**SRI VENKATESWARA UNIVERSITY**

**DEPARTMENT OF CT& HM (Catering Tourism & Hotel Management)**

Choice Based Credit System (C.B.C.S) Syllabus and Scheme Of Examination

Course: BSc (WITH EFFECT FROM THE ACADEMIC YEAR 2015 -2016) Subject: CT&HM



1

## THIRD YEAR

## VI SEMESTER CT&HM-601 FOOD PRODUCTION - III

## Theory: 4 hrs/week Practicals : 3 hrs/week

## THEORY:

## Unit-I

## Lander work – responsibilities – Lander Chef and duties and common terms - Continental cuisine: Countries included and their stylesof cooking

## Unit – II

## Herbs and Wines used in cooking

## Unit – III

## Known about appetizers, Garnishes, Sandwiches – Different types of storages managements in Hotels – Establishment and Kitchen Planning.

## Unit – IV

## Continental Cuisine: France, Italian, Chinese, Portuguese regional

## Influence and specialities and recipes of above maintained cuisines

## Unit – V

## Spices and basic ingredients used, fats, flour, pastaSoups, salads, pancakes, sauces - Meats, vegetables, Herbs, utensil, grilling, stewing Poaching, oils, wine, shortbread

## PRACTICALS:

## 1. Table Arrangements

## 2. Cutlery & Crockery

## 3. Production practicals (6)

## 4. Continental Cuisine: France, Italian, Chinese, Portuguese regional

## REFERENCES:

## 1. Mordern cookery vol.i :Thangam Philip

## 2. mordern cookery vol ii :Thangam Philip

## 3. Continental Cooking: For the Indian PalatePaperback– 31 Dec 2003by Chand Sur

## 4. The Basics: The Techniques of Continental Cooking by Filip Verheyden

## B.Sc. (CT & HM) Second Year : VI-Semester

## THIRD YEAR

## CT& HM-601 FOOD PRODUCTION - III Model Question Paper

## Time : 3 Hrs Marks : 75

## Section-A

## Answer any Five Questions Each question carries 5 marks 5 × 5 = 25 M

## 1. What is continental cookery?

## 2. Name the countries included in continental cooking?

## 3. Name the basic oil used in continental cooking?

## 4. Prepare a 7 course continental menu ?

## 5. What type of utensil are used in continental cooking?

## 6. How is continental cookery different from IndianCookery?

## 7. What is a pasta explain?

## 8. What is the importance of wine in continental cookery?

## Section-B

## Answer ALL Questions Each question carries 10 marks 5 × 10 = 50 M

## 9. a) Write the role of bread and pasta in continental cookery (or)

##  b) Write about wines and its role in continental cooking?

## 10. a) Write about different method of cooking used in continental cooking ?

## (or)

##  b) Write in detail about the types of oil,herbs and saucesUsed in continental cooking?

## 11. a) Write about the 5 basic sauces

## (or)

##  b) What is the importance of mis-en scene &mis-en placein any cuisine?

## 12. a) Write about French classical menu in detail?

## (or)

##  b) Discuss about continental cookery in your point ofView?

## 13. a) What is the role of fruit ,vegetables and meat inContinental cookery?

## (or)

##  b) Classify meat ?

## THIRD YEAR

## VI SEMESTER CT&HM-602 FOOD AND BEVERAGE SERVICES - III

## Theory: 4 hrs/week

## Practicals : 3 hrs/week

## THEORY:

## Unit-I

## Food and Beverage service outlet and maintenance of outlet - Description of layout of F & B outlet - Objectives of good layout - Planning of laying an outlet - Space requirement of various food and beverage service outlet and staff requirement.

## Unit – II

## Cost reducing methods - Need of training and importance - Total quality management -KOT - Different types of registers used in Hotels

## Unit – III

## Define banquet and types of function to be held in banquets and staff - About the specimen of function confirmation form - Draw various table plan and explain seating arrangement - Outdoor catering -Planning and organizing of buffet - Different equipment required for buffet and guerdon service

## Unit – IV

## Different types of cutlery, crockery and glassware - Bar operation - Types of bars - Bar equipments - Planning of bar – Service of Wine - Beverage control - Taking order of alcoholic beverages - About transfer books, bill cards, requisition form- Cellar control.

## Unit – V

## Function catering – Banquets – Buffets – Arranging of Bar – Bar Manager – Duties Role – responsibilities – Execution of Functions – Banquet an Buffets – Services for formal functions – factors considering planning of buffets.

## PRACTICALS:

## 1. Arrangements and Supervising formal function

## 2. Demonstration of crepe suzette & Banana Flambe

## 3. Supervising meals service for Lunch, Dinner, Buffet, Bar Operations

## 4. Services for formal functions

## REFERENCES:

## 1. Modern cookery part 1 and 2

## 2. Basic banking S.D. Dubey

## 3. Food production manual - Sudhir Andrews

## 4. Food production

## B.Sc. (CT & HM) Third Year : VI-Semester

## CT&HM 602 – FOOD AND BEVERAGES SERVICE - III Model Question Paper

## Time : 3 Hrs Section-A Marks : 75

## Answer any Five Questions Each question carries 5 marks 5 × 5 = 25 M

## 1. Give the organization of Snack Bar.

## 2. Describe the KOT

## 3. Different types of registers in restaurant

## 4. Write about classification of food and beverages

## 5. What do you meant by outdoor catering and explain

## 6. What type of equipment required of buffet services?

## 7. Write about different types of cutlery and crockery?

## 8. Explain Cellar Control

## Section-B

## Answer ALL Questions Each question carries 10 marks 5 × 10 = 50 M

## 9. a) Describe various food and beverages service outlet and staff requirement

## (or)

## b) Explain the training importance

## 10. a) Draw the various table plan and explain seating arrangements. (or)

## b) Write about bar equipments and uses

## 11. a) Explain the transfer books, bill cards, requisition forms.

## (or)

## b) Explain Job description of restaurant manager.

## 12. a) Write about basic etiquettes in food any service profession

## (or)

## b) How to arrangements of banquet hall.

## 13. a) Describe the fast food restaurant

## (or)

## b) Explain the bar planning.

**THIRD YEAR**

# VI SEMESTER CT&HM-603

# FRONT OFFICE MANAGEMENT – III

# Theory: 4 hrs/week

# Practicals : 3 hrs/week

# THEORY:

# Unit-I

# Front Office cashier introduction – Duties of front office cashier – Key terms – Introduction Night Audit – Organization chart – Duties of Night Auditor – Task a night Auditor.

# Unit – II

# Yield management Introduction – Opportunity Analysis – Strategies and Tactics – Yield management - Key terms – Front Office Accounting – Types of Accounts – Non formal, Semi Formal and Fully Formal

# Unit – III

# Introduction to quality Guest service – total quality management – Practices in total quality management – Quality control circles. Business Process – Engineering.

# Unit – IV

# Human Resource Management – Human Resource Planning – Human Resource Development – Job Analysis – Recruitment – Selection – HR Challenges in Hospitality Industry – Employee presentation, Employee Motivation.

# Unit – V

# Safety and Security – Hotel security staff and system, Role of Front Office – Security and control of room keys – Fire safety – Classification of file – Procedure in the Event of fire and accidents – Accidents in Hotels, Accident report – First Aid.

# PRACTICALS­:- 1. Processing of Foreign Exchange 2. Passport, VISA procedures 3. Planning and Evaluating 4. Developing a service management programmes

# 5. Evaluating Room rates 6. Budgeting for operation forecasting room.

# REFERENCES:

# 1. Front Office procedures – Michael L. Kasavana (Fifth Edition), 2003. Richard M Books. AH &  LA, U.S.A.

# 2. A Manual of Hotel Reception – Heeves and Medlik, Heinemann, London.

# 3. Front Office Management – John Wiley

# 4. Case study in room operations and management Jeremy Hyton& Sue Baker. 5. Front Office Management – John Wiley

# B.Sc. (CT & HM) Third Year : VI-Semester

# CT&HM-603 FRONT OFFICE MANAGEMENT - III

# Model Question Paper

# Time : 3 Hrs Marks : 75

# Section-A

# Answer any Five Questions Each question carries 5 marks 5 × 5 = 25 M

# 1. Write short notes on potential bad debts.

# 2. Explain briefly the marketing concepts.

# 3. Write about control of bell boy and attitude

# 4. Write the procedures followed to a guest with scanty baggage.

# 5. Draw the format of guest history card and explain

# 6. Explain the concept of sales and marketing in relation to hospitality

# 7. Explain encashment certificate

# 8. Write short notes on landing permis.

# Section-B

# Answer ALL Questions Each question carries 10 marks 5 × 10 = 50 M

# 9. a) What is guest history card and write the maintenance of guest history in detail with  format.

# (or)

#  b) Explain the different types of room rates and discount and discounting policy.

# 10. a) Explain the term hospitality and how do you relate the term “Hospitality cannot be  touched or felt” in both front office and service sector.

# (or)

#  b) Give the concept and importance of hospitality in todays fast developing society.

# 11. a) Explain in detail CVGR and TAV.

# (or)

#  b) With the procedure of AP and EP

# 12. a) Write about room statistics (House Count, ARR, Rev PAR, ARP)

# (or)

#  b) Who is right auditor? Give his duties and responsibilities

# 13. a) Explain about right auditor reports in detail

# (or)

#  b) What are the files and formats maintained in bell desk?

# THIRD YEAR

# VI SEMESTER CT&HM-604

# ACCOMMODATION OPERATION – III

# Theory:4 hrs/week Practicals : 3 hrs/week

# THEORY:

# Unit-I

# Ergonomics in Housekeeping – Dealing with Emergenceis – Scanty Baggage – Guest and Employee Theft – Sickness and Death – Lost and found articles.

# Unit – II

# Pest control and waste disposal – Common pests and their control – Integrated pest management. Waste disposal – Internal environment Noise - Air – Conditioning – Light.

# Unit – III

# Objectives of Interior Design – Basic types of Design – Elements of Design – Principles of Design – Units of Design – Designing for the physically challenged Planning in Star Hotels.

# Unit – IV

# Interior Decorations – Colour – Lighting – Floor coverings and Finishes – types, Characteristics and cleaning of Floor coverings, carpets, importance of floor maintenance – ceilings and their maintenance wall coverings – windows and window treatments.

# Unit – V

# Flower arrangement in Hotels –Flower Arrangement – Basis – Designing Flower Arrangement Japanese/Oriental Flower Arrangement – Common Flower and Foliage. Essential Components of Horticulture Land scaping – Indoor Plants – Bonsai in Hotel properties.

# PRACTICALS­:-

# 1. Principles of Flower arrangement.

# 2. Types of patterns, Equipment, Tools and use of dry plant material 3. Cleaning equipments

# 4. Cleaning Agents

# 5. Cleaning methods

# 6. Control of Odours

# REFERENCES:

# 1. Hospitality today – An introduction – Row M. Angelos, Andrew N. Vladimir 2. Hotel Housekeeping operations and management Second Exition – SmriteeRaghubalan –  Oxford university press 2007-, 2009.

# 3. Professional Housekeeping – Schneider, Madillou, Tucher 4. Housekeeping management – Margaret Kappa – AH & LS, USA 5. Commercial Housekeeping and maintenance – Iris Jones (StanlyThorw Pub)

# B.Sc. (CT & HM)

# Third Year : VI-Semester

# CT&HM-604 ACCOMMODATION OPERATION – III

# Model Question Paper

# Time : 3 Hrs Marks : 75

# Section-A

# Answer any Five Questions Each question carries 5 marks 5 × 5 = 25 M

# 1. Write the importance of hygiene in hotel industry.

# 2. Write the advantages and disadvantages of contract maintenance

# 3. Write the advantages of carpets.

# 4. Explain the purchase procedure for guest supplies

# 5. Write the cleaning procedures or schedule adopted in housekeeping department.

# 6. Discuss the different cleaning agents

# 7. What is a duty rooster

# 8. Write the purchase procedure?

# Section-B

# Answer ALL Questions

# Each question carries 10 marks 5 × 10 = 50 M

# 9. a) Explain the functions of HR explain the selection process of staff for house keeping department.

# (or)

#  b) Write the measures taken for Inventory control

# 10. a) Classify the different wall covering and write how do you maintain them

# (or)

#  b) What are the basic components of a carpet? Classify the different types of carpets.

# 11. a) Write briefly the importance of maintenance in hotel industry

# (or)

#  b) Draw the organisational chart of maintenance department and explain the duties.

# 12. a) What is Horticulture and explain its importance of it in hotel.

# (or)

#  b) What are the advantages and disadvantages of carpets.

# 13. a) Discuss the sanitary procedure to be followed by house keeping personal

# (or)

#  b) Discuss the role and importance of hygiene in hotel industry

# THIRD YEAR

# VI SEMESTER

# CT&HM-605 HOTEL LAW

# Theory: 4 hrs/week

# Practicals : 3 hrs/week

# THEORY:

# Unit-I

# Law & Society - Meaning and definition of law -Classification of law

# Unit – II

# Hotel and restaurants licenses - License permit, procedure of obtaining, renewing licenses - Suspension and termination of licenses -List of licenses required to open hotel & Operate restaurants

# Unit – III

# Law relating to hotel guest relation, hotel and lodging rates control -Definition of law - Fair rate - Hotel & Lodging house - Manager of hotel - Owner of lodging house - Paying guest - Premises

# Unit – IV

# Tenant & Tenement - Appointment of controller - Fixation of fair rates - Refusal of accommodation - Eviction of a guest from hotel rooms - Duties, rights, responsibilities of Innkeeper towards guest - Innkeeper lien

# Unit – V

# Shops & establishments act as applicable to hotel and catering establishments - Definition of – Apprentice – Child – Closed - Commercial establishments - Provision regarding opening and closing hours - Spread over weekly off & leaves, health, safety and hygiene provision

# REFERENCES:

# 1. Basic Hotel Law – Werner, petter

# 2. Hotel Law operation – Patrick Jomoreo

# 3. Hotel Law manual – SudheerAnrews

# 4. Hospitality today-An introduction-Rocu M. Angelo & Andrew N. Vladmir

# B.Sc. (CT & HM)

# Third Year : VI-Semester

# CT&HM- 605 HOTEL LAW

# Model Question Paper

# Time : 3 Hrs Marks : 75

# Section-A

# Answer any Five Questions Each question carries 5 marks 5 × 5 = 25 M

# 1. Food standards in India

# 2. Write about the termination of licenses of restaurants

# 3. Write about the manager of a hotel.

# 4. Discuss about the establishment Act Applicable to Creating establishment.

# 5. Write about Welfare of Worker

# 6. Discuss about Show Cause Notice

# 7. PFA standards explain

# 8. What is consumer Protection

# Section-B

# Answer ALL Questions Each question carries 10 marks 5 × 10 = 50 M

# 9. a) Explain in detail about food adulteration

# (or)

#  b) Write about the responsibilities of Food inspector

# 10. a) Explain the rights and duties concerning to guest safety.

# (or)

#  b) Discuss the law relating to Hotel Guest relationship

# 11. a) Write about the implied conditions and warrantee of Sale Goods Act.

# (or)

#  b) Discuss about manufacturing process and Health, safety of workers

# 12. a) Write about the prevention and control of air a pollution Act. 1981

# (or)

#  b) Explain about consumer protection counsels and Consumer Redresal Agencies.

# 13. a) Discuss the eriction of guest from hotel room

# (or)

#  b) Write about food inspector duties.

# THIRD YEAR

# VI SEMESTER CT&HM-606

# TRAVEL AND TOUR MANAGEMENT -IV

# Theory: 4 hrs/week Practicals : 3 hrs/week

# THEORY:

# Unit-I

# Travel agency – documents required for International travel – Passports – Visa-travel insurance – Foreign currency – Baggage – Reasons for Travel - Known about tour Management and operation Impact system and its growth.

# Unit – II

# Tourism world wide organizations - WTO-IATA-PATA-ICAO-TAAI-UFTAA The Chicago convention – Bilateral Agreements – Warsaw conversion.

# Unit – III

# Computers Reservation System-types of CRS –Airline Ticketing –ABC codes –Flight schedule-types of fares –fare calculation – Manual Ticketing-automated Ticketing.

# Unit – IV

# Tour operations – Definition – Package tours – types of tour packages – Scope of tour package – Itinerary rules & regulations – Itinerary planning with examples.

# Unit – V

# Marketing a package tour – tour broach - Activities in tour operation – tour pricing – tour operator’s Responsibilities and his role in hospitality Management

# PRACTICALS:

# 1. Visit to tour Operation (Travel Agency)

# 2. Itinerary planning – Plan an Itinerary programme

# 3. Visit to Airline Office – Ticketing of Aspects

# 4. International Travel – From – Passport Procedures – Visit.

# REFERENCES:

# 1. An Introduction to Travel and Tourism – Jag Mohan Nagi

# 2. Air Lines and ticketing for tourism – Jag Mohan Nagi

# 3. IATA ticketing manual – Ticketing course material

# B.Sc. (CT & HM)

# Third Year : VI-Semester

# CT&HM- 606

# TRAVEL AND TOUR MANAGEMENT- IV

# Model Question Paper

# Time : 3 Hrs Marks : 75

# Section-A

# Answer any Five Questions Each question carries 5 marks 5 × 5 = 25 M

# 1. Describe the TAAI

# 2. What is the importance of VISA

# 3. Explain the Chicago Convention

# 4. Describe Airline Ticketing

# 5. What is meant by package Tour? Explain

# 6. How to market a package tour.

# 7. Discuss the activities of Tour Operation.

# 8. Explain UFTAA

# Section-B

# Answer ALL Questions

# Each question carries 10 marks 5 × 10 = 50 M

# 9. a) Write about Travel Agency

# (or)

#  b) What are documents required for international travel? Explain

# 10. a) Explain WTO

# (or)

#  b) Write notes on i) PATA; ii) IATA

# 11. a) Discuss the computer reservation system in Air Line Ticketing

# (or)

#  b) Write Notes on: i) ABC codes ii) Manual Ticketing

# 12. a) What are the responsibilities of Tour Operator to organize different types of tours.

# (or)

#  b) Analyze the scope of a package tour. Define the package tour

# 13. a) History of Tourism and Hospitality

# (or)

#  b) Explain history of travel in India