

## Semester II - B.Sc. Hospitality Studies

Course Code	Subject	Class Room Instruction Face to Face									Notional			Credits				
		Per Week			Per Sem			Per Sem Hrs			L	P	T	Total	L	P	T	Total
		L	P	T	L	P	T	L	P	T								
USHO201	Food Production & Patisserie II	3	4	-	45	60	-	45	60	-	25	10	-	140	2	2	-	4
USHO202	Food & Beverage Service II	3	4	-	45	60	-	45	60	-	25	10	-	140	2	2	-	4
USHO203	Front Office II	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO204	Housekeeping II	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO205	Rooms Division Management(Practicals) II	-	4	-	-	60	-	-	60	-	-	10	-	70	-	2	-	2
USHO206	Communication Skill II (English & French)	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO207	Principles of Hotel Accountancy	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO208	Principles of Management	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
	<b>Total</b>	<b>21</b>	<b>12</b>	<b>-</b>	<b>315</b>	<b>180</b>	<b>-</b>	<b>315</b>	<b>180</b>	<b>-</b>	<b>175</b>	<b>30</b>	<b>-</b>	<b>700</b>	<b>14</b>	<b>6</b>	<b>-</b>	<b>20</b>

**L** one lecture / period of 60 minutes (1 hr.) **P** Practical **T** Tutorial

Notional includes time spent in library / home / other institutions for preparation and writing of assignments, quizzes, open book test, journal, case studies, project, practical, field work, excursion, etc.

**FOOD PRODUCTION & PATISSERIE-II (Theory)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semesters	II	Food Producti on & Patisserie -II(USHO 201)
Course Code	Title	Credits	
USHO102	Food Production & Patisserie-I	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

Class Room Instruction Face to Face									Notional			Credits					
Per Week			Per Sem			Per Sem Hrs											
L	P	T	L	P	T	L	P	T	L	P	T	Total	L	P	T	Total	
3	4	-	45	60	-	45	60	-	25	10	-	140	2	2	-	4	

**OBJECTIVES:**

- To develop a keen interest in food production and to enable students to experiment, innovate and progressively produce a variety of preparation / dishes.
- To gain confidence to adapt to the technical skills and the art of preparing different menus, Indian as well as Continental.
- By the end of the second semester students should be confident enough in their skills which would boost their morale to take up the challenge of bulk cookery in the third and fourth semester.

**Contents of syllabus for USHO 201**

UNIT NO.	Ch. No.	TOPIC	Hrs.
01	1	Culinary Terms with Explanation & Examples	03
	2	Layout of Kitchen	03
		2.1 General Layout of the Kitchen	
		2.2 Receiving Area	

		2.3 Storage	
		2.4 Wash up	
	<b>3</b>	<b>Soups</b>	<b>02</b>
		3.1 Classification with Examples	
		3.2 Consommé and Garnishes with their names (Any 10 common name)	
	<b>4</b>	<b>Fish Mongery</b>	<b>02</b>
		4.1 Classification of Fish with examples	
		4.2 Selection, Cooking & Storage of Fish	
		4.3 Local Names of Fin Fish and Shell Fish	
		4.4 Cuts of Fish	
	<b>5</b>	<b>Poultry</b>	<b>02</b>
		5.1 Cuts of Poultry	
		5.2 Selection and Uses of Cuts	
	<b>6</b>	<b>Rice, Cereals &amp; Pulses</b>	<b>03</b>
		6.1 Introduction, Classification of Cereals and Pulses	
		6.2 Varieties of Rice and Byproducts	
		6.3 Nutritive Value of Various Cereals	
		6.4 Sprouts and Uses	
<b>UNIT NO.</b>	<b>Ch. No.</b>	<b>TOPIC</b>	<b>Hrs.</b>
<b>02</b>	<b>7</b>	<b>Meat</b>	<b>04</b>
		7.1 Introduction to Meat Cookery	
		7.2 Cuts of Lamb, Pork, Beef / Veal	
		7.3 Variety of Meats / Offal	
		7.4 Selection and Storage of Meats	
	<b>8</b>	<b>Milk and Milk Products</b>	<b>05</b>
		8.1 Introduction, Processing of Milk, Pasteurization, Homogenization, Milk in Various Forms e.g. Toned, Powder, Skimmed, Condensed & Evaporated.	
		8.2 Cream – Introduction, Processing & Types	
		8.3 Butter – Introduction, Processing & Types	
		8.4 Cheese – Introduction, Classification with Examples, Processing, Types, Cooking with Cheese and Uses.	
	<b>9</b>	<b>Bakery &amp; Pastry</b>	<b>03</b>
		<b>Shortening – Fats and Oils</b>	
		9.1 Saturated and Un-saturated Fats	
		9.2 Advantages & Disadvantages of Using Fats	
		9.3 Varieties of Shortening	
	<b>10</b>	<b>Tea &amp; Coffee</b>	<b>02</b>
		10.1 Introduction	
		10.2 Producing Regions/Country	
		10.3 Types and Methods of Preparation	
		10.4 Popular Brands and Variety Available	
	<b>11</b>	<b>Thickening Agents used in Indian Gravies</b>	<b>01</b>
		11.1 Role of Thickening Agents	

UNIT NO.	Ch. No.	TOPIC	Hrs.	
03	12	<b>Indian Cookery</b>	03	
		12.1 History of Spices and Trade Routes		
		12.2 Basic Spices, Condiments and Masalas		
		12.3 Role of Spices in Indian Cuisine		
		12.4 Indian Equivalent name		
		12.5 Blending of Spices		
		12.6 Concept of Wet and Dry Masalas		
		12.7 Regional Varieties of Basic Masalas		
	12.8 Basic Composition of Some Important Masalas			
	13	13	<b>Menu Planning</b>	02
			13.1 History of Menu	
			13.2 Types of Menu	
14	14	<b>Bakery &amp; Pastry</b>	04	
		14.1 <b>Pastries</b>		
		<ul style="list-style-type: none"> <li>• Classification of Pastries</li> <li>• Varieties</li> <li>• Role of Each Ingredient</li> <li>• Baking Temperature and Time of Each Pastry</li> </ul>		
		14.2 <b>Pastry Cream</b>		03
		<ul style="list-style-type: none"> <li>• Basic Pastry Cream</li> <li>• Use in Confectionery</li> <li>• Preparation and Care in Production</li> </ul>		
		14.3 <b>Cocoa and Chocolate</b>		
		<ul style="list-style-type: none"> <li>• Introduction, Production and Manufacture</li> <li>• Varieties of Chocolates</li> <li>• Tempering of Chocolates</li> </ul>		03

**Culinary Terms**  
**(Explanation of the following Culinary Terms with examples)**

1. Bhurta	2. Baghar	3. Bain Marie
4. Bisque	5. Bortsch	6. Brioche
7. Canapés	8. Choux	9. Cisel
10. Compote	11. Concasse	12. Condiments
13. Croissant	14. Darne	15. Force Meat
16. Garniture	17. Gateaux	18. Genoese
19. Hors d' oeuvre	20. Larding	21. Macedione
22. Matignon	23. Mousse	24. Mousseline
25. Panada	26. Paneer	27. Pimento
28. Khoya	29. Potage	30. Pot Pourri
31. Ragout	32. Rechauffe	33. Roe
34. Royal	35. Royale	36. Saffron
37. Sear	38. Seasoned Flour	39. Soufflé
40. Stew	41. Supreme	42. Kofta
43. Tronçon	44. Zest	

**REFERENCE BOOKS**

1. Parvinder S. Bali – Quantity Food Production and Indian Cuisine
2. Thangam Philip – Modern Cookery I & II – Orient Longman – 2001
3. Auguste Escoffier – Ma Cuisine – Hamlyn – 2000
4. Digvijay Singh – Cooking Delight of the Maharajas – Vakils, Feffer & Son's Ltd. – 1982
5. Philip Dowell & Adrian Barley – The Book of Ingredients – Mermaid Books – 1987
6. Wayne Gisslen – Professional Baking – John Wiley & Sons – 1994
7. Martha Day – Baking – Lorenz Books – 1999
8. M. J. Leto & Bode – The Larder Chef – Heinemann Publishing House – 1989
9. Parvinder S. Bali - Food Production Operations
10. Thangam E. Philip - Modern Cookery for Teaching and Trade - 4<sup>th</sup> Vol. - 1996
11. Krishna Arora - Theory of Cookery – 2<sup>nd</sup> – 1992
12. Wayne Gisselen - Professional Cooking – 4<sup>th</sup> – 1992
13. Wayne Gisselen - Professional Baking – 2<sup>nd</sup> – 1994
14. J. C. Dubey - Basic Bakery - 1<sup>st</sup> – 1992
15. Kinton Ceserani - Theory of Catering – 7<sup>th</sup> – 1996
16. Bernard Davis - Food Commodities - 4<sup>th</sup> – 1998
17. Daniel R. Stevenson - Basic Cookery The Process Approach - 5<sup>th</sup> - 1997

**(Practical - Bakery)**

<b>Sr.</b>	<b>Topic</b>
<b>1</b>	<b>Breads</b> <ul style="list-style-type: none"><li>• Cheese &amp; Garlic Bread</li><li>• French Bread</li><li>• Brioche</li></ul>
<b>2</b>	<b>Pastries</b> <ul style="list-style-type: none"><li>• Flaky Pastry</li><li>• Puff Pastry (Cheese Straws)</li><li>• Quiche</li><li>• Danish Pastry</li></ul>
<b>3</b>	<b>Cakes</b> <ul style="list-style-type: none"><li>• Yule Log</li><li>• Fruit Cake</li><li>• Chocolate Brownies</li><li>• Marble Cake</li></ul>
<b>4</b>	<b>Cookies</b> <ul style="list-style-type: none"><li>• Peanut Cookies</li><li>• Chocolate Chip Cookies</li><li>• Coconut Macaroons</li></ul>
<b>5</b>	<b>Chocolate Rocks</b>

**(Food Production Practical)**

<b>Sr.</b>	<b>Topic</b>
<b>1</b>	<b>Suggested Menu Patterns</b> <ul style="list-style-type: none"><li>• Indian Menus</li><li>• Continental Menus</li></ul>

**PRACTICAL MENU**

<b>I</b>	<b>Snack Menu</b>	
	<b>Non-Veg</b>	<b>Veg.</b>
	1. Chicken / Beef Burgers 2. Chicken Grilled Sandwich 3. Chicken Pizza 4. Kheema Samosa 5. Mince Meat Croquettes 6. Shami Kabab 7. Chicken Lollypop 8. Fish Fingers	1. Veg. Burger 2. Veg Grilled Sandwich 3. Veg. Pizza 4. Punjabi Samosa 5. Chutney Pattice 6. Chillie Cheese Toast 7. Aloo Chat 8. Wada
	<b>Accompaniments:</b> Green / Red / Tamarind Chutney, Tartare Sauce, Hot Garlic Sauce, Tomato Sauce	
<b>II</b>	<b>Salads</b>	
	1) Tossed Salad with French Dressing 2) Waldorf Salad 3) Palak / Pineapple / Anar Raita 4) Chicken Hawain Salad 5) Salad Caprese 6) Ceasar Salad	
<b>III</b>	<b>Soups</b>	
	1) Consommé Jacqueline / Celestine 2) Soupe à l' oignon à la François 3) Puree Lentils 4) Crème de Volaille 5) Soupe Cockie Leekie 6) Soupe Vichyssoise 7) Sea Food Chowder 8) Gazpacho 9) Mulligutwany	
<b>IV</b>	<b>Poisson</b>	
	1) Fried Fish with tartare Sauce 2) Grilled Fish with Hollandaise Sauce 3) Baked Fish in Provencale Sauce 4) Fillet de Pomfret Cubat 5) Goan Fish Curry	
<b>V</b>	<b>Poulet</b>	
	1) Poulet à la Rex 2) Poulet Sauté Mireille 3) Poulet Sauté Parmentier 4) Masala Roast Chicken 5) Murg Khorma	
<b>VI</b>	<b>Entrees</b>	
	1) Scotch Eggs 2) Spaghetti Bolognaise 3) Grilled Steaks with Pepper Sauce 4) Barbeque Pork Chops with Robert Sauce 5) Goulash de Boeuf à la Hongroise 6) Mutton Nilgiri Khorma	

	7) Mutton Rogan Josh	
<b>VII</b>	<b>Entremettes</b>	
	1) Mixed Vegetables Bhujija 2) Baingan Bharta 3) Muttar Kumbh Masala 4) Courge Provencale 5) Corn and Pepper au gratin	6) Boquetier de Legumes 7) Aubergine à la Turque 8) Spaghetti with Mushroom & Cheese Sauce 9) Cheese and Cauliflower Soufflé 10) Baked Spinach
<b>VIII</b>	<b>Potatoes</b>	
	1) Pommes de terre Croquettes 2) Jacket baked Potatoes 3) Pommes Chateau 4) Pommes Marquise	5) Gratin de Pommes de terre Dauphinoise 6) Bubble and Squeak 7) Garlic & Herb Roast Potatoes 8) Soufflé de Pommes de Terre
<b>IX</b>	<b>Cereals &amp; Pulses</b>	
	1) Aloo ki Tihari 2) Pea Pulao 3) Riz Pilaf 4) Makhani Dal 5) Dal Fry 6) Moong Dal with Palak	
<b>X</b>	<b>Rotis &amp; Parathas</b>	
	1) Satpura Parathas 2) Dhakai Parathas 3) Missie Roti 4) Chapati	
<b>XI</b>	<b>Hot Dessert</b>	
	1) Gajar / Beetroot Halwa 2) Shahi Tukra 3) Christmas Pudding with Custard Sauce 4) Crêpe Suzette	
<b>XII</b>	<b>Cold Dessert</b>	
	1) Blancmange 2) Fruit Trifle 3) Chocolate Mousse 4) Diplomat Pudding 5) Chocolate / Vanilla Panacotta	



**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination****(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
4	<b>Internal assessment</b>	20

**(b) Semester end assessment - 30 marks**

- Candidate will be given a menu comprising of 4 dishes.
- Indent sheet and plan of work sheet to be filled by the candidate of the menu he gets.
- He / she supposed to collect indents, prepare and present the dishes in the menu within stipulated time.
- Cleaning and securing equipments and working area is also to be done within stipulated time.

Assessment will be done as follows –

Journal	Indent Sheet & plan of work	Colour	Consistency	Taste	Texture	Viva-voce	Personal Grooming ,Cleaning
10	10	10	10	10	10	10	10

Marks obtained out of 80 shall be converted to out of 30 to the next integer for final calculation.

**FOOD AND BEVERAGE SERVICE SEMESTER – II (THEORY)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semesters	II	Food & Bevera ge Service- II(USHO 202)
Course Code	Title	Credits	
USHO202	Food & Beverage Service-II	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

**Semester II – 15 weeks**

THEORY					PRACTICAL					Total Credits
Hours / week	Total Hours	Notion al Hours	Credi ts	Total Marks	Hours / week	Total Hour s	Notion al Hours	Credi ts	Total Marks	Lecture + Practic al
03	45	25	02		04	60	10	02		04

**OBJECTIVES:**

At the end of semester II the student will be able to identify:

- The different types of Menus and principles of menu planning.
- Sequence and course in the French classical menu also identify general accompaniments.
- Types, storage and service of Tobacco and Non alcoholic beverages.
- Simple control system followed in a restaurant.

**Contents of syllabus for USHO 202**

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I	<b>1. MEALS AND MENU PLANNING</b> 1.1 Menu – Origin, definition & objectives 1.2 Types of meals (Breakfast, Brunch, Lunch, Afternoon tea, High tea, Dinner) 1.3 Types of Menu	15

	<ul style="list-style-type: none"> <li>a) A la carte</li> <li>b) Table d' hote</li> <li>c) Cyclic menu</li> <li>d) Banquet menu</li> <li>e) Carte du jour / plat du jour</li> <li>f) Californian menu</li> <li>g) Take-away</li> </ul> <p>Other types of menu</p> <ul style="list-style-type: none"> <li>a). Children's menu</li> <li>b). Club menu</li> <li>c). Ethnic menu</li> <li>d). Health menu</li> <li>e). Spa Menu,</li> <li>f). Ayurvedic Menu</li> </ul> <p>1.4 Principles of Menu planning 1.5 Breakfast: English, Continental, American, Indian 1.6 Types of Tea Service: Full Afternoon Tea, High Tea.</p>	
<b>II.</b>	<p><b>1. French Classical Menu:</b></p> <ul style="list-style-type: none"> <li>1.1 a. Sequence and Courses.</li> <li style="padding-left: 20px;">b. General Accompaniments.</li> </ul> <p>1.2 Ice creams: Types &amp; categories of Ice creams</p>	12
	<p><b>2. TOBACCO</b></p> <ul style="list-style-type: none"> <li>a) Introduction to Cigars and cigarettes.</li> <li>b) Types of tobacco</li> <li>c) Shape, size, color &amp; Brand names with country of origin.</li> </ul>	03
<b>III.</b>	<p><b>1.1 NON ALCOHOLIC BEVERAGES</b></p> <ul style="list-style-type: none"> <li>a. Definition of beverages</li> <li>b. Classification chart –alcoholic &amp; non alcoholic drinks.</li> <li>c. Stimulating-Tea, Coffee &amp; Cocoa, ( origin, manufacture, Method of preparation, types &amp; brands)</li> <li>d. Nourishing-health drinks</li> <li>e. Refreshing –juices, squashes, crushes, syrups &amp; aerated water</li> <li>f. Table Water (origin, types &amp; brands) &amp; carbonated water.</li> </ul>	06
	<p><b>1.2 SIMPLE CONTROL SYSTEMS.</b></p> <ul style="list-style-type: none"> <li>a) Restaurant reservation system</li> <li>b) KOT Checking System</li> <li>c) Types of KOT / BOT</li> </ul>	05

	d) Method of billing (manual & computerised)	
	<b>GLOSSARY</b> Aboyeur A l'Anglaise Aperient water Brunch Buffet Froid Bisques Brotsch Bills of fare Chalybeate water Consomme Caesar Salad Corn on the cob Cayenne Pepper Café au lait Cyclic Menu Dessert Entrée Entremets Farineux French Dressing Gravlax Hors-d'oeuvres Humidor Kroupnich Legumes Mineral water Menu Macaroni Maitre d' hotel Natural Spring water Olive Oil Poisson Parisienne Releve Sorbet Savoureux Sur la plat Tofu Tartare Sauce TIPS A la Carte A l'Orly Allemande Banquet Brasserie Batwina Bouillabaisse Balsamic Vinegar Chateaubriand Canapé Charcuterie Cranberry Sauce. Cumberland Sauce. Caviar Carte du jour Debarrasseur Escargots En cocotte Formage Fruitarians Gnocchi Hûîtres Horseradish Sauce. Kosher Lacto-Ovo Vegetarians Malt Vinegar Mousses Mint Sauce Nicoise Salad Oeufs Potages Pates Rouille Rôti Salade Smoked Salmon Semolina Tabasco Sauce Table d'hôte Worcestershire Sauce	04
	<b>TOTAL THEORY HOURS</b>	<b>45</b>

**REFERENCE BOOKS:-**

- Dennis Lillicrap, John Cousins and Robert Smith-
- Vijay Dhawan- Food and Beverage Service

- Peter Dias- The Steward-
- John Fuller & A.J. Currie-
- Sudhir Andrews- Food and Beverage Service-
- Bobby George-Food & Beverage Service-

### FOOD AND BEVERAGE SERVICE SEMESTER - II(ASSIGNMENTS)

All students should be given individual assignments. Out of the following given options each student needs to work on any two.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1.	Planning a 13 course French classical menu with general accompaniments.	
2.	Planning of an a la carte menu of a Specialty Restaurant or coffee shop.	
3.	Planning of American and continental breakfast menu with appropriate layout.	
4.	List five types of Tea and Coffee , explaining the composition of each.	
5.	Formats of special food checks (KOT)	

### FOOD & BEVERAGE SERVICE SEMESTER – 2 (PRACTICAL)

SR. NO.	PRACTICALS	HOURS
1	<b>MEALS AND MENU PLANNING</b> <ul style="list-style-type: none"> <li>• Menu Planning (Planning and compilation of 4,5,6 courses menu. lunch and dinner, English &amp; French ) Table d hote menu (cover, taking order &amp; service)</li> </ul>	12
2	<ul style="list-style-type: none"> <li>• Types of table service               <ul style="list-style-type: none"> <li>○ Silver service/ English service</li> <li>○ American/ Plated</li> <li>○ Family</li> <li>○ Russian</li> <li>○ French/ butler</li> </ul> </li> </ul>	08
3	Points to be considered while waiting at the table.	01
4	Menu, cover, taking order & procedure for Service of Breakfast (Continental, American, English & Indian.	10
5	Breakfast tray & trolley setups.	03

6	Taking order & service of pot tea & coffee.	02
7	Menu, cover, taking order & procedure for full afternoon tea. (table, tray & trolley)	04
8	Menu, cover, taking order & procedure for High Tea. (table, tray & trolley)	04
9	<b>NON ALCOHOLIC BEVERAGES.</b> <ul style="list-style-type: none"> <li>Service of carbonated (fresh lime soda &amp; soft drinks), refreshing (juice), nourishing (milk shakes)</li> </ul>	02
10	<ul style="list-style-type: none"> <li>Procedure of service of tea. (tea bags, envelop, camomile &amp; jasmine).</li> </ul>	02
11	<ul style="list-style-type: none"> <li>Procedure of service of coffee (instant, plunger, filter, cappuccino &amp; ristretto)</li> </ul>	02
12	<b>CHAPTER 3. TOBACCO</b> Procedure of Service of cigars and cigarettes.	02
13	<b>CHAPTER 4. SIMPLE CONTROL SYSTEMS.</b> Writing of manual food check (KOT, suivant, supplement, retour en place, accident & Non chargeable)	04
14	Guest lecture on food & beverage controls After the lecture the student is required to submit a report.	04
<b>TOTAL PRACTICAL HOURS</b>		<b>60</b>

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15

Total	60
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- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination****(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
		20

**(b) Semester end assessment - 30 marks**

- A candidate will be given a menu to compile and laying table for it.
- Assessment will be done as follows

Journal	Grooming	Service of Food & Non-Alcoholic Beverages	Menu Planning	Cover laying	Viva - voce
10	10	10	10	10	10

- Marks obtained out of 60 shall be converted to out of 30 to the next integer for final calculation.



**FRONT OFFICE SEMESTER – II (THEORY)**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	II	FRONT OFFICE II(USHO 203)
Course Code	Title	Credits	
USHO203	FRONT OFFICE-II	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

**Semester II- 15 weeks**

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

**OBJECTIVES:**

At the end of semester II:-

The student should be able to understand the concept and functioning of room reservations, Reception and Guest services.

**Contents of syllabus for USHO 203****Semester II – 15 weeks**

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I	<b>RESERVATIONS</b> <ul style="list-style-type: none"> <li>• Sources of Reservations</li> <li>• Modes of Reservations</li> <li>• Types of Reservations</li> <li>• Systems of reservations</li> <li>• Overbooking</li> <li>• Job Description of Reservation Personnel</li> </ul>	15
II.	<b>RECEPTION</b> <ul style="list-style-type: none"> <li>• Profiling the guest</li> <li>• Guest Registration Process</li> <li>• Regular and Non Regular Guest</li> <li>• 'C' Form &amp; 'F' Form</li> </ul>	15

<b>III.</b>	<b>GUEST SERVICES</b> <ul style="list-style-type: none"> <li>• Handling Guest Mail</li> <li>• Message Handling</li> <li>• Custody and Handling of Keys</li> <li>• Guest Paging</li> <li>• Safe Deposit Locker</li> <li>• Guest Room Change</li> <li>• Custody of Deposited Luggage</li> </ul>	15
<b>TOTAL THEORY HOURS</b>		<b>45</b>

**REFERENCE BOOKS:-**

<b>Name of the book</b>	<b>Author</b>	<b>Publisher</b>	<b>Place of Publication</b>
Jatashankar Tiwari	Front Office Management	Oxford University Press	New Delhi
Andrews, Sudhir	Hotel Front Office Training Manual	The Tata M'cGraw Hill	New Delhi
Kasavana, Michael & Brooks, Richard	Managing Front Office Operations	AHMA	USA
Baker & Bradley	Principles of Hotel front Office Operations	Cassell	London
Deveau, insley & deveav, Patricia	Front Office Management and Operations (2)	Prentice Hall	NEW JERSEY
Bullied, An Ritchie, Caroline	Reception	Stanley Thornes	london
Chakravarti, B.K.	Front Office Management In Hotel	BNS Publishers	New Delhi
Braham, Bruce	Hotel Front Office	Hutchinson	London
Ford, Robert & Heaton, Cherrill	Managing the guest Experience	Delmar Publishers	London
Bardi, James	Hotel Front office Management	John wiley & sons	new Jersey
Aggarwal.Ravi	Hotel front Office	sublime Publications	jaipur
Huyton Jeremy & Baker Sue	Case Studies in Rooms Operations and Management	Hospitality Press P Ltd.	Melbourne
Bhatnagar S.K.	Front office Management	Frank Bros & Co.	New delhi
Andrews, Sudhir	Hotel Front Office Training Manual(latest	The Tata M'cGraw Hill	New delhi

	ed)		
Chakravarti B.K.	Front Office Management in Hotel	CBS Publisher	New Delhi
Chakravarti B.K.	Concept of Front Office Management	APH Publishing	New Delhi
	India(Tourist Guide)	Lonely Planet	

### FRONT OFFICE SEMESTER - II (ASSIGNMENTS)

All students should be given individual assignments. Out of the following given options each student needs to work on any two.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1	Indian States and Union Territories – Capital and Their regional languages	
2	Fact sheet of 5 star hotels in Mumbai	
3	Website Review of Hotels in Mumbai	

### Scheme of Examination (Theory)

#### (b) Internal assessment- 40 marks

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

#### (b) Semester end examination (Pattern of Question Paper):-

#### Theory

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15

Total	60
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- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**HOUSEKEEPING SEMESTER – II (THEORY)**

Name of the Programme	Duration	Semester	Course/Co urse Code
B.Sc. in Hospitality Studies	Six Semesters	II	Housekeepi ng II(USHO 204)
Course Code	Title	Credits	
USHO204	Housekeeping-II	2	

For Course Per week 1 lecture/period is 60 minutes duration			For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical				
Actual Contact	3	--				
Credit	2	--				

**Semester II – 15 weeks**

THEORY				
Hours / week	Total Hours	Notional Hours	Credi ts	Total Marks
03	45	25	02	

**OBJECTIVES:**

At the end of semester II:-

- The student will be able to list and explain the various operational areas, procedures and formats of the housekeeping department.
- The student will be able to enlist and implement Standard Operating Procedures (SOP's) for routine cleaning procedures of various guest areas.

**Contents of syllabus for USHO 204**

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I.	<b>1. CLEANING OF DIFFERENT AREAS</b> 1.1 Safe & Hygiene Cleaning 1.2 Principles & Factors Responsible for Cleaning 1.3 Types of Cleaning 1.4 Public Area Cleaning 1.5 Room Cleaning- Occupied, Departure & Vacant 1.6 Under Repair Room 1.7 Glossary	15
II.	<b>1. TYPES OF ROOM SERVICES</b> 1.1 Morning, Evening Service & Special Services	03
	<b>2. MAIDS SERVICE ROOM / HOUSE KEEPING PANTRY</b> 2.1 Location 2.2 Layout 2.3 Setting up a Maids Trolley	04

	<b>3. GUEST ROOM SUPPLIES &amp; AMENITIES</b> 3.1 Standard, Regular, VIP 3.2 Standard Contents of a Guest Room	04
	<b>4. FORMATS USED IN THE HOUSEKEEPING DEPARTMENT</b> 4.1 Lost and Found Register 4.2 Lost and Found Slip 4.3 Gate Pass 4.4 Key Control Register 4.5 Guest Message Register/ Call Register 4.6 Housekeeping Room Status Report 4.6.1 Floor Supervisors Report 4.6.2 Control Desk Rooms Report (consolidated) 4.7 Departure / Clearance Report 4.8 Housekeeping Room Inspection Checklist / Maids Report 4.9 Log Book 4.10 Missing / Damaged Property Register 4.11 Maintenance Register 4.12 Spring Cleaning / Deep Cleaning Format 4.13 Special Cleaning Format	04
III.	<b>1. LOST &amp; FOUND</b> 1.1 Procedure & Records	04
	<b>2. KEY &amp; KEY CONTROLS</b>	02
	<b>3. SITUATION HANDLING</b> 3.1 How to enter a guest room - if the guest is sleeping in the room - if the guest is in the bathroom - if the guest in the room is inappropriately dressed 3.2 Maintenance Complaints 3.3 Opening of a room for guest 3.4 Room Status Discrepancy 3.5 Handling reportable situations - DND - DL - Scanty Baggage - No Baggage - Sleep Out - Suspicious Person - Extra Person	06
	<b>4. PEST CONTROL</b> 4.1 Prevention and control of commonly found pests – - Mosquitoes - white ants / termites - Flies - spiders - bed-bugs - rodents - cockroaches - wood borers - lizards - pigeons	03
	<b>TOTAL THEORY HOURS</b>	<b>45</b>

**REFERENCE BOOKS:-**

1. Hotel Housekeeping Operations and Management – G. Raghubalan & Smritee Raghubalan – Oxford University Press.
2. Housekeeping Operations, Design and Management – Malini Singh & Jaya B. George – Jaico Publications.
3. Housekeeping Management – Margaret Kappa, Aleta Nitschken, Patricia B. Schappert – A.H. & L.A.
4. Hotel Hostel and Hospital Housekeeping – Joan Branson & Margaret Lennox –
5. Hotel Housekeeping Management & Operations – Sudhir Andrew – McGraw Hill Companies.

**HOUSEKEEPING SEMESTER – II (ASSIGNMENTS)**

All students should be given individual assignments. Out of the following given options each student needs to work on any 2.

SR. NO.	TOPIC FOR ASSIGNMENT	MARKS		
1.	Different types of Cleaning Equipments with their brands, price and capacity  <b>OR</b> Different types of Cleaning Agents with their brands, price and dilution ratio	10  10		
2.	Composition, price, use and care and maintenance of different surfaces used in the hospitality industry (any 1 surface per student) <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>- Marble</li> <li>- Granite</li> <li>- Kota</li> <li>- Ceramics</li> <li>- Stone</li> <li>- Wood</li> </ul> </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>- Vinyl</li> <li>- Glass</li> <li>- Kadappa</li> <li>- Rubber</li> <li>- Vitrified Tiles</li> <li>- Mosaic</li> </ul> </td> </tr> </tbody> </table>	<ul style="list-style-type: none"> <li>- Marble</li> <li>- Granite</li> <li>- Kota</li> <li>- Ceramics</li> <li>- Stone</li> <li>- Wood</li> </ul>	<ul style="list-style-type: none"> <li>- Vinyl</li> <li>- Glass</li> <li>- Kadappa</li> <li>- Rubber</li> <li>- Vitrified Tiles</li> <li>- Mosaic</li> </ul>	10
<ul style="list-style-type: none"> <li>- Marble</li> <li>- Granite</li> <li>- Kota</li> <li>- Ceramics</li> <li>- Stone</li> <li>- Wood</li> </ul>	<ul style="list-style-type: none"> <li>- Vinyl</li> <li>- Glass</li> <li>- Kadappa</li> <li>- Rubber</li> <li>- Vitrified Tiles</li> <li>- Mosaic</li> </ul>			

**Scheme of Examination (Theory)**

(c) Internal assessment- 40 marks

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.



**Rooms Division Management –II (Practical)**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	II	RDM-II Practical- USHO205
Course Code	Title	Credits	
USHO205	RDM-Practical-II	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	--	4					
Credit	--	2					

**Semester II – 15 weeks**

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
--	--	--	--	--	4	60	10	02	--

**Contents of syllabus for USHO 205****FRONT OFFICE PRACTICAL – II**

Sr.	Topic	Hours
1	Taking down a room reservation	8
2	Check in procedure	8
3	Check out procedure	8
4	Escorting a guest	6
<b>TOTAL PRACTICAL HOURS</b>		<b>30</b>

**HOUSEKEEPING PRACTICAL – II**

SR. NO.	TOPIC	HOURS
1.	Bed making by the Traditional method, making bed with a duvet, summer bed, turn down service, foot fold etc - Explanation and demo	06
2.	Bed making - practice	08
3.	Guest room Cleaning	04
4.	Bath Room Cleaning	04
5.	Carpet Cleaning – Spot cleaning and Vacuuming	02
6.	Telephone Cleaning	02
7.	Leather and Rexene cleaning	02
8.	Painted surface cleaning – spot cleaning	02
<b>TOTAL PRACTICAL HOURS</b>		<b>30</b>

(a) Semester end examination (Pattern of Question Paper):-

**Conduct of Practical Examination****(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
		20

**(b) Semester end assessment - 30 marks**

- A candidate will be given a 2 activities bed making and polishing or special cleaning of any surface or area
- Assessment will be done as follows

Journal	Grooming	Work sheet	Activity One	Activity Two	Viva-Voce
10	10	10	10	10	10

- Marks obtained out of 60 shall be converted to out of 30 to the next integer for final calculation.

**COMMUNICATION SKILLS ( ENGLISH & FRENCH)****LANGUAGE SKILLS – 45 Hours**

Name of the Programme	Duration	Semester	Course/C ourse Code
B.Sc. in Hospitality Studies	Six Semesters	II	Commun cation Skills –II USHO206
Course Code	Title	Credits	
USHO 206	Communication Skills (English and French)	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

**Semester II – 15 weeks**

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

Unit 1		
1	<b>CONCEPT OF COMMUNICATION</b>	
	1.1 Process of Communication /	4 Hours
	1.2 Feed Back	
	1.3 Methods of Communication – Verbal / Non-Verbal	
	1.4 Channels of communication	
	1.5 Barriers of Communication	
2	<b>ORGANIZATIONAL COMMUNICATION</b>	
	2.1 Upward, downward, lateral communication and their purposes functions, grapevine	2 Hours
	2.2 Written communication – Memos, Circulars, notices	
<b>French</b>		
1	Time, At the Office in a restaurant, Asking direction	9 Hours
<b>UNIT 1-15 TEACHING HOURS</b>		
<b>Unit -2</b>		

	<b>BUSINESS COMMUNICATION</b>	
1	1.1 Planning the right look of a letter	5 Hours
	1.2 Types of letters- quotations, orders, claim and adjustment, sales, application, complaint / apology	
	<b>REPORT WRITING</b>	
2	2.1 Types of Reports	5 Hours
	2.2 Structure of a report	
	2.3 Types of Reports	
	<b>(French)</b>	
1	Receipes-put in the correct order, Translate to English, Making Tea, Coffee, Bechamel, Veloute, Simple soups and salads	10 Hours
2	Culinary Terms	
	<b>UNIT 2-15 TEACHING HOURS</b>	
	<b>Unit -3</b>	
1	<b>GROUP COMMUNICATION</b>	
	1.1 Types of meetings /Advantages and Disadvantages	2 Hours
	1.2 Participants Responsibilities / Brain Storming	
	1.3 Structure of a meeting – Agenda and Minutes	
2	<b>PRESENTATION</b>	
	2.1 Making effective presentation /Speaker's appearance and personality	2 Hours
	2.2 Using Visual aids	
3	<b>INTERVIEWS</b>	
	3.1 Purpose / Types	2 Hours
	3.2 Candidate's preparation – GD / PI	
	<b>(French)</b>	
1	French Basic Conversation and Translation of Passages from French to English	7 Hours
	<b>UNIT 3-15 TEACHING HOURS</b>	
	<b>Total Theory Hours</b>	<b>45 Hours</b>

**REFERENCE (English)**

- Business Communication – Meenakshi Raman and Prakash Singh
- Business Correspondence and Report writing – R.K.Sharma and Krishna Mohan
- Business Communication – Chaturvedi
- High School English – Wren and Martin
- Understanding Human Communication – Ronald B Adler and George Rodman (with CD)
- Skills Development for Business and Management Students - Kevin Gallagher
- Personality and Skills Development – Barun Mitra (with CD)
- Technical Communication , 2<sup>nd</sup> Edition – Meenakshi Raman (with CD)

**REFERENCES (French)**

- E. J. Neather - Mastering of French I & II - Macmillan - 1982
- Bridget Anfossy - Speak French Today - Augo - 1991
- R. Diez La Cortina - Cortina's French Method - Grosset & Dunlop - 1988
- Mathuram Bondo - Modern French Course - D. C. Heath & Co. -.1983.
- Course de langue et civilizaion Franchises. G. Mauger.
- Oxford French Dictionary

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments / projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ group discussion/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities & teamwork demonstrated through organizing co-curricular activities, etc.	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**PRINCIPLES OF HOTEL ACCOUNTANCY**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	II	PRINCIPLES OF HOTEL ACCOUNTANCY (USHO 207)
Course Code	Title	Credits	
USHO 207	PRINCIPLES OF HOTEL ACCOUNTANCY	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

Semester II – 15 weeks

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

**Contents of syllabus for USHO 207****SEMESTER – II**

Sr.	Topic	Hr
	<b>Unit – I (15 Hours)</b>	
1.	<b>Introduction to Accounting &amp; Double Entry Book-Keeping</b>	3
1.1	Terms (Account , Capital, Asset, Liabilities, Drawing, Goods, Debtor, Creditors, Solvent, Insolvent, Purchases, Sales, Bad debts)	
1.2	Nature, Importance, Objectives & advantages of accounting	
1.3	Nature & advantages of Double Entry Book –Keeping	
1.4	Classification of accounts.	
1.5	Applying Debit & Credit rules to a Transaction	
2.	<b>Journal</b>	4
2.1	Importance of Journal & its format	
2.2	Narrations	
2.3	Journalising simple & compound entries	
2.4	Practical Problems	
3.	<b>Ledger</b>	3
3.1	Importance of ledger & its format	
3.2	Posting entries & balancing ledger accounts	

<b>4.</b>	<b>CASH BOOK</b>	<b>5</b>
4.1	Triple Column Cash Book	
4.2	Contra Entries	
4.3	Practical Problems	
4.4	Types of Bank Account, Types of Cheques	
	<b>UNIT -II</b>	
<b>1</b>	<b>Subsidiary Books</b>	<b>3</b>
1.1	Advantages of subsidiary Books	
1.2	Types of subsidiary Books	
1.3	Simple Practical problems on Purchase Book, Sales Book, Purchase – Return Book & Sales Return Book.	
<b>2.</b>	<b>Elements of cost &amp; concept of Profit</b>	<b>6</b>
2.1	Material cost (food & Beverage), Labour cost, overhead cost, Gross Profit, After wage profit & Net Profit.	
2.2	Practical Problems	
<b>3.</b>	<b>Bank Reconciliation Statement</b>	<b>5</b>
3.1	Purpose of Preparing B.R.S	
3.2	Advantages	
3.3	Simple Practical Problems	
<b>4</b>	<b>Trial Balance</b>	<b>1</b>
4.1	Importance of Trial Balance	
4.2	Net format of T.B	
	<b>UNIT -III</b>	
<b>1.</b>	<b>Capital &amp; Revenue Expenditure &amp; Deferred Revenue Expenditure</b>	<b>1</b>
1.1	Nature of Capital & Revenue Expenditure	
1.2	Nature of Deferred Revenue Expenditure	
1.3	Examples	
<b>2.</b>	<b>Final Accounts of sole – Trader (with Adjustments)</b>	<b>10</b>
2.1	Importance, Purpose & Need for preparation of Final accounts.	
2.2	Practical Problems covering the following adjustments:- Closing stock Prepaid Expenses Outstanding Expenses Depreciation Bad Debts & Provision for Bad debts	
<b>3.</b>	<b>Break Even Analysis :-</b>	<b>4</b>
3.1	Variable cost, fixed cost & semi variable cost.	
3.2	Contribution, Profit/Volume Ratio & Break Even Point.	
3.3	Simple Practical Problems	



**Scheme of Examination (Theory)****(b) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1, 2, 3	15
Q - 2	1	15
Q - 3	2	15
Q - 4	3	15
	<b>Total</b>	<b>60</b>

- Question no. 1 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.
- Question 2, 3 & 4 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**PRINCIPLES OF MANAGEMENT  
SEMESTER – II (THEORY)**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	II	PRINCIPLES OF MANAGEMENT (USHO 208)
Course Code	Title	Credits	
USHO208	PRINCIPLES OF MANAGEMENT	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

Semester II – 15 weeks

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

**Contents of syllabus for USHO 208**

**OBJECTIVES:**

At the end of semester II:-

- Programme activities and lecture to learn about emerging Indian Corporate World and Global Phenomenon with stress upon hospitality industry.
- To train the student as future managers and make them understand the working of an organisation.
- Teaching through PowerPoint presentations, case studies, activities, brain storming sessions, SWOT/PEST analysis etc.
- Trying to bridge the gap between management studies and real corporate world through real time stories from newspapers, journals and business magazines, books.
- Encouraging students to read more so as to refine their analytical power and sharpen business sense and become more aware of the business environment.
- Opportunity to participate in business discussions, article/book reviews and presentations

## Semester II – 15 weeks

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I.	<p><b>1. INTRODUCTION TO MANAGEMENT</b>            1.1 Evolution of management            1.2 Definitions and Importance of Management            1.3 Management as a Science and Art            1.4 Principles of Management (14 principles of Fayol)            1.5 Levels of Management and their functions            1.6 Managerial skills            1.7 Functions of Management            1.8 Process of communication            1.9 Business communication</p> <p><b>2. PLANNING</b>            2.1 Definition and Characteristics            2.2 Planning Process (Steps in Planning)            2.3 Essentials of a Good Plan            2.4 Vision and mission Statements            2.5 Planning with relation to hospitality industry            2.6 Meaning and Process of MBO            2.7 Meaning and steps in Decision Making</p>	15
II	<p><b>3. ORGANIZING</b>            3.1 Meaning and Process of Organizing            3.2 Formal and Informal Organization and Distinction            3.3 Span of control (Meaning and Importance)            3.4 Tall and Flat Organization            3.5 Definition and Process of Delegation            3.6 Centralization and Decentralization of Authority            3.7 Departmentation and Basis of Departmentation            3.8 Organisation chart            3.9 Closed vs open system of organisation            3.10 Line and Staff organization</p> <p><b>4. STAFFING AND COORDINATION</b>            4.1 Meaning and Importance of Staffing            4.2 Internal and External Sources of Recruitment            4.3 Coordination - As an essence of Management            4.4 Principles of Coordination</p>	15

<b>III</b>	<p><b>5. DIRECTING, MOTIVATING AND LEADING</b>  5.1 Meaning and importance of Directing  5.2 Element of Directions / Components  5.3 Definition of Motivation and factors  5.4 Maslow's Need Hierarchy Theory  5.5 Mc Gregor's Theory X and Theory Y  5.6 Definition of Leadership and Leader  5.7 Qualities of a Leader  5.8 Leadership Styles  5.9 Leaders from hospitality industry  5.10 Leadership theory</p> <p><b>6. CONTROLLING</b>  6.1 Meaning  6.2 Steps in Control process  6.3 Types of control: feed forward, feedback, concurrent  6.4 Time Management</p>	15
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#### REFERENCES

- Principles of Management – P.C.Tripati and Reddy
- Management Principles and Practices – Dr.M.Sakthivel Murugan
- Management and Organizational Development - Micheal Vaz and Meeta Seta
- Principles of Management-Harold Koontz

#### Scheme of Examination (Theory)

##### (a) Internal assessment- 40 marks

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

##### (b) Semester end examination (Pattern of Question Paper):-

#### Theory

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15

Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**NOTE: TUTION FEE FOR THE SEMESTER Rs. 65,000/-**