

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 VI	Part 2	CTHM 601	Food production -III	4	-	4	25	75	100		
			Practicals	-	3	2	-	50	50		
		CTHM 602	Food Beverage Service - III	4	-	4	25	75	100		
			Practicals	-	3	2	-	50	50		
		CTHM 603	Front office Management - III	4	-	4	25	75	100		
			Practicals	-	3	2	-	50	50		
		CTHM 604	Accommodation Operation - III	4	-	4	25	75	100		
			Practicals	-	3	2	-	50	50		
		CTHM 605	Hotel Law	4	-	4	25	75	100		
			Seminar	-	3	2	-	50	50		
		CTHM 606	Travel & Tour Management- IV	4	-	4	25	75	100		
			Practicals	-	3	2	-	50	50		
			SK		Communication Practice – III (Writing Skills)	1	2	2	25	25	50
					Total Marks	25	19	38			950

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 styles of 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 ,stewingPoaching ,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 CookingbyFilip 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 fire – 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 today's 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 Emergences – 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 Edition – 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 Jomoro
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