and demonstrate different event set up.
- Examine the different element involved in planning and execution of an event.
- Demonstrate the planning and management of an event.
- Critically examine various business development techniques.
- Describe Marketing and Human Resource practices in managing events.
- Evaluate use of technology for managing events.

Learning Outcomes:

After completion of semester VI, students should be able to:

Knowledge:

- Conceptualize creation of an event that achieves specific objectives for a host or client
- Design a plan that includes budgeting, project management, and communication and evaluation tools
- Understand the various event elements (food and beverage, design, entertainment, site selection, etc.) and how to cost-effectively employ them.

Competencies:

- Overview of the event management/planning industry
- Comprehend the role of the planner on site at the event
- Examine the elements that are involved in the event planning & execution process:
 - Objectives of the event
 - Concept creation - Planning
 - Finance & budgeting

- Contract negotiations
- Site selection
- Design & decoration
- Food & Beverage
- Equipment's
- Entertainment
- Marketing
- Staffing
- Sustainability

Units:

Unit I: MICE:

Definition of MICE - Importance and benefits of MICE - Objectives and components of MICE - MICE market and budget - Management and problems of MICE

Unit II: Event Planning and Managing Event Process

Planning function - Need for and importance of planning - Steps in planning - Activities in event management - Components of an event process - Managing events in the corporate world - Managing Media and coverage

Unit III: Event Leadership and Marketing

Event leadership Model - Manpower planning - Cost and expense management - Concepts of markets in events

Unit IV: Branding:

Brand building and sales stimulation - Brand building – Pricing - Global integration in event marketing - Event promotion and advertising

Suggested reading•

- Blackburn, S. (2001). Ethics - A Very Short Introduction. OUP
- Kotler, P. & LEE, N. (2004), Corporate Social Responsibility: Doing the most good for your company and your cause, John Wiley, USA, ISBN 0-47147-6

Semester VI

GU CODE: BACA603 Human Resources II Human Resource Management

30 hours lecture
3 credits

Examination details:

Internal: 20 marks
External: 80 marks; duration 3 hours

Course Description: Human Resource management is a key function of any organization. The study of basic principles and techniques of human resource management can help the people to understand and appreciate the importance of human resource management as a central management function required by all. A key objective is to establish that HR management is more than just accepting employment applications and keeping records; it is a central and strategic organisational activity of increasing complexity and importance.

Learning outcomes:

After completion of semester VI, students should be able to:

Knowledge:

- Describe factors influencing motivation and commitment
- Explain the elements of emotional intelligence
- Elaborate the processes of recruitment:
 - The employment advertisement
 - **The selection processes**
 - The employment interviews
 - Orientation or induction
- Detail the processes of employment separation:
 - Reasons for separation
 - Out-going/De-kitting checklist
 - Exit interview
 - Outplacement services
- Evaluate HR theories and paradigms
- Explain the conceptual and strategic differences amongst training, coaching, education and development
- Identify at least fifteen factors indicating a possible need for training
- Differentiate between coaching and counselling
- Elaborate the seven-step training process:
 - Training policy
 - Training needs
 - Training preparation
 - Trainee preparation
 - Training
 - Post-training assessment
 - On-going coaching
- Explain outlines for measuring return on investment on training and development
- Create a sample career guidance and counselling programme

Competencies:

- Design the following documents:
 - Job specification
 - Job description
 - Job map
 - Performance appraisal
- Develop and put to practice an orientation programme
- Appraise samples of the following employment application documents:
 - The cover letter or the letter of motivation
 - The curriculum vitae or the resume
- Outline team building exercises appropriate to the team and their relationship with each other
- Conduct a training session
- Prepare an action plan for training needs analysis by applying the following paradigm:
 - Explain the vision, mission and strategy of a company
 - Establish and/or review performance standards
 - Measure current performance
 - Determine the gap
 - Investigate reasons for the gap
 - Propose solutions with cost and benefit projections
- Prioritize training needs identified as:
 - Essential training
 - Desirable training
 - Optional training
- Design and apply the following guest and employee feedback tools:
 - Guest feedback—hotel
 - Guest feedback—restaurant
 - 360° employee feedback

Units:

Unit I: Introduction to Human Resource Management, Job Analysis and Design: Definition and Concept, Features, Objectives, Functions, Scope, Motivation- Theories (Maslow's Hierarchy of Needs, Alderfer's ERG Theory, Herzberg's Theory of Motivation, McClelland's Trichotomy of Needs Theory, X and Y theory by Douglas McGregor, Expectancy theory, Equity Theory (Gordon), The Porter-Lawler Model, Goal setting theory, Motivation in practice

Commitment and components of commitment

Elements of emotional intelligence, EQ

Job Analysis, Job Description, Writing a Job Description, Job Specification Job Design and redesign

Job evaluation and methods

Unit II: Recruitment, Selection and Induction:

Recruitment: Concept of Recruitment, Introduction, Concept of Recruitment, Factors Affecting Recruitment, Types of Recruitment

Selection: Introduction, Concept of Selection, Process of Selection, Selection Tests, Barriers in Selection

Induction: Introduction, Meaning and Definition of Induction, Need for Induction, Problems Faced during Induction, Induction Programme Planning, Problems Faced during Induction, Induction Programme Planning, separations and outplacement,

Unit III: Wages and Salary Incentives:

Performance Appraisal: Introduction, Concept of Performance Appraisal, Purpose of performance appraisal, Process, Methods of Performance Appraisal, Major Issues in Performance Appraisal

Wage and Salary Administration Introduction, Nature and Significance of Wage and Salary Administration, Theories of Wages, Methods of Wage Fixation

Unit IV: Training and Employee Relations

Concept and Significance of Training, Training Needs Training Methods, Types of Training Training Evaluation-Kirkpatrick model of evaluation

Employee Relations: Introduction, Concept of Employee Relations, Managing Discipline, Managing Grievance, Employee Counseling Managing Discipline, Discipline machinery

Employee Empowerment: Introduction, Concept of Employee Empowerment, Process of Empowerment, Empowerment in Indian Scenario, Empowerment in Global Scenario

Suggested reading:

- ANDERSEN, P. & VANDEHEY, M. (2011), *Career Counseling and Development in a Global Economy*, 2nd edition, Wadsworth Publishing, USA, ISBN 0-84005- 459-8
- BARUCH, Y. (2004), *Managing Careers, Theory and Practice*, Prentice Hall, Persons Education, UK, ISBN 0-27567-800-0
- BRIGHT, J., HOOLEY, T. & WINTER, D. (2016), *You're Hired! Job hunting On/One: the Complete Guide*, Trotman, England, ISBN 1-84455-628-X
- BROWN, D. (2015) , *Career information, Career Counseling and Career Development*, 1st edition, Pearson, UK, ISBN 0-15591-777-0
- CASCIO, W. F. (1998), *Applied Psychology in Human Resource Management*, 5th edition, Prentice-Hall, USA, ISBN 0-15649-500-1
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- FELDMAN, D. A. (1999), *the Handbook of Emotionally Intelligent Leadership: Inspiring Others to Achieve Results*, Leadership Performance Solutions, USA, ISBN 0-96709-880-7
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Semester VI

GU CODE: BACA604 Project Work and Small Business Operations

20 hours lecture
10 hours tutorial
100 hours practical
6 credits

Internal marks: 100
Project submission marks: 200

Course Description: This course is designed to prepare students for the entrepreneurial challenge and success in small business operations. This includes starting, operating, and expanding a small business. This is a comprehensive examination of establishing and operating a small business in today's dynamic business environment. This course covers such topics as planning, selecting the location, focusing on the type of client and budgeting as per the plan.

Course Objectives

The objective of this course is to

- Understand Small business operation strategies.
- Enable students to build confidence on essential management skills.
- To understand how to prepare a business plan.
- Understand the financial needs and access to resources – information – general and financial.
- Introduction to marketing strategies
- Understand the legal issues.

Learning outcomes:

After completion of semester VI, students should be able to:

Knowledge:

- Explain the scope and functions of small business operations.
- Identify the small business management is suitable for them.
- Identify the access to the resources (informational and financial) necessary for success
- Analyze small business venture is predictably destined for success or failure?

Competencies:

- Investigate market capabilities to identify potential small business product and service providers
- Determine strategic actions by weighing costs and benefits.
- Define initiatives and develop plans that achieve a specific program mission, project, or objective.
- Manage, coordinate, and execute interdependent activities to fulfill established requirements that meet project goals and objectives.
- Monitor and control finances to ensure the accountability of monetary resources that support programs and policies.
- Explore new ideas, take reasonable job-related risks, treat new problems as opportunities

Units:**Theory:****Unit I: Planning (3 Hours)**

- Concept development
- Feasibility
- Necessary approvals from agencies
- Basic designing principles
- Think SMART- specific, measurable, attainable, realistic, and timely

Unit II: Location

- Market research
- Site selection and planning
- Space requirements
- Facilities available

Unit III: Client

- How to target
- Community size
- Market segmentation
- Industry, competition, and marketing analysis

Unit IV: Budgeting

- Startup cost
- Cost effectiveness
- Financial analysis
- Food cost
- Fixed expenses and variable expenses.

Project requirement:**Unit I: Conceptualize**

- Finalizing the concept – fine dining, bar & pubs, café, QSR and food cart
- Theme and cuisine
- Interiors
- Business plan

Unit II: Costing

- Evaluating food cost.
- Overhead cost – rent, interior, POS, marketing, kitchen equipment's and license.
- Manpower plan – kitchen, service and management.

Unit III: Menu designing

- Designing a stellar menu
- Arranging suppliers and vendors

Unit IV: Installing right technology

- Selecting the new age modern technology
- App developing software
- Software licenses for website analytical tools
- Virtual phone system technology

Project Report

The report will need to be of 3000 words (10% variance permitted) and presented in the report format. The report will be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities, such as

- Business equipment and resources, including business technology
- Relevant legislation, regulations, standards, and codes
- Relevant workplace documentation and resources
- Case studies or possible, real situations
- Interaction with other stakeholders to formulate the report.

Suggested reading:

- NINEMEIER, J.D. (2009), Planning and control for Food and Beverage Operations, 7th Ed, Educational Institute of the American Hotel and Lodging Association, East Lansing, Michigan, ISBN 978-0-86612-339-6
- NINEMEIER, J.D. (2010), Management of Food and Beverage Operations, 5th Ed, Educational Institute of the American Hotel and Lodging Association, East Lansing, Michigan, ISBN 978-0-86612-344-0
- KATSIGRIS, C. and THOMAS, C. 1999, Design and Equipment for Restaurants and Foodservice: A Management View, John Wiley & Sons Inc, New York, ISBN 0471090689
- CICHY, R.F. and Hickey, P.J. Jr. 2005, Managing Service in Food and Beverage Operations, 3rd Ed., Educational Institute of the American Hotel and Lodging Association, East Lansing, Michigan, ISBN 978-0-86612-267-2