

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

Semester II	Part 1		Language 1	4	0	4	25	75	100	
			Language 2	4	0	4	25	75	100	
	SK/FC		Environmental Studies	1	2	2	25	25	50	
			ICT	1	2	2	25	25	50	
	Part 2	CTHM 201		Bakery	4	-	4	25	75	100
				Practicals	-	3	2	-	50	50
		CTHM 202		Front office - I	4	-	4	25	75	100
				Practicals	-	3	2	-	50	50
		CTHM 203		Accommodation Operation - I	4	-	4	25	75	100
				Practicals	-	3	2	-	50	50
				Total Marks	22	13	30			750

**FIRST YEAR
II SEMESTER – W.E.F. 2015-16
CT & HM-201 BAKERY-I**

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

THEORY:

Unit-I

Baking, History of baking, Importance of baking under the Principles of baking and fermented goods – Equipments.

Unit – II

Ingredients :Flour, baking powder, Yeast, eggs, Fat, Essence. Icing-Types of icing, importance of Ingredients to get a final product, Time and temperature-Role of time and temperature in baking.

Unit – III

Bread making / process Faulty breads and perfect bread, stale bread moulds, roasting, Combined method of cooking – Changes taking place during fermentation – Bread improvements.

Unit – IV

Baking in ancient times, Commercial baking, Benefit of baking, Influence of Baking, various types of bread, commercial and cultural significance.

Unit – V

Know the methods of making Biscuits, Cakes, Puff, Pastry decoration – various methods – cake ingredients and role – cake faults – Making puff pastry – cake decorations.

PRACTICALS:

1. Preparing Breads(3)
2. Preparing Biscuits(3)
3. Preparing Cakes(3)
4. Preparing Icing(3)

REFERENCES:

1. Baking 100 Everyday Recipes (100 Recipes) Hardcover – 1 Jan 2015by Parragon Books
2. Cupcakes and Muffins 100 Everyday Recipes (100 Recipes) Hardcover – 1 Jan 2015by Parragon
3. The Big Book of Treats Paperback – 24 Mar 2014by PoojaDhingra (Author)
4. Complete Book of Baking: Over 400 Recipes for Pies, Tarts, Buns, Muffins, Cookies and Cakes, Shown in 1800 Step-by-step Photographs Paperback – Import, 1 Sep 2012by Martha Day

B.Sc. (CT & HM)
II-Semester
CT& HM -201 BAKERY
Model Question Paper

Time : 3 Hrs

Marks : 75

Section-A

Answer any Five Questions
Each question carries 5 marks

5 × 5 = 25 M

1. Define baking in detail?
2. What is a bread?
3. What is icing?
4. Write about dry method of cooking?
5. Write the importance of yeast in baking?
6. Write the importance of baking powder in baking?
7. What is a stale bread?
8. Write the history of Baking?

Section-B

Answer ALL Questions
Each question carries 10 marks

5 × 10 = 50 M

9. a) Write the role of Time and Temperature in Baking?
(or)
b) Differentiate between a good and a faulty bread?
10. a) Write about different types of icing?
(or)
b) Write the role of all important ingredients in details?
11. a) Trace the history of baking and its importance in industry?
(or)
b) Write about different methods of cooking and Compare baking with different method of cooking ?
12. a) Write about different types of flour used in baking and their benefit?
(or)
b) Write in detail about cultural and commercial Significance of baking ?
13. a) Explain the methods of making cakes in detail?
(or)
b) What is mean by Bread improves and explain?

**FIRST YEAR
II SEMESTER – W.E.F. 2015-16
CT&HM-202 FRONT OFFICE**

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

THEORY:

Unit-I

Introduction to Hospitality Industry – The history of Travel – Hotels and their classification – Classification of Guest – Understanding Guest Service.

Unit – II

Hotel Management and Organization – Principles of Management – Basic Management function – Hotel Organization – Hotel Automated system – Introduction to Integrated property management system.

Unit – III

Front office systems – Key terms – Management System – Other Applications – The Guest Cycle – Stages of Guest Stay – External Agencies.

Unit – IV

Front Office Management – Front Office Organization and Job descriptions – Basic Functions of the Front office – Front Office – Uniformed Services – Organization large and small Hotel Front Office – Job Description of Front Office Personnel

Unit – V

Competencies of Front Office professional – Competencies – Establishing Room Rates – Room Rate methodologies – for costing Room Availability – Introduction Influences or forecasts – Fore cost formula

PRACTICALS:

1. Whitney reservation system
2. Checking in guest with confirmed booking
3. Lobby attendant
4. Errand Card
5. Welcome slip
6. Handling walk in guest and change of room

REFERENCES:

1. Front Office Management – S.K. Bhatnagar, 1st Edition, 2004 Frank Bros, Chennai.
2. Careers and Training in Hotels – Hjayter, Roy
3. Hotel Reception, Reception and Cashier – White, Paul B and Hellen (Heinemann)
4. Basic Hotel Front Office Procedures – Werner, Palter.

B.Sc. (CT & HM)
II-Semester
CT&HM -202 FRONT OFFICE-I
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 about the history of travel.
2. Classification of hotels.
3. What is mean by principles of management?
4. Draw the Hotel organization chart?
5. Write the Functions of Basic Management?
6. What are the benefits of positive attitude?
7. What is the difference between needs and wants?
8. Give the difference between status and self-esteem?

Section-B

Answer ALL Questions
Each question carries 10 marks

5 × 10 = 50 M

9. a) Give the differences with examples between physical security and emotional security?
(or)
b) What is the differences between marketing and sales?
10. a) Explain the various pricing strategies?
(or)
b) Explain detail the operating budget?
11. a) What are the local agencies that influence food operations how do they do so?
(or)
b) How does legal environment impact the business.
12. a) Key control is a vital activity in front Offices expalin?
(or)
b) What are the influence of fore costing?
13. a) Why is forecasting to the front office professionals
(or)
b) Draw the guest cycle and explain it?

**FIRST YEAR
II SEMESTER – W.E.F. 2015-16
CT & HM-203 ACCOMMODATION OPERATION-I**

Theory: 4 hrs/week

Practicals : 3 hrs/week

THEORY:

Unit-I

Introduction to Hotel Industry – Classification of Hotels – Star rating of Hotels – Hotel Department – House keeping Department – Importance of Housekeeping – Responsibilities of Housekeeping Department – Organizational Structure – Housekeeping personnel personal attributes of Housekeeping staff.

Unit – II

Layout of the Department – Co-ordination with other departments – The professional Housekeeper – Housekeeping in other Institution – Managing Housekeeping Personal – Documents for Personal Management.

Unit – III

Determining staff strength – Recruiting – selecting – Hiring – Orienting – Training scheduling motivating employees – Performance appraisal – Time and Motivation Studies and Job Analysis – Team work and Leadership – Employee Welfare and Discipline.

Unit – IV

Contracts and outsourcing – Defining Outsourcing and contracts – When are outsourcing and contracts. Contract Services in housekeeping – When are outsourced service considered – Pricing of Contracts – Advantages and Disadvantages of outsourcing.

Unit – V

Planning Housekeeping operations – The Planning process – Daily routines and system – The Housekeeping Day – Leave Application procedure – Gate Pass Procedure.

PRACTICALS:

1. Floor Cleaning
2. Different Linen and Cleaning procedures – Bath Room cleaning
3. Cleaning procedure of carpet.
4. Bed making
5. Metals polishing methods and equipments.

REFERENCES:

1. Hotel, Hostel and hospital, housekeeping, Branson, Joan, Ce Lemox (Hodder and Stoughton), 2003
2. Housekeeping Supervision: Fellows, John (Pitman publishers)
3. Commercial Housekeeping and maintenance: Iris Jones (Stanley thornox Pub)

B.Sc. (CT & HM)
II-Semester
CT&HM 203 – ACCOMMODATIONOPERATION-I
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 about Introduction to the hospitality industry:
2. Describe the star rating of hotels?
3. What is mean by importance of housekeeping.
4. Draw the Layout of housekeeping?
5. Write any five personal attributes of housekeeping staff?
6. Write any five amenities of housekeeping department
7. Define outsourcing and contracts?
8. Write the classification of hotels?

Section-B

Answer ALL Questions
Each question carries 10 marks

5 × 10 = 50 M

9. a) Describe the co-ordination with other departments.
(or)
b) Determine the staff recruiting and selecting?
10. a) Write the about the Job analysis?
(or)
b) When are out sourced services considered?
11. a) Describe the planning of housekeeping operations?
(or)
b) Write different types of documents for personal management?
12. a) Explain responsibilities of housekeeping department?
(or)
b) Advantages and disadvantages of out sourcing?
13. a) Explain the employee welfare and disciplines?
(or)
b) Write about organization structure in house keeping department.