

SRI KALISWARI COLLEGE, SIVAKASI

(An Autonomous Institution, Affiliated to Madurai Kamaraj University,

Reaccredited with 'A' Grade by NAAC with CGPA 3.30)

DEPARTMENT OF HOTEL MANAGEMENT & CATERING SCIENCE



Programme Scheme of Examinations and Syllabi

(with effect from June 2015)

UG Programme – B.Sc (HM & CS)

SRI KALISWARI COLLEGE (AUTONOMOUS), SIVAKASI.

Choice Based Credit System Curricular Pattern

UG Programme- B.Sc Tourism & Hotel Administration -2015-2018

	Part	Course Code	Title	Hours	Credit
SEM-I	I	15UHIL11	Practical Hindi	6	3
	II	15UHML11	Hospitality English	6	3
	III	15UHMC11	Core-I: Introduction to Hospitality Industry <i>(Foundation Course)</i>	3	3
		15UHMC12	Core-II: Introduction to Tourism Industry	4	5
		15UHMC13	Core-III: Basic Culinary Arts & Patisserie	4	5
			Basic Culinary Arts & Patisserie Practical	3	--
	IV		<i>Non-Major Elective Course-I</i>		
		15UHMN11	Fundamentals of Tourism Administration	2	1
15UHME11		Basic Food and Beverage Service	2	1	
			Total	30	21
SEM-II	III	15UHMC21	Core-IV: Basic Front Office & Accommodation Operation	6	5
		15UHMC2P	Core-V: Basic Front Office & Accommodation Operation Practical	6	5
		15UHMC2Q	Core-VI: Basic Culinary Arts & Patisserie Practical	6	5
		15UHMC22	Core-VII: Tourism Management		
	IV		<i>Non-Major Elective Course-II</i>		
		15UHMN21	Fundamentals of Hotel Administration	2	1
		15UHME2P	Basic Food & Beverage Service Practical	4	2

		Total	30	23
--	--	--------------	-----------	-----------

SEM-III	III	15UHMJ31	Core-VIII: Industrial Exposure Training Project Report and Viva- Voce	22	18
		15UHMA3P	Allied Course-IIHotel Computer Application Practical	4	3
		15UHMO3P 15UHMO3Q 15UHMO3R	Optional/ Elective Course-I: 1. QTK Practical 2. Training Restaurant Practical 3. Room Management Practical	4	3
		Total			30
SEM-IV	III	15UHMC41	Core IX : Quantity Food Production	4	3
		15UHMC4P	Core X : Quantity Food Production Practical	6	3
		15UHMC42	Core XI : Food & Beverage Service	3	3
		15UHMC4Q	Core XII : Food & Beverage Service Practical	6	3
		15UHMC43	Core XIII : Travel Agency Management	3	3
		15UHMA41	Allied Course I: Front Office & Accommodation Operation	4	3
		15UHMS4P 15UHMV41	Skill based Course I : : Front Office & Accommodation Operation Practical Value based Course I : Impacts of Tourism	2 2	2 1
			30	21	

SEM-V	III	15UHMC51	Core-XIV: Advanced Food Production and Patisserie	5	4
		15UHMC5P	Core XV: Advanced Food Production and Patisserie Practical	5	4
		15UHMC52	Core XVI: Advanced Food and Beverage Service Management	5	4
		15UHMJ51	Core XVII: National Tour – Project Work – Viva Voce	5	4
			Optional/ Elective Course-II	4	3
		15UHMO51	1. Entrepreneurship Management		
		15UHMO52	2. Event Management		
	15UHMO53	3. Food Preservation			
	IV	15UHMS51	Skill Based Course-II: Advance Front Office & Accommodation Management	2	2
		15UHMS5P	Skill Based Course-III: Advanced Front office and Accommodation Management –Practical	3	2
		12UVED51	Value Education	1	1
		Total	30	24	

SEM-VI	III	Core XVIII :		
	15UHMC61	A)ProfessionalFood Production and Patisserie Management	6	6
	15UHMC62	B)Professional Food and Beverage Management		
	15UHMC63	C)Professional Room Division Management		
		Core XIX:	6	6
	15UHMC6P	A)ProfessionalFood Production and Patisserie Management Practical		
	15UHMC6Q	B)Professional Food and Beverage Management Practical		
	15UHMC6R	C)Professional Room Division Management Practical		
	15UHMJ61	Core XX: Project Report and Project Viva-voce	8	6
		Optional/ Elective Course-III	4	3
	15UHMO61	1.Human Resource Management		
	15UHMO62	2.Hotel Administration		
	15UHMO63	3.Organisational Behavior		
		IV		
15UHMS61	Skill Based Course-IV:Tourism Marketing	2	2	
15UHMV61	Value Based Course-II:Tourism Planning	2	1	
15UESR61	Environmental Studies	2	1	
	V			
	Extension Activities	-	1	
	Total	30	26	

Programme Outcome

Knowledge

PO 1: Well grounded knowledge in chosen subjects.

PO 2: Updated knowledge related to the subjects.

Skills

PO 1: Acquisition of cognitive skills

PO 2: Acquisition of Life Skills for Employment.

Attitude

PO 1: Holistic Personality Development through Self-directed and lifelong learning.

PO 2: Eco Sensitivity, inclusive culture, moral uprightless and social commitment.

Program Specific Outcome

Knowledge

- ✓ Provide a common body of knowledge in hospitality management coupled with a broad education and awareness of skills and attitudes which will prepare students for responsible leadership roles in the hospitality industry.

Skill Development

- ✓ Develop employability skills required of hotel restaurant management and culinary professionals through the use of a competency based program.
- ✓ Provide students with relevant hands on operational experience in some facet of hospitality industry.

Higher level Ability

- ✓ Practice the team concept in planning, purchasing, preparing and serving food items in a variety of foodservice environments.
- ✓ Utilize interpersonal skills to lead/ manage first level employees in a hospitality setting.

Progression to Higher Studies

- ✓ Lead with the knowledge that the foundation of tourism is based on the respect for the host culture with the responsibility to prefecture the unique values, tradition and practices of that place.
- ✓ use knowledge of best practices to further sustainability (economic, environment and cultural and social) in industry.

Entrepreneurship and Employment

- ✓ Perform cost calculations and apply them to decision making situations.
- ✓ Evaluate food safety and sanitation to maintain a safe and sanitary work environment.
- ✓ Schedule employees with consideration given to budgets, sales forecasts and customary labour practices.

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (THA) 2015-2018 – Semester I
Part I- Practical Hindi

PART I

Course code: 15UHIL11

Duration: 60 HOURS

Credit: 3

PRACTICAL HINDI

Aim and Objective:

- To gain basic knowledge in Hindi.
- To gain knowledge on vowels and pronunciation
- To gain knowledge in use of common terms

Course Outcome:

- Read & write all basic Hindi characters and their combinations
 - Communicate in everyday spoken contexts such as eating, sleeping, travel etc.
 - Understands the names of months, days, numbers, gender etc.
 - Understands the names of spices, raw ingredients used in the kitchen
-
-

Unit I(12 HOURS)

Vowels, Consonants,

Let us learn to pronounce,

Combination of Vowels – Consonant Letters,

Pronunciations Rules, Nasal Sound,

Some special forms – Words of Quantity, Words of manner

Unit II(12 HOURS)

Noun, Pronoun, Verbs, Words often used Adjectives, Adverbs

Unit III(12 HOURS)

Useful Preposition.

Some important conjunctions, Taste, Grains, Occupation

Unit IV(12 HOURS)

Collective Noun, Parts of Body,

Spices & medicines

Months, English months

Town and Country

Unit V(12 HOURS)

Grammatical terms,

Order/Request

Proverbs,

The Idiomatic use of case endings

Reference Book:

1. Learner's Practical Hindi
Shabari Book House
Salem – 636001

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (THA) 2015-2018 – Semester I
Part II- Hospitality English

PART - II

Course code: 15UHML11

Duration: 90 HOURS

Credit: 3

HOSPITALITY ENGLISH

Aim and Objectives:

- To develop a Written communication skills useful for real life application
- To develop a basic oral communication skillsto the students
- To develop a effective reading and Listening skills to the students
- To Communicate the Knowledge about the telephonic conversation

Course Outcome:

- Expand listening skills that require when listening for information and key words
 - Developed oral communication skills over students
 - Improve the use of the English language confidence in term of fluency
 - Developed the basic knowledge about the telephonic conversation
-

Unit I- INTRODUCTION TO COMMUNICATION (18 HOURS)

Meaning of Communication

Definitions of Communication

Characteristics of Communication

Importance of Communication

Process of Communication

Barriers of Communication

Overcoming the barriers

Unit II – LISTENING SKILLS(18 HOURS)

Meaning of Listening

Art of Listening

Principles of Listening

Barriers in Listening

Unit III- READING (18HOURS)

Introduction to Reading

Three Major factors affecting the style of Reading

Reading Tactics and Strategies

Training Of eyes

Training of the Mind

Unit IV- VERBAL COMMUNICATION(18 HOURS)

Introduction to Oral Presentation
Steps for preparing effective Presentation
Written Communication
Effective Business Writing
Merits and Demerits of Written Communication
Business Writing Tips
Guidelines for Effective Writing
Report Writing
Memorandums
Interview Skills

Unit V- NON VERBAL COMMUNICATION(18 HOURS)

Introduction to Non Verbal communication
Five Important areas of Non verbal communication
Types of Non Verbal communication

Reference Book

1. Marla Treece
: Successful Communication Allyn
: Bacon Publications
: Edition 2, 2004
2. Robert. T. Reilly
: Effective Communication Tourism & Travel Industry
: Delmar Publications
: Edition 2, 2005
3. Wren & Martin
: English Grammar/Letter Writing
: Bacon Publications
: Edition -2006

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018 – Semester I

Part III- Introduction to Hospitality Industry

Core I- Foundation Course

Duration: 45 HOURS

Course code:15 UHMC11

Credit:3

INTRODUCTION TO HOSPITALITY INDUSTRY

Aim and Objectives:

- To Gain the Basic Knowledge about the Hospitality Industry
- To Learn the Basic Concept of the Hotel Industry
- To Impart the Knowledge about the Catering Establishments
- To Communicate the Knowledge and Develop basic Skills in Culinary Operations

Course outcomes

- Demonstrate knowledge of the basic working knowledge of all areas of hospitality
 - Demonstrate knowledge of basic concepts of hotel industry
 - Demonstrate knowledge about catering establishments
 - Develop basic skills in culinary operations
-
-

Unit I- (12 HOURS)

Introduction to Hotel Industry
Definition of Hotel & Growth of Hotel Industry in India
Classification of Hotel
Different Departments in Hotel Industry

Unit II – (12 HOURS)

Types of Catering Establishment
Organization Chart
Layout of Food Production & Food Service Facilities

Unit III- (12 HOURS)

Introduction to Service Department
Types of Meal
Breakfast – Lunch-Dinner
Mis en Place and Mis en Scene

Unit IV-(12 HOURS)

Introduction to Food Department
Different Nutrients
Proteins, Carbohydrates, Fats, Vitamins, Minerals
Raw Material Introduction
Salt, Sugar, Liquid, Egg, Fats and Oils

Unit V-(12 HOURS)

Introduction to House Keeping

Functions of House Keeping

Personal Hygiene and grooming reference to the hotel Industry,

Uniform hygiene

Reference Book

1. Sudhir Andrews
: Hotel Front Office Training Manual
:TATA MCGRAW HILL2002/ 7,West Patel Nagar ,New Delhi – 110 008
:Edition 2002
2. Krishna Arora
:Theory of Cookery
:Frank Brothers Published Limited 4675A, Ansari Road, 21 Darya Ganji, New
Delhi- 110002
: Edition 2002
3. Brain Varghese
:Professional Food And Beverage Service Management
:Mac Millan India Limited 1999,and Printed by V N Rao at Mac Millan Indian
Press, Chennai-600 041
: Edition 1999
4. Eva Roman
: First Aid
:Indiana Publishing House 4675A, Ansari Road, 21 Darya Ganji, New Delhi-
: Edition 1999
5. Sudhir Andrews
Hotel Housekeeping Training Manual
:TATA MCGRAW HILL2002/ 7,West Patel Nagar ,New Delhi – 110 008
:Edition 2002
6. Kinton&Cessarani
Theory of Catering
Published by A division of Hodder and Head line PLC,
338, Euston Road, London
Nineth edition 2000

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (THA) 2015-2018 – Semester I
Part III- Introduction to Tourism Industry

Core II

Duration: 60 HOURS

Course code: 15UHMC12

Credits: 5

INTRODUCTION TO TOURISM INDUSTRY

Aim and Objectives:

- To Gain the Basic Knowledge about the Tourism Industry
- To Learn the Basic Concept of the Tourism Industry
- To Communicate the Knowledge and Develop basic Skills in Tourism field

Course outcomes

- Understand the meaning of tourist, tour and differences
- Outline and communicate the history of tourism
- Identify and reflect on the factors that motivate tourist travel
- Illustrate the types of tourism
- Outlined the basic components of tourism
- Explained the evolution of tourism industry

UNIT I - (15 Hours)

Meaning of Tour, Tourist, foreign Tourist, Domestic Tourist
Definition of Tourism
Elements of Tourism

UNIT II - (15 Hours)

Basic Infrastructure of Tourism - Attraction, Accessibility, Accommodation
Motivation of Tourism

UNIT III- (15 Hours)

Growth of Tourism
An Account of Famous Travelers
Role of Industrial revolution
Concept of Holiday & paid Holidays

UNIT IV- (15 Hours)

Types of Tourism – Domestic, Inbound, Outbound
Categorizations of Tourism – Internal, National, International
Typology of Tourism – Basis of Purpose, Region, Number Arrangement
Tourist – Types of Tourist

UNIT V - (15 Hours)

Tourism in India – Land for all Seasons

Dept of Tourism in India

The Sargent Committee

Tourist information Office

Formation of Ministry of Tourism

Setting up of the department of tourism

REFERENCE BOOKS

1. Tourism Department, Principles and Practices, A.K.Bhatia, Sterling Publishing Private Ltd.
2. International Tourism Management, A.K.Bhatia, Sterling Publishing Private Ltd.

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (THA) 2015-2018 – Semester I
Part III- Basic Culinary Arts & Patisserie

Core –III

Duration: 60 Hours

Course Code:15UHMC13

Credits : 5

BASIC CULINARY ARTS AND PATISSERIE

Aim and objectives

- Food Production is an essential part of the Hospitality Industry.
- To prepare the students to cater to the need of the industry,
- Sound knowledge of the principles of Food Production
- To communicate the knowledge and develop technical skills in the basic aspects of Culinary operations in the Hotel Industry

Course Outcomes

- Demonstrated the origin of culinary industry
 - Demonstrated about the various methods of cooking techniques
 - Illustrated the organizational structure of the culinary department in the hotel industry
 - Enumerated the kitchen equipments also care and maintenance of the equipments
 - Demonstrated the classification of ingredients, vegetables etc.
 - Developed knowledge in the culinary terms used in the hotel industry
-
-

UNIT I - (15 Hours)

INTRODUCTION TO PROFESSIONAL COOKERY

Origin of cookery, Nouvelle Cuisine

Classes of professional cookery.

Mis-en-Place: Methods of mixing, Mixing of ingredients

Personal Hygiene & safe practices in handling food

Terms: Roux, Lard, Suet, Caviar, Aspic, Foie gras, Glaze, Gelatin, Caramelized, Chinois.

UNIT II - (15 Hours)

METHODS OF COOKING

Cooking techniques

Various Methods of cooking

Dry, Medium of liquids, Medium of fat

UNIT III- (15 Hours)

KITCHEN ORGANIZATION & MANAGEMENT

Hierarchy of Kitchen & their function

Coordination of kitchen with other departments.

Kitchen equipment and tools/cleaning and maintenance

UNIT IV- (15 Hours)

KITCHEN COMMODITIES

Egg cookery

Classification of vegetables, Chicken and Fish

Types- Selection Factors-Cuts- Storage-

Terms:Royal,Celestine,Courtbouillon,Bouquetgarni,

Augratin,Croutons,Liasion,Mousse,Mandolin,Quenelles

UNIT V - (15 Hours)

FOUNDATION OF CULINARY COOKING

Stocks, soup & glazes, roux -classification and types.

Thickening agents, binding agents and clarifying agents.

Sauces-classification of mother sauces with derivatives.

Terms:Beurremanie,Beurre fondue, Brioche, Canape, Chaudfroid, Panada, Pimentos,

Zest, Zuppa.

TEXT BOOKS

1) Krishna Arora:

Theory of Cookery

Frank Brothers Published Limited 4675A, Ansari Road, 21 Darya Ganji,

New Delhi- 110002, Edition 2002.

2. Thangam E Philip

Modern Cookery (Volume -I),

Publisher: Orient Longman,

160, Anna salai,

Chennai-600106.

REFERENCE BOOKS

1. Kinton&Cessarani

Practical Cookery

Published by A division of Hodder and Head line PLC,

338, Euston Road, London

Nineth edition 2000

2 Kinton&Cessarani

Theory of Catering

Published by A division of Hodder and Head line PLC,

338, Euston Road, London

Nineth edition 2000

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (THA) 2015-2018 – Semester I
Part IV- Fundamentals of tourism Administration

Non Major Elective - 1
Course code: 15UHMN11

Duration: 30 HOURS
Credits : 1

FUNDAMENTALS OF TOURISM ADMINISTRATION

Aim and Objectives:

- To Gain the Basic Knowledge about the Tourism Industry
- To Learn the Basic Concept of the Tourism Industry
- To Communicate the Knowledge and Develop basic Skills in Tourism field

Course Outcomes

- Basic knowledge about tour, tourism and tourist
 - Described the various types of tourism
 - Illustrated the basic components and elements of tourism
 - Basic knowledge in setting up a travel agency and the duties of a travel agent
-
-

UNIT I - (15 Hours)

Meaning of Tour, Tourist, types of tourist
Definition of Tourism
Constituents of Tourism

UNIT II - (15 Hours)

Classification of tourism
Basic Components of tourism
Motivation for travel

UNIT III - (15 Hours)

Travel Agency: Meaning
Functions of Travel Agency
Departments in a travel Agency
Sources of Income
Setting up of a travel Agency

UNIT I V- (15 Hours)

Tour Operation: Meaning of a tour operator
Types of tour
Preparation of Itineraries

UNIT V - (15 Hours)

Knowledge about various tourist attractions in Tamilnadu
Seven Wonders of the World

REFERENCE BOOKS

1. Tourism Department, Principles and Practices, A.K.Bhatia, Sterling Publishing Private Ltd.
2. International Tourism Management, A.K.Bhatia, Sterling Publishing Private Ltd.

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (THA) 2015-2018– Semester I
Part IV- Basic Food and Beverage Service

Core -IV

Duration: 30 Hours

Course code: 15UHME11

Credit :1

BASIC FOOD AND BEVERAGE SERVICE

Aims and objectives

- Food & Beverage Service is an essential part of the Hospitality Industry.
- To make the students to understand the foundations and objectives of Food and Beverage Service basic things about service,
- It's Career Opportunities, Structure of Catering industry and Nature of Service Job

Course Outcomes

- To understand the foundations and objectives of Food and Beverage Service basic things about service
 - Described the structure of food service industry
 - Understand basic knowledge about menu and the French classical menu
-
-

Unit-I (15 hours)

INTRODUCTION TO FOOD & BEVERAGE SERVICE

Types of F & B outlet

Staff Hierarchy of F & B service Department

Types of Service

Classification of Equipments & their Specification and uses

Inter departmental relationship

Unit-II (15 hours)

RESTAURANT PLANNING

Origin

Organization Structure of Restaurant

Table laying points

Rules for Service

K.O.T

Unit-III(15 hours)

MENU PLANNING

Definition & Types of menu

Cover

French Classical Menu

Compiling 5 course menus with accompaniments.

Unit-IV

SERVICE COCEPTS

Briefing
Preparation for Service
Safety
Silver Cleaning Methods
Silver Room/Plate Room

Unit-V

SERVICE AREAS

Pantry/Still Room
Stewarding
Garbage disposal
Hot Section
Disposable food service items & Its types

REFERENCE BOOKS

- 1) Food and Beverage Service Training Manual Sudhir Andrews, 1980
Published by- Tata McGraw Hill Publishing Limited
No-7, West Patel Nagar,
New Delhi-110 020
- 2) Food and Beverage Service
Dennis Lillicarp & John Cousins, 2002
Published by- Hodder & Stroughton Education
338, Euston Road,
London
- 2) Food & Beverage Service
R. Singaravelavan
Oxford university press, New Delhi.
- 3) Professional Food & Beverage Service Management
Brian Varghese
Macmillan India Limited

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018 – Semester II

Part III- Basic Front office and Accommodation Operation

Core : IV

Duration: 90HOURS

Course code: 15UHMC21

Credits : 5

BASIC FRONT OFFICE AND ACCOMMODATION OPERATION

Aims and Objectives:

- To Gain the Basic Knowledge about the Hotel Industry
- To Know about the Organisation of the Hotel as well as the Front Office
- To Impart the Knowledge about Qualities of a front Office Staff
- To Communicate the Knowledge about Introduction to House Keeping Department

Course outcomes

- Describe the reporting hierarchy and flow of information in front office department
 - List out the factors for job description and job specification
 - Understand the role front office in hotel operation
 - Understand the different types of guest rooms and facilities offered
 - Described the importance of reservation and various stages in reservation
 - Importance of housekeeping department in hotel industry
 - To Learn about Basic Knowledge about Various Cleaning methods and Procedures in the Hotel
-

UNIT I-(6 HOURS)

INTRODUCTION TO FRONT OFFICE (6 HOURS)

Introduction to Front Office department

Organization chart of large, medium and small hotels in Front Office Department

Functions and Layout of Front Office Department

UNIT II – (6 HOURS)

DUTIES AND RESPONSIBILITIES OF FRONT OFFICE PERSONNEL(6 HOURS)

Front Office Manager

Asst.Front Office Manager

Lobby Manager

Receptionist

Bell Captain

Bell Boy

Qualities of front office staff

UNIT III (6 HOURS)

FUNCTIONS OF FRONT OFFICE (6 HOURS)

Different types of Rooms tariff and Plans

Function of Front Office :- Receptionist/Reservationist/Informationist

The status of receptionist as a partner in the hotel industry

UNIT IV-(6 HOURS)

INTRODUCTION TO HOUSEKEEPING (6 HOURS)

Definition and Importance of Housekeeping Department

Layout of Housekeeping Department

Organisation structure of Housekeeping Department

Coordination of Housekeeping department with other departments in the hotel

UNIT V (6 HOURS)

VARIOUS CLEANING RESPONSIBILITIES OF HOUSEKEEPING DEPARTMENT

Different cleaning areas in the Hotel

Different types and methods of Cleaning

Duties and responsibilities of

- Executive House Keeper
- Asst.Executive House Keeper
- Desk Controller
- Floor Supervisor
- Room Attendant
- House Man

Reference Book

1. SUDHIR ANDREWS
: Hotel Front Office Training Manual
: TATA MC GRAW HILL PUBLISHERS, NEW DELHI
: Edition 2, 2004
2. SUDHIR ANDREWS
: Hotel House Keeping Training Manual
: TATA MC GRAW HILL PUBLISHERS, NEW DELHI
: Edition 2, 2005
3. S.K.BHATNAGAR
: Front Office Management
: FRANK BROTHERS & CO.LTD, NEW DELH
: Edition -2006

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (THA) 2015-2018 – Semester II
Part III- Basic Front office and Accommodation Operation Practicals

CORE V

Duration: 90HOURS

Course code: 15UHMC2P

Credit:5

FRONT OFFICE AND ACCOMMODATION OPERATION PRACTICAL

Aims and Objectives:

- To Gain the Basic Knowledge about Different equipments in Front Office
- To Know about the various forms used in Front office
- To Impart the Knowledge about Current affairs
- To Communicate the Knowledge about Cleaning Procedure in the Hotel
- To Learn about bed making Procedure in the room

Course outcomes

- Illustrated the rules and regulations followed in the front office department
 - Understand the requirements of different types of guests
 - List the elements of good personal presentation
 - Identify the personal traits and social skills of staff required for staff handling guests
 - Identify various forms and formats used in front office department
 - Learned the basic cleaning procedures followed in the hotel industry
 - Understand the various linens used in the housekeeping department
 - Described the step by step bed making procedures followed in the hotel industry
-
-

FRONT OFFICE :(15 HOURS)

Identification of Different Equipments in Front Office-Fill up the Various Formats like Reservation, Registration, Amendment and Cancellation Form- Telephone Mannerisms-Chain Words, Extempore, Memory Game-Dumb Charade, News paper Reading-Global Identification, Promotion of Tourism-Current Affairs, G.K, Currency, Airlines, Timing Group Discussion, Updating related to Hospitality Industry

HOUSE KEEPING (15 HOURS)

Identification of Cleaning Equipments and Cleaning agents-Methods of Cleaning Glasses, Polishing Brass, Silver, Furniture, telephones-Cleaning of Guest Rooms, Bath Rooms-Cleaning Carper, hard floors, Soft floors and medium floors-Operating Vacuum cleaner, carpet shampooing-Bed Making and evening Service for bed

Reference Book

1. SUDHIR ANDREWS
: Hotel Front Office Training Manual
: TATA MC GRAW HILL PUBLISHERS, NEW DELHI
: Edition 2, 2004
2. SUDHIR ANDREWS
: Hotel House Keeping Training Manual
: TATA MC GRAW HILL PUBLISHERS, NEW DELHI

: Edition 2, 2005

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018 – Semester II

Part IV- Basic Culinary Arts & Patisserie Practical

Core- VI

Duration: 45 HOURS

Course code: 15UHMC2Q

Credits : 5

BASIC CULINARY ARTS AND PÂTISSERIE PRACTICAL

Aims and Objectives:

- To make the students to understand the basic practical Knowledge of Culinary
- To understand the function of Kitchen
- To make the students to know about the Bakery

Course Outcomes

- Understand the basic practical knowledge of culinary
 - Explained the classification of raw materials based on their characters
 - Illustrated the basic cuts of vegetables
 - Demonstrated the basic mother sauce preparation, basic stock preparation etc.
 - Understand the parts of chicken, pork and their cutting techniques
 - Explained the basic egg cookery procedures
-
-

Unit I- (18 Hours)

Identification and Handling equipments

Mis-en place & Methods of cooking

Cuts of vegetables, cuts of poultry

Unit 2-(18 Hours)

Identification & classification of fish, cuts of fish

Selection & uses of Vegetables, eggs, chicken, fish & meat

Basic Stocks: White, Brown, Fish and Vegetable Stock

Unit 3-(18 Hours)

Demonstration & Preparation of Basic Mother Sauces and derivatives of each

Béchamel, Espagnole, Véloute, Hollandaise, Tomato, Mayonnaise

Unit 4-(18 Hours)

Preparation of basic Soups: Cream, Puree, Consommé, Broth and Bisque, National Soup

Unit 5-(18 Hours)

Preparation of Egg dishes, Poultry, Meat Items, Vegetable, Hot and Cold sweets

TEXT BOOKS

- 1) Krishna Arora
Theory of Cookery
Frank Brothers Published Limited 4675A, Ansari Road, 21 Darya Ganji,
New Delhi- 110002, Edition 2002
- 2) Thangam E Philip
Modern Cookery (Volume -I),
Publisher: Orient Longman,
160, Anna Salai,
Chennai-600106
- 3) Yogamabal Ashok kumar
Bakery & Confectionery
Published by AsokeK.Ghosh
PHI Learning Private Ltd, M-97 Connaught Circus, New Delhi - 110001

REFERENCE BOOKS

- 1) Bakery & Confectionery- S. C Dubey, Society of Indian Bakers
- 2) Kinton&Cessarani, Practical Cookery
Published by A division of Hodder and Head line PLC,
338, Euston Road, London
Ninth edition 2000
- 3) Kinton&Cessarani, Theory of Catering
Published by A division of Hodder and Head line PLC,
338, Euston Road, London
Ninth edition 2000

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018 – Semester II

Part III- Tourism Management

Core: VII

Duration: 90 HOURS

Course code: 15UHMC22

Credit: 5

TOURISM MANAGEMENT

Aim and Objectives:

- To Gain the Basic Knowledge about the Tourism Management
- To Learn the Basic Concept of the Tourism Management
- To Communicate the Knowledge and Develop basic Skills in Tourism field

Course Outcomes

- Describe the evolution and growth of tourism
- Understand the basic constituents of tourism
- Explained the various modes of travel used in the tourism industry
- Explained the classification of tourism on the basis of character
- Communicate the basic knowledge and skill required in the tourism field
- Explained about the tourist related information of our state and the wonders of the world

Unit – I : Growth and Development

Evolution & Economic importance of Tourism

Cause for rapid growth

Meaning & Nature of Tourism

Constituents of Tourism

Unit – II : Classification of Tourism

Recreation Tourism

Cultural Tourism

Adventure Tourism

Health Tourism

Convention Tourism

Incentive Tourism

Unit – III: Accessibility

Introduction

Modes of Travel – Surface, water, Air

Attraction

Introduction

Types of Attraction – Natural, Manmade, Symbiotic, Event Based, Site based

Peter's inventory of tourist attraction

Unit – VI : Accommodation

Introduction

Definition of a Hotel

Types of Hotel

Supplementary accommodation

Unit – V : Tourist Spots

Knowledge about places of historical & Cultural importance in tamilnadu

World Tourism

Seven Wonders of the World

Reference:

1. An Introduction to Tourism – McIntosh
2. Dictionary of Tourism and Hospitality Industry – Med lick
3. Business Tourism – Christopher J. Holloway
4. International tourism management – A.K. Bhatia.

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018 – Semester II

Part IV- Fundamentals of Hotel Administration

Non Major Elective II

Duration:30HOURS

Course code: 15UHMN21

Credit : 1

Fundamentals of Hotel Administration

Aim and Objectives:

- To Gain the Basic Knowledge about the Hospitality Industry
- To Learn the Basic Concept of the Hotel Industry
- To Impart the Knowledge about the Catering Establishments
- To Communicate the Knowledge and Develop basic Skills in Culinary Operations

Course Outcomes

- Understand the basic knowledge about the hotel industry
 - Described about the various major departments in the hotel industry and their main duties
 - Illustrated the staff hierarchy of various departments ad their duties and responsibilities
-

Unit I- (6 HOURS)

Introduction to Hotel Industry
Definition of Hotel
Classification of Hotel
Different Departments in Hotel Industry

Unit II – (6 HOURS)

Introduction to Front Office department
Organization chart of large, medium and small hotels in Front Office
Department
Functionsand Layout of Front Office Department

Unit III-(6HOURS)

Types of Meal
Breakfast – Lunch-Dinner
Different Food and Beverage Outlets
Mis en Place and Mis en Scene

Unit IV-(6 HOURS)

Introduction to Food Department
Different Nutrients
Proteins, Carbohydrates, Fats, Vitamins, Minerals
Raw Material Introduction
Salt, Sugar, Liquid, Egg, Fats and Oils

Unit V-(6 HOURS)

Introduction to House Keeping

Functions of House Keeping

Personal Hygiene and grooming reference to the hotel Industry,

Reference Book

1. Sudhir Andrews

: Hotel Front Office Training Manual

:TATA MCGRAW HILL2002/ 7,West Patel Nagar ,New Delhi – 110 008

:Edition 2002

2. Krishna Arora

:Theory of Cookery

:Frank Brothers Published Limited 4675A, Ansari Road, 21 Darya Ganji, New

Delhi- 110002

: Edition 2002

3. Brain Varghese

:Professional Food And Beverage Service Management

:Mac Millan India Limited 1999,and Printed by V N Rao at Mac Millan Indian

Press, Chennai-600 041

: Edition 1999

4. Eva Roman

: First Aid

:Indiana Publishing House 4675A, Ansari Road, 21 Darya Ganji, New

Delhi-

: Edition 1999

5. Sudhir Andrews

Hotel Housekeeping Training Manual

:TATA MCGRAW HILL2002/ 7,West Patel Nagar ,New Delhi – 110 008

:Edition 2002

6. Kinton&Cessarani

Theory of Catering

Published by A division of Hodder and Head line PLC,

338, Euston Road, London

Nineth edition 2000

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018– Semester II

Part IV- Basic Food and Beverage Service-Practical

Enrichment Course - II

Duration: 60 Hours

Course code: 15UHME2P

Credit : 2

BASIC FOOD AND BEVERAGE SERVICE PRACTICAL

Aims and objectives

- To familiarize and handle various Service Equipments in the Restaurant.
- To develop skills for the service of Food.
- To have adopted the knowledge about the different techniques in food & beverage Service

Course Outcomes

- Familiarize and handle various service equipments used in service
 - Understand the personal attributes of F&B service personnel
 - Understand the do's and don'ts in the restaurant
 - Adopt different skills and techniques required for food service operation
-
-

Unit-I (15 hours)

Attitudes of waiter
Arrangements of Side board
Napkin folding
Classification of Services Equipments

Unit-II (15 hours)

Handling Equipments
Laying of table cloth
Laying & relaying of table cloth

Unit-III (15 hours)

Handling salvers
Carrying glassware
Manipulating spoon & fork
Order taking Procedure
Basic rules for Service

Unit-IV (15 hours)

A 'la Carte menu
Compiling five course menu
Cover setting

Unit-V (15 hours)

Arranging a Room service trolley & tray
Cleaning & Polishing of Equipments
Frilling

Reference Books

- 1) Food and Beverage Service Training Manual
Sudhir Andrews, 1980
Published by- Tata McGraw Hill Publishing Limited
No-7, West Patel Nagar,
New Delhi-110 020
- 2) Food and Beverage Service
Dennis Lillicarp & John Cousins, 2002
Published by- Hodder & Stroughton Education 338, Euston Road, London

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018 – Semester III

Part III –Industrial Exposure Training Project Report- Project Viva-voce

Core – VIII

Duration: 22 HOURS

Course code: 15UHMJ31

Credit: 18

INDUSTRIAL EXPOSURE TRAINING

PROJECT REPORT AND VIVA- VOCE

Aims & Objective

- To provide the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence.
- Also expected to provide the students basis to identify their key operational area of interest

Course Outcomes

- During training students gets exposed to the nuances of professionalism and understands its importance
- Hotels taught them to play myriad roles at a time – trouble shooting, problem solving and multitasking skills to the students
- The real update on the latest trends, technical advances takes place
- Interact with guests become responsible and brings confidence with them during their entire professional life
- Network which may help us during the final placement

Industrial Training:

Being a professional programme, industrial Exposure Training is a mandatory in the curriculum. A student must undergo a minimum of six months full time industrial exposure training in a Reputed Hotel or in a reputed Travel Agency during III semester. The training has to be given under the supervision and guidance of the Hotel Training Manager/ Travel Agents in co-ordination with the faculty of the college. The Training and Placement officer of the department must arrange for Industrial Exposure Training in star category Hotels or any reputed Travel Agency at different cities by making personal visit to the H.R. department of concerned hotel/ Travel Agency.

Each student has to maintain a daily logbook. He / She must enter the observations and get it countersigned by the Hotel Training Manger/ Travel agent and by the faculty. At the end of the training, the student will have to submit a comprehensive report on training and appear for Viva- Voce examination.

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (THA) 2015-2018 – Semester III
Part III – HOTEL COMPUTER APPLICATION PRACTICAL

Allied Course-II

Course code: 15UHMA3P

Duration: 60HOURS

Credit: 03

HOTEL COMPUTER APPLICATION PRACTICAL

Aims and Objectives:

- To Gain the Basic Knowledge about Computer
- To Know about the MS OFFICE
- To Impart the Knowledge MS WORD
- To Communicate the Knowledge MS POWERPOINT

Course Outcomes

- Gained the Basic Knowledge about Computer
- Understand about the various functions in MS OFFICE software
- Impart the Knowledge on MS WORD and its uses
- Communicate the Knowledge MS POWERPOINT
- Learned about the features of INTERNET AND EMAIL

PRACTICAL:

- Introduction to MS OFFICE 2000 and MS WORD
Introduction to WORD & Creating, editing, formatting, saving documents.
- MS POWERPOINT
Introduction to MS POWER POINT

Creating, formatting, editing files - Viewing slideshow - Characteristics of POWER
POINT - Creating a presentation using MS POWERPOINT
- Internet and E-Mail
Introduction to Internet - Various Functions of Internet - Internet usage in Business

Introduction to E-Mail - Creating a new mail account and Procedure for mailing

Reference Book

1. CB MEMORIA, MS OFFICE –COMPLETE REFERENCE, Edition 2004, BP PUBLICATIONS, NEW DELHI,
2. T.D.MALHOTRA, Principles of Information Technology, Edition 2003, NAGAS PUBLICATIONS, Madurai.
3. SANJAY SAXENA, MS OFFICE 2000 forever, 1st Indian Edition 2004, Vikas Publishing house Pvt New Delhi,

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (THA) 2015-2018 – Semester III
Part III – Quantity Training Kitchen Practical

Optional/Elective Course I
Course code: 15UHMO3P

Duration: 60HOURS
Credit: 03

QUANTITY TRAINING KITCHEN PRACTICAL

Menu	Name of the dish
1	Ven Pongal - Tiffin sambar - Coconut chutney - Medhuvada Pineapple Kesari
2	KothamalliSadam - Valakkaitawa fry - Cabbage thoran - KozhiMilaguChettinad - Akkaravadisal
3	Neichoru - Meenmoilee – Adai - Avial - AdaiParadhaman
4	Paratha – BagaraBaingan - Hyderabadi Briyani - Pudina Paratha Double kaMetahi
5	SafayaniBriyani – Haleem - Mirchika Salam - BoondiRaitha - KhurbbanikaMarthai
6	Samba choru - Malabar fish curry – Erussery - Malabar Paratha - CaulicutHalwa
7	BesibelaHuliyana - Coorg chicken fry - Makkiki roti - Brinjal - Bhartha - Kosumber - Chiroti
8	Luchi – Sukuto - ManghoGhughi Khichuri - Sandesh
9	Dhokla - Shalimurg - Righabetetakikachari - Thervati dal – Thepla - Lapsi
10	Veg herelobhat - Moongdhalkikachori - Gujarati dhal -Golpapadi
11	Bhakri -Liva rice -Betatashoak – Dhansak -Brown rice Mohanthal
12	BakarkhanI - Makkaikasweta - Palaksaag - Bजारakchidi -BadamHalwa
13	Bajara roti -Safed mas -Gatteka pulao -Lasonki chutney -MoongdalKilma - MawaKachori

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (THA) 2015-2018 – Semester III
Part III– TRAINING RESTAURANT PRACTICAL

Optional/Elective Course I
Course code: 15UHMO3Q

Duration: 60HOURS
Credit: 03

TRAINING RESTAURANT PRACTICAL

Aims and Objectives:

- To gain the knowledge of basic equipments used in food & beverage service.
- To know the knowledge on laying the table & waiting at a table.
- To impart the basic knowledge in the Restaurant.
-

Course Outcomes

- Understand the basic knowledge of service equipments & its uses
 - Understand the rules for waiting at the table and laying of the table
 - Understand about mise en place and mise en scene
 - Understand the concept menu planning and menu compiling
-

Training Restaurant Practical:

- Different Layout of Restaurant
- Mis en Place and Mis en Scene in the Restaurant
- Different Cutleries and Cookeries in Restaurant
- Different Linen ware in Restaurant
- Cover and Table Settings in Restaurant
- Different Manual and Mechanical equipments used in Restaurant
- Interior designing in Restaurant

REFERENCE BOOKS

- 1) SUDHIR ANDREWS, Food And Beverage Service Training Manual, Edition 1980,
Tata McGraw Hill Publishing Limited, No-7, West Patel Nagar, New Delhi-110 020
- 2) DENNIS LILLI CARP & JOHN COUSINS, Food And Beverage Service, Edition 2002,
Published by- Hodder & Stoughton Education, 338, Euston Road, London

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (THA) 2015-2018 – Semester III
Part III– ROOM MANAGEMENT PRACTICAL

Optional/Elective Course I
Course code: 15UHMO3R

Duration: 60HOURS
Credit: 03

ROOM MANAGEMENT -PRACTICAL

Aims and Objectives:

- To gain the Basic Knowledge about the different types of rooms
- To Know about the selling Techniques in the Front Office
- To Impart the Knowledge about Standard services in the room
- To communicate the Knowledge basic cleaning services in the room
- To Learn about various registers related to the room management

Course Outcomes

- Understand different types of rooms and its features
- Understand the standard amenities supplied in the hotel rooms
- Understand the basic cleaning procedures and handling of equipments used in housekeeping department
- Understand basic knowledge about registers maintain in housekeeping department

PRACTICAL

Different Types of Rooms-Assets in the room - Different Types of Plans-Selling Techniques of Room-Variou Facilities in the Room-Supplies in the Room-Amenities in the Room-Linen Supplies in the Room-Standard Services in the Room (From HK DEPT)-Basic Cleaning Procedure in the Room-Identifying the Maintenance complaints in the Rooms-Variou Registers maintained and related to the Room –Basic Cleaning services in the Room-Bed making Procedure –Indent procedure & Par stock maintenance in the Room Supplies- Room Check list filling Procedure-discrepancy Report-Variou registers used in the room management

Reference Book

1. SUDHIR ANDREWS, Hotel House Keeping Training Manual, Edition 2, 2004, TATA MC GRAW HILL PUBLISHERS, NEW DELHI,
2. SUDHIR ANDREWS, Hotel Front Office Training Manual, Edition 2, 2004, TATA MC GRAW HILL PUBLISHERS, NEW DELHI
3. S.K.BHATNAGAR, Front Office Management, Edition -2006, FRANK BROTHERS & CO.LTD, NEW DELHI.

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018 – Semester IV

Part III –Quantity Food Production

Core - IX

Course code: 15UHMC41

Duration: 60 HOURS

Credit: 3

QUANTITY FOOD PRODUCTION

Aims and Objectives

- Students to evolve good understanding and prepare Indian regional menus in large quantities to suit the occasion.
- The course further introduces the students to the concepts of Specialty Cuisines
- This course aims to establish the importance of bulk cooking within the Hospitality Industry.
- It also prepares the student to acquire basic skills and knowledge. Necessary to successfully identify the required standards in this area.

Course Outcomes

- Understand and prepare Indian regional menus in large quantities to suit the occasion.
- Described the students to the concepts of Specialty Cuisines
- Establish the importance of bulk cooking within the Hospitality Industry.
- It also prepares the student to acquire basic skills and knowledge. Necessary to successfully identify the required standards in this area.
- Understand the difficulties in the bulk cooking process

UNIT I- (12 Hours)

Quantity Food Production:

Introduction about Indian cooking- Introduction to Ethnic Cookery, Religious Influence (Hindu, Muslim, Buddhist, Sikhs and Christians) -Quantity Equipment, specification, their care & maintenance, modern Development -South Indian Cuisine-Tamilnadu, Kerala, Karnataka and Andhra (History, Heritage and Characteristics and specialties of each regions and traditional foods)

Glossary terms

UNIT-II (12 Hours)

Indian Spices, Herbs and Condiments - Basic masala and gravies - Indian thickening agents -

Glossary terms

Northern cuisine-

Punjabi, Kashmiri - history, methodology, equipment, Tandoori- Types – seasoning of tandoori oven – tandoori masala & marinating Make, preparing-Indian Breads, Indian Breakfast Items - Glossary terms

UNIT III (12 Hours)

Eastern Cuisine - Bengal

Western cuisine - Gujarati, Rajasthan, Goan, Maharashtra, (History, Heritage and Characteristics and specialties of each regions and traditional foods) - Glossary terms

UNIT IV (12 Hours)

Specialty Cuisine - Mughal, Bhunao (including Dumpukht), Hyderabad and Chettinadu

Specialty Indian community Cuisine: Parsi, Dhuannuar, Jain and Brahmin - Standard Recipes and advantages - Glossary terms

UNIT-V (12 Hours)

Halwai - Indian sweets, Milk Base, Flour Base, Cereal & Vegetable Base, Paneer, Chenna, Khoya-
Cooking of Indian sweets, Murabbas, and Indian Snacks - Glossary terms

REFERENCES

1. JOHN B KNIGHT, Quantity Food Production, Planning & Management, Third Edition, Publisher Woley& Sons
2. KT ACHAYA, A Historical Companion Indian Food, Published by Oxford Press
3. MADHUR JAFERY - Taste of India
4. PRASAD, Cooking with Indian Masters, Allied Publishers Pvt Limited, 751, Annasalai, Chennai-600002
5. KRISHNA ARORA, Theory of Cookery, Edition 2002, Frank Brothers Published Limited, 4675A, Ansari Road, 21 Darya Ganji, New Delhi- 110002,
6. THANGAM E.PHILIP, Modern Cookery (Volume -I), Orient Longman, 160, Anna Salai, Chennai-600006

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (THA) 2015-2018 – Semester IV
Part III – Quantity Food Production Practical

Core- X
Course code: 15UHMC4P

Duration: 90HOURS
Credit: 03

QUANTITY FOOD PRODUCTION PRACTICAL

Aims & Objective

- To understand the application of basic principles to bulk production of food.
- To gain knowledge regarding selection and purchase of food
- To develop skills in menu planning for quantity preparation

Course Outcomes

- Understand and prepare Indian regional menus in large quantities to suit the occasion.
- Described the students to the concepts of Specialty Cuisines
- Establish the importance of bulk cooking within the Hospitality Industry.
- It also prepares the student to acquire basic skills and knowledge. Necessary to successfully identify the required standards in this area.
- Understand the difficulties in the bulk cooking process

Menu NO.	Name of the dish
1	Satpura paratha - Palak paneer -Dhal Makihni - Yakhini pulao - Shakitukra
2	Khameri Roti - Kashmiri pulao - Mutton Rogan JOSH - Dum aloo Kashmiri - Malpurarapadi
3	Chicken Achari kabab – Bhatura - Dal Amritsari - Moti Pulao - Jangri
4	Reshmi Kabab - Kdai paneer -Khumkaradhaniya - Nawabita kari Briyani
5	Chicken malai Tikka – Naan - MurhMakhini - Kabul channa de pulao Mock Basundi
6	Pudina kabab - Thandoori Roti - Amritsari Machili - Tomato Pulao - Dal Kabila - LawangLatika
7	Cheepuseedai - Rehmaniyapistakhorma - Mint rice -Vazhipoo kola urundai curry –Roti - Jamun
8	Chapatti – Dhal - Millagutwany soup- Chicken Briyani - Onion raitha Poori -Aloo Baji - Badamphirini
9	MurgRosmi - Keerrai soup - Kozhivaruthuarachakolambu - Boiled rice - Ladoo
10	Malaikofta curry - Channa masalas - Kadai chicken - Jeera pulao - Carrot halwa

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (THA) 2015-2018 – Semester IV
Part III –Food & Beverage Service

Core - XI

Course code: 15UHMC42

Duration: 45 HOURS

Credit: 3

FOOD & BEVERAGE SERVICE

Aims and objectives

- To have a knowledge about the Beverages & its classifications.
- To know about the History and wine producing regions.
- To know the students to learn the preparation of Alcoholic Beverages.

Course Outcomes

- Introduced the basic classification of alcoholic beverages
 - Demonstrated the wine making procedures and its classification
 - Understand the basic knowledge of beer, wine and sprits
 - Explained the manufacturing process of various spirits
 - Described the legal responsibilities followed in serving alcohol
-
-

Unit-I (09 HOURS)

Introduction to beverages – Alcoholic & Non Alcoholic

Classification with example

Production of Alcoholic Beverages

- i) Fermentation method
- ii) Distillation Method

Unit-II (09 HOURS)

Introduction to wines -History & Grape Varieties

Process of Wine Making

Categorization of Wines

Storage & Service of wine.

Unit-III (09 HOURS)

Principle Wine producing country & region

France, Italy, Spain, Hungary, Australia, Germany, Portugal, Indian Wines

Reading a Wine Label & Wine terminology

Unit-IV (09 HOURS)

Introduction to spirits

Production of Spirit

- i) Pot still Method
- ii) Patent still method

Manufacturing process of Whisky, Brandy, Rum, Gin, Vodka

Unit-V (09 HOURS)

Introduction to beer

Manufacturing Process

Types of beer

Care & Storage of beer.

REFERENCE BOOKS

1) FOOD AND BEVERAGE SERVICE

Dennis Lillicarp & John Cousins, 2002

Published by- Hodder & Stroughton Education

338, Euston Road,

London

2) FOOD & BEVERAGE SERVICE

R. Singaravelavan

Oxford university press,

New Delhi.

3) PROFESSIONAL FOOD & BEVERAGE SERVICE MANAGEMENT

Brian Varghese

Macmillan India Limited

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (THA) 2015-2018 – Semester IV
Part III –Food & Beverage Service Practical

Core - XII
Course code: 15UHMC4Q

Duration: 90 HOURS
Credit: 3

FOOD & BEVERAGE SERVICE PRACTICAL

Aims and objectives

- To familiarize and handle various Restaurant Practices, Equipments, Ingredients, of Bar and Basic Wine and Spirit Service.

Course Outcomes

- Advise customers on their choice of beverages including explaining the content and methods of production
 - Demonstrate practical ability in the service of range of beverages
 - Observe the establishment conventions in service of beverages
 - Operate within legal requirements governing the sale of alcoholic beverages
 - Use appropriate skills and hygienic and safe working practices at all times
 - Adopt appropriate liaison with other staff working with in food and beverage areas
-
-

Unit I-(18 HOURS)

Writing a Menu in French with Wine Accompaniments - Taking orders - Presentation of Posture, Wine List, Wine Orders

Unit II-(18 HOURS)

Service of Wine (White, Red, Champagne & Rose) - Presentation in Basket -Wine Label reading
Opening of a Bottle Using Cork Screw

Unit III-(18 HOURS)

Decanting –Serving - Taking Order for Other Alcoholic Beverages - Taking Order for Non-Alcoholic Beverages

Unit IV-(18 HOURS)

Service of Beer & Spirits– Neat, on the rocks, Long Drinks

Unit V-(18 HOURS)

Service of cigars & Nonalcoholic Beverages

REFERENCE BOOKS

1) FOOD AND BEVERAGE SERVICE

Dennis Lillicarp & John Cousins, 2002
Published by- Hodder & Stroughton Education
338, Euston Road,
London

2) FOOD & BEVERAGE SERVICE

R. Singaravelavan
Oxford university press, New Delhi

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018 – Semester IV

Part III –Travel Agency Management

Core : XIII

Course code: 15UHMC43

Duration: 45 HOURS

Credit: 3

TRAVEL AGENCY MANAGEMENT

Aims & Objectives

- To familiarize about tours, types and tour operators
- To gain knowledge in difference between tour operator and travel agents
- To know the requirements of travel agency

Course Outcomes

- Basic knowledge in subjects concerning with the business of travel agency and tour operator
 - Define and explain the relationship between travel agency and tour operator
 - Understand the legal requirements for setting up a travel agency
 - Explained the meaning of mass tourism, FIT etc.
-

UNIT I (9 Hours)

Types of Tours – Independent tour, Escorted tour, Hosted tour, Incentivized Tour

Various Tour operators - Mercury Travels, Cox & Kings, Thomas Cook, Chetek Travels, Ascon Travels

UNIT II (9 Hours)

Types of tour operator – Inbound tour operator, Outbound tour operator, Domestic tour operator, Ground operator, specialized tour operator

UNIT III (9 Hours)

Role & Services of Travel agency - Evolution of travel agency - Types of travel agency (Wholesale travel agent, Retail Travel Agent)

UNIT IV (9 Hours)

Function of travel agency - Setting up a travel agency - Organizational set up of Travel agency - Sources of income for travel agency

UNIT V (9 Hours)

Meaning - Group Package tour - Free independent traveler - Package tour Itinery –
Familiarization trip.

Reference Books :

1. SAMPATH KUMAR SWAIN.JITHENDRA MOHAN MISHRA. Tourism Principles and Practices, Edition-1.2012.Oxford University.
2. JAGMOHAN NEGI, Travel Agency and Tour Operation Concepts and Principles, Edition-1,2012,Kanishka Publishers.

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018 – Semester IV

Part III – FRONT OFFICE AND ACCOMMODATION OPERATION

Allied Course - I

Duration: 60 HOURS

Course code: 15UHMA41

Credit: 3

FRONT OFFICE AND ACCOMMODATION OPERATION

Aims and Objectives:

- To Know about the Organization of the Hotel as well as the Front Office
- To Impart the Knowledge about Qualities of a front Office Staff
- To Communicate the Knowledge about Introduction to House Keeping Department
- To Learn about Basic Knowledge about Various Cleaning methods and Procedures in the Hotel

Course Outcomes:

- Explained the organization structure of uniformed staff
 - Have an understanding of the importance of reservation and its procedure
 - Understanding the concept of over booking and forecasting room reservation
 - Explained the terminologies used in the front office department
 - Define the tariff procedures followed in the hotel industry
-

UNIT I – (12 HOURS)

INTRODUCTION TO LOBBY

Layout of Lobby - Organization chart of uniform staff

Duties and Responsibilities

- Concierge
- Guest Relation Executive
- Doorman & Valet
-

UNIT II-(12 HOURS)

RESERVATION

Importance of reservation – for hotel and guest

Modes and Sources of Reservation

Reservation Form Format & Different Storage System Followed in the Hotel Industry

Different Types of Reservation

Over Booking and Forecasting Room Reservation

UNIT III-(12 HOURS)

REGISTRATION

Registration Form Format & Procedure for registration

Rooming a guest with reservation

Rooming a Walk-in Guest

C-Form usage and its importance

Important Terminologies Used in the Front Office Department – SB, Sleeper, Skipper,

Cancellation, Amendment, Guaranteed reservation, Lost and Found, Errand Card.

UNIT III (12 HOURS)

IMPORTANCE OF RECEPTIONIST (6 HOURS)

Different types of Rooms tariff and Plans

Qualities of front office staff

The importance of receptionist

The status of receptionist as a partner in the hotel industry

UNIT IV-(12 HOURS)

CLEANING EQUIPMENTS AND AGENTS (6 HOURS)

Different types of cleaning equipments

- Manual

- Mechanical

Storage condition of cleaning equipments

Different types of cleaning agents and its storage conditions

Setting up of Maids cart and its Importance

UNIT V-(12 HOURS)

CLEANING PROCEDURE

Room Cleaning Procedure (Vacant, occupied, Check out rooms)

Bathroom Cleaning Procedure

Evening Services Procedure

Second service Procedure

Placement of Supplies and Amenities in guest room

Reference Book

1. SUDHIR ANDREWS, Hotel Front Office Training Manual, Edition 2, 2004,
TATA MC GRAW HILL PUBLISHERS, NEW DELHI
2. SUDHIR ANDREWS, Hotel House Keeping Training Manual, Edition 2, 2005, TATA MC
GRAW HILL PUBLISHERS, NEW DELHI
3. S.K.BHATNAGAR, Front Office Management, Edition -2006, FRANK BROTHERS & CO.LTD,
NEW DELH

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018 – Semester IV

Part IV – FRONT OFFICE AND ACCOMMODATION OPERATION PRACTICAL

Skill Based Course I

Duration: 30 HOURS

Course code: 15UHMS4R

Credit: 2

FRONT OFFICE & ACCOMMODATION OPERATION PRACTICAL

Aims and Objectives:

- To Gain the Basic Knowledge about Different equipments in Front Office
- To Know about the various forms used in Front office
- To Impart the Knowledge about Current affairs
- To Communicate the Knowledge about Cleaning Procedure in the Hotel
- To Learn about bed making Procedure in the room

Course Outcomes

- Gained the basic knowledge of various equipments handled in the front office department in hotel industry
 - Basic communication skill used in the front office department
 - Impart the knowledge of current affairs and currency rates
 - Demonstrated the various surface cleaning methods followed in the hotel industry
 - To have a basic understanding of customer service and confidence level to handle customer complaints
-
-

FRONT OFFICE :(15 HOURS)

Receiving the guest with reservation, Walk in guest, Handling guest baggage and Left Luggage, Fill up the various formats like C – Form, Errand card. Role play - how to handle guest complaints.

HOUSE KEEPING (15 HOURS)

Identification of Cleaning Equipments and Cleaning agents-Methods of Cleaning Glasses, Polishing Brass, Silver, Furniture, telephones-Cleaning of Guest Rooms, Bath Rooms- Cleaning Carper, hard floors, Soft floors and medium floors-Operating Vacuum cleaner, carpet shampooing-Bed Making and evening Service for bed

REFERENCE BOOK :

1. SUDHIR ANDREWS, Hotel Front Office Training Manual, Edition 2, 2004,
TATA MC GRAW HILL PUBLISHERS, NEW DELHI
2. SUDHIR ANDREWS, Hotel House Keeping Training Manual, Edition 2, 2005,
TATA MC GRAW HILL PUBLISHERS, NEW DELHI

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018 – Semester IV

Part III –IMPACTS OF TOURISM

Value Based Course I
Course code: 15UHMV41

Duration: 30 HOURS
Credit: 1

Aims and Objectives:

- To Gain the Basic Knowledge about the Impact of Tourism
- To Know about the Range of Impact
- To Impart the Knowledge about the Physical Impact
- To Learn about the Social Culture impact of Tourism

Course Outcomes

- Understands the concept impacts of tourism, merits and de merits of impacts
 - Described the various range of impacts
 - Understand the impacts on physical, cultural, economical etc.
-
-

UNIT I-(6 HOURS)

Introduction to Impacts of Tourism:-Advantages and disadvantages- Factors influence the impacts of tourism – The Volume of tourist arrivals, the type of tourism activity.

UNIT II-(6 Hours)

Introduction:- Physical Impact - Types of Environmental impact – Positive Impact, Negative Impact.

Positive Impacts – Conservation on Natural areas, Archeological & Historical Sites, Enhancement of Environment, Infrastructure.

Negative Impacts – Water Pollution, Air Pollution, Noise Pollution, Visual Pollution, Environmental Hazards

UNIT III-(6 HOURS)

Introduction to Socio – Cultural Impact

Advantages and disadvantages on the Socio – Cultural Impact of tourism

UNIT IV-(6 HOURS)

Introduction to Economic Impact - Employment Generation - Multiplier Effect - Balance of Payment - Tourism impact on economic development

UNIT V-(6 HOURS)

Ecological Damage by Tourist - Sustainable Tourism - General concepts in Planning Sustainable Tourism - Guidelines for achieving Sustainable Tourism

Reference Book

1. SAMPAD KUMAR SWAIN, JITENDRA MOHAN MISHRA, Tourism Principles and Practices, Edition 1, 2012, Oxford University Press
2. TOURISM IMPACTS, Madurai Kamaraj University, Distance Education, III B.Sc (THM)

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (THA) 2015-2018 – Semester V
Part III –ADVANCED FOOD PRODUCTION AND PATISSERIE

Core - XIV

Course code: 15UHMC51

Duration: 75 HOURS

Credit: 4

ADVANCED FOOD PRODUCTION AND PATISSERIE

Aims and objectives

- To impart to the students skills, knowledge and attitudes required to International Cuisine
- To develop the information of professional cooking towards the hospitality industry
- To make the students able to understand the Functions of Garde manger
- To provide the adequate knowledge of Yield and Kitchen Management
- Express the importance of Dairy products in Culinary usage

Course Outcomes

- Demonstrated the skills, knowledge and attitudes required to International Cuisine
 - Developed professional cooking skills towards the hospitality industry
 - understand the Functions of Garde manger
 - adequate knowledge of Yield and Kitchen Management
 - Described the importance of Dairy products in Culinary usage
-

UNIT I - (15 Hours)

Functions of the Larder Department
Breakdown of work
Responsibilities of the Gardemanger
Larder Control – Larder Equipments
Butchery – Butchery Equipments – Skeletal Formation of Meat items- Bacon, Ham and offal's. Horsd'oeuvres – Cold cuts – Aspic jelly – chaufroid Sauce - Sausages – Force meats –Platter Garnishes

UNIT II - (15 Hours)

Yield management
Flash food cost control
Stock taking method and food cost percentage
Standard Purchase Specification
LIFO – FIFO
Kitchen Management- Kitchen Supervision- Elements of Supervision in kitchen- Standards of hygiene in food production

UNIT III - (15 Hours)

Menu Designing, Engineering and Merchandising
Duty Rota
Standard portion and portion control
Indenting and Costing
Stores – Screws line management

UNIT IV-(15 Hours)

International Cuisines
French – Chinese – Italian - Spain – Mexican-Barbeque
Culinary cooking regions, ingredients, equipments and menu

UNIT V - (15 Hours)

Tinned food products

Rolls, burgers, pizzas, hot dogs and Sandwich

Types, preparations, selection of spreads, fillings, classical sandwiches,

Smorgasbord, canapés

Reference Books:

1. Hamlyn Larousse Gastronomique
Publisher: Octopus Publishing Group
2-4, Heron Quays, London-E14 4JP
2. Kinton&Cessarani, Practical Cookery
Published by A division of Hodder and Head line PLC,
338, Euston Road, London
Nineth edition 2000
3. Kinton&Cessarani, Theory of Catering
Published by A division of Hodder and Head line PLC,
338, Euston Road, London
Nineth edition 2000
4. D. D. Sharma, Cold Kitchen
Aman Publications,
L G- 4A, Ganapati Bhawan ,
4675-B/21, Ansari Road,
Darya Ganji,Delhi- 110002
5. William J Sultan- Practical Baking
Johnwiley&sons.Inc,
605, Third Avenue, New York

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018 – Semester V

Part III –ADVANCED FOOD PRODUCTION AND PATISSERIE PRACTICAL

Core - XV

Duration: 75 HOURS

Course code: 15UHMC5P

Credit: 4

ADVANCED FOOD PRODUCTION AND PATISSERIE PRACTICAL

Aims and objectives

- To impart to the students skills, knowledge and attitudes required to International Cuisine
- To develop the information of professional cooking towards the hospitality industry
- To provide the knowledge on Bakery
- To provide the adequate knowledge of Yield and Kitchen Management

Course Outcomes

- Demonstrated the important recipes followed in French, Italian and Mexican cuisines
- Understand the cooking techniques in Chinese cookery
- Making the dough for various breads and sponges
- Understand the concept flambé used in the cooking skills
- Ability to create their own menu according their specialization

Unit I (15 Hours)

International Cuisines: French Cuisine – Mexican Cuisine – Italy Cuisine

Unit 2 (15 Hours)

Chinese Cookery: Chinese cooking regions - Ingredients – Chinese menu and equipments

Unit 3 (15 Hours)

Bakery and Confectionary: Making Plain dough and Fermented dough Making Sponges and Pastries – Custards and Creams

Unit 4 (15 Hours)

Hot section: Flambé – Barbeque – Specialty Cuisine

Unit 5 (15 Hours)

Food Trials

- Students should plan the menu according to their area of specialization and give the food trials in respective Cuisine
- Plan to conduct the festivals

Reference Books:

2. Hamlyn Larousse Gastronomique
Publisher: Octopus Publishing Group
2-4, Heron Quays, London-E14 4JP
2. Kinton&Cessarani, Practical Cookery
Published by A division of Hodder and Head line PLC,
338, Euston Road, London
Nineth edition 2000
3. Kinton&Cessarani, Theory of Catering
Published by A division of Hodder and Head line PLC,
338, Euston Road, London
Nineth edition 2000

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018 – Semester V

Part III –ADVANCED FOOD AND BEVERAGE SERVICE MANAGEMENT

Core - XVI

Duration: 75 HOURS

Course code: 15UHMC52

Credit: 4

ADVANCED FOOD AND BEVERAGE SERVICE MANAGEMENT

Aims and Objectives

- To have a knowledge about Liqueurs, Aperitif & Tobacco
- To Develop a knowledge of all F&B Operations& Menu Management
- To understand about basic laws related to F&B Service Establishments.

Course Outcomes

- Understand the knowledge on liqueurs, aperitif and digestif
 - Understand the concept of function catering, procedure to book a function catering and types of function catering
 - Apply basic beverage and bar operations knowledge
 - Apply the principles of menu planning and layout to the development of menus
 - Execute professional practices based on the occupational standards step of service
-
-

Unit-I (15 HOURS)

LIQUEURS, APERITIF & TOBACCO

Introduction – Aperitif, Liqueur

Production of liqueur

Categories of liqueur & types of aperitif – Vermouth, Bitter

Tobacco – Introduction

Types of cigar

Care & Service of cigar

Unit-II (15 HOURS)

FUNCTION CATERING

Introduction – Types of functions

Types of Buffet

Booking procedure

Function Prospectus & its notification

Toast & Toast procedure

Unit-III (15 HOURS)

MENU MANAGEMENT

Introduction

Types of menu

Menu planning Consideration

Menu Engineering

Menu as a marketing tool

Unit-IV (15 HOURS)

KITCHEN STEWARDING

Introduction to Kitchen Stewarding

Importance of Kitchen Stewarding

Organization Structure & layout

Different chemicals used in Stewarding

3Bucket system in dish washing

Unit-V (15 HOURS)

LAW RELATED TO F&B BUSINESS

Introduction

Laws Affecting Food & Beverage Service establishments

Areas covered by labour legislation – Working condition, Welfare, Health & Safety, Payments.

REFERENCE BOOKS

1) FOOD & BEVERAGE SERVICE

R. Singaravelavan

Oxford university press, New Delhi

2) FOOD AND BEVERAGE SERVICE

Dennis Lillicarp & John Cousins, 2002

Published by- Hodder & Stroughton Education

338, Euston Road,

London

3) HOTEL & TOURISM LAWS

Dr. Jagmohan Negi

Published by- Frank Bros & co.

B-41 Sector – 4

Noida- 201301

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (THA) 2015-2018
Model Question Paper- Semester V
Part III- National Tour – Project Work – Viva Voce

Core - XVII

Course code: 15UHMJ51

Maximum Marks: 75

Duration: 60 Hours

Credit: 4

National Tour – Project Work – Viva Voce

Aims & Objectives

- To Provide general information about the states of India
- To provide data about the states history, fairs & Festivals
- To provide general information about cuisines of various states in India

Course Outcomes

- Understand the in depth knowledge about the states of India
- Understand the particular states fairs, festivals, cuisines, Tourist attractions etc
- In depth knowledge about the transportation facilities available in the particular state

Being a professional programme, National Tour is also included as a part of the curriculum. Different states in India should be visited by the students as a field trip to gain the knowledge about the cultural and historical importance of the attraction, the tradition of the people residing in the location, famous product of the locality, various types of attraction available in the state should be analyzed by the students.

For the project work complete details about the physical features of India and the popular tourist attractions available in India are studied through online and report should be prepared. Each student should give detailed information about any 1 state in India. The Report about the field trip visited by the students should also be given.

- The students must go for the national tour with in India. **All must participate in the tour.**
- The visited place must be fully observed by the students and they should learn the details about the place.
- The report must be prepared by the student's minimum of 50 pages content.
- In the report style of the **font should be "Time New Roman" font size "12"**. The **line space** should be **1.5**.
- The project must contain following valid details:(40 pages)
 - a. About the people.
 - b. History.
 - c. Tourism Attraction In and Around the Place.
 - d. Culture.
 - e. Important festivals.

- f. Important cooking region.
- g. Style of Cuisine.
- h. Important recipe (5-Recipe's only)
- The tour report (Minimum of 10 pages)
- Conclusion (2 pages)
- The report must be prepared with two copies.
- One for the student's reference and another one for department copy with color picture.

SRI KALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME - B.SC (THA) 2015 – 2018 - SEMESTER V
Part III –ENTREPRENEURSHIP MANAGEMENT

Optional/ Elective Course - II
Course code: 15UHMO51

Duration: 60 Hours
Credit: 3

ENTREPRENEURSHIP MANAGEMENT

Aims and Objectives:

- To Gain the Basic Knowledge about the Entrepreneurship
- To Know about the different organizations in entrepreneurship
- To Impart the Knowledge about Project
- To Communicate the Knowledge about relation between Entrepreneurship &Hotel Industry
- To Learn about Knowledge on Project Report

Course Outcomes

- Understand the basic concept of entrepreneurship
- Understand the support institutions for entrepreneurship training program
- Concept of project report, components of project and the essential steps in developing a project

UNIT-I (12 HOURS)

Entrepreneurship-Definition
Characteristics and qualities of entrepreneur
Types of entrepreneurs

UNIT-II (12 HOURS)

Idea processing and selection
Identification and classification
Project life cycle
Project formulation

UNIT-III (12 HOURS)

Entrepreneurial development training
Support of Institutions like NIESBUD-Delhi
SIET-Hyderabad, ITCOT, SIPCOT

SISI--- Tamil Nadu

UNIT-IV (12 HOURS)

Plan layout in view of the Hotel Industry
Steps for starting small hotel
Problems in starting a hotel
Ways to rectify them

UNIT-V (12 HOURS)

Project Report-Meaning and Definition
Types of Project Report
Components of Projects Report
Steps in Developing a Project Report
Essential of Good Project Report

Reference Book

1. VASANTH DESAI
: DYNAMICS OF ENTREPRENEURIAL DEVELOPMENT AND MANAGEMENT
: HIMALAYAN PUBLISHING COMPANY, NEW DELHI
: Edition 3, 2005
2. DAVID H.HOLT: Edition 2, 2004
: ENTREPRENEURSHIP
: HALL INDIA PUBLISHERS, NEW DELHI

SRI KALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME - B.SC (THA) 2015 – 2018 - SEMESTER V
Part III –EVENT MANAGEMENT

Optional /Elective course: II
Course code: 15UHMO52

Duration: 60 Hours
Credit: 3

EVENT MANAGEMENT

Aims and Objectives:

- To Gain the Basic Knowledge about different events in a hotel & it's Operations
- To gain the knowledge of Planning for an event.
- To know the principle marketing Strategies

Course Outcomes

- Develop and implement financial initiatives based on event objectives through methods such as sponsorship programs, grant applications and fund raising initiatives
 - Plan design and coordinate effective site and facility operations
 - Apply the principles of marketing to events
 - Create, plan, and implement effective programming for events
 - Apply the principles of professionalism and ethics to event management
-
-

Unit I- (12 HOURS)

Introduction to Meetings and Event Management
Categories & Definitions
Need of Event Management
Objectives of Event Management – Creativity – implications of Events

Unit II – (12 HOURS)

Event Planning - Arranging Chief Guest/Celebrities
Arranging Sponsors
Back Stage Management
Brand Management - Budget Management
Types of Leadership For Events & Organizations

Unit III- (12 HOURS)

Designing (a) Backdrop b) Invitation Card c) Publicity Material d) Mementos
Event Decoration
Guest and Celebrities Management
Making Press Release – Marketing communication – Media Research & Management – Participation according to the theme of the Event
Photography/ Video coverage management

Unit IV-(12 HOURS)

Program Scripting – Public Relation – electing a Location
Social and Business Etiquette – Speaking Skills –Stage decoration – Team Spirit
Time management

Unit V-(12 HOURS)

Concept of Exhibition
Space Planning – ITPO
Sporting Events – Tourism Events - Leisure Events.

Reference Book

1. ANTON SHONE
: Successful Event Management
: CENGAGE LEARNING BUSINESS PRESS
: Edition 2, 2004
2. JULIA TUM
: Management of Event Operations
: Atlantic Publishing Company
3. SHANNON KILKENNYSkill
: The complete guide to successful event planning
:Publisher: Wiley & Sons, India (May 1992)

SRI KALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME - B.SC (THA) 2015 – 2018 - SEMESTER V
Part III –FOOD PRESERVATION

Optional/ Elective Course-II
Course code: 15UHMO53

Duration: 60 Hours
Credit: 3

FOOD PRESERVATION

Aims and objectives

- To prepare the students for the needs of the food preservation industry
- To impart the Sound knowledge of the principles of Food Preservation
- To communicate the knowledge and develop practical skills in the Preservative food items

Course Outcomes

- Explain major food preservation techniques and underlying principles
 - Determine suitable methods of processing techniques for a chosen food
 - Identify the purpose and principles of food packing
 - Understanding preservation methods by chilling, freezing, canning, dehydration, smoking, by chemical agents and non thermal techniques
-

Unit I

Food preservation- Definition, importance, principles and methods. Food spoilage- Definition and causes. Preservation by using preservatives: chemical and natural preservatives and their role in preservation.

Unit II

Preservation by addition of salt - Pickling, sauerkraut, curing of meat and fish. Preservation by addition of sugar- jams, jellies, marmalades and fruit preserves- procedure, common defects and their causes. Packed fruit juices and beverages- squashes and carbonated beverages.

Unit III

Preservation by use of high temperature -Use of high temperature for food preservation. Pasteurization, canning – procedure, containers used for canned products and spoilage of canned foods.

Unit-IV

Preservation by use of low temperature - Refrigeration and cool storage- factors and importance in refrigerated storage. Freezing–methods, factors affecting quality of frozen foods and effect of freezing on foods.

Unit V

Preservation by Dehydration and drying– Methods – sun drying, mechanical drying, freeze drying, osmotic drying and microwave drying- advantages and disadvantages. Preservation by Irradiation- Definition, sources of radiation, and irradiation process.

Text Book:

1. Sivasankar, B., (2005). Food processing and preservation, Prentice-Hall of India private limited, New Delhi-110001, third printing.

Unit – V Page no: 431.

Unit – I Page no: 197-198,167-168,165-166.’

2. ShakuntalaManay, Foods facts & principles, 2008, New Age international (P) limited, Publishers- New Delhi

Unit – II Page no: 347.

Unit – V Page no: 386-389.

3. SudeshJood and NeelamKhetarpaul, (2002). Food Preservation, Agrotech publishing Academy, Udaipur,First printing.

Unit – I Page no: 7-8, 14-18, 54-63, 95- 96,

Unit – II Page no: 95-96 and45-49

Unit – III Page no: 40-45.

Unit – IV Page no: 26-34.

Unit – V Page no: 27-39.

4. Modi.H.A.(2009).Microbial Spoilage of Foods, Avishkar Publishers and Distributers.

Unit - I Page no: 154

Unit- III Page no: 91.

References:

1. Desrosier, N.W., (2004). The Technology of food preservation, The AVI Publishing Co., Inc West Post Connecticut, Indian Reprint.
2. Fellows P., (2003). Food Processing Technology, Principles and Practice, Woodhead publishing limited, Cambridge, England, Second edition.
3. William C. Frazier and Dennis C. Westhoff, (1995). Food Microbiology, Tata McGraw – Hill Publishing Company Limited, New Delhi. 6th reprint.
4. Finley J.W. and Richarson, T. (2003). Chemical changes in food during processing, CBS Publishers and Distributors.

SRI KALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018

Part - IV - Advanced Front Office and Accommodation Management

Skill Based Course II

Duration: 30 Hours

Course Code: 15UHMS51

Credit : 2

Aims and Objectives:

- To Know about the Organization of the Hotel as well as the Front Office & House keeping
- To Impart the Knowledge about the Qualities of a front Office Staff & Housekeeping staff
- To Communicate the Knowledge about the Reservation System
- To Learn about The Registration Systems in the Hotel

Course Outcomes

- Understand the role of front office in marketing & sales
- Demonstrated the classes of fire and various fire extinguishers used in fire fighting
- Understand about linen and its classification
- Basic concepts about flower arrangement and its types

UNIT I-(6 HOURS)

FRONT OFFICE MARKETING AND SALES

The role of Front office in Marketing and Sales

Identify the Market, Purpose of Sales Planning,

Different types of Selling

Establishing the Room rates (Rule of Thumb Approach, Hubbart Formula)

Forecasting Room Availability

UNIT II-(6 HOURS)

SPECIAL SITUATIONS

Fire, Classes of fire

Fire Prevention and Fire Fighting Safety awareness and accident prevention

Dealing with Various type of Guest (sick, Drunken, Single lady, fuzzy guest)

First aid, Contents of First aid Box & its handling procedure

UNIT III-(6 HOURS)

MAN POWER PLANNING FOR HOUSEKEEPING DEPARTMENT (18 HOURS)

Job Specification & Job Description

Process of Selecting Employees & Induction and training housekeeping staff

Evaluation and performance appraisal

UNIT IV-(6 HOURS)

LINEN AND LAUNDRY MANAGEMENT

Definition of fiber, fabric & classification of fiber

Definition of Linen and classification of linen in the hotel

Layout of linen room and its control procedure
Organization chart of laundry with the duties and responsibilities of staff
Process of Laundry and the types of equipments used

UNIT V-(6 HOURS)

FLOWER ARRANGEMENT

Introduction to flower arrangement
Level of placing arrangement
Types of flowers and fillers used
Equipments used and styles of arrangement
Care and Conditioning of flower.

Reference Book

1. SUDHIR ANDREWS
: Hotel Front Office Training Manual
: TATA MC GRAW HILL PUBLISHERS, NEW DELHI
: Edition 2, 2004
2. SUDHIR ANDREWS
: Hotel House Keeping Training Manual
: TATA MC GRAW HILL PUBLISHERS, NEW DELHI
: Edition 2, 2005
3. S.K.BHATNAGAR
: Front Office Management
: FRANK BROTHERS & CO.LTD, NEW DELH
: Edition -2006
4. G.RAGHU BALAN, SMRITEE RAGHUBALAN
: Hotel Housekeeping Operations and Management
: Oxford University Press
: Edition 2, 2009

SRI KALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (HM&CS) 2015-2018-Semester –V
Part –IV - ADVANCED FRONT OFFICE AND ACCOMMODATION MANAGEMENT
PRACTICAL

Skill Based Course - III
Course code: 15UHMS5P

Duration: 30HOURS
Credit : 2

**ADVANCED FRONT OFFICE AND ACCOMMODATION MANAGEMENT
PRACTICAL**

Aims & Objectives

- To impart a knowledge on supervisor & managerial aspect of Front Office management in Front Office department.
- To impart a knowledge on supervisor & managerial aspect of Accommodation management in Housekeeping department.

Course Outcomes

- Understanding the importance of forecasting, revenue management and reservation technologies and the impact it has on a hotel
 - Have an understanding of the PMS system used in the hotel industry
 - Have an understanding of up selling techniques for a front office personnel
-
-

Front Office:

- Conducting Mock up Interviews
- Role Play on Executives Levels
- Setting the Five Star Categories Lobby
- Selling Techniques
- Advertising Methods
- Management Control Authority

House Keeping:

- Guestroom Supervision
- Public area Supervision
- Laundry washing Cycle and Dry Cleaning procedures
- Flower Arrangement
- Theme decoration

Reference Book

1. SUDHIR ANDREWS
: Hotel Front Office Training Manual
: TATA MC GRAW HILL PUBLISHERS, NEW DELHI
: Edition 2, 2004
2. SUDHIR ANDREWS
: Hotel House Keeping Training Manual
: TATA MC GRAW HILL PUBLISHERS, NEW DELHI: Edition 2, 2005

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018 – Semester VI

Part III – Professional Food Production and Patisserie Management

Core XVIII (Optional)

Duration: 90 HOURS

Course code: 15UHMC61

Credit: 6

PROFESSIONAL FOOD PRODUCTION AND PÂTISSERIE MANAGEMENT

Aim & Objectives

- To impart comprehensive knowledge inputs and opportunities for skill development
- To develop suitable attitudes towards Hospitality industry
- The relative importance of skills development to production research Management
- Students should be familiar with the production planning
- Knowledge of International cuisines presentation

Course Outcomes

- Demonstrated ability to identify solutions to problems related to the processing of food and to apply and expand upon the theoretical concepts presented in lectures.
 - Demonstrated familiarity and competence with the practical skills and techniques used to process food.
 - Ability to use terminology, appropriate to the field of food processing, correctly and contextually.
 - Ability to explain the benefits and limitations (scientific and ethical) of producing processed foods and be able to recommend, justify and critique commonly used methods of food processing.
 - Capacity to formulate foods that meet specified requirements and which are intended to contribute to reducing community health concerns.
-

UNIT-I (18 hours)

Oriental cuisine and concept of health food-

Japanese cuisine
Thai cuisine
Chinese cuisine
Types of nutrients
Balanced diet & nutritional analysis
Principles of healthy cooking

UNIT-II (18 hours)

Western plated food presentation

Introduction
The concept of plate presentations
Merging of flavors, shape & textures on the plate
Emerging trends in food preservations
HACCP – Principles of HACCP

UNIT –III (18 hours)

Uses of wine & herbs in cooking

- Introduction
- Herbs, uses of herbs in cooking
- Popular herbs used in cooking
- Wines used in cooking
- Use of wines in cooking

UNIT-IV (18 hours)

Advanced pastry and confectionary

- Chocolate production
- Types of chocolate
- Tempering of chocolate and its applications
- Types of frozen desserts
- Commodities used in making frozen desserts
- Storage & service of frozen desserts

UNIT-V (18 hours)

Research & Product Development

- Introduction
- Testing new Recipe
- Developing new recipes
- Food trials
- Evaluating a recipes

Reference Book:

1. Pavinder.S.Bali
International cuisine and food production management
Oxford higher education
2. Kinton&Cessarani, Practical Cookery
Published by A division of Hodder and Head line PLC,
338, Euston Road, London
Ninth edition 2000.

SRI KALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018

Part - III - Professional Food Production and Patisserie Management Practical
Core XIX (Optional)

Duration: 90 Hours

Course code: 15UHMC6P

Credit: 6

**PROFESSIONAL FOOD PRODUCTION AND PATISSERIE MANAGEMENT -
PRACTICAL**

Aims and Objectives:

- To make the students to be profession on International Cookery.
- To get familiar in Bakery and Confectionary.
- To develop himself/herself a theme of Cuisine and to conduct festivals

Course Outcomes

- Understand and explain the kitchen supervisory functions;
- Understand and explain the menu developing and engineering;
- Understand and explain the recipe costing and pricing;
- Understand the planning of functions;
- Understand and explain kitchen communication with stakeholder

Larder Work-(18 Hours)

Aspics – Chaudfroid – Canapés – Pies – Galantines – Balantines –Mousses

International Cookery-(18 Hours)

Japanese – Thailand – Philippine – Spanish – Middle Eastern

Bakery and Confectionary -(18 Hours)

Variety of yeast goods – Ice creams – Frozen desserts – Sugar and Chocolate works –
Variety Puff Pastries – Icings – Gum paste – Cookies and Biscuits – Cakes decorations

Hot section-(18 Hours)

Regional Indian cookery- Specialty Indian Cuisine – Community Cuisine

Food Trials -(18 Hours)

Students should plan the menu according to their area of specialization and give the food trials in respective Cuisine and Plan to conduct the festivals

REFERENCE BOOKS

1. Kinton&Cessarani
Practical Cookery
Published by A division of Hodder and Head line PLC,
338, Euston Road, London
Ninth edition 2000
2. Kinton&Cessarani
Theory of Catering
Published by A division of Hodder and Head line PLC,
338, Euston Road, London - Ninth edition 2000

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018 – Semester VI

Part III –PROFESSIONAL FOOD AND BEVERAGE MANAGEMENT

Core - XVIII (Optional)

Duration: 90 HOURS

Course code: 15UHMC62

Credit: 6

PROFESSIONAL FOOD AND BEVERAGE MANAGEMENT

Aims and objectives

- To know about the Different areas related to service.
- To make the students Professionally fit for the Service industry,
- To have a knowledge about cost control, budget & forecasting.

Course Outcomes

- Demonstrate to guests, in a professional manner, the interpersonal and selling skills required in a food and beverage service operation.
- Demonstrate the product knowledge required for a food and beverage operation.
- Perform common service techniques and section management.
- Demonstrated the legal requirement needed for beverages in hotel industry.
- Understand about the concept cellar and cellar management
- Follow the required steps for monetary transactions.
- Knowledge about cost control, budget and forecasting

Unit-I BAR MANAGEMENT (18 HOURS)

Layout of bar
Designing of bar
Types of bar
Bar operational procedures
Potential sales volume
Cocktail making methods & garnishes

Unit-II

CELLAR MANAGEMENT (18 HOURS)

Meaning of cellar
Cellar Location & control
Cellar Stock Taking
Cellar equipment
Cellar Requisition
Beverage sales Control.

Unit-III

BEVERAGE CONTROL (18 HOURS)

Receiving Controls
Storing & issuing Controls
Legal requirements for beverages
Potential food cost control
Standard costs(Fixed cost, variable cost, Semi variable cost, Total cost, Material cost, Labor cost, Overhead cost)

Unit-IV

COST CONTROL (18 HOURS)

Introduction to cost control
Advantages of cost control
Budget - Introduction & types
Basic stages in preparation of Budget
Break Even Analysis

Unit-V

VOLUME FORECASTING AND PRODUCTION CONTROL (18 HOURS)

Introduction
Initial forecast & Final forecast
Aids to volume forecasting

REFERENCE BOOKS

1) FOOD & BEVERAGE COSTING

DR.JAGMOHAN NEGI
Himalaya publishing House
Dr.Bhalero Marg,
Girgaon,
Bombay - 400004

2) DENNIS LILLI CARP & JOHN COUSINS, 2002

FOOD AND BEVERAGE SERVICE
Published by- Hodder & Stoughton Education
338, Euston Road,
London

3) R.SINGARAVELAVAN

FOOD AND BEVERAGE SERVICE
Oxford university press
NewDelhi - 01

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018 – Semester VI

Part III –PROFESSIONAL FOOD AND BEVERAGE MANAGEMENT PRACTICAL

Core - XIX (Optional)

Duration: 90 HOURS

Course code: 15UHMC6Q

Credit: 6

PROFESSIONAL FOOD AND BEVERAGE MANAGEMENT PRACTICAL

Aims and objectives

- To know about different cocktail making methods.
- To make the students Professionally fit for the Service industry,
- To have a knowledge about theme based restaurant setup

Course Outcomes

- Understand about the various cocktail making methods
 - Demonstrated the setup for various occasions like Christmas, valentines etc.
 - Demonstrated the set for various theme
 - Ensure that development needs are related to the aims and objectives of the establishment
 - Make contributions to the planning and implementation of development activities which are relevant to the individuals, the team and the organization
 - Evaluate the development activities undertaken and report on effectiveness
-
-

BAR

- Equipments for cocktail preparation
- Methods of making cocktails
- Building, Stirring
- Shaking, Blending
- Layering
- Mock tail Preparation
- Garnishes

THEME SETUP

- **Occasional based**
- Christmas
- Valentine's day
- **Theme Dinner**
- Italian
- French
- Mexican
- China

REFERENCE BOOKS

1) Food and Beverage Service

R.Singaravelavan

Oxford University Press

New Delhi-110 001

2) Food and Beverage Service

Dennis Lilli carp & John Cousins, 2002

Published by- Hodder & Stoughton Education

338, Euston Road,

London

SRI KALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (HM&CS) 2015-2018-Semester -VI

Part – III -PROFESSIONAL ROOM DIVISION MANAGEMENT

Core XVIII (Optional)

Duration: 90HOURS

Course code: 15UHMC63

Credit : 6

PROFESSIONAL ROOM DIVISION MANAGEMENT

Aims and Objectives:

- To Know about the Accounts and Night auditing
- To Impart the Knowledge about Housekeeping
- To Learn about Knowledge about Advanced Technologies in Room Division Management

Course Outcomes

- Demonstrated the various record maintaining in the housekeeping department
- Understand the procedures has to be followed in the record keeping
- Understand about night auditing process, creation and maintenance of accounts
- Described the concept interior design, various kind of lights used in hotel industry
- Understand the role of colors in interior designing
- Demonstrated about the latest techniques followed in the hotel industry

UNIT-I (18 HOURS)

Guest Accounting

Job description of Front office cashier

Records & Ledgers maintained by cashier (Visitors Tabular Ledger, Guest weekly bill, Allowance voucher, Visitors paid out, Foreign Currency encashment, credit card, charge slip, telephone voucher, cashier report, petty cash voucher)

Ways of settling bills

UNIT-II (18 HOURS)

Night Auditing

Job description of Night Auditor

Creation and Maintenance of Accounts and

Internal Control

Night Auditing Process

UNIT-III (18 HOURS)

Interior Designing

Principles of design

Elements of design – Role of colors, lighting, floor and floor covering, wall and wall covering, furniture, Fixtures

Role of accessories in interior design

Redecoration, Refurbishing, Replenishing, Refurnishing

UNIT-IV (18 HOURS)

Changing trends in House Keeping

Hygiene, not just Cleanliness
Outsourcing, Training and Motivation,
Eco friendly Amenities, Products and Processes
New Scientific Techniques
IT – Savvy Housekeeping

UNIT-V (18 HOURS)

Knowledge about Advanced Technologies in Room Division Management
Customer Relationship management
Properties Management System
Hotel Management Software System
Fidelio System/Opera
IDS System, Guest Satisfaction Tracking System

Reference Book

1. SUDHIR ANDREWS
: Hotel Front Office Training Manual
: TATA MC GRAW HILL PUBLISHERS, NEW DELHI
: Edition 2, 2004
2. SUDHIR ANDREWS
: Hotel House Keeping Training Manual
: TATA MC GRAW HILL PUBLISHERS, NEW DELHI
: Edition 2, 2005
3. S.K.BHATNAGAR
: Front Office Management
: FRANK BROTHERS & CO.LTD, NEW DELH
: Edition -2006
4. G.RAGHU BALAN, SMRITEE RAGHUBALAN
: Hotel Housekeeping Operations and Management
: Oxford University Press
: Edition 2, 2009

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (THA) 2015-2018 – Semester VI
Part III – PROFESSIONAL ROOM DIVISION MANAGEMENT PRACTICAL

Core – XIX
Course code: 15UHMC6R

Duration: 30 HOURS
Credit: 6

PROFESSIONAL ROOM DIVISION MANAGEMENT PRACTICAL

Aims and Objectives:

- To Know about the various functions in F.O
- To Impart the Knowledge about Flower arrangement and Laundry Management
- To Communicate the Knowledge Waste Management
- To Make ready for various opportunities in Front Office Department

Course Outcomes

- Demonstrated about the various functions in Front office.
- Basic Knowledge about Flower arrangement and Laundry Management
- Ability to make flower arrangement for various theme functions
- Communicate the Knowledge Waste Management
- Demonstrated the procedure for filling up various forms used in the front office department
- Demonstrated about C- form and the procedure to follow to fill up C-form.

FRONT OFFICE :(15 HOURS)

HMS,IDS ,Fidelio Training –Putting a message-putting a locator-check in first time guest-pre prepare registration card- Key issuing procedure-Different Situation Handling-Prepare Guest History-Role Play Related to Executive Levels –Preparing folio-Practice on cancellation, amendment Procedure-Make ready for various opportunities in Front Office Department

HOUSE KEEPING (15 HOURS)

Flower Arrangement-Different Styles and types of flower arrangement – Washing Practical-Stain removal –Linen Purchasing Procedure-Planning a layout of Housekeeping department –Practice on Layout of Single, double, Suite Rooms-Waste Management – Make ready for various opportunities in Front Office Department

Reference Book

1. SUDHIR ANDREWS
: Hotel Front Office Training Manual
: TATA MC GRAW HILL PUBLISHERS, NEW DELHI
: Edition 2, 2004
2. SUDHIR ANDREWS
: Hotel House Keeping Training Manual
: TATA MC GRAW HILL PUBLISHERS, NEW DELHI
: Edition 2, 2005

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (THA) 2015-2018 – Semester VI
Part III –Project Report- Project Viva-voce

Core – XX
Course code: 15UHMJ61

Duration: 120 HOURS
Credit: 6

Project Report- Project Viva-voce

Being a professional programme, submitting a project is also included as a part of the curriculum.

- For the project the students select the topic by their own choice of interest. After the approval from the HOD the student must start their project.
- The report must be prepared by the student's minimum of 50 pages content.
- In the report style of the font should be "**Time New Roman**" font size "**12**". The **line space** should be **1.5**.
- The must contain valid details about the place like:(40 pages)

Ex: An In-depth Study about the Bengali Cuisine

History.

About the people.

Tourism Attraction In and Around the Place.

Culture.

Important festivals.

Important cooking region.

Style of Cuisine.

Important recipe (5-Recipe's only)

- Findings - (2 pages)
- Suggestion - (1 page)
- Conclusion (2 pages)
- The report must be prepared with two copies.
- One for the student's reference and another one for department copy with color picture.

SRI KALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME - B.SC (THA) 2015 – 2018 - SEMESTER VI

Part – III - HUMAN RESOURCE MANAGEMENT

Optional /Elective Course III

Duration: 60 Hours

Course code: 15UHMO61

Credit: 3

HUMAN RESOURCE MANAGEMENT

Aims and Objectives:

- To Gain the Basic Knowledge about HR
- To Know about the HR Planning
- To Impart the Knowledge about Job Evaluation and wages
- To Communicate the Knowledge Industrial relations and Trade Union
- To Learn about Employee welfare system

Course Outcomes

- Contribute to the development, implementation, and evaluation of employee recruitment, selection, and retention plans and processes.
 - Administer and contribute to the design and evaluation of the performance management program.
 - Develop, implement, and evaluate employee orientation, training, and development programs.
 - Facilitate and support effective employee and labour relations in both non-union and union environments.
-
-

Unit I- (12 HOURS)

Definition of Human Resource Management
Scope, Objective, importance and Functions in HRM in Hotels
Organization of Personnel Department
Duties and Responsibilities of a HR Manager
Essential of Good HR System

Unit II – (12 HOURS)

HR Planning (Forecasting, HR Inventory, Job Analysis)
Definition of Job Description and Job Specification
Recruitment Sources and Process
Definition Training and Types, Merits and Demerits of Training
Performance appraisal Methods

Unit III- (12 HOURS)

Definition of Job Evaluation
Techniques of Job Evaluation
Definition Wages and Salary Administration
Types of Wages
Characteristics of good Incentive and salary system

Unit IV-(12 HOURS)

Definition of Industrial Relations
Scope, Functions and Importance of Industrial Relations
Definition of Collective Bargaining and Process
Definition and Function of Trade Union
Trade Union Movement in India

Unit V-(12 HOURS)

Voluntary and Statutory measures related to Employee welfare
Employee Turn-over & Reason and Controlling measures
Employee morale and disciplinary Procedure

Reference Book

1. CB MEMORIA

: Human Resource Management
: Himalayan Publishing Company, New Delhi
: Edition 2002

2. Edwin Flippo

: Personnel Management
: Tata McGraw Hill Publishers, New Delhi
: Edition 2004

3. Aswathappa

: Human Resource & Personnel Management
: Tata McGraw Hill Publishers, New Delhi
: Edition 2004

SRI KALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME - B.SC (THA) 2015 – 2018 - SEMESTER VI
Part – III - HOTEL ADMINISTRATION

Optional Course III
Course code: 15UHMO62

Duration: 60HOURS
Credit: 3

HOTEL ADMINISTRATION

Aims and Objectives:

- To Impart the Knowledge management principles and process
- To Gain the Basic Knowledge about Human Resource Management
- To Learn about Hotel Administration
- To Gain the Basic Knowledge about Hotel Accounts
- To Know about the Hotel Engineering

Course Outcomes

- Impart the Knowledge management principles and process
 - Understand the Basic Knowledge about Human Resource Management
 - Demonstrated the Basic Knowledge about Hotel Accounts
 - Gained basic knowledge about the Hotel Engineering
-
-

Unit I- (12 HOURS)

COMMON ADMINISTRATION

Definition of Administration
Difference between administration and Management approaches to management
Duties and Responsibilities of General manager in Administrative skills
Personality Traits, Line Staff relationship
Delegation of Authority of Departmental Executives

Unit II – (12 HOUR)

HUMAN RESOURCE MANAGEMENT

Introduction, Definitions
Scopes & Objectives of HRM
Importance & Role of HRM
Functions of HRM
Difference between HRM & Personal Management

Unit III- (12 HOURS)

MANAGEMENT PRINCIPLES AND PROCESS

Introduction, Concept, definitions
Nature, scope & process
Significance & principles
Role of management
Manager Vs Non manager
Managerial roles

Unit IV-(12 HOURS)

HOTEL ACCOUNTS

Double Entry Systems

Cash Book, Petty Cash Book, Triple Column Cash Book

Subsidiary Books, Trial Balance, Rectification of Errors

Final Account with adjustments

Its applications relevant to the Hotel Industry

Unit V-(12 HOURS) - HOTEL ENGINEERING

Introduction to Maintenance, its Importance & Different types of Maintenance

Various fuels used in Hotel Industry and its merits and demerits

Various Lights Used in Hotel Industry – Lobby, Restaurant, Rooms, Bar, Rooftop

Basic Principles of Refrigeration and Air Conditioning, Dampness and its Solution.

Reference Book

1. B.S.RAMAN
: General Accounting for Hotel Management
: United Publishers, Manglore
: Edition 2004
2. K.C.ARORA & N.C.GOYAL
: Hotel Maintenance
: Standard Publishers, New Delhi
: Edition 1996
3. Dr.P.K.S. Menon
: Human Resource Management & Organizational Behavior
: Himalaya Publishing House, Mumbai.
: Edition 2005

SRI KALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME - B.SC (THA) 2015 – 2018 - SEMESTER VI
Part – III – ORGANIZATIONAL BEHAVIOR

Elective Course III
Course code: 15UHMO63

Duration: 60 Hours
Credit: 3

ORGANIZATIONAL BEHAVIOR

Aims and Objectives:

- Understand the concepts of organizational behavior and its application in managing people
- Apply the different approaches to organizational behavior and enhance the human relationships within the organization.
- Explore the relationships among the various components of organizational behavior and their effectiveness.

Course Outcomes

- Understand the concepts of organizational behaviour and its application in managing people
 - Apply the different approaches to organizational behaviour and enhance the human relationships within the organization.
 - Explore the relationships among the various components of organizational behaviour and their effectiveness.
 - explained organizational culture and describe its dimensions and to examine various organizational designs
-
-

Unit I-(12 HOURS)

Introduction to organizational behavior

Definition of OB

Characteristics of OB

Need /importance of OB

Key elements of OB

Challenges & opportunities for OB

Unit II- (12 HOURS)

Individual perspective & group dynamics

Individual behavior

Personality

Attitudes & values

Learning

Group formation

Group decision making

Unit III-(12 HOURS)

Leadership

Nature & characteristics of leadership

Principles of leadership

Factors of leadership

Functions of leadership
Different types of leadership styles

Unit IV-(12 HOURS)

Motivation & organization culture

Features of motivation
Motivation process
Determinants of motivation
Characteristics of organizational culture
Types of organizational culture

Unit V - (12 HOURS)

Organizational Change & Organizational development

Organizational change- Definition
Needs of organizational change
Characteristics of organizational Development
Objectives of organizational Development
Process of organizational Development

Reference book

1. P.K.Balamurugan, Dr.S.Chandrabose, R.Velmurugan
: Organizational behaviour
: Sri Kaliswari College, Sivakasi
: Edition 2008

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI

Choice Based Credit System

UG PROGRAMME- B.SC (THA) 2015-2018 – Semester VI

Part IV – TOURISM MARKETING

Skill based Course IV

Duration: 30 HOURS

Course code: 15UHMS61

Credit: 1

TOURISM MARKETING

Aims and Objectives:

- To Know about the importance of tourism marketing for the economical growth of country
- To Impart the Knowledge about the types of tourism market and Tourist behavior
- To Know about the tourism pricing strategies

Course Outcomes

- Understand the importance of tourism marketing for the economical growth of country
 - Understand the basic knowledge about the types of tourism market and Tourist behavior
 - Described about the tourism pricing strategies
-

Unit 1: INTRODUCTION TO TOURISM MARKETING

Introduction-Factors shaping the Indian tourism- Tourism marketing- Nature of tourism marketing- Process of tourism marketing.

Unit2: CHALLENGES OF TOURISM MARKETING

Nature and Characteristics of Tourism offers- Tangibility and intangibility, Non-perishability and perish ability, Homogeneity and Heterogeneity, Separability and Inseparability, Issues and challenges in tourism marketing-Issue of Tangibility and Intangibility, Issue of Perishability and Non-Perishability Combination,

Unit 3: TOURISM MARKETS AND TOURIST BEHAVIOUR

Introduction,

Types of tourism markets, on the basis of origin & destination, on the basis of purpose of visit, on the basis of regions.

Tourist behavior, Nature of decision making, EPS, LPS, RRB, Nature of tourist

Risks involved in travel purchase.Physical risk, financial risk, Performance risk

Unit 4: TOURISM PRODUCT AND DISTRIBUTION

Tourism Product-product Life Cycle(PLC)-Branding and its features-Tourism Distribution-Channel Design Decisions, National or Regional tourism organizations, Tour Operators, Travel agents, Online Travel companies, Specialty Agents, General Sales Agents(GSAs),Decisions on length of channel and Channels in India.

Unit 5: TOURISM PRICING AND PROMOTION

Pricing-Concept, Importance and Process of Pricing- Methods of Price Fixation-Pricing Strategies-Promotion and Communication-Objectives of promotion-Promotion mix-Factors affecting promotion mix.

Reference Book

- 1) MANJULA CHAUDHARY
: Tourism Marketing
: Oxford university Press
: New Delhi 10
: Edition 2010

- 2) SAMPAD KUMAR SWAIN, JITENDRA MOHAN MISHRA
: Tourism Principles and Practices
: Oxford university Press
: New Delhi 10
: Edition 2012

SRIKALISWARI COLLEGE (AUTONOMOUS) SIVAKASI
Choice Based Credit System
UG PROGRAMME- B.SC (THA) 2015-2018 – Semester VI
Part IV – TOURISM PLANNING

Value Based Course II

Duration: 30 HOURS

Course code: 15UHMV61

Credit: 1

TOURISM PLANNING

Aims and Objectives:

- To Know about the importance of tourism planning for the economical growth of country
- To Impart the Knowledge about the types of planning
- To Communicate the Knowledge about the Tourism policy of India

Course Outcomes

- Appreciate the need for planned tourism development
 - Understand key terms, concepts and approaches related to tourism planning and development
 - Describe the tourism planning process as well as the components of a typical tourism plan
 - Evaluate tourism plans and strategies in terms of their objectives and broader development goals
-
-

UNIT I-(6 HOURS)

Evolution of Tourism planning,
Importance of Tourism Planning,
Planning process,
Levels of Tourism planning.
Reasons for Planning.

UNIT II-(6 HOURS)

Approaches of Planning In Tourism

Types of Planning – Micro Planning & Macro Planning
Principles of attraction development and evaluation
Feasibility Analysis – Location, Identifying the Market, Cost Benefit analysis, Cost estimation
Impacts of unplanned tourism development on a tourist destination

UNIT III-(6 HOURS)

Planning For Tourism in India

Tourism Planning Process

Tourism policy of India:

- ✓ The National Tourism Policy 1982
- ✓ National Action plan for tourism (NAPT) 1992: Objectives and strategies.
- ✓ The New Tourism Policy (2002)

UNIT IV-(6 HOURS)

Tourist Environmental Policy

Regional Planning Consideration

Carrying Capacity – Types, Factors affecting Carrying Capacity

WTO Environment Committee

UNIT V-(6 HOURS)

Tourism and Five-year Plans in India with special reference to 11th Five-year Plan.

Incredible India

Athiti Devo Bhava

Reference Book

1. SUNETRA RODAY, ARCHANA BIWAL, VANDANA JOSHI
: Tourism operations and Management
: OXFORD UNIVERSITY PRESS, NEW DELHI
: Edition - 2009
2. A.K.BHATIYA
: International Tourism Management
: STERLING PUBLISHERS PRIVATE LIMITED, NEW DELHI
: Revised Edition 2012