

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

FIRST YEAR										
Semester	Part	Paper Code	Title of the Paper	No. of Hours		Credits	IA	EE	Total Marks (100)	
				T	P					
Semester I	Part 1		Language 1	4	0	4	25	75	100	
			Language 2	4	0	4	25	75	100	
	SK/FC		Fundamentals of Communication Skills	1	2	2	25	25	50	
			Indian Heritage and Culture	1	2	2	25	25	50	
	Part 2	CTHM 101	Principles of Tourism - I	4	-	4	25	75	100	
			Practicals	-	3	2	-	50	50	
		CTHM 102	Food production -I	4	-	4	25	75	100	
			Practicals	-	3	2	-	50	50	
		CTHM 103	Food Beverage Service - I	4	-	4	25	75	100	
			Practicals	-	3	2	-	50	50	
				Total Marks	22	13	30			750
	Semester II	Part 1		Language 1	4	0	4	25	75	100
Language 2				4	0	4	25	75	100	
SK/FC			Building Vocabulary	1	2	2	25	25	50	
			Professional Life Skills - I	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

SECOND YEAR

Semester	Part	Paper Code	Title of the Paper	No. of Hours		Credits	IA	ES	Total Marks (100)	
				T	P					
Semester III	Part 1		Language 1	4	0	4	25	75	100	
			Language 2	4	0	4	25	75	100	
	SK/FC		Communication Practice - I	1	2	2	25	25	50	
			Human Values and Ethics	1	2	2	25	25	50	
	Part 2	CTHM 301	Pilgrimage Tourism and Hospitality Management - II	4	-	4	25	75	100	
			Practicals	-	3	2	-	50	50	
		CTHM 302	Food production -II	4	-	4	25	75	100	
			Practicals	-	3	2	-	50	50	
		CTHM 303	Food Beverage Service - II	4	-	4	25	75	100	
			Practicals	-	3	2	-	50	50	
				Total Marks	22	13	30			750
	Semester IV	Part 1		Language 1	4	0	4	25	75	100
Language 2				4	0	4	25	75	100	
SK/FC			Communication Practice - II	1	2	2	25	25	50	
			Professional Life Skills - II	1	2	2	25	25	50	
Part 2		CTHM 401	Tourism Marketing -III	4	-	4	25	75	100	
			Seminar	-	3	2	-	50	50	
		CTHM 402	Front office - II	4	-	4	25	75	100	
			Practicals	-	3	2	-	50	50	
		CTHM 403	Accommodation Operation - II	4	-	4	25	75	100	
			Practicals	-	3	2	-	50	50	
				Total Marks	22	13	30			750

THIRD YEAR

Semester	Part	Paper Code	Title of the Paper INTERNSHIP/PROJECT WORK	No. of Hours		Credits	IA	ES	Total Marks (100)
				T	P				
Semester V	Part 2		Evaluation by Hotels & Exams						
		CTHM 501	Food Production			8	100	100	200
		CTHM 502	Food & beverage Services			8	100	100	200
		CTHM 503	Front office			8	100	100	200
		CTHM 504	Accommodation Operation			8	100	100	200
		CTHM505	Seminars + Log Book			4	100	-	100
			Environmental Studies	1	2	2	25	25	50
			Total Marks	25	14	38			950
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
			Grand Total	138	85	196			4,900

**FIRST YEAR
I SEMESTER
CT & HM--101 PRINCIPLES OF TOURISM - I**

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

THEORY:

Unit-I

Tourism – Definition – Nature and Scope – History of Tourism and its development – Motivation – for Travel – Types of tourism Domestic and International Tourism.

Unit – II

Social and Economic significance of Tourism – Environmental and Social Impact of Tourism - Tourism as an Industry – Ancillary industries in Tourism

Unit – III

Tourism – Analyse the Scenario and Five year plans – Impact of Tourism – Contribution of Andhra Pradesh State Tourism – Along with different organization. Eg. WTO, IATA, PATA, ICAO, TAAI and UFTAA.

Unit - IV

Natural resources – wildlife – Beaches – Hill Resorts – Impact of Tourism on Physical Environment – Air – Water – Soil – Mountain – Ecology etc. – Social Impact of Tourism – Unity of In diversity in Indian context.

Unit – V

Importance of Tourism in India – fairs and festivals – Kumbhamela – Mysore Dasara – Brahmotsavams of Tirumala – Tribal culture – History and Culture for Tourism – Ajantha – Ellora – amaravathi – Nagarjunakonda – Mahabalipuram – BellarandHaldidu – Tirupati – Puri – Delhi – Goa – Mount Abu.

PRACTICALS:

1. Visit to A.P. Tourism Department
2. Wild life / Beaches / Record work / AP Regional wise
3. Hill resorts
4. Transport: a) Air, b) Sea, c) Railway, d) Bus
5. Visit to any culture regions – Case Study

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)
I-Semester
CT & HM -101 PRINCIPLES OF TOURISM - 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 short note on any one wild life sanctuary?
2. Explain any two important hill station in India?
3. Write short note on Nagarjuna Konda?
4. What are the functions of TDC?
5. Write any one famous world heritage places in India.
6. Write about history of travel agency?
7. Define International Tourism?
8. Explain Simhachalam as a historical tourist place.

Section-B

Answer All Questions
Each question carries 10 marks

5 × 10 = 50 M

9. a) Write about types and forms of tourism.
(or)
b) Explain the social and economical significance of Tourism?
10. a) What are the services provided by Tourism Industry?
(or)
b) Write about the importance of Kumbamela?
11. a) Explain any two eco-tourism places in A.P.
(or)
b) Explain International Tourism.
12. a) Discuss the importance of monuments and museums.
(or)
b) Explain impact of tourism in Indian economy.
13. a) Write any two beaches in India?
(or)
b) Explain the Scenario of Tourism in India?

**FIRST YEAR
I SEMESTER
CT & HM-102 FOOD PRODUCTION-I**

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

THEORY:

Unit-I

Introduction to cooking – origin of cooking – Culinary terms.

Basic Commodities – Types of commodities, Explanation of various types and their usage in cooking / Processing of cream, types of Butter and its uses classification of cheese and its uses.

Unit – II

Kitchen organization – listing of the classical kitchen Brigade and Kitchen Brigade in various category hotels. Flight kitchen, hospital and institution kitchen, attributes of kitchen staff and Job Description of Staff, Co-ordinating Departments, Layout of kitchen in various organizations, Raw material receiving Areas, storage Areas, Layout of service wash up area of kitchen.

Unit – III

Equipments and Fuels used – Different equipment used in food in food production. Mode of operation, care and maintenance, Different types of fuel used.

Aims and objectives of food production.

Unit – IV

Quantitative and qualitative aspects, different types of basic stocks and sauces and their preservatives usage in food preparation.

Principles of food production – Classification Selection, Principles of cookery, effect of cooking usage in food preparation, cooking, Accompanied garnishes and presentation of:

(a) Cereals and pulses (d) Egg Cookery

(b) Vegetable & Fruits (d) Meat & Meat Products

(c) Milk Products

Unit – V

Methods of cooking – types of cooking methods with proper examples.

Menu & Menu planning – origin and description of menu. Types of menu and difference between menus, planning and competition of Menu, factors and considerations of menu planning - Different courses of French Classical menu with Examples, Different kinds of Breakfast -Explanation of Brunch & lunch, Dinner and supper aftertation tea of high Tea etc.

PRACTICALS:

1. Identification of equipments, grocery and provision.
2. Preparation of basic stocks and Soups
3. Preparation of continental menus
4. Preparations of Cereals, Pulses, Milk, Meat product, Egg cookery, Fruit and Vegetables.
5. Garnishing presentation of carving.

REFERENCES:

1. Modern cookery – volumes – Thangam E. Phillip – 5th Edition, 2003, Orient Longman.
2. Theory of catering – Kinton and Ceserami ELBS with hodder and Stoughton.
3. Food preparation theory – Eva Medwed Prentice
4. Practical professional cookery – Crockewell and Kanuttmann Macmillan
5. Complete Cookery Manual – Antony O' Reilley (ELBS)

B.Sc. (CT & HM)
I-Semester
CT & HM--102 FOOD PRODUCTION - 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. What is cooking? Write about the origin of cooking?
2. What is the hygiene? Write in detail about personal hygiene?
3. Draw a kitchen brigade chart?
4. Write in detail about different method of cooking
5. Write in detail about different types of stocks?
6. Draw any Five vegetable cuttings
7. Functions of catering industry?
8. Write about manual Equipments ?

Section-B

Answer ALL Questions
Each question carries 10 marks

5 × 10 = 50 M

9. a) Write about various types of commodities and their usage in cooking.
(or)
b) Classify basic sauces and Explain and give atleast three derivatives for each sauces.
10. a) Explain bread making process in detail.
(or)
b) Explain kitchen equipments mechanical manual and machinery equipments
11. a) Explain menu-planning and points to consider while planning?
(or)
b) Explain French classical menu?
12. a) Explain in detailed the principles of food preparation in Five star hotels?
(or)
b) Write about different types fuel used in kitchen?
13. a) Draw the layout of Kitchen organization and explain?
(or)
b) Describe the difference between quantitative and quality in kitchen in detail?

**FIRST YEAR
I SEMESTER
CT & HM--103 FOOD BEVERAGE SERVICES - I**

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

THEORY:

Unit-I

Introduction to Catering Technology – Definition – Need and Scope – Types – Career – Opportunities – Functions of Catering Industry.

Unit – II

Food and Beverage Service organization – Food and Beverage Service Organization – Hierarchy, Job specification and Job description of Staff, Attributes of Food and Beverage Service Personnel – Co-ordinating with Other Departments.

Unit – III

Types Of Food And Beverage Service Outlets – About Various Types of Service Outlets, Brief Description about the Service Outlets. Difference Between Specialized Restaurant and Multi Casting Restaurant, Room Services, Banquets, Operations, Pantry, Food Pick-Up Areas, Stores and Linen Room, Kitchen Stewarding.

Unit – IV

Food and Beverage Service Area Equipments – Introduction of Various Areas. Describing the Area, Still Rooms Silver Room, Washup, Hot Plate, Dispense Bar & Spare – Linen Store – Lightening, colour etc. Different types of Linen and Furniture. Equipment and their Classification. Different Types of cutlery, Glassware, Crockery etc.

Unit – V

Food and Beverage Service – Types of Food Service, Description of Food Science, Cafeteria Service and Counter Service, Room Service and Banquet Hall Buffet Define Mise-en-Scene, Mise-en-Place, Restaurant Reservations, Wine – making.

PRACTICALS:

1. Familiarization of restaurant equipment.
2. Maintenance of the equipment and Silver
3. Menu planning
4. Description of Dishes and their accompartments.
5. Misen-en-seen and Mise-en-place.

REFERENCES:

1. Test Book of Food and Beverages Service – S.N. Bagchi&Anitha Sharma, Aman Publications, New Delhi, 1st Edition.
2. Food & Beverage Service – B.R. Lillicrap&Courius – 2003 ELBS.
3. Modern Restaurant Service – John Fuller – Stanley Thornupub Ltd.
4. Introduction to Modern Food & Beverage Service by William H Krant.

B.Sc. (CT & HM)
I-Semester
CT & HM-103 FOOD & BEVERAGE SERVICE - 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 the classification of food and Beverage service equipment.
2. Write about the rate of computer application in food and Beverage Service.
3. Explain the care and maintain of silver dining equipment.
4. Write the principles of Menu planning
5. Define Mise-en-Scene and Mise-en-place
6. Differentiate between cocktail and mock tail.
7. Mention 5 Principles of restaurant reservation.
8. Write about Banquets Service?

Section-B

Answer ALL Questions
Each question carries 10 marks

5 × 10 = 25 M

9. a) Define catering technology write the classification and function of catering organization
(or)
b) Write about various types of Food and Beverage Service Outlets.
10. a) Explain Food and Beverage Service sequence with illustrations.
(or)
b) Describe about the service area and explain about the linen furniture equipment used in it.
11. a) Define Beverage write classification. Explain the procedure of wine preparation.
(or)
b) What in Food Cost. Describe the different control methods allowed by Beverage organization to control the food cost.
12. a) Name the basic services, classify and give atleast three derivatives for each.
(or)
b) Write about classical kitchen brigade and kitchen brigade in 3 star hotel.
13. a) Write about various types of commodities and their usage in cooking.
(or)
b) Explain the Bread making process.

**FIRST YEAR
II SEMESTER
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 improvents.

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 meant by Bread improves and explain?

**FIRST YEAR
II SEMESTER
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
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 – ACCOMMODATION OPERATION-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.

**SECOND YEAR
III SEMESTER
CT&HM -301 PILGRIMAGE TOURISM AND HOSPITALITY
MANAGEMENT – II**

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

THEORY:

Unit-I

India, its culture, demography, geography – its soil and rich history of Andhra Pradesh – and Role of Hospitality Management in Tourism.

Unit – II

Pilgrimage Tourism and Hospitality Management Pilgrim Tourism – Definition and Importance - Historical study of select Pilgrimage centres Tirumala and Tirupati – Sri Kalahasti – Srisailam – Simhachalam – Ahobalam – Vijayawada – Alampur – Pushpagir – Sriangam – HampiBadomi – Pabladakal – Tiruvananthapuram – Varanasi – Allahabad (Praying).

Unit – III

Historical study of select Buddhist and Jain Pilgrimage centres – Sarnath, Sanchi, Nagarjunakonda- Amaravathi, Sravanbelagola – Kolanupaka, Danavulapadu.

Unit – IV

Travel Agency – History and development of the concept of Travel Agency in India – role of Travel Agencies and Tourist Guides in promoting tourism in India – Tour operator and Partners of Tour Operators.

Unit – V

Tourist Accommodation – Various Categories – Hotels – Star Hotels – Heritage hotels – resorts – Private accommodation – Accommodation provided by religious institutions – paying guest – concept – Food and Beverages – Role of Hospitality and various Hotels.

PRACTICALS:

1. Tour to Pilgrimage centre – Map pointing.
2. Historical aspects of Tourism
3. Visit to Travel agency
4. Travel Agent in Tirupati
5. Case Study – 2 Nos. Observation

REFERENCES:

1. Tourism and cultural heritage of India – Achary Rao – Rose Publications.
2. The National Cultural of India – National Book Trust – Delhi 1959 – Hussain, A.A.
3. The wonder that was India – Basham A.L., Rope & Company (Publication) Delhi – 1985.
4. The culture and Art of India – MukharjeeR.K, Londaon – 1959.
5. Travel Agencies and Management communication India – 1963 – Agarwal – Surinvdra.

B.Sc. (CT & HM)
Second Year : III-Semester
CT&HM -301 PILGRIMAGE TOURISM AND HOSPITALITY MANAGEMENT - II
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 in detail about hotel categorization.
2. Write about Saranatha?
3. Give a brief note on heritage hotels?
4. Write a brief note on the history of Travel agency in India?
5. Write a detailed note on Srisailam?
6. Describe the greatness of Hampi?
7. What do you know about sravanabelogola?
8. Describe the accommodation provided by private agencies.

Section-B

Answer ALL Questions
Each question carries 10 marks

5 × 10 = 50 M

9. a) Assess the role of tourist guide in promoting tourism in India?
(or)
b) Explain the Kolanupaka and Danavulapadu as Jain Pilgrim Centres?
10. a) Explain the contribution of Tourism for Andhra Pradesh Staet?
(or)
b) What is meant by pilgrimage Tourism? Analyze its importance?
11. a) Write down the concept and functions of Travel agency?
(or)
b) Describe various categories of Tourist accommodation?
12. a) Explain the importance of Varanasi and Allahabad?
(or)
b) Name the major Buddhist circuits in the state of A.P.?
13. a) Explain the concept and functions of travel agency?
(or)
b) Write detail about historical and religious aspects of Tirumala TirupatiDevasthanams.

**SECOND YEAR:
III SEMESTER
CT&HM-302 FOOD PRODUCTION - II**

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

THEORY:

Unit-I

Quantity food production – Principles of quantity cooking, equipment, menu planning, volume indenting, costing, problems and adjustment in terms of cooking time and temperatures.

Unit – II

Indian Regional Cooking styles (1)

Northern Indian cuisine – Moghlai, Avadh, (Dum-puet), Punjabi, Kashmiri, History, Methodology, Equipment, Culinary terms – Tandar – Make, Size of Tandoor fixing, Seasoning, Preparation of Indian Breads.

Unit – III

South Indian Cuisine – Hyderabadi, Kerala, Andhra, Tamil Nadu, Chettinad – History, Methodology, Equipment and Culinary Term.

Unit – IV

Indian Regional Cooking styles (2)

Eastern Indian Cuisine and North Eastern Cuisine, Bengal, Assam, Nagaland, Mizoram, Arunachal Pradesh – History, Methodology, Equipment, Culinary Terms. Western cuisine – Gujrathi, Rajasthani, Goan, Maharashtra – History, Methodology, Equipment Culinary terms.

Unit – V

Quantity cooking purchase and strategies – Purchase methods – Techniques – Storage techniques / Receiving techniques.

PRACTICALS:

1. Northern Indian Cuisine
2. Southern Indian Cuisine
3. Eastern Indian Cuisine
4. Western Indian Cuisine
5. Inventory Control

REFERENCES:

1. Theory of cooking – K. Arona
2. Mohimsethi&SurjeeMalhan – Catering Management. An integrated Approach second edition – Wiley Eastern Ltd. (Publisher)
3. Cooking with Indian Masters - Prasad
4. Modern cooking (Vol-I). Thangau E. Phillip 5th Edition, 2003.
5. Modern cookery by Chef ArrindSaraswat.

B.Sc. (CT & HM)
Second Year : III-Semester
CT&HM- 302 FOOD PRODUCTION-II
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 in detail about kitchen hygiene?
2. Explain the dry methods of cooking?
3. Write the cooking styles explain in detail?
4. State the Principles of cooking and explain?
5. Describe the equipment used in different cuisine?
6. Write in detail about Two states cuisines?
7. What is costing and explain detail?
8. What is grill room?

Section-B

Answer ALL Questions
Each question carries 10 marks

5 × 10 = 50 M

9. a) What are the differences between perishable and non-perishable foods?
(or)
b) What is quantity cooking? Explain about different cooking methods.
10. a) Discuss the Principles of menu planning?
(or)
b) Enlist the equipment used in different cuisines?
11. a) What is food cost? Write the different control methods adopted for cost control?
(or)
b) What is menu Planning? Prepare a 7 Course menu in marriage party?
12. a) Write the difference between Palao and Biryani? Give recipes for each?
(or)
b) What are the principles of cooking write the importance of hygiene.
13. a) Explain the purchases methods following in Five Star Hotels
(or)
b) Any two recipes in Eastern Cuisine?

SECOND YEAR
III SEMESTER
CT&HM -303 FOOD AND BEVERAGE SERVICE - II

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

THEORY:

Unit-I

Classification of Beverages into Alcoholic and Non-Alcoholic and their further breakup their respective categories.

Different Non-Alcoholic Beverages – Stimulating, refreshing and Nourishing drinks - Bar Management.

Unit – II

General Introduction of Wine, History and principal wine producing countries of the world. Types of wine and other classification, manufacturing of wine, Bottling, Labelling and Shipping of Wine.

Unit – III

Spirits – Meaning of Distillation, Spirit, Proof, American proof and conversions

Manufacture of Whiskey – Classification and Quality, Brand Names, Service of Whisky.

Manufacture of Brandy – Types, Brand Names and Service.

Unit – IV

Beer – History, Manufacture, Types, Storage and Service. Liquor – types, Classification, Methods of Manufacture and Service.

Unit – V

Cocktails – Mixed drinks – classification.

Cocktails and mock tails – definition – types methods of mixing.

Tobacco – types, storage, service

PRACTICALS:

1. Services of Tea, Coffee
2. Service of Wine
3. Services of Spirit and Equipment
4. Different types glassware and equipment
5. Services of cocktails, Mock tails.

REFERENCES:

1. The text of Food & Beverages Service – S. N. Bagchi& Anita Sharma, 1st Ed. Aman Publications, New Delhi (2004)
2. Food & Beverage Service – Vijay Dhawan – Frank Bros & Co., (Publisher) Ltd. New Delhi.
3. Food and Beverage Management – Bernard Devis, Andrew lock wood and sallay stone 3rd edition, published by Elsevier India Pvt. Ltd., New Delhi.
4. Professional Restaurant Service – John Willey & Sons, Inc.
5. Bartenders Guide – John J. Poister.

B.Sc. (CT & HM)
Second Year : III Semester
CT&HM-303 FOOD AND BEVERAGE SERVICE-II
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 fermentation? Where do and how do you implement in wine making?
2. What is distillation of write the different methods of distillation?
3. What is an alcoholic beverage give percentage of alcoholic of atleast 6 alcoholic drinks?
4. Explain what is menu and how do you plan a menu?
5. What are the mock tails? Explain with examples?
6. What are the attributes required in Food and Beverages Staff?
7. What is viticulture?
8. What is Whisky write in detail?

Section-B

Answer ALL Questions
Each question carries 10 marks

5 × 10 = 50 M

9. a) Write the difference between cocktail and mocktail. Give two recipes of cocktail?
(or)
b) How is beer made write in detail the procedure and the alcoholic content of beer.
10. a) How do you classify alcoholic beverage? Explain with examples?
(or)
b) Explain wine and wine making methods? How do you classify wines?
11. a) Explain the process involved in making of red wine?
(or)
b) What are the terms used to denote the level of sweetness in the champagne write the terms used on the label to refer to the champagne produce?
12. a) What is distillation? Part Give the distillation process of Spirit?
(or)
b) What is sparkling wine? What are the various methods of making sparkling?
13. a) Write in detail about liqueurs and aperitifs.
(or)
b) What is whisky write in detail?

**SECOND YEAR
IV SEMESTER
CT&HM -401 TOURISM MARKETING-III**

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

THEORY:

Unit-I

Definition, Concept of Tourism Marketing – Marketing Tourism Products – Marketing Mix – Consumer Behaviour – Product life cycle – Pricing a Product – TQM – Integrating TQM in marketing and programmes.

Unit – II

Tourism marketing related to 5 A's (Attraction – Accessibility – Accommodation – Amenities – Activities). New trends in tourism - Health tourism, co-tourism and MICE – Principles in hospitality selling – AIDA model.

Unit – III

Advertising – Sales promotion publicity – market segment action (Demographic, Psychological and Behavioural segmentation) marketing strategies – Methods of marketing segments – Target Market – Selecting and Marketing for target market.

Unit – IV

Marketing skills for tourism – Development creativity – communication SMMR Model Communication – self motivation personality development – Team building – Need for market research and information system.

Unit – V

Economics of Tourism – Impact on National Income – Multiplier Effect Foreign exchange as revenue earner for government – factors effecting Tourism earnings.

REFERENCES:

1. Tourism Marketing – GPH panel of Experts – Gully Baba Publishing House (P) Ltd. 2009.
2. Tourism marketing – Roth Field CW
3. Marketing Management – Philip Kotter
4. Tourism and Travel Marketing – Jag Mohan Nagi
5. Airlines and Ticketing for Tourism – Jag Mohan Nagi
6. Francis Buttle (1995) Hotel and Food Service Marketing – A Managerial Approach – Cassell Education Ltd. London

B.Sc. (CT & HM)
Second Year : IV-Semester
CT&HM-401 Tourism Marketing -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. Discuss the need for marketing in in the tourism industry?
2. Critically evaluate the role of consumer Behaviour in Tourism?
3. Explain on the Five A'S of Tourism marketing.
4. Eco Tourism is a new Phenomenon, Justify?
5. Explain the role of Team Building for a successful marketing campaign.
6. Write a short notes on contribution of tourism to the National Income?
7. Write importance of VISA's?
8. Describe Airline Ticketing?

Section-B

Answer ALL Questions
Each question carries 10 marks

5 × 10 = 50 M

9. a) Discuss in brief the factors for pricing of various tourism products.
(or)
b) Briefly write about the various strategies to be taken at various stage of the product life cycle?
10. a) Is MICE evolving? Critically evaluate the performance over the last ten years in India.
(or)
b) Identify the various parameters to lead a nation with successful medical tourism.
11. a) Explain the principles of personal selling AIDA Model.
(or)
b) Write in detail the various components of market segmentation.
12. a) Discuss the computer reservation system in Airline Ticketing
(or)
b) Write notes on: 1) ABC Codes 2) Manual Ticketing
13. a) Discuss the role of Tourism satellite Accounting (TSA) for evaluating success of a country/state tourism performance.
(or)
b) Explain SMMR Model of Communication.

**SECOND YEAR
IV SEMESTER
CT&HM-402 FRONT OFFICE-II**

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

THEORY:

Unit-I

Reservation Introduction – Reservation Terminology – Types of Room – Types of Rates and Plan – Meal Menus Related to plans – Other Rates – Sources of Reservations – Modes of Reservation – Types of Reservation – Manual System of Reservation by Phone – Automated systems – E-commerce.

Unit – II

Reception Introduction – Reception Terminology. Front Desk Counter – Support Devices – Assignment of Room – The morning Shift – Automated system – Other registration optimum – Upselling.

Unit – III

Uniformed service introduction – Lobby organization – Lobby Terminology – Bell Desk procedure – Other Duties Bell Desk Staff.

Unit – IV

Concierge Services Introduction – Role of a Concierge – Handling Mail – Handling Instored or Registered Mail and Courier Services – Handling Messages – plugging – Providing information – Function in the Hotel – Guest Rack.

Unit – V

Guest Relation executive Introduce – Organization of GRE – Important Department for GRE – Telecommunication Introduction – Types of exchange – Other communication Equipment – Organization of Telecommunication Department.

PRACTICALS:

1. Arrival & Departure procedures – Registration
2. Arrival & Departure and Discrepancy report
3. Group cancellation procedures.
4. Handling guest complaints.
5. Registration form
6. Group Check-in, checkout procedures

REFERENCES:

1. Front Office procedures- Michael L. Kasavenna (Fifth Edition) Richard Books.
2. Front Office Operation – Patrick J Marcru, Gail L Soloman, Jim DoogamPrentice Hall.
3. A Manual of Hotel Reception – Heeves and Medlik – Hoinemann, London
4. Front Office Psychology – John Willey INC - Hinderbrand
5. Front Office Management – John Wiley.

B.Sc. (CT & HM)
Second Year : IV-Semester
CT&HM-402 FRONT OFFICE - II
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 briefly about front office accounting?
2. Write the different modes of payments.
3. What are the types of account maintained in the front office accounting?
4. How does cashier handles the bills when it's a card payment?
5. Draw the model foreign exchange voucher of a hotel?
6. Explain briefly the front office accounting cycle?
7. Explain about the front office budgeting?
8. Write about the establishing room rates?

Section-B

Answer ALL Questions
Each question carries 10 marks

5 × 10 = 50 M

9. a) Write the group registrations and the crew arrival procedure.
(or)
b) Write in detail the procedure for a VIP guest?
10. a) Explain the skills required to handle guests
(or)
b) Write in detail about night shift reception procedure.
11. a) Explain in detail about front office accounting
(or)
b) Write about maintenance of Guest arrival and departure register.
12. a) What items are recorded on a front office cash sheet? How does cash sheet help ensure internal control in the front office?
(or)
b) Why is forecasting important to front office professionals?
13. a) Write about Job description of front office professionals.
(or)
b) Write in detail explain types of room rates?

**SECOND YEAR
IV SEMESTER
CT&HM-403 ACCOMMODATION OPERATION-II**

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

THEORY:

Unit-I

Housekeeping Inventories – Cleaning Equipment – Cleaning equipment – Cleaning Agents – Guest supplies – Linen Uniforms – Composition, Care and Cleaning of Different Surfaces – Metals, Glass, Wood, Stone, Rubber.

Unit – II

Hotel Guest room importance to Guest – Types of Guest room – Guest room status – Guest Floor Rules – Guest room Furniture – Furniture fixtures and fittings, Beds, Mattresses and Soft Furnishes – Guest room Accessories – Placement of guest Supplies.

Unit – III

Cleaning Guest room – Types of Soil – Nature of soil Standards of Cleaning – The Science of Cleaning. The cleaning process – Cleaning public Areas – Entrances, lobbies, front desk, elevators, staircases, Guest Corridors, public rest room, Banquet Halls, Role of Supervisor – Function of Supervisors.

Unit – IV

Housekeeping control Desk – Co-ordination with other departments – handling telephone calls budgeting for housekeeping Expenses – Inventory Control and stock – Taking purchasing.

Unit – V

Textile terminology – Classification and Identification of Textile Fibres – Fabric Construction. Use of Textiles in Hotels. The linen and Uniform room – storage of Linen, Linen exchange – Par stock Laundry equipment – The Laundry Process – Stain Removal.

PRACTICALS:

1. Different types of stains removal
2. Washing of Linen, Cotton, Silk and Dry Cleaning
3. Washing of woollen labries.
4. Floor cleaning procedures for hard floor.
5. Cleaning of wall finishes
6. Cleaning of floor surfaces

REFERENCES:

1. Hotel & Hospital Housekeeping – Branson, Joan C and Lennex, Margaret, 2003.
2. Hotel Housekeeping Management – SudhirAndernes The McGraw – Hill Companies (Publication)
3. Hotel Housekeeping – G Raghu Balan – Smrithe, Raghu Balan – Oxford University – Published in India.
4. Housekeeping Training Manual – Sudhir Andrews
5. Professional Housekeeping – Schneider, MadilineTucher.

B.Sc. (CT & HM)
Second Year : IV-Semester
CT&HM-403 ACCOMMODATION OPERATION - II
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 in detail about different fibers giving example.
2. Write the standard sizes of bed linen.
3. Write briefly the skills required to handle guest.
4. Write the general procedure of washing linen.
5. Explain the floor polishing procedure.
6. Explain the cleaning of Chandelier.
7. Explain in detail about carpet cleaning
8. Write the aims of pest and rodent control.

Section-B

Answer ALL Questions
Each question carries 10 marks

5 × 10 = 50 M

9. a) Write the procedure for cleaning of domes and high altitude area and what are the safety measures taken.
(or)
b) Write the linen room and uniform room activities in detail.
10. a) Draw the layout of the housekeeping department and explain about the work units.
(or)
b) Explain the organization of a housekeeping department and describe the roles of personnel.
11. a) Explain the procedures for requisitioning fresh linen, guest and cleaning supplies.
(or)
b) Explain the methods of cleaning public area in a hotel.
12. a) What is a linen room? Elucidate the storage condition, tips and practices.
(or)
b) Explain about the equipment and accessories for linen and uniform rooms and procedures of stock taking.
13. a) Write about the different cleaning agents. Discuss the principles in selection.
(or)
b) Elucidate the different cleaning equipment and discuss the standard and specifications for their selection

SECOND 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 Cookingby[Filip Verheyden](#)

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

**SECOND 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

Marks : 75

Section-A

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 mean 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 professional
(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 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 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)o

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 brochures - 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.