

FACULTY OF SCIENCES

SYLLABUS
Of
Bachelor of Vocation (Hospitality and
Tourism)

(Semester I & II)
Credit Based Continuous Evaluation Grading
System



Session: 2020-2021

The Heritage Institution
KANYA MAHA VIDYALAYA JALANDHAR
(Autonomous)

**PROGRAMME SPECIFIC OUTCOMES FOR
BACHELOR OF VOCATION (HOSPITALITY AND TOURISM)**

Upon successful completion of this Programme, students will be able to:

- PSO (1) - To develop holistic understanding about various fields of Hospitality and tourism including Food Production, Food and Beverage Service, Accommodation operations, Front office and Tourism.
- PSO (2) - To understand the fundamentals of Food Production ,Kitchen hygiene and layout, duties and responsibility and various ingredients used in cooking.
- PSO (3) - To develop the understanding about catering establishment and its important, personal hygiene and grooming and various service methods.
- PSO (4) - To gain knowledge about different food and beverage services and information about different type of fuel and its use.
- PSO (5) - To develop deep understanding of accommodation and hotel front office, various type of hotel and its basis.
- PSO (6) – To understand Indian cookery, condiments, herbs, spices in Indian cuisine
- PSO (7) – To develop understanding about basic methods of cooking and ingredients used in different cuisine.
- PSO (8) - To develop personality skill for hospitality in various institutions. PSO (9) – Capable of oral and written communication.
- PSO (9) - To gain knowledge about regional cuisine of India, accommodation management.

Kanya Maha Vidyalaya, Jalandhar (Autonomous)
SCHEME AND CURRICULUM OF
EXAMINATIONS OF THREE YEAR
DEGREE PROGRAMME
Bachelor of Vocation (Hospitality and Tourism)
(Session 2020-2021)
Credit Based Continuous Evaluation Grading System

Semester I								
Course code	Course type	Course Titles	Credits L-T-P	Max Marks				Examination time (in Hours)
				Total	Ext.		CA	
					L	P		
BVHL -1421 BVHL-1031 BVHL-1431	C	Punjabi Compulsory/ ¹ Basic Punjabi/ ² Punjab History and Culture	2-0-0	50	40	-	10	3
BVHL-1102	C	Communication Skills in English	2-0-0	50	40.	-	10	3
BVHL1661	C	Basics of Food Production-I	2-0-0	100	80	-	20	3
BVHL-1662	S	Basics of Food and Beverage Service –I	2-0-0	100	80	-	20	3
BVHL-1663	S	Basics of Accommodation Operations and Hotel Front Office –I	2-0-0	100	80	-	20	3
BVHL-1664	C	Basic concepts of Tourism	2-0-0	100	80	-	20	3
BVHL-1665	S	Meet and Greet Officer	2-0-0	100	80	-	20	3
BVHM-1666	S	Hygiene, Sanitation and First Aid	2-0-1	100	60	20	20	3+3
BVHP-1667	S	Basics of Food Production –I (Practical)	0-0-3	100	-	80	20	3
BVHP-1668	S	Basics of Food and Beverage Service –I (Practical)	0-0-3	100	-	80	20	3
BVHP-1669	S	Basics of Accommodation Operations and Hotel Front Office –I (Practical)	0-0-3	100	-	80	20	3
AECD-1161	AC	*Drug Abuse: Problem, Management and Prevention (Compulsory)	2-0-0	50	40	-	10	3
SECF-1492	AC	*Foundation Course	2-0-0	25	20	-	5	1
		TOTAL	30	1000				

*C- Compulsory S- Skill Enhancement

¹Special Paper in lieu of Punjabi (Compulsory)

²Special paper in lieu of Punjabi (Compulsory) (Only for those students who are not domicile of Punjab)

Grade points or grades of these courses will not be included in the SGPA/CGPA of Semester/Program

**Bachelor of Vocation (Hospitality and Tourism) Semester I
(Session 2020-2021)**

**Subject: Basics of Food Production-I
(Theory)**

Course Code: BVHL-1661

Time: 3 Hours

L-T-P: 2-0-0

Maximum Marks: 100

Theory Marks: 80

CA-20

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Contents:-

Unit I

Introduction to Cookery, Hierarchy and Layout of the kitchen Department:

Introduction, Levels of skills and experiences, Attitude and behavior in the kitchen, Personal hygiene and food safety, contamination of food. History of cooking - Classical and modern kitchen brigade, Organizational structure of the kitchen, Co-operation with other departments, Duties and responsibilities of kitchen staff, Layout of kitchen (Main kitchen, Commissary, Garde Manger, Butchery and Bakery and confectionery)

Unit II

Aims, Objectives and Methods of Cooking: Effects of cooking, Characteristics of Raw materials (Salt, Liquids, Sweetening, Fats and Oils, Raising Agents, Thickening Agents), Preparation of Ingredients, Texture, Cooking techniques methods of heat transfer, Basic methods of cooking, special methods of cooking foods (infrared cooking, microwave, réchauffé)

Unit III

Equipment and Fuels used in kitchen & Kitchen Communication: Introduction, fuel used in the kitchen, Equipment used in the kitchen, commonly used equipment, largest equipment used and their operating procedures. Common Terminology used in kitchen, Techniques used in pre-preparation, Techniques used in preparation, Forms and formats used in kitchen, Coordination of kitchen with other departments.

Unit IV

Commodities used in the Catering Industry: Basic understanding of the commodities (Composition, uses, types or varieties) Cereals, grains & pulses (Wheat, Rice & Other millets, Bengal gram, Green gram, Red gram, Soya beans, kidney bean, double beans, locally available cereals and pulses) Sweeteners (Sugar, Honey, Jaggery) Vegetables (Root, Stem, Leafy) Fruits (Fresh, Dried, Canned) Spices, Herbs, Condiments & Seasonings (Used in Western & Indian Cooking)

Textbook:

- Parvinder S. Bali, (2014) *Food production operations*, 2nd edition Oxford University Press

Suggested Readings:

- Krishna Arora, (2013) *Theory of Cookery*, Frank Bros & Co.
- Foskett&Paskins, (2016) *Theory of hospitality & Catering*, 13TH edition (Hodder Education)
- Thangam E. Philip, (2014) *Modern Cookery for Teaching and Trade Vol-1, (6th Edition)*, Orient Black Swan

Web Links:

- <https://www.slideshare.net/Senthil13k/bsc-food-production-1st-year-notes>
- 2. https://www.tutorialspoint.com/food_production_operations/food_production_operations_tutorial.pdf
- [https:// www.bngkolkata.com/web/kitchen-organization-structure/](https://www.bngkolkata.com/web/kitchen-organization-structure/)
- <https://www.slideshare.net/HarshalKamble3/fuels-used-in-kitchen>

Bachelor of Vocation (Hospitality and Tourism)
Semester I (Session 2020-2021)
Subject: Basics of Food and Beverage Service-I
(Theory)
Course Code: BVHL-1662

Time: 3 Hours

L-T-P: 2-0-0

Maximum Marks: 100

Theory Marks: 80

CA-20

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Content:

Unit I

Food Service Industry: Introduction to Food Service Industry, History, and Sectors of Food service Industry, Types of Restaurants and their characteristics, Personal Hygiene, Uniform & Grooming Standards, Career Opportunities.

Unit II

Departmental Organization & Staffing: Organization of F&B department of hotel, Principal staff of various types of F&B operations, French terms related to F&B staff and operations, Duties & responsibilities of F&B staff, Inter and intra departmental relationships.

Unit III

Food Service Areas and Equipment's: Room Service, Still Room, Stores, Linen store, Kitchen Stewarding, Hot Sections, Specialty Restaurants, Coffee Shop, Banquets and Bar, Furniture, Linen, Glassware, Tableware, Special and Miscellaneous Equipment and their Usage, Care & Maintenance, Side Station and its importance.

Unit IV

Styles of Food Service and Handling Different Situations: Waiter service, Self-service, assisted service, Gueridon Service, Service sequence, factors influencing styles of service, Dealing with different situations and guests in dining area.

Textbook:

- R. Singaravelavan (2016), Food and Beverage Service, (2nd Edition), Oxford University Press

Suggested Readings:

- Sudhir Andrews (2013), Food & Beverage Service Training Manual, (3rd Edition), Tata McGraw Hill.
- John Cousins, Dennis Lillicrap, Suzanne Weekes (2014), Food and Beverage Service, (9th Edition), Hodder

Web Links:

- <https://www.slideshare.net/SunilKumar148/food-beverage-service-basic-notes>
- https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_tutorial.pdf
- <https://setupmyhotel.com/...hotels/food-and-beverage.../493-f-and-b-organization.htm...>
- <https://www.tutorialspoint.com> > ... > F & B Services – Organization

Bachelor of Vocation (Hospitality and Tourism)

Semester-I (Session 2020-2021)

Subject: Basics of Accommodation Operations and Hotel Front office-I (Theory)

Course Code: BVHL-1663

Time: 3 Hours

L-T-P: 2-0-0

Maximum Marks: 100

Theory Marks: 80

CA-20

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Content:

Unit I

Introduction to Hospitality Industry : Introduction, Concept, and its importance; Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and other types of hotels in India, Origin, growth and development of Hotel Sector in India (ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt, Organization Structure of Hotels.

Unit II

Hotel Front Office: Front Office: Introduction; Functions and importance, Different sections of the front office department and their layout : Reservation, Reception, Concierge, Bell desk, Lobby, Telephone, Cashier, Inter and Intra- department coordination, Organization structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards, a career in the front office department

Unit III

Hotel Housekeeping: Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department, Attributes and Qualities of the Housekeeping staff, Hygiene and Grooming Standards of Housekeeping Personnel, Organizational framework of the Department (Large/Medium/Small Hotel), Role of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Inter departmental Coordination with front office and the Maintenance department.

Unit IV

The Guest Accommodation and Tariff Structure: Guest Rooms, Types, Layouts, Salient Features, Guest Room amenities, supplies and services, Floors, Floor Pantries, Guest Safety on Floors, plans, Basis of Room charging, Tariff fixation

Textbook:

- Bhatnagar S.K (2013). Front Office Management (2nded.). New Delhi, India: Frank Brothers.
- Raghubalan G. (2016). Hotel Housekeeping Operations & Management (3rd ed.). New Delhi, India: Oxford University Press.

Suggested Readings:

- TiwariJatashankar R. (2016). Hotel Front Office (2nd ed.). New Delhi, India: Oxford University Press.
- Andrews Sudhir. (2013). Hotel Front Office a Training Manual (3rded.). New Delhi, India: Tata McGraw-Hill.
- Andrews Sudhir. (2013). Hotel Housekeeping a Training Manual (3rd ed.). New Delhi, India: Tata McGraw-Hill.

Web Links:

- <http://tourism.gov.in/sites/default/files/guideline/HRACC%20Guidelines%20for%20Hotels2.pdf>
- <https://www.slideshare.net/indianchefrecipe/layout-and-sections-of-front-office>
- <https://warigunawan.wordpress.com/2013/11/25/housekeeping-department-in-the-organization>

Bachelor of Vocation (Hospitality and Tourism)
Semester-I(Session 2020-2021)
Subject: Basics concepts of Tourism
(Theory)

Course Code: BVHL-1664

Time: 3 Hours

L-T-P: 2-0-0

Maximum Marks: 100

Theory Marks: 80

CA-20

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Contents:

Unit-I

Tourism – Meaning and Scope: Tourism: Definition, Meaning, Nature and Scope. Tourist, Travellers, Visitor, Transit Visitor and Excursionist, Definition and Differentiation, Leisure, Recreation and Tourism and their Inter-relationship, Concept of Tourism Resources, Attraction, Product, Market, Industry and Destination in the Context of Tourism,

Unit-II

Components and Elements: Components and elements of Tourism, Intermediaries and Suppliers, The Tourism System, Types and Forms of Tourism, Approaches to Study Tourism
Historical Dimensions of Tourism: Travel and Tourism through the Ages: Early Travels, Renaissance and Age of Grand Tours, Emergence of modern tourism, concept of “Paid holiday”.

Unit-III

Infrastructure in Tourism: Tourism Infrastructure: Types, Forms and Significance, Accommodation: Forms and types, Transport Sectors: Modes and relative significance, other support Infrastructures required for tourism.

Unit-IV

Significance of Tourism Industry: Economic Impacts of Tourism: Income And Employment, Multipliers Of Tourism, Balance of Payments, Foreign Exchange etc. Socio-Cultural Impacts Of Tourism: Cultural Exchange among Nations and International Understanding, Impacts Of Tourism on Ecology and Environment.

References:

Text Books:

- Swain, S. K. and Mishra, K. (2017). Tourism Principles and Practices (3rd ed.). New Delhi, India: Oxford University Press.
- Roday, S., Biwal, A. and Joshi, V. (2015). Tourism Operations and Management (8th ed.). New Delhi, India: Oxford University Press.

Recommended Books / Suggested Readings:

- Kamra, K. K. and Chand, M. (2015). Basics of Tourism: Theory, Operation and Practice (2015 ed.). New Delhi, India: Kanishka Publishers, Distributors.
- Page, S. J. (2011). Tourism Management: An Introduction (4th ed. Special Indian Edition). London and New York, USA: Routledge.
- Goeldner, C. R. and Ritichie, R. B. (2011). Tourism Principles, Practices and Philosophies (12th Ed.). John Wiley & Sons.
- Fletcher, J., Fyall, A., Gilbert, D. and Wanhill S. (2018). Tourism Principles and Practice (6th Ed.). Pearson

Web links:

- https://epgp.inflibnet.ac.in/view_f.php?category=1850

Bachelor of Vocation (Hospitality and Tourism)

Semester-I (Session 2020-2021)

**Subject: Meet and Greet Officer
(Theory)**

Course Code: BVHL-1665

Time: 3 Hours

L-T-P: 2-0-0

Maximum Marks: 100

Theory Marks: 80

CA-20

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Contents:

UNIT- I

Planning for meeting customers:

- Check and assigned duty as per duty roaster.
- Preparing for meeting customers.
- Hotel accommodation and booking.
- Complete checklist for performing duties.
- Seek advice of seniors to address issues.

UNIT- II

Meet and greet the customers according to the company norms.

- Learn good verbal communication skills.
- Satisfied customers needs
- Build good relationship for performing duties.
- Managing Transfer of customers.
- Assisting customers to check in and check out.

UNIT- III

- Addressing customer queries and resolving customer problems.
- Interacting with superiors and colleagues.
- Satisfy customer needs and build friendly relationship with them.
- Seek feedback from them.

UNIT- IV

- Service quality requirement, maintain personal integrity and ethical behavior.

- Services and facilities specific to age, gender and special needs, treat women equally and avoid discrimination, ensure safety of women.
- Hygiene, Work hazards in work areas and preventive measures, safety standards and procedures.
- Basic knowledge of state or foreign language.

Text Books:

- Bhatnagar S.K, Front Office Operation and Management, Frank Brothers.

Suggested Readings:

- Andrews Sudhir, Hotel Housekeeping Training Manual, McGraw-hill
- Andrews Sudhir, Front Office Training Manual, McGraw-hill
- Raghubalan G, Hotel Housekeeping Operations & Management, 3rd edition Oxford University Press.
- Tiwari Jatashankar R, Hotel Front Office, Oxford University Press

Web Links:

- <http://tourism.gov.in/sites/default/files/guideline/HRACC%20Guidelines%20for%20Hotels2.pdf>
- <https://www.slideshare.net/indianchefrecipe/layout-and-sections-of-front-office>
<https://warigunawan.wordpress.com/2013/11/25/housekeeping-department-in-the-organization>

Bachelor of Vocation (Hospitality and Tourism)
Semester-I (Session 2020-2021)
Subject: Hygiene, Sanitation and First Aid
(Theory)
Course Code: BVHM: 1666

Time: 3 Hours
L-T-P: 2-0-1

Maximum Marks: 100
Theory Marks: 60
Practical Marks: 20
CA: 20

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.
- Excel, MS Power Point, Role of Internet in travel and tourism

Contents:

Unit-I

Introduction:

Cleaning and Sanitizing, Cleaning vs. Sanitizing, Cleaning, Sanitizing, Machine Dishwashing, Manual Dishwashing, Cleaning the Premises, Storing Utensils, Tableware, and Equipment, Using foodservice Chemicals, Developing a Cleaning Program

Unit-II

Food safety:

Food Safety, Food Hazards, Contaminants and food Hygiene. Micro Organisms in food: General characteristics of micro-organisms based on their occurrence and structure, Factors affecting their growth in food, Common food borne microorganism.

Unit-III

Food Safety Management Systems, Prerequisite Food Safety Programs, Active Managerial Control, Hazard Analysis Critical Control point (HACCP), Crisis management

Unit –IV

Food Laws and Standards : Indian Food Regime ,Global Scenario ,Other laws and standard related to food ,FPO,PFA,FSSAI,AGMARK,BIS,GRAS and permissible limits for chemical preservatives .
Recent concerns in food safety : New and Emerging Pathogens. Genetically modified food, transgenic and Organic foods. Newer approaches to food safety.

References:

Text books

- First Aid, CPR and AED, 5th ed. (2006). A. Thygerson, B. Gulli & J.R. Krohmer. Jones & Bartlett. ISBN: 0763742090

Suggested Books:

- Food Science & Nutrition-Roday Sunetra, Oxford University Press
- Ali, Inteaz, Food Quality Assurance
- Hester and Harrison, Food Safety and Food Quality

Web Links:

- [https:// www.hanoverhornets.org/pe/wp-content/uploads/2017/01/nutritionnotes-2.pdf](https://www.hanoverhornets.org/pe/wp-content/uploads/2017/01/nutritionnotes-2.pdf)
- <https://download.nos.org/srsec321newE/321-E-Lesson-4.pdf>
- <https://testbook.com/blog/nutrition-and-deficiency-static-gk-notes-pdf-3/>
- <https://www.wasatch.edu/cms/lib/UT01000315/Centricity/.../exsci%20lecture%20notes.pdf>
- <https://academic.oup.com/nutritionreviews/article-pdf/45/.../nutritionreviews45-0319.pdf>

Subject: Basics of Food production-I (Practical)
Course Code: BVHP-1667

Time: 4 Hours
L-T-P: 0-0-4

Maximum Marks: 100
Theory Marks: 80
CA-20

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Contents:

- Understanding Personal Hygiene & Kitchen Hygiene
- Grooming for Professional Kitchen – Do's & Don'ts
- Understanding kitchen Layouts.
- Familiarisation with kitchen equipment and tools
- Fuels – Their usage and precautions
- Kitchen First Aid
- Handling Fire
- Familiarization, identification of commonly used ingredients in kitchen
- Vegetables Cuts - julienne, jardinière, macedoines, brunoise, paysane, mignonnette, dices, cubes, shred, mirepoix
- Preparation of salad dressings
- Preparation of Stocks
- Demonstration to Basic Cooking Methods(baking, broiling, frying, grilling, Blanching, stewing, steaming etc.)

Textbook:

1. Parvinder S. Bali (2014), Food production operations, Oxford printing press

Suggested Readings:

1. David Foskett and Patricia Paskins (2011), Theory of hospitality & Catering, ELBS Hodder Education
2. Thangam E. Philip, (2014) Modern Cookery for Teaching and Trade Vol-2, (6th Edition), Orient Black Swan

Subject: Basics of Food and Beverage service –I (Practical)

Course Code: BVHP-1668

Time: 4 Hours

L-T-P: 0-0-4

Maximum Marks: 100

Theory Marks: 80

CA-20

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Contents

- ☐ Understanding Personal Hygiene & Food Service Hygiene
- ☐ Grooming for Professional Food Service – Do's & Don'ts
- ☐ Understanding Food Service Outlets.
- ☐ Familiarisation with Food Service equipment's and tools
- ☐ Fuels –Their usage and precautions while dealing with them in F&B Outlets
- ☐ Handling Fire and Emergency Procedures
- ☐ Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F&B Outlets
- ☐ Services of Soups
- ☐ Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus.
- ☐ Demonstration to Basic Service sequence and its readiness.

Subject: Basics of Accommodation operations & Front office-I (Practical)

Course Code: BVHP-1669

Time: 4 Hours

L-T-P: 0-0-4

Maximum Marks: 100

Theory Marks: 80

CA-20

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Contents:

- Preparation and study of 20 countries capitals, currencies, airlines and flags
- Identification of Front Office equipment's
- Identification of various vouchers used in Front office
- Hotel Terminology
- Layout of Housekeeping and Front Office Department
- Room layout and Guest Room supplies
- Identification of Cleaning Equipment's
- Identification of Cleaning Agents
- Room status codes
- Sweeping and Mopping – dry, wet
- Cleaning of Glass surfaces

Kanya Maha Vidyalaya, Jalandhar
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SCHEME AND CURRICULUM OF
EXAMINATIONS OF THREE YEAR
DEGREE PROGRAMME
Bachelor of Vocation (Hospitality and
Tourism)
(Session 2020-2021)
Credit Based Continuous Evaluation Grading
System

Semester II									
S. No.	Course Code	Course Type	Course Titles	Credits L-T-P	Max Marks				Examination time (in Hours)
					Total	Ext.		CA	
						L	P		
1	BVHL-2421 BVHL-2031 BVHL-2431	C	Punjabi Compulsory/ Basic Punjabi/ Punjab History and Culture	2-0-0	50	40	-	10	3
2	BVHL-1102	C	Communication Skills in English-II	2-0-2	50	25	15	10	3
3	BVHL-2661	S	Food Production-II	2-0-0	100	80	-	20	3
4	BVHL-2662	S	Food & Beverage Service –II	2-0-0	100	80	-	20	3
5	BVHL-2663	S	Basics Of Accommodation and Hotel Front Office –II	2-0-0	100	80	-	20	3
6	BVHL-2664	C	Fundamentals of Management	2-0-0	100	80	-	20	3
7	BVHM-2125	S	Application of Computer in Hospitality and Tourism	1-0-1	50	25	15	10	3

8	BVHP-2666	S	Food Production practical -II	0-0-3	100	-	80	20	3
9	BVHP-2667	S	Food & Beverage Service practical - II (P)	0-0-3	100	-	80	20	3
10	BVHP-2668	S	Accommodation and Hotel Front Office practical–II	0-0-4	100	-	80	20	3
11	AECD-2161	C	Drug Abuse: Problem, Management and Prevention (Compulsory)	2-0-0	50	40	-	10	3
12	SECM-2502	C	Moral Education Programme	2-0-0	25	20	-	5	1
			TOTAL	30	850				

Special Paper in lieu of Punjabi (Compulsory)

Special paper in lieu of Punjabi (Compulsory) (Only for those students who are not domicile of Punjab)

Marks of these papers and credits will not be added in total marks and total credits. Only grades will be provided.

C- Compulsory S- Skill Enhancement

Bachelor of Vocation (Hospitality and Tourism)
Semester-II (Session 2020-2021)
Subject: Food Production-II
(Theory)
Course Code: BVHL-2661

Time: 3 Hours
L-T-P: 2-0-0

Maximum Marks: 100
Theory Marks: 80
CA-20

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO):

Upon successful completion of the course, the students should be able to:

CO1: Prepare various types of stocks, soups, sauces & their derivatives.

CO2: Use the different cuts of different meats in various dishes.

CO3: Make various dairy products from milk which is used in kitchen in everyday operations.

CO4: Plan the menu considering principles of menu planning.

Course Content:

Unit I

Basic Menu Planning: Introduction of Menu, History of menu, Types of menu, Principles of menu planning, Factors affecting menu planning, Examples of various places with different menus

Unit II

Stocks, Soups, Sauces & Gravies: Introduction to stocks, types & preparations of various stocks. Introduction and classification of soups, Making of good soups, International soups with their country of origin. Introduction of sauces. Classification of sauces (mother Sauces, proprietary sauces, contemporary sauces), Different Mother Sauces and derivatives to mother sauces, Contemporary and Proprietary Sauces. Introduction to Indian gravies, Classification of gravies, Difference between sauce and gravy

Unit III

Meat & Fish Cookery: Introduction to meat cookery, Meat terminology, slaughtering & stages of slaughtering

- Beef & Veal-Introduction, Composition, difference, cuts, cooking methods, Storage
- Lamb & mutton-Introduction, Composition, difference, cuts, cooking methods, Storage
- Pork, Ham & Gammon -Introduction, Composition, difference, cuts, cooking methods
- Poultry-Introduction, Composition, difference, cuts, cooking methods, Storage
- Introduction to fish cookery, Classification of fish with examples, composition of fish, Cuts of fish, Selection of fish and shellfish cooking of fish (effects of heat)

Unit IV

Dairy Commodities: Milk Introduction, Processing of Milk, types of milk, Nutritive value/composition, Pasteurization, Homogenization, Types of Milk – Skimmed, Powdered, Flavored and Condensed, Nutritive Value Cream: - Introduction, Processing of Cream, Types of Cream, Cheese- Introduction, Processing of Cheese, Types of Cheese, Classification of Cheese, Curing of Cheese, Uses of Cheese Butter- Introduction, Processing of Butter, Types of Butter.

Textbook:

- 1 Parvinder S. Bali (2014), Food production operations 2nd edition, Oxford University press

Suggested Readings:

- Krishna Arora, (2013) Theory of Cookery, Frank Bros & Co.
- David Foskett and Patricia Paskins (2011), Theory of hospitality & Catering, ELBS Hodder Education
- Thangam E. Philip, (2014) Modern Cookery for Teaching and Trade Vol-2, (6th Edition), Orient Black Swan

Web Links:

1. https://www.bcit.cc/site/handlers/filedownload.ashx?moduleinstanceid=8388&dataid=29491&FileName=soups_and_Sauces_Chapter_20.pdf
2. <http://www.kerryabetutors.ie/wp-content/uploads/9.-Soups-Soups-and-Sauces.pdf>
3. <http://web.uvic.ca/~ccgarden/wp-content/uploads/2015/10/Soups-Stocks-Stews.pdf>
4. https://www.bcit.cc/site/handlers/filedownload.ashx?moduleinstanceid=8388&dataid=29491&FileName=soups_and_Sauces_Chapter_20.pdf

**Bachelor of Vocation (Hospitality and
Tourism)
Semester-II (Session 2020-2021)
Subject: Food and Beverage Service-II
(Theory)
Course Code: BVHL-2662**

Time: 3 Hours
L-T-P: 2-0-0

Maximum Marks: 100
Theory Marks: 80
CA-20

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO):

Upon successful completion of the course, the students should be able to:

CO1: Laying and re-laying restaurant covers for different meals.

CO2: Exhibit IRD practices and the way of service in the rooms with standards.

CO3: Design a good quality menu with profit making presentation.

CO4: Receive guests and take orders in the restaurants.

Course Content:

Unit I

Preparing the Restaurant–Before and After the Service: Mise-en-place, Mise-en-Scene, Restaurant, Types of Covers, Points to be observed while laying the cover, Physical inventory, Service Procedure: Rules to be Observed While Waiting at the Table, Service Procedure for A 'la carte menu, Table d'hôte menu, Different Breakfasts (Indian, English, American and Continental) Lunch or Dinner, Menu, Menu and Covers for various types of Breakfast.

Unit II

Room Service: Introduction about Room Service or IRD. Location and equipment's required. Room Service procedure, Order taking for IRD, Guest expectations in Room Service, Satisfaction of Guest. R.S.O.T. Execution of room service order Set up of Trays & Trolleys, Up-keep and Storage, Service Tools, Clearance, Presentation of Bills.

Unit III

Menu Planning Introduction: Origin, Points to be considered while planning a menu, Compiling of different types of Menu (A 'la carte menu, TDH menu, Breakfast menu, Lunch or Dinner menu etc.) French Classical Menu. French and culinary terms.

Unit IV

Order Taking and Billing Methods: Introduction, Methods of taking food order, K.O.T, Different types of K.O.T, Computerized billing system. Different types of billing. Different modes of payment.

Textbook:

- Singaravelavan R, Food and Beverage Service, 2nd Edition 2016, Oxford University Press

Suggested Readings:

- Sudhir Andrews, Food & Beverage Service Training Manual, 3rd Edition 2017, Tata McGraw Hill.
- John Cousins, Dennis Lillicrap, Suzanne Weekes, Food and Beverage Service, 9th Edition, Hodder Education.

Web Links:

- https://www.jetro.go.jp/ext_images/en/reports/survey/pdf/2015_03_biz4.pdf
- https://www.ggra.org/wp-content/uploads/2014/11/pre_opening_checklist.pdf
- <https://www.worldskills.org> › ... › Skills Explained › Social and Personal Services
- <https://www.hospitality-school.com/how-to-take-food-order-in-restaurant-sop>

**Bachelor of Vocation (Hospitality and
Tourism)
Semester-II (Session 2020-2021)
Subject: Accommodation operation and Front office-II
(Theory)
Course Code: BVHL-2663**

Time: 3 Hours
L-T-P: 2-0-0

Maximum Marks: 100
Theory Marks: 80
CA-20

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO):

Upon successful completion of the course, the students should be able to:

CO1: Process guest reservation and handle guest check-in.

CO2: Handle checkout request and process guest billing.

CO3: Identify the complexities of various housekeeping procedures.

CO4: Recognize and use the correct cleaning agents & equipment's used in cleaning hotel guestroom.

Course Content

Unit I

Front Office Operations: Introduction to guest cycle, Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups. Procedure for guest check in, and baggage handling, Registration: concept, systems and its procedure, Registration form and C Form, No Shows, Rooming of Guests, Message Handling, left luggage handling procedure, foreign currency handling, Room selling techniques, During the stay activities.

Unit II

The Guest Departure and Post Departure Services at Front Desk: The guest accounting, the guest ledgers, city ledger, tips and advances, front office cash sheet, paid out, bank net receipts, over and shorts, settlement of bills, credit card handling, handling vouchers of – room rate, food sales, laundry, other guest services, miscellaneous charges, cash and credit control, express check out, early and late check outs, group departures, post departure

courtesy services

Unit III

Cleaning Science: Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment, Types of Equipment, Operating Principles, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment.

Unit IV

Housekeeping Procedures and Control Desk: Housekeeping Procedures: Cleaning Schedules, Cleaning Methods, Briefing, Debriefing, proceeding for Days work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from Stores. Control desk: Importance, Role, Co-ordination, checklist, Key control, Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Handling of Guest Requests and general operations of control desk.

Bachelor of Vocation (Hospitality and Tourism)
Semester-II (Session 2020-2021)
Subject: Fundamentals of Management
(Theory)
Course Code: BVHL-2664

Time: 3 Hours
L-T-P: 2-0-0

Maximum Marks: 100
Theory Marks: 80
CA-20

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes:

CO1: Practice the process of management's four functions" planning, organizing, leading and controlling.

CO2: They will be able to bring effectiveness in an organization by making different plans and strategies.

CO3: Evaluate leadership styles to anticipate the consequences of each leadership style.

CO4: Gather and analyze both qualitative and quantitative information to isolate issues and formulate best control methods.

Contents:

UNIT – I

Nature of Management: Meaning & Definition, Characteristics, Importance, And Management: A Science or Art, Principles & Levels of Management, Management Functions & Development of Management

Unit II

Planning & Organizing: Meaning, Definitions, features, Types of Plans & Planning Force, Importance of planning, Decision Making process, Concept, Rationality in decision making , Forecasting and its importance, Delegation of Authority its meaning and importance, Coordination – Definition need and importance.

Unit III

Staffing & Directing: Meaning, Recruitment its sources & Selection its STEPS, Training & NEED AND METHODS, Directing: Meaning elements and importance

Unit IV

Leadership & Managerial Control: Leadership: Meaning, definitions, importance and qualities.

Controlling – Meaning, definition, importance and Process.

References

- Harold Koontz and Heinz Weihrich, Essentials of Management: An International and Leadership Perspective, McGraw Hill Education
- Stephen P Robbins and Madhushree Nanda Agrawal, Fundamentals of Management: Essential Concepts and Applications, Pearson Education
- George Terry, Principles of Management, Richard D. Irwin
- Newman, Summer, and Gilbert, Management, PHI
- James H. Donnelly, Fundamentals of Management, Pearson Education.
- B.P. Singh and A.K.Singh, Essentials of Management, Excel Books
- Griffin, Management Principles and Application, Cengage Learning
- Robert Kreitner, Management Theory and Application, Cengage Learning
- TN Chhabra, Management Concepts and Practice, DhanpatRai& Co. (Pvt. Ltd.), New Delhi
- Peter F Drucker, Practice of Management, Mercury Books, London

Bachelor of Vocation (Hospitality and Tourism)
Semester-II (Session 2020-2021)
Subject: Application of Computers in Hospitality Industry
(Theory + Practical)
Course Code: BVHM-2125

Time: 3 Hours
L-T-P: 1-0-1

Maximum Marks: 50
Theory Marks: 25
Practical Marks: 15
CA-10

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.
- Excel, MS Power Point, Role of Internet in travel and tourism

Course Outcomes (CO):

Upon successful completion of the course, the students should be able to:

CO1: Manage files by using tools such as archiving, storage folders and message rules.

CO2: Create a word document and excel workbook and navigate your way around the basic applications

CO3: Create and present a basic PowerPoint presentation complete with headings, bullet points and pictures

CO4: Recognize basics application of computer in tourism field

Contents:

UNIT – I

Introduction to Computers: Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotels, Familiarisation with Components of Computers – Hardware: Hardware elements – input, storage, processing & output devices. Block diagram of computer,

Unit II

Introduction to Computers Software: Types of Software, System Software, Application Software, Utility Software's, Use of MS- Office: Basics of MS- Word. MS- Excel and MS- Power Point

Unit III

Internet & Applications: Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines, Email

Unit IV

Social Media Applications and Hospitality: Introduction to Social Media, Its Role in Hospitality Promotion, Facebook – Creating Pages and Profiles, Merits/Demerits of Social Media, Linked In, Twitter and Other Social Media Applications.

Practical:

WINDOWS OPERATIONS

Creating Folders, Creating Shortcuts, Copying Files/Folders, Renaming Files/Folders, Deleting Files, Exploring Windows, Quick Menus

MS-OFFICE (WORD)

CREATING A DOCUMENT, Entering Text, Saving the Document, Editing a Document already saved to Disk, Getting around the Document, Find and Replace Operations, Printing the Document

SPECIAL EFFECTS

Print Special Effects e.g. Bold, Underline, Superscripts, Subscript, Changing Fonts, Changing Case

CUT, COPY AND PASTE OPERATION

Marking Blocks, Copying and Pasting a Block, Cutting and Pasting a Block, Deleting a Block, Formatting a Block, Using Find and Replace in a Block.

USING MS-WORD TOOLS

Spelling and Grammar, Printing Envelops and Labels, TABLES-Create, Delete, Format

PRINT OPTIONS Previewing the Document, Printing a whole Document, Printing a Specific Page, Printing a selected set, Printing Several Documents, Printing More than one Copy.

MS-OFFICE (EXCEL)

How to use Excel, Starting Excel, Parts of the Excel Screen, parts of the Worksheet, Navigating in a Worksheet, and Getting to know mouse pointer shapes.

MS-POWER POINT Making a simple presentation, Using Auto content Wizards and Templates, Slides-Creating Slides, Re-arranging, modifying, Inserting pictures, objects, setting up a Slide Show.

References:

Text Books

- Alexis Leon & Mathews Leon, Vikas Introduction to Computers - Leon, 1/e Publishing.

Suggested Books

- Pradeep K. Sinha, PritiSinha Computer Fundamentals (Sixth Edition), , Published by BPB Publications, 2007
- Sanjay Saxena, introduction to Computers & MS Office, Vikas Publishing.
- Pradeep K. Sinha, PritiSinha Computer Fundamentals (Sixth Edition), , Published by BPB Publications, 2007
- Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
- White, Date Communications & Compute4r Network, Thomson Learning, Bombay.
- Computers in Hotels – Concepts & Applications : Partho P Seal Oxford University Press
- Gini Courter & Annette Marquis Ms-Office 2007 by BPB Publications

Web Links:

- [https:// entrancegeek.com/five-generation-of-computer/](https://entrancegeek.com/five-generation-of-computer/)
- <https://products.office.com/en-in/powerpoint>
- [https:// www.businessdictionary.com/definition/internet.html](https://www.businessdictionary.com/definition/internet.html)

Bachelor of Vocation (Hospitality and Tourism)

Semester-II (Session 2020-2021)

Subject: Food Production –II (Practical)

Course Code: BVHP-2666

Time: 4 Hours

LTP: 0-0-3

Maximum Marks: 100

Practical Marks: 80

CA-20

Course Outcomes (CO):

Upon successful completion of the course, the students should be able to:

CO1: Make variety of Gravies

CO2: Use different types of cooking methods according to dishes they are preparing.

CO3: Relate the common terminology used in kitchen.

CO4: Make variety of dressings, sauces, salads etc.

CO5: Understand the characteristics of egg, poultry & meat.

Contents

- Basic Cooking methods and pre-preparations
- Blanching of Tomatoes and Capsicum
- Preparation of concasse
- Boiling (potatoes, Beans, Cauliflower etc.)
- Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc.
- Braising - Onions, Leeks, Cabbage
- Starch cooking (Rice, Pasta, Potatoes)Cooking in Professional Kitchen – Do's &Don't's
- Sauces-Basic mother sauces
 - Béchamel
 - Espagnol
 - Veloute
 - Hollandaise
 - Mayonnaise
 - Tomato
- Egg cookery -Preparation of variety of egg dishes
 - Boiled (Soft & Hard)
 - Fried (Sunny side up, Single fried, Bull' Eye, Double fried)
 - Poaches
 - Scrambled
 - Omelette(Plain,Stuffed,Spanish)
 - En cocotte (eggs Benedict)
- Basic stock (Brown, white, fish, vegetable)

- Sauces – Basic Sauces
- Cream soup – 3 Varieties
- Thin soups – 3 Varieties
- Thick varieties – 3 varieties

Bakery:

Breads

- Milk bread(open top)
- Multigrain bread
- Hard Rolls
- Grissini
- Pita bread
- Hot Cross buns
- Sweet Buns
- French Baguettes

Cakes

- Black Forest Cake
- Red velvet Cake
- Chocolate Truffle Cake
- Blue berry Muffins
- Marble cake
- Madeira Cake
- Plum cake

Cookies

- Marble biscuits
- Macaroons
- Choco chip cookies
- Almond Flakes cookies
- Ajwain biscuits
- Jeera cookies
- Oat meal cookies
- Chocolate cookies
- Salted Biscuits

Textbook:

1 Thangam E. Philip, (2014) Modern Cookery for Teaching and Trade Vol-2, (6th Edition), Orient Black Swan

Suggested Readings:

1. David Foskett and Patricia Paskins (2011), Theory of hospitality & Catering, ELBS Hodder Education

**Bachelor of Vocation (Hospitality and Tourism)
(Session 2020-2021)**

**Subject: Food & Beverage Service -II (Practical)
Course Code: BVHP-2667**

Time: 4 Hours
LTP: 0-0-3

Maximum Marks: 100
Practical Marks: 80
CA-20

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Laying and re-laying restaurant covers for different meals.

CO2: Exhibit IRD practices and the way of service in the rooms with standards.

CO3: Design a good quality menu with profit making presentation.

CO4: Receive guests and take orders in the restaurants.

Content

- Understanding Non Alcoholic Beverages, Types & Service Techniques
- Guest Interactions while on Food Service – Do's & Don't's
- Understanding Mocktails, Their Presentation and Services (At least ten types of Mocktails)
- Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests.
- Familiarisation with Food Service in Restaurants (Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests)
- Restaurant Services – Their salient features, Table Layouts, Presenting Menus, precautions while dealing with guests, Commitments with guests, Food Pickup Procedures, Clearance and Dishwashing Procedures
- Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment, Importance of Menu Knowledge for Order-taking (RSOT functions/procedures), Food Pickup Procedure, Room service Layout Knowledge, Laying of trays for various orders, Pantry Elevator Operations, Clearance Procedure in Dishwashing area, Room service Inventories and store requisitions
- Writing a Menu in French & its Equivalent in English
- Order taking, KOT making and bill presentation in restaurants
- Order taking process for IRD.
- Trolley/Tray set up for room service. Service procedure and bill presentation in room.

Bachelor of Vocation (Hospitality and Tourism)
(Session 2020-2021)
Subject: Accommodation operations & Front office-II (Practical)
Course Code: BVHP-2668

Time: 4 Hours
LTP: 0-0-4

Maximum Marks: 100
Practical Marks: 80
CA-20

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section

Course Outcomes

Upon successful completion of the course, the students should be able to:

CO1: Process guest reservation and handle guest check-in.

CO2: Handle checkout request and process guest billing.

CO3: Perform the control desk operations.

CO4: Clean guest rooms and do the bed making.

List of Experiment:

1. Reservation Role Plays
2. Handling Reception & Information Services
3. Pre- arrival procedures
4. Handling check-ins - FIT, GIT and VIP and FFIT
5. Guest Check-out at the Front Desk
6. Foreign Exchange at the front Desk
7. Handling Guest Complaints and their follow up
8. Bed-making procedure
9. Housekeeping Control Desk operations
10. Cleaning of guest rooms
11. Equipping Maids Carte / Trolley