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Maharashtra Open University,
Nashik – 422 222**

**School of Continuing Education
B.Sc. Hospitality Studies
Program Code: V140**

Syllabus

Semester I

HTS101: Food Production Foundation

Unit – 1 Professional Kitchen & Cooking: - Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts(Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, , Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.

Unit – 2 Kitchen Equipments, Fuels & Safety: Kitchen Equipments, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; Basic First Aid- Burns, Scalds, Cuts

Unit – 3 Ingredients used in cooking: Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen

Unit – 4 Stocks, Sauces, Soups and Salads: Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, dressings, emerging trends.

HTS102: Food & Beverage Service Foundation –I

Unit – 1 Food and Beverage Services: - Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarisation with their Layouts(Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria), Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments.

Unit – 2 Food Service Equipments, Fuels & Safety: Food Service Equipments, Classification, Description, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures, Fuel – Types, Usage and Precautions while Food Service. Fire, Safety & Emergency Procedures – Introduction, Types and handling fires and dealing with emergencies.

Unit – 3 Food Service -1: Table Crockery, Cutlery, Glassware (Bar Glassware not included) Condiments, Sweeteners, Menu – Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Napkin Folding (At least Ten Types), Receiving and Greeting the Guests.

Unit – 4 Food Service-II : Introduction, Classification of Services, Usage and Service Methods, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station, Functions performed while holding a station, Method and procedure of taking a guest order, emerging trends in Food Services and salient features.

HTS103: Accommodation & Front Office Foundation –I

Unit – 1 Accommodation Sector: - Introduction, Concept, and its importance; Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Organisation Structure of Hotels; Origin, growth and development of Hotel Sector in India.(ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt

Unit – 2 The Guest Accommodation: Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room amenities, supplies and services, Floors, Room Name List Patterns, Guest Elevators, Floor Pantries, Guest Safety on Floors, Guest Safety Procedures during Fire, emergencies

Unit – 3 Hotel Front Office : Front Office Introduction, Functions and its importance, Different sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra-department coordination. Organisation structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards.

Unit – 4 Hotel Housekeeping: Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: 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, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department, Hygiene and Grooming Standards of Housekeeping Personnel

AEC 101: English Communication

Credit 1:

Unit 01: Introduction

Unit 02: Verbal and Non-Verbal Communication

Unit 03: Working With Customers

Unit 04: Developing Professional Telephone Skills

Unit 05: Improving Informal Communication

Credit 2:

Unit 06: Understanding Reading and Writing

Unit 07: Uncovering the Secrets of Clear Writing

Unit 08: Communicating With E-Mail and Memos

Unit 09: Developing Reports and Proposals

Unit 10: Writing For Employment

Unit 01: Introduction

- 01-01: Theories of Communication
 - Cognitive Dissonance Theory
 - Communication Accommodation Theory
 - Cultivation Analysis Theory
 - Groupthink
 - Cultural Approach to Organisation Theory
- 01-02: Types and Modes of Communication
- 01-03: The Language of Communication
- 01-04: Barriers to Communication

Unit 02: Verbal and Non-Verbal Communication

- 02-01: Organizing Your Messages
- 02-02: Using Voice Elements Effectively
- 02-03: Understanding Non -Verbal Language
- 02-04: Developing Credibility
- 02-05: Giving and Receiving Feedback
- 02-06: Overcoming Barriers to Communication
- 02-07: Communicating Ethically
- 02-08: Understanding Cross-Cultural Issues

Unit 03: Working With Customers

- 03-01: Understanding Customer Service B
- 03-02: Communicating Empathically
- 03-03: Asking Questions to Understand Problem
- 03-04: Denying Requests
- 03-05: Coping With Angry Customers

Unit 04: Developing Professional Telephone Skill

- 04-01: Placing Telephone Calls
- 04-02: Receiving Telephone Calls
- 04-03: Using Voice Mail
- 04-04: Leaving Professional Messages
- 04-05: Screening, Holding, and Transferring Phone Calls

Unit 05: Improving Informal Communication

- 05-01: Communicating Informally
- 05-02: Listening Actively
- 05-03: Speaking Persuasively
- 05-04: Negotiating Effectively
- 05-05: Managing Conflict
- 05-06: Dealing With Office Politics
- 05-07: Participating In Meetings

05-08: Making Proper Introductions

Unit 06: Understanding Reading and Writing

06-01: Reading and Understanding

06-02: Writing Skills

Unit 07: Uncovering the Secrets of Clear Writing

07-01: Clarifying Written Communication

07-02: Writing Solid Sentences

07-03: Developing Effective Paragraphs

07-04: Mastering Punctuation

Unit 08: Communicating With E-Mail and Memos

08-01: Understanding and Composing E-Mail

08-02: Constructing Professional Memos

08-03: Writing Request Messages

08-04: Writing Response Messages

Unit 09: Developing Reports and Proposals

09-01: Understanding Reports and Proposals

09-02: Planning a Report or Proposal

09-03: Writing Reports and Proposals

Unit 10: Writing For Employment

10-01: Writing Effective Cover Letters

10-02: Writing Resumes

10-03: Reference Letters

10-04: Sending Follow-Up Messages

10-05: Accepting or Rejecting Job Offers

Semester II

HTS201: Food Production Foundation –II

Unit – 1 Methods of Cooking: - Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Frying, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and other such media. HACCP Standards and Professional Kitchens.

Unit – 2 Eggs, Poultry and Meat: Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Classification (Bovines, Ovines and Swines), Categories, Cuts of Meat, Storage and handling.

Unit – 3 Fishes in cooking: Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical preparations of Fish, Common cooking methods used for sea food.

Unit – 4 Vegetable, Cuts & Cookery: Introduction, Vegetables, Pigment and Colour Changes, Effect of Heat on vegetables, Cuts of Vegetables, nutritional and hygiene aspects. Some Indian Cuts on vegetables: Broccoli, Cabbage, Potatoes, Onions, Spinach, Cucumber, Tomatoes, avocado. Beetroot, French Beans, Gourd, Bottle Gourd, Pumpkin, Okra, Colocasia, Spinach, Carrot, Turnips

HTS202: Food & Beverage Service Foundation -II

Unit – 1 Non Alcoholic Beverages & Mocktails: Introduction, Types (Tea, Coffee, Juices, Aerated Beverages, Shakes) Descriptions with detailed inputs, their origin, varieties, popular brands, presentation and service tools and techniques. Mocktails – Introduction, Types, Brief Descriptions, Preparation and Service Techniques

Unit – 2 Coffee Shop & Breakfast Service: Introduction, Coffee Shop, Layout, Structure, Breakfast: Concept, Types & classification, Breakfast services in Hotels, Preparation for Breakfast Services, Mise- en-place and Mise-en-scene, arrangement and setting up of tables/ trays, Functions performed while on Breakfast service, Method and procedure of taking a guest order, emerging trends in Breakfast Services and salient features.

Unit – 3 Food and Beverage Services in Restaurants: - Introduction, Concept of Restaurant, Types of Restaurants, their salient features; Set up of Restaurants and their Layouts, Restaurant Teams Organisational Structure, Modern Staffing in various hotels, Method and procedure of receiving guests, taking guest orders, Service equipment used and its maintenance, Coordination with housekeeping for soil linen exchange, Physical inventory monthly of crockery, cutlery, linen etc., Equipment, furniture and fixtures used in the restaurant and their use and maintenance, Theme and Speciality Restaurants, Celebrity Restaurants.

Unit – 4 Room Service/ In Room Dining: Introduction, Concept of Room Service/ In Room Dining, Their Salient Features, Understanding Guest expectations in Room Service, Room Service Equipments, Set up of Trays & Trolleys, Upkeep and Storage, Service Tools, Clearance, Presentation of Bills, Room Service Dos & Don'ts. Mini Bar Management in Guest Rooms, Guest Interaction – Have and Have not's

HTS 203: Accommodation & Front Office Foundation -II

Unit – 1 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, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.

Unit – 2 Housekeeping Procedures: Cleaning Schedules, Cleaning Methods, Briefing, Debriefing, Proceeding for Days work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from Stores, Housekeeping control desk: Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest Requests, General operations of control desk.

Unit – 3 Basic Front Office Operations: Front desk operations & functions, Equipments used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments, rooms and plans, Basis of Room charging, Tariff fixation, Introduction to the 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,

Unit – 4 The Guest Room Servicing: Cleaning of Guest Rooms & Bathrooms: Daily cleaning of (Occupied/ Departure/ Vacant/ Under Maintenance/VIP rooms (Systematic Procedures), Special Cleaning, Weekly Cleaning /Spring Cleaning, Evening service/ Turn Down Service, System & procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, Use of Maids Cart & Caddy.

AEC 102: Environmental Science

Unit 1: The Multidisciplinary Nature of Environmental Studies

Unit 2: Natural Resources

Unit 3: Ecosystems

Unit 4: Biodiversity

Unit 5: Pollution

Unit 6: Social Issues and the Environment

Unit 7: Human Population and the Environment

Semester III (Guidelines for Industry Exposure) - Practical

HTS301: Food Production Operation Industry Exposure-I Practical

HTS302: Food and Beverage Service Operations Industry Exposure-I Practical

HTS303: Accommodation and Front Office Operations Industry Exposure-I Practical

HTS304: Personality Skills for Hospitality-Learning from Industry Practical

Semester IV

HTS 401: Introduction to Indian Cooking

Unit 1 Indian Cooking

Unit 2 Condiments, Herbs and Spices Used In Indian Cuisine

Unit 3 Masalas, Pastes and Gravies in Indian Cooking

Unit 4 Commodities and Their Usage in Indian Kitchens

HTS 402: Food and Beverages Operations

Unit 1 Restaurant Planning

Unit 2 Buffet

Unit 3 Food and Beverage Control

Unit 4 Budgetary Control

HTS 403 Accommodation And Front Office Operations- II

Unit 1 Cleaning Of Public Areas

Unit 2 Special Provisions for Guests, Safety, Security and First Aid

Unit 3 The Guest Stay With Hotel

Unit 4 The Guest Departure and Post Departure Services at Front Desk

HTS 404 Accountancy Skills for Hospitality

Unit 1 Introduction to Financial Accounting

Unit 2 Accounting Principles

Unit 3 Presentation of Financial Statements: Balance Sheet

Unit 4 The Income Statements

Unit 5 Mechanics of Accounting

Unit 6 Fixed Assets and Depreciation Accounting

Unit 7 Company Accounts: Accounting for Shares and Debentures

Unit 8 Company Accounts: Financial Statements

Semester V

BSL001: French

Credit 01:

Unit 1: About France

Unit 2: Salutations and French Speaking Countries

Unit 3: Articles and Nouns

Unit 4: Pronouns, Professions, Numbers and Time

Unit 5: L'adjectifs (The Adjectives)

Unit 6: Verbs

Unit 7: Pronominal Verbs, Articles

Credit 02:

Unit 8: Tenses

Unit 9: Tenses and Pronouns

Unit 10: Tenses and Adjectives

Unit 11: Tenses, Direct and Indirect Speech

Unit 12: Tips for Efficient Learning of French

BSL002: German

Unit 1: Introduction

Unit 2: Essen Und Trinken

Unit 3: Familie, Häuser Und Schule

Unit 4: Sprachen Und Länder

Unit 5: Freizeit Und Hobbys

Unit 6: Freunde Und Verabredungen

Unit 7: Reisen Und Wetter

Unit 8: Körper and Gesundheit

Unit 9: Beruf

Unit 10: Kleidung

Unit 11: Dialog

Unit 12: Wortschatz Und Gegenteile

BSL003: English

Unit 1: Parts Of Speech

Unit 2: Sentence Structure

Unit 3: Tenses, Verbs, Auxiliaries

Unit 4: Articles and Prepositions

Unit 5 Change of Voice

Unit 6: Direct and Indirect Speech

Unit 7: Transformation of Sentences

Unit 8 Punctuation and Capital Letters

Unit 9: Expressions and Conversations

Unit 10 How to Make Speeches

Unit 11: Vocabulary Building

Unit 12: Comprehension and Composition

BSL004: Arabic

CREDIT 1

UNIT 1: Introduction of Arabic Language and its Heritage

UNIT 2: Applied Grammar Part 1

UNIT 3: Applied Grammar Part 2

CREDIT 2

UNIT 4: Applied Grammar Part 3

UNIT 5 Classical and Contemporary Arabic

UNIT 6: Translation and Conversation

HTS 502 Cultural Heritage of India

Unit 1: Cultural Tourism

Unit 2: Arts, Crafts and Festivals in India

Unit 3: Monuments, Railways and Yoga Tourism of India

Unit 4: Pilgrims Tourism and Forts in India

HTS 503 Tourist Guide And Tour Operation

Unit 1 Tour Operations

Unit 2 Tour Packages and Itinerary Planning

Unit 3 Tour Planning and Pre Tour Preparation

Unit 4 Tourist Transport

HTS 504 Principles and Practices of Tourism Management

CREDIT 1:

Unit 1: Concept of Tourism and Industrial Background

CREDIT 2:

Unit 2: Psychological Dimensions and Motivation of Travel

CREDIT 3:

Unit 3: Tourism—Types, Forms, Products and Attractions

CREDIT 4:

Unit 4: Tourism: Planning Policies, Organization and Marketing

HTS 601 Principles of Management

Credit 2:

Unit 1 Introduction to Management and Organisational Behaviour

Unit 2 Evolution of Management Thoughts

Unit 3 Planning

Unit 4 Coordinating and Organising

Credit 2:

Unit 5 Departmentation and Structural Formats

Unit 6 Directing and Controlling

Unit 7 Individual Behavior

Unit 8 Motivation

HTS 602 Accommodation Operation

Unit 1 Managing the Housekeeping Department

Unit 2: The Safety and Security Concerns

Unit 3: Eco-Friendly Housekeeping

Unit 4: Contact Services and Supervision in Accommodation

HTS 603 Eco Tourism

Unit 1: Ecotourism: Concepts And Issues

Unit 2: Demystification of Ecotourism with Reference of India

Unit 3: Rural Tourism Marketing and Promotion of Tourism in India

Unit 4: Indian Ecotourism Scenario

HTS 604 Marketing Services

Unit 1 Marketing Management

Unit 2 Services Marketing

Unit 3 Sales Promotion and Merchandising

Unit 4: Product, Brand, Price and Distribution