

SEMESTER - I (17 WEEKS)

National Council Component

WEEKLY TEACHING SCHEME (17 WEEKS)

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHM111	Foundation Course in Food Production - I	02	08
2	BHM112	Foundation Course in Food & Beverage Service - I	02	04
3	BHM113	Foundation Course in Front Office - I	02	02
4	BHM114	Foundation Course in Accommodation Operations - I	02	02
5	BHM105	Application of Computers	01	04
6	BHM106	Hotel Engineering	04	-
7	BHM116	Nutrition	02	-
TOTAL:			15	20
GRAND TOTAL			35	

EXAMINATION SCHEME

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHM111	Foundation Course in Food Production - I	100	100
2	BHM112	Foundation Course in Food & Beverage Service - I	100	100
3	BHM113	Foundation Course in Front Office - I	100	100
4	BHM114	Foundation Course in Accommodation Operations - I	100	100
5	BHM105	Application of Computers	50	100
6	BHM106	Hotel Engineering	100	-
7	BHM116	Nutrition	100	-
TOTAL:			650	500
GRAND TOTAL			1150	

* Term marks will comprise 30% Incourse & 70% Term end exam marks.

	<p>G. Care and precautions</p> <p>iii) SAUCES</p> <p>A. Classification of sauces</p> <p>B. Recipes for mother sauces</p> <p>C. Storage & precautions</p>	02	10%
07	<p>METHODS OF COOKING FOOD</p> <p>A. Roasting</p> <p>B. Grilling</p> <p>C. Frying</p> <p>D. Baking</p> <p>E. Broiling</p> <p>F. Poaching</p> <p>G. Boiling</p> <ul style="list-style-type: none"> • Principles of each of the above • Care and precautions to be taken • Selection of food for each type of cooking 	04	15%
08	<p>SOUPS</p> <p>A. Classification with examples</p> <p>B. Basic recipes of Consommé with 10 Garnishes</p>	2	10%
09	<p>EGG COOKERY</p> <p>A. Introduction to egg cookery</p> <p>B. Structure of an egg</p> <p>C. Selection of egg</p> <p>D. Uses of egg in cookery</p>	2	5%
10	<p>COMMODITIES:</p> <p>i) Shortenings (Fats & Oils)</p> <p>A. Role of Shortenings</p> <p>B. Varieties of Shortenings</p> <p>C. Advantages and Disadvantages of using various Shortenings</p> <p>D. Fats & Oil – Types, varieties</p> <p>ii) Raising Agents</p> <p>A. Classification of Raising Agents</p> <p>B. Role of Raising Agents</p> <p>C. Actions and Reactions</p> <p>iii) Thickening Agents</p> <p>A. Classification of thickening agents</p> <p>B. Role of Thickening agents</p> <p>iv) Sugar</p> <p>A. Importance of Sugar</p> <p>B. Types of Sugar</p> <p>C. Cooking of Sugar – various</p>	4	10%
TOTAL		30	100%

FOUNDATION COURSE IN FOOD PRODUCTION – I (PRACTICALS)

PART 'A' - COOKERY

HOURS ALLOTTED: 60

MAXIMUM MARKS: 50

S.No	Topic	Method	Hours
1	i) Equipments - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstrations & simple applications	04
2	i) Vegetables - classification ii) Cuts - julienne, jardinière, macedoines, brunoise, paysane, mignonnete, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students	04
3	Identification and Selection of Ingredients - Qualitative and quantitative measures.	Market survey/tour	04
4	i) Basic Cooking methods and pre-preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)	Demonstrations & simple applications by students	04
5	i) Stocks - Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungi stock	Demonstrations & simple applications by students	04
6	Sauces - Basic mother sauces <ul style="list-style-type: none"> • Béchamel • Espagnole • Veloute • Hollandaise • Mayonnaise • Tomato 	Demonstrations & simple applications	04
7	Egg cookery - Preparation of variety of egg dishes <ul style="list-style-type: none"> • Boiled (Soft & Hard) • Fried (Sunny side up, Single fried, Bull's Eye, Double fried) • Poaches • Scrambled • Omelette (Plain, Stuffed, Spanish) • En cocotte (eggs Benedict) 	Demonstrations & simple applications by students	04
8	Demonstration & Preparation of simple menu	Demonstrations & simple applications by students	04
9	Simple Salads & Soups: <ul style="list-style-type: none"> • Cole slaw, • Potato salad, • Beet root salad, • Green salad, • Fruit salad, 	Demonstration by instructor and applications by students	28

	<ul style="list-style-type: none"> • Consommé <p>Simple Egg preparations:</p> <ul style="list-style-type: none"> • Scotch egg, • Assorted omelettes, • Oeuf Florentine • Oeuf Benedict • Oeuf Farci • Oeuf Portugese • Oeuf Deur Mayonnaise <p>Simple potato preparations</p> <ul style="list-style-type: none"> • Baked potatoes • Mashed potatoes • French fries • Roasted potatoes • Boiled potatoes • Lyonnaise potatoes • Allumettes <p>Vegetable preparations</p> <ul style="list-style-type: none"> • Boiled vegetables • Glazed vegetables • Fried vegetables • Stewed vegetables. 		
TOTAL		60	

PART 'B' - BAKERY & PATISSERIE
HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

S.No	Topic	Method	Hours
1	Equipments <ul style="list-style-type: none"> • Identification • Uses and handling Ingredients - Qualitative and quantitative measures	Demonstration by instructor and applications by students	04
2	BREAD MAKING <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched bread recipes • Bread Loaf (White and Brown) • Bread Rolls (Various shapes) • French Bread • Brioche 	Demonstration by instructor and applications by students	10
3	SIMPLE CAKES <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched Cakes, recipes • Sponge, Genoise, Fatless, Swiss roll • Fruit Cake • Rich Cakes • Dundee • Madeira 		10
4	SIMPLE COOKIES <ul style="list-style-type: none"> • Demonstration and Preparation of simple cookies like • Nan Khatai • Golden Goodies • Melting moments • Swiss tart • Tri colour biscuits • Chocolate chip • Cookies • Chocolate Cream Fingers • Bachelor Buttons. 	Demonstration by instructor and applications by students	16
5	HOT / COLD DESSERTS <ul style="list-style-type: none"> • Caramel Custard, • Bread and Butter Pudding • Queen of Pudding • Soufflé – Lemon / Pineapple • Mousse (Chocolate Coffee) • Bavaroise • Diplomat Pudding • Apricot Pudding 	Demonstration by instructor and applications by students	20

	<ul style="list-style-type: none"> Steamed Pudding - Albert Pudding, Cabinet Pudding. 		
TOTAL			60

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS 100 PASS MARKS 50
DURATION 04.30 HRS
Indenting and Scullery 30 minutes before and after the practical

All menu items to be made from the prescribed syllabus only

Part – A (Cookery)

- | | |
|---|-----------|
| 1. One simple salad OR soup | 10 |
| 2. One simple sauce | 10 |
| 3. One simple egg preparation | 10 |
| 4. One simple vegetable or potato preparation | 05 |
| 5. Journal | 05 |
| | 40 |

Part – B (Bakery)

- | | |
|----------------------------|-----------|
| 1. Bread or bread rolls | 15 |
| 2. Simple cake or cookies | 10 |
| 3. One dessert hot or cold | 10 |
| 4. Journal | 05 |
| | 40 |

Part – C (General Assessment)

- | | |
|---|-----------|
| 1. Uniform & Grooming | 05 |
| 2. Indenting and plan of work | 05 |
| 3. Scullery, equipment cleaning and Hygiene | 05 |
| 4. Viva | 05 |
| | 20 |

PARAMETERS OF ASSESMENT OF EACH DISH

- | | |
|--------------------------|-------------|
| A) Temperature | 20% |
| B) Texture / Consistency | 20% |
| C) Aroma / Flavour | 20% |
| D) Taste | 20% |
| E) Presentation | <u>20%</u> |
| | <u>100%</u> |

NOTE:

- Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
- Invigilation will be done by both internal and external persons.
- Extra ingredients may be made available in case of failure but of limited types and quantity (groceries and dairy products only). Only one extra attempt may be permitted.
- Uniform and grooming must be checked by the examiners before commencement of examination.
- Students are not allowed to take help from books, notes, journal or any other person.

BHM112 - FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I (THEORY)

HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	<p>THE HOTEL & CATERING INDUSTRY</p> <p>A. Introduction to the Hotel Industry and Growth of the hotel Industry in India B. Role of Catering establishment in the travel/tourism industry C. Types of F&B operations D. Classification of Commercial, Residential/Non-residential E. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. F. Structure of the catering industry - a brief description of each</p>	06	20%
02	<p>DEPARTMENTAL ORGANISATION & STAFFING</p> <p>A. Organisation of F&B department of hotel B. Principal staff of various types of F&B operations C. French terms related to F&B staff D. Duties & responsibilities of F&B staff E. Attributes of a waiter F. Inter-departmental relationships (Within F&B and other department)</p>	04	15%
03	<p>I FOOD SERVICE AREAS (F & B OUTLETS)</p> <p>A. Specialty Restaurants B. Coffee Shop C. Cafeteria D. Fast Food (Quick Service Restaurants) E. Grill Room F. Banquets G. Bar H. Vending Machines I. Discotheque</p> <p>II ANCILLIARY DEPARTMENTS</p> <p>A. Pantry B. Food pick-up area C. Store D. Linen room E. Kitchen stewarding</p>	06	20%
04	<p>F & B SERVICE EQUIPMENT</p> <p>Familiarization & Selection factors of: - Cutlery - Crockery - Glassware - Flatware - Hollowware</p>	04	15%

	- All other equipment used in F&B Service		
	• French terms related to the above	01	
05	NON-ALCOHOLIC BEVERAGES		
	Classification (Nourishing, Stimulating and Refreshing beverages)	01	20%
	A. Tea	01	
	- Origin & Manufacture		
	- Types & Brands		
		01	
	B. Coffee		
	- Origin & Manufacture		
	- Types & Brands	01	
	C. Juices and Soft Drinks		
		01	
	D. Cocoa & Malted Beverages		
	- Origin & Manufacture		
TOTAL		30	100%

FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I (PRACTICAL)
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No	Topic	Hours
01	Food Service areas – Induction & Profile of the areas	04
02	Ancillary F&B Service areas – Induction & Profile of the areas	04
03	Familiarization of F&B Service equipment	08
04	Care & Maintenance of F&B Service equipment	04
05	Cleaning / polishing of EPNS items by: <ul style="list-style-type: none"> - Plate Powder method - Polivit method - Silver Dip method - Burnishing Machine 	04
06	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Cleaning & polishing glassware	16
07	Tea – Preparation & Service	04
08	Coffee - Preparation & Service	04
09	Juices & Soft Drinks - Preparation & Service <ul style="list-style-type: none"> • Mocktails • Juices, Soft drinks, Mineral water, Tonic water 	08
10	Cocoa & Malted Beverages – Preparation & Service	04
TOTAL		60

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00HRS		

All Technical Skills to be tested as listed in the syllabus

			MARKS
1.	Uniform / Grooming	:	10
2.	Service Equipment Knowledge / Identification	:	20
3.	Care Cleaning & Polishing of service equipment	:	20
4.	Service skills / tasks	:	20
5.	Beverage service Tea / Coffee / Soft drinks	:	20
6.	Journal	:	10
			100

NOTE:

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
2. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

BHM113 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth D. Brief introduction to hotel core areas with special reference to Front Office	03	10%
02	CLASSIFICATION OF HOTELS A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium	05	15%
03	TYPES OF ROOMS A. Single B. Double C. Twin D. Suits	02	5%
04	TIME SHARE & VACATION OWNERSHIP A. What is time share? Referral chains & condominiums B. How is it different from hotel business? C. Classification of timeshares D. Types of accommodation and their size	03	10%
05	FRONT OFFICE ORGANIZATION A. Function areas B. Front office hierarchy C. Duties and responsibilities D. Personality traits	05	20%
06	HOTEL ENTRANCE, LOBBY AND FRONT OFFICE A. Layout B. Front office equipment (non automated, semi automated and automated)	03	10%
07	BELL DESK A. Functions B. Procedures and records	04	20%

08	FRENCH: To be taught by a professional French language teacher. A. Understanding and uses of accents, orthographic signs & punctuation B. Knowledge of cardinaux & ordinaux (Ordinal & cardinal) C. Days, Dates, Time, Months and Seasons	05	10%
TOTAL		30	100

FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I (PRACTICALS)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours
1	Appraisal of front office equipment and furniture	2
2	Rack, Front desk counter & bell desk	2
3	Filling up of various proforma	4
4	Welcoming of guest	2
5	Telephone handling	4
6	Role play: <ul style="list-style-type: none"> • Reservation • Arrivals • Luggage handling • Message and mail handling • Paging 	4 4 2 4 2
TOTAL		30

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS 100 PASS MARKS 50
DURATION 03.00 HRS

		MARKS
1.	UNIFORM & GROOMING	: 10
2.	COURTESY & MANNERS	: 10
3.	SPEECH AND COMMUNICATION	: 10
4.	TECHNICAL KNOWLEDGE	: 20
5.	PRACTICAL SITUATION HANDLING	: 40
6.	JOURNAL	: 10
		100

NOTE:

1. Speech, Communication, Courtesy and Manners should be observed throughout.
2. 200 technical questions to be prepared in advance, covering the entire syllabus.
3. Practical situations – at least 25 situations be made representing all aspects of the syllabus.

BHM114 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I (THEORY)**HOURS ALLOTTED: 30****MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
01	THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION Role of Housekeeping in Guest Satisfaction and Repeat Business	02	5%
02	ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT A. Hierarchy in small, medium, large and chain hotels B. Identifying Housekeeping Responsibilities C. Personality Traits of housekeeping Management Personnel. D. Duties and Responsibilities of Housekeeping staff E. Layout of the Housekeeping Department	08	25%
03	CLEANING ORGANISATION A. Principles of cleaning, hygiene and safety factors in cleaning B. Methods of organising cleaning C. Frequency of cleaning daily, periodic, special D. Design features that simplify cleaning E. Use and care of Equipment	04	15%
04	CLEANING AGENTS A. General Criteria for selection B. Classification C. Polishes D. Floor seats E. Use, care and Storage F. Distribution and Controls G. Use of Eco-friendly products in Housekeeping	05	20%
05	COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES A. Metals B. Glass C. Leather, Leatherites, Rexines D. Plastic E. Ceramics F. Wood G. Wall finishes H. Floor finishes	05	15%
06	INTER DEPARTMENTAL RELATIONSHIP A. With Front Office B. With Maintenance C. With Security D. With Stores E. With Accounts F. With Personnel G. Use of Computers in House Keeping department	02	10%
07	USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT	04	10
TOTAL		30	100%

FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I (PRACTICAL)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours
01	Sample Layout of Guest Rooms <ul style="list-style-type: none"> • Single room • Double room • Twin room • Suite 	02
02	Guest Room Supplies and Position <ul style="list-style-type: none"> • Standard room • Suite • VIP room special amenities 	04
03	Cleaning Equipment-(manual and mechanical) <ul style="list-style-type: none"> • Familiarization • Different parts • Function • Care and maintenance 	04
04	Cleaning Agent <ul style="list-style-type: none"> • Familiarization according to classification • Function 	02
05	Public Area Cleaning (Cleaning Different Surface) <p>A. WOOD</p> <ul style="list-style-type: none"> • polished • painted • Laminated <p>B. SILVER/ EPNS</p> <ul style="list-style-type: none"> • Plate powder method • Polivit method • Proprietary solution (Silvo) <p>C. BRASS</p> <ul style="list-style-type: none"> • Traditional/ domestic 1 Method • Proprietary solution 1 (brasso) <p>D. GLASS</p> <ul style="list-style-type: none"> • Glass cleanser • Economical method(newspaper) <p>E. FLOOR - Cleaning and polishing of different types</p> <ul style="list-style-type: none"> • Wooden • Marble • Terrazzo/ mosaic etc. <p>F. WALL - care and maintenance of different types and parts</p> <ul style="list-style-type: none"> • Skirting • Dado • Different types of paints(distemper Emulsion, oil paint etc) 	14

06	Maid's trolley <ul style="list-style-type: none"> • Contents • Trolley setup 	02
07	Familiarizing with different types of Rooms, facilities and surfaces <ul style="list-style-type: none"> • Twin/ double • Suite • Conference etc 	02
TOTAL		30

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00HRS		

	MARKS
1. UNIFORM & GROOMING	: 10
2. GUEST ROOM SUPPLIES & POSITION	: 10
3. SURFACE CLEANING (TWO DIFFERENT SURFACES)	: 30
4. MAIDS TROLLY	: 10
5. CARE & CLEANING OF EQUIPMENT	: 10
6. VIVA	: 20
7. JOURNAL	: 10
	100

NOTE:

1. Time limit of the examination should be strictly adhered to.
2. Tasks should be limited to the syllabus

BHM105 - APPLICATION OF COMPUTERS – THEORY
HOURS ALLOTTED: 15 MAXIMUM MARKS: 50

S.No.	Topic	Hours	Weight age
01	<p>COMPUTER FUNDAMENTALS - THEORY</p> <p>INFORMATION CONCEPTS AND PROCESSING</p> <p>A. Definitions B. Need, Quality and Value of Information C. Data Processing Concepts</p> <p>ELEMENTS OF A COMPUTER SYSTEM</p> <p>A. Definitions B. Characteristics of Computers C. Classification of Computers D. Limitations</p> <p>HARDWARE FEATURES AND USES</p> <p>A. Components of a Computer B. Generations of Computers C. Primary and Secondary Storage Concepts D. Data Entry Devices E. Data Output Devices</p> <p>SOFTWARE CONCEPTS</p> <p>A. System Software B. Application Software C. Language Classification D. D. Compilers and Interpreters</p>	05	05%
02	<p>OPERATING SYSTEMS/ENVIRONMENTS - THEORY</p> <p>BASICS OF MS-DOS</p> <p>A. Internal commands B. External commands</p> <p>INTRODUCTION TO WINDOWS</p> <p>A. GUI/Features B. What are Windows and Windows 95 and above? C. Parts of a Typical Window and their Functions</p>	05	20%
03	<p>NETWORKS – THEORY</p> <p>A. Network Topology</p> <ul style="list-style-type: none"> • Bus • Star • Ring <p>B. Network Applications</p>	05	35%

	<p>C. Types of Network</p> <ul style="list-style-type: none"> • LAN • MAN • WAN <p>D. Network Configuration Hardware</p> <ul style="list-style-type: none"> • Server • Nodes <p>E. Channel</p> <ul style="list-style-type: none"> • Fibre optic • Twisted • Co-axial <p>F. Hubs</p> <p>G. Network Interface Card</p> <ul style="list-style-type: none"> • Arcnet • Ethernet <p>H. Network Software</p> <ul style="list-style-type: none"> • Novel • Windows NT 		
TOTAL		15	100%

APPLICATION OF COMPUTERS – PRACTICAL
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	WINDOWS OPERATIONS A. Creating Folders B. Creating Shortcuts C. Copying Files/Folders D. Renaming Files/Folders E. Deleting Files F. Exploring Windows G. Quick Menu	05	15%
02	MS-OFFICE 2007 MS WORD CREATING A DOCUMENT A. Entering Text B. Saving the Document C. Editing a Document already saved to Disk D. Getting around the Document E. Find and Replace Operations F. Printing the Document FORMATTING A DOCUMENT A. Justifying Paragraphs B. Changing Paragraph Indents C. Setting Tabs and Margins D. Formatting Pages and Documents E. Using Bullets and Numbering F. Headers/Footers G. .Pagination SPECIAL EFFECTS A. Print Special Effects e.g. Bold, Underline, Superscripts, Subscript B. Changing Fonts C. .Changing Case CUT, COPY AND PASTE OPERATION A. Marking Blocks B. Copying and Pasting a Block C. Cutting and Pasting a Block D. Deleting a Block E. Formatting a Block F. Using Find and Replace in a Block USING MS-WORD TOOLS A. Spelling and Grammar B. Mail Merge C. .Printing Envelops and Labels	15	25%

	<p>TABLES</p> <ul style="list-style-type: none"> A. Create B. Delete C. Format <p>GRAPHICS</p> <ul style="list-style-type: none"> A. Inserting Clip arts B. Symbols (Border/Shading) C. Word Art <p>PRINT OPTIONS</p> <ul style="list-style-type: none"> A. Previewing the Document B. Printing a whole Document C. Printing a Specific Page D. Printing a selected set E. Printing Several Documents F. Printing More than one Copies 		
03	<p>MS OFFICE 2007 MS-EXCEL</p> <ul style="list-style-type: none"> A. How to use Excel B. Starting Excel C. Parts of the Excel Screen D. Parts of the Worksheet E. Navigating in a Worksheet F. Getting to know mouse pointer shapes <p>CREATING A SPREADSHEET</p> <ul style="list-style-type: none"> A. Starting a new worksheet B. Entering the three different types of data in a worksheet C. Creating simple formulas D. Formatting data for decimal points E. Editing data in a worksheet F. Using AutoFill G. Blocking data H. Saving a worksheet I. Exiting excel <p>MAKING THE WORKSHEET LOOK PRETTY</p> <ul style="list-style-type: none"> A. Selecting cells to format B. Trimming tables with Auto Format C. Formatting cells for: <ul style="list-style-type: none"> - Currency - Comma - Percent - Decimal - Date D. Changing columns width and row height E. Aligning text <ul style="list-style-type: none"> - Top to bottom 	15	25%

- Text wrap
 - Re ordering Orientation
- F Using Borders

GOING THROUGH CHANGES

- A. Opening workbook files for editing
- B. Undoing the mistakes
- C. Moving and copying with drag and drop
- D. Copying formulas
- E. Moving and Copying with Cut, Copy and Paste
- F. Deleting cell entries
- G. Deleting columns and rows from worksheet
- H. Inserting columns and rows in a worksheet
- I. Spell checking the worksheet

PRINTING THE WORKSHEET

- A. Previewing pages before printing
- B. Printing from the Standard toolbar
- C. Printing a part of a worksheet
- D. Changing the orientation of the printing
- E. Printing the whole worksheet in a single pages
- F. Adding a header and footer to a report
- G. Inserting page breaks in a report
- H. Printing the formulas in the worksheet

ADDITIONAL FEATURES OF A WORKSHEET

- A. Splitting worksheet window into two four panes
- B. Freezing columns and rows on-screen for worksheet title
- C. Attaching comments to cells
- D. Finding and replacing data in the worksheet
- E. Protecting a worksheet
- F. Function commands

MAINTAINING MULTIPLE WORKSHEET

- A. Moving from sheet in a worksheet
- B. Adding more sheets to a workbook
- C. Deleting sheets from a workbook
- D. Naming sheet tabs other than sheet 1, sheet 2 and so on
- E. Copying or moving sheets from one worksheet to another

CREATING GRAPHICS/CHARTS

- A. Using Chart wizard
- B. Changing the Chart with the Chart Toolbar
- C. Formatting the chart's axes
- D. Adding a text box to a chart
- E. Changing the orientation of a 3-D chart
- F. Using drawing tools to add graphics to chart and worksheet
- G. Printing a chart with printing the rest of the worksheet data

EXCEL'S DATABASE FACILITIES

	A. Setting up a database B. Sorting records in the database		
04	MS OFFICE 2007 MS-POWER POINT A. Making a simple presentation B. Using Auto content Wizards and Templates C. Power Points five views D. Slides - Creating Slides, re-arranging, modifying - Inserting pictures, objects - Setting up a Slide Show E. Creating an Organizational Chart	20	25%
05	Internet & E-mail – PRACTICAL	05	10%
TOTAL		60	100%

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS

100

PASS MARKS

50

MARKS

- | | | | |
|----|------------------------------|---|----|
| 1. | VIVA | : | 20 |
| 2. | Typing & Printing (20 lines) | : | 20 |
| 3. | 6 tasks of 10 marks each | : | 60 |

100

(Refer syllabus for tasks)

BHM106 - HOTEL ENGINEERING
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	<p>MAINTENANCE:</p> <p>A. Preventive and breakdown maintenance, comparisons</p> <p>B. Roll & Importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel.</p> <p>C. Organization chart of maintenance department, duties and responsibilities of maintenance department</p>	03	5%
02.	<p>Fuels used in catering industry:</p> <p>A. Types of fuel used in catering industry; calorific value; comparative study of different fuels</p> <p>B. Calculation of amount of fuel required and cost.</p>	04	5%
03	<p>Gas:</p> <p>A. Heat terms and units; method of transfer</p> <p>B. LPG and its properties; principles of Bunsen and burner, precautions to be taken while handling gas; low and high-pressure burners, corresponding heat output.</p> <p>C. Gas bank, location, different types of manifolds</p>	04	5%
04	<p>Electricity:</p> <p>A. Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy concepts; definitions, their units and relationships, AC and DC; single phase and three phase and its importance on equipment specifications</p> <p>B. Electric circuits, open circuits and close circuits, symbols of circuit elements, series and parallel connections, short circuit, fuses; MCB, earthing, reason for placing switches on live wire side.</p> <p>C. Electric wires and types of wiring</p> <p>D. Calculation of electric energy consumption of equipment, safety precaution to be observed while using electric appliances.</p> <p>E. Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination, and units of illumination.</p> <p>F. External lighting</p> <p>G. Safety in handling electrical equipment.</p>	06	10%
05.	<p>Water systems:</p> <p>A. Water distribution system in a hotel</p> <p>B. Cold water systems in India</p> <p>C. Hardness of water, water softening, base exchange method (Demonstration)</p> <p>D. Cold water cistern swimming pools</p> <p>E. Hot water supply system in hotels</p> <p>F. Flushing system, water taps, traps and closets.</p>	04	5%

06	Refrigeration & Air-conditioning: <ul style="list-style-type: none"> A. Basic principles, latent heat, boiling point and its dependence on pressure, vapour compressor system of refrigeration and refrigerants B. Vapour absorption system, care and maintenance of refrigerators, defrosting, types of refrigerant units, their care and maintenance. (Demonstration) C. Conditions for comfort, relative humidity, humidification, de-humidifying, dew point control, unit of air conditioning D. Window type air conditioner, central air conditioning, preventive maintenance E. Vertical transportation, elevators, escalators. 	10	15%
07	Fire prevention and fire fighting system: <ul style="list-style-type: none"> A. Classes of fire, methods of extinguishing fires (Demonstration) B. Fire extinguishers, portable and stationery C. Fire detectors and alarm D. Automatic fire detectors cum extinguishing devices E. Structural protection F. Legal requirements 	04	10%
08	Waste disposal and pollution control: <ul style="list-style-type: none"> A. Solid and liquid waste, sullage and sewage, disposal of solid waste B. Sewage treatment C. Pollution related to hotel industry D. Water pollution, sewage pollution E. Air pollution, noise pollution, thermal pollution F. Legal Requirements 	05	10%
09	Safety: <ul style="list-style-type: none"> A. Accident prevention B. Slips and falls C. Other safety topics 	01	5%
10.	Security	01	10%
11.	Equipment replacement policy: <ul style="list-style-type: none"> A. Circumstances under which equipment are replaced. B. Replacement policy of items which gradually deteriorates C. Replacement when the average annual cost is minimum D. Replacement when the present cost is minimum E. Economic replacement cycle for suddenly failing equipment 	05	5%
12.	Audio visual equipments: <ul style="list-style-type: none"> A. Various audio visual equipment used in hotel B. Care and cleaning of overhead projector, slide projector, LCD and power point presentation units C. Maintenance of computers: D. Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops 	08	10%

	E. Sensors – Various sensors used in different locations of a hotel – type, uses and cost effectiveness		
13.	Contract maintenance: A. Necessity of contract maintenance, advantages and disadvantages of contract maintenance B. Essential requirements of a contract, types of contract, their comparative advantages and disadvantages. C. Procedure for inviting and processing tenders, negotiating and finalizing	03	5%
TOTAL		60	100%

BHM116 - NUTRITION
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	<p>BASIC ASPECTS</p> <p>A. Definition of the terms Health, Nutrition and Nutrients B. Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health. C. Classification of nutrients</p>	01	5%
02	<p>ENERGY</p> <p>A. Definition of Energy and Units of its measurement (Kcal) B. Energy contribution from macronutrients (Carbohydrates, Proteins and Fat) C. Factors affecting energy requirements D. Concept of BMR, SDA, Thermodynamic action of food E. Dietary sources of energy F. Concept of energy balance and the health hazards associated with Underweight, Overweight</p>	03	10%
03	<p>MACRO NUTRIENTS</p> <p style="text-align: center;">Carbohydrates</p> <ul style="list-style-type: none"> ● Definition ● Classification (mono, di and polysaccharides) ● Dietary Sources ● Functions ● Significance of dietary fibre (Prevention/treatment of diseases) <p style="text-align: center;">Lipids</p> <ul style="list-style-type: none"> ● Definition ● Classification : Saturated and unsaturated fats ● Dietary Sources ● Functions ● Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health ● Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol <p style="text-align: center;">Proteins</p> <ul style="list-style-type: none"> ● Definition ● Classification based upon amino acid composition ● Dietary sources ● Functions ● Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins) 	04	10%
		04	10%
		04	10%

04	MACRO NUTRIENTS A. Vitamins <ul style="list-style-type: none"> • Definition and Classification (water and fats soluble vitamins) • Food Sources, function and significance of: <ol style="list-style-type: none"> 1. Fat soluble vitamins (Vitamin A, D, E, K) 2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid) B. MINERALS <ul style="list-style-type: none"> • Definition and Classification (major and minor) • Food Sources, functions and significance of : Calcium, Iron, Sodium, Iodine & Flourine 	05	15%
05	WATER <ul style="list-style-type: none"> • Definition • Dietary Sources (visible, invisible) • Functions of water • Role of water in maintaining health (water balance) 	03	10%
06	BALANCED DIET <ul style="list-style-type: none"> • Definition • Importance of balanced diet • RDA for various nutrients – age, gender, physiological state 	01	5%
07	MENU PLANNING <ul style="list-style-type: none"> • Planning of nutritionally balanced meals based upon the three food group system • Factors affecting meal planning • Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning. • Calculation of nutritive value of dishes/meals. 	02	10%
08	A. MASS FOOD PRODUCTION <ul style="list-style-type: none"> • Effect of cooking on nutritive value of food (QFP) 	01	5%
09	NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH <ul style="list-style-type: none"> • Need for introducing nutritionally balanced and health specific meals • Critical evaluation of fast foods • New products being launched in the market (nutritional evaluation) 	01	5%
TOTAL		30	100%

SEMESTER – II (17 WEEKS)

National Council Component

WEEKLY TEACHING SCHEME (17 WEEKS)

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHM151	Foundation Course in Food Production - II	02	08
2	BHM152	Foundation Course in Food & Beverage Service - II	02	04
3	BHM153	Foundation Course in Front Office - II	02	02
4	BHM154	Foundation Course in Accommodation Operations - II	02	02
5	BHM117	Principles of Food Science	02	-
6	BHM108	Accountancy	04	-
7	BHM109	Communication	02	-
TOTAL:			16	16
GRAND TOTAL			32	

EXAMINATION SCHEME

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHM151	Foundation Course in Food Production - II	100	100
2	BHM152	Foundation Course in Food & Beverage Service – II	100	100
3	BHM153	Foundation Course in Front Office - II	100	100
4	BHM154	Foundation Course in Accommodation Operations – II	100	100
5	BHM116	Nutrition	100	-
6	BHM108	Accountancy	100	-
7	BHM109	Communication	50	-
TOTAL:			650	400
GRAND TOTAL			1050	

* Term marks will comprise 30% Incourse & 70% Term end exam marks.

BHM151 - FOUNDATION COURSE IN FOOD PRODUCTION – II (THEORY)**HOURS ALLOTTED: 30****MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
01	SOUPS A. Basic recipes other than consommé with menu examples a. Broths b. Bouillon c. Puree d. Cream e. Veloute f. Chowder g. Bisque etc B. Garnishes and accompaniments C. International soups	02	10%
02	SAUCES & GRAVIES A. Difference between sauce and gravy B. Derivatives of mother sauces C. Contemporary & Proprietary	03	10%
03	MEAT COOKERY A. Introduction to meat cookery B. Cuts of beef/veal C. Cuts of lamb/mutton D. Cuts of pork E. Variety meats (offals) F. Poultry (With menu examples of each)	04	15%
04	FISH COOKERY A. Introduction to fish cookery B. Classification of fish with examples C. Cuts of fish with menu examples D. Selection of fish and shell fish E. Cooking of fish (effects of heat)	03	10%
05	RICE, CEREALS & PULSES A. Introduction B. Classification and identification C. Cooking of rice, cereals and pulses D. Varieties of rice and other cereals	01	5%
06	i) PASTRY A. Short crust B. Laminated C. Choux D. Hot water/Rough puff • Recipes and methods of preparation • Differences • Uses of each pastry • Care to be taken while preparing pastry • Role of each ingredient • Temperature of baking pastry	02	5%
	ii) Flour	03	10%

	<ul style="list-style-type: none">A. Structure of wheatB. Types of WheatC. Types of FlourD. Processing of Wheat – FlourE. Uses of Flour in Food ProductionF. Cooking of Flour (Starch) <p>iii) SIMPLE BREADS</p> <ul style="list-style-type: none">A. Principles of bread makingB. Simple yeast breadsC. Role of each ingredient in bread makingD. Baking temperature and its importance		
07	<p>PASTRY CREAMS</p> <ul style="list-style-type: none">A. Basic pastry creamsB. Uses in confectioneryC. Preparation and care in production	02	5%
08	<p>BASIC COMMODITIES:</p> <p>i) Milk</p> <ul style="list-style-type: none">A. IntroductionB. Processing of MilkC. Pasteurisation – HomogenisationD. Types of Milk – Skimmed and CondensedE. Nutritive Value <p>ii) Cream</p> <ul style="list-style-type: none">A. IntroductionB. Processing of CreamC. Types of Cream <p>iii) Cheese</p> <ul style="list-style-type: none">A. IntroductionB. Processing of CheeseC. Types of CheeseD. Classification of CheeseE. Curing of CheeseF. Uses of Cheese <p>iv) Butter</p> <ul style="list-style-type: none">A. IntroductionB. Processing of ButterC. Types of Butter	02 01 02 01	15%
09	<p>BASIC INDIAN COOKERY</p> <p>i) CONDIMENTS & SPICES</p> <ul style="list-style-type: none">A. Introduction to Indian foodB. Spices used in Indian cookeryC. Role of spices in Indian cookeryD. Indian equivalent of spices (names) <p>ii) MASALAS</p>	02	5%

	<ul style="list-style-type: none"> A. Blending of spices B. Different masalas used in Indian cookery <ul style="list-style-type: none"> • Wet masalas • Dry masalas C. Composition of different masalas D. Varieties of masalas available in regional areas E. Special masala blends 		
10	KITCHEN ORGANIZATION AND LAYOUT <ul style="list-style-type: none"> A. General layout of the kitchen in various organisations B. Layout of receiving areas C. Layout of service and wash up 	02	10%
TOTAL		30	100%

FOUNDATION COURSE IN FOOD PRODUCTION – II (PRACTICAL)

PART A - COOKERY

HOURS ALLOTTED: 60

MAXIMUM MARKS: 50

S.No	Topic	Method	Hours
1	<ul style="list-style-type: none"> • Meat – Identification of various cuts, Carcass demonstration • Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope • Fish-Identification & Classification • Cuts and Folds of fish 	Demonstrations & simple applications	04
2	<ul style="list-style-type: none"> • Identification, Selection and processing of Meat, Fish and poultry. • Slaughtering and dressing 	Demonstrations at the site in local Area/Slaughtering house/Market	04
3	<p>Preparation of menu</p> <p>Salads & soups- waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups</p> <p>Chicken, Mutton and Fish Preparations- Fish orly, a la anglaise, colbert, meuniere, poached, baked Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef</p> <p>Simple potato preparations- Basic potato dishes</p> <p>Vegetable preparations- Basic vegetable dishes</p> <p>Indian cookery- Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations</p>	Demonstration by instructor and applications by students	52
TOTAL			60

PART B - BAKERY & PATISSERIE
HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

S.No	Topic	Method	Hours
1	PASTRY: Demonstration and Preparation of dishes using varieties of Pastry <ul style="list-style-type: none"> • Short Crust – Jam tarts, Turnovers • Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns • Choux Paste – Eclairs, Profiteroles 	Demonstration by instructor and applications by students	20
2	COLD SWEET <ul style="list-style-type: none"> • Honeycomb mould • Butterscotch sponge • Coffee mousse • Lemon sponge • Trifle • Blancmange • Chocolate mousse • Lemon soufflé 	Demonstration by instructor and applications by students	20
3	HOT SWEET <ul style="list-style-type: none"> • Bread & butter pudding • Caramel custard • Albert pudding • Christmas pudding 	Demonstration by instructor and applications by students	12
4	INDIAN SWEETS Simple ones such as chicoti, gajjar halwa, kheer	Demonstration by instructor and applications by students	08
TOTAL			60

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-II) BHM151

MAXIMUM MARKS	:	100
PASS MARKS	:	50
TOTAL TIME ALLOWED	:	06.00 HRS
TIME ALLOWED FOR INDENTING & PLAN OF WORK	:	30 MINUTES
SCULLERY & WINDING UP	:	30 MINUTES

All menu items to be made from the prescribed syllabus only

Part – A (Cookery)

1. One salad OR soup	10
2. One main course (Fish/Chicken/Mutton/Beef/Pork)	15
3. One potato preparation	05
4. One vegetable preparation	05
5. Journal	05
	40

Part – B (Bakery)

1. Bread or bread rolls	10
2. One dish made from short crust/laminated/Choux paste	10
3. One dessert hot or cold	15
4. Journal	05
	40

Part – C (General Assessment)

1. Uniform & Grooming	05
2. Indenting and plan of work	05
3. Scullery, equipment cleaning and Hygiene	05
4. Viva	05
	20

PARAMETERS OF ASSESMENT OF EACH DISH

A) Temperature	20%
B) Texture / Consistency	20%
C) Aroma / Flavour	20%
D) Taste	20%
E) Presentation	<u>20%</u>
	<u>100%</u>

NOTE:

1. Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
2. Invigilation will be done by both internal and external persons.
3. Each student will cook 04 portions of each dish/item.
4. Extra ingredients may be made available in case of failure but of limited types and quantity (groceries and dairy products only). Only one extra attempt may be permitted.
5. Uniform and grooming must be checked by the examiners before commencement of examination.
6. Students are not allowed to take help from books, notes, journal or any other person.

152 - FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	<p>MEALS & MENU PLANNING:</p> <p>A. Origin of Menu</p> <p>B. Objectives of Menu Planning</p> <p>C. Types of Menu</p> <p>D. Courses of French Classical Menu</p> <ul style="list-style-type: none"> • Sequence • Examples from each course • Cover of each course • Accompaniments <p>E. French Names of dishes</p> <p>F. Types of Meals</p> <ul style="list-style-type: none"> • Early Morning Tea • Breakfast (English, American Continental, Indian) • Brunch • Lunch • Afternoon/High Tea • Dinner • Supper 	<p>01</p> <p>02</p> <p>01</p> <p>05</p> <p>03</p> <p>03</p>	
02	<p>I PREPARATION FOR SERVICE</p> <p>A. Organising Mise-en-scene</p> <p>B. Organising Mise en place</p> <p>II TYPES OF FOOD SERVICE</p> <p>A. Silver service</p> <p>B. Pre-plated service</p> <p>C. Cafeteria service</p> <p>D. Room service</p> <p>E. Buffet service</p> <p>F. Gueridon service</p> <p>G. Lounge service</p>	<p>02</p> <p>04</p>	
03	<p>SALE CONTROL SYSTEM</p> <p>A. KOT/Bill Control System (Manual)</p> <ul style="list-style-type: none"> • Triplicate Checking System • Duplicate Checking System • Single Order Sheet • Quick Service Menu & Customer Bill <p>B. Making bill</p> <p>C. Cash handling equipment</p> <p>D. Record keeping (Restaurant Cashier)</p>	06	

04	TOBACCO A. History B. Processing for cigarettes, pipe tobacco & cigars C. Cigarettes – Types and Brand names D. Pipe Tobacco – Types and Brand names E. Cigars – shapes, sizes, colours and Brand names F. Care and Storage of cigarettes & cigars	03	
TOTAL		30	100%

FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II (PRACTICAL)
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No	Topic	Hours		
01	REVIEW OF SEMESTER -1	04		
02	<p>TABLE LAY-UP & SERVICE</p> <p>Task-01: A La Carte Cover Task-02: Table d' Hote Cover Task-03: English Breakfast Cover Task-04: American Breakfast Cover Task-05: Continental Breakfast Cover Task-06: Indian Breakfast Cover Task-07: Afternoon Tea Cover Task-08: High Tea Cover</p> <p>TRAY/TROLLEY SET-UP & SERVICE</p> <p>Task-01: Room Service Tray Setup Task-02: Room Service Trolley Setup</p>	16		
03	<p>PREPARATION FOR SERVICE (RESTAURANT)</p> <p>A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties</p>	04		
04	<p>PROCEDURE FOR SERVICE OF A MEAL</p> <p>Task-01: Taking Guest Reservations Task-02: Receiving & Seating of Guests Task-03: Order taking & Recording Task-04: Order processing (passing orders to the kitchen) Task-05: Sequence of service Task-06: Presentation & Encashing the Bill Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests</p>	08		
05	<p>Social Skills</p> <p>Task-01: Handling Guest Complaints Task-02: Telephone manners Task-03: Dining & Service etiquettes</p>	04		
06	<p>Special Food Service - (Cover, Accompaniments & Service)</p> <p>Task-01: Classical Hors d' oeuvre</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus </td> </tr> </table> <p>Task-02: Cheese Task-03: Dessert (Fresh Fruit & Nuts)</p>	<ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras 	<ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus 	12
<ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras 	<ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus 			

	Service of Tobacco <ul style="list-style-type: none"> • Cigarettes & Cigars 	
07	Restaurant French: To be taught by a professional French language teacher. <ul style="list-style-type: none"> • Restaurant Vocabulary (English & French) • French Classical Menu Planning • French for Receiving, Greeting & Seating Guests • French related to taking order & description of dishes 	12
TOTAL		60

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-II) BHM152

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00HRS		

All Technical Skills to be tested as listed in the syllabus

			MARKS
1.	Uniform / Grooming	:	10
2.	Misc-en-place	:	20
3.	Service efficiency	:	20
4.	Silver Service skills	:	20
5.	Menu Knowledge	:	20
6.	Journal	:	10
	TOTAL	:	100

NOTE:

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
2. Each should be responsible for laying of 4 covers. The student must also ensure that sideboard contains everything necessary for service.
3. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

153 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	TARIFF STRUCTURE A. Basis of charging B. Plans, competition, customer's profile, standards of service & amenities C. Hubbart formula D. Different types of tariffs <ul style="list-style-type: none"> • Rack Rate • Discounted Rates for Corporates, Airlines, Groups & Travel Agents 	04	10%
02	FRONT OFFICE AND GUEST HANDLING <ul style="list-style-type: none"> • Introduction to guest cycle • Pre arrival • Arrival • During guest stay • Departure • After departure 	04	10%
03	RESERVATIONS A. Importance of reservation B. Modes of reservation C. Channels and sources (FITs, Travel Agents, Airlines, GITs) D. Types of reservations (Tentative, confirmed, guaranteed etc.) E. Systems (non automatic, semi automatic fully automatic) F. Cancellation G. Amendments H. Overbooking	07	25%
04	ROOM SELLING TECHNIQUES A. Up selling B. Discounts	02	05%
05	ARRIVALS A. Preparing for guest arrivals at Reservation and Front Office B. Receiving of guests C. Pre-registration D. Registration (non automatic, semi automatic and automatic) E. Relevant records for FITs, Groups, Air crews & VIPs	05	20%
06	DURING THE STAY ACTIVITIES A. Information services B. Message and Mail Handling C. Key Handling D. Room selling technique	06	20%

	E. Hospitality desk F. Complaints handling G. Guest handling H. Guest history		
07	FRONT OFFICE CO-ORDINATION With other departments of hotel	02	10%
TOTAL		30	100

FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II (PRACTICALS)

HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

Hands on practice of computer applications on PMS.

S.No.	Suggested tasks on Fidelio
1	Hot function keys
2	Create and update guest profiles
3	Make FIT reservation
4	Send confirmation letters
5	Printing registration cards
6	Make an Add-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cashier code
10	Process a reservation deposit
11	Pre-register a guest
12	Put message and locator for a guest
13	Put trace for guest
14	Check in a reserved guest
15	Check in day use
16	Check –in a walk-in guest
17	Maintain guest history
18	Issue a new key
19	Verify a key
20	Cancel a key
21	Issue a duplicate key
22	Extend a key
23	Programme keys continuously
24	Re-programme keys
25	Programme one key for two rooms

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-II) BHM153

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00 HRS		

			MARKS
1.	Uniform & Grooming	:	10
2.	Courtesy & Manners	:	10
3.	Speech & Communication	:	10
4.	Technical Knowledge	:	20
5.	Four Tasks on PMS (4x10=40)	:	40
6.	Journal	:	10
	TOTAL	:	100

NOTE:

1. Speech, Communication, Courtesy and Manners should be observed throughout.
2. PMS tasks as per syllabus.

BHM154 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II (THEORY)**HOURS ALLOTTED: 30****MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
01	ROOM LAYOUT AND GUEST SUPPLIES A. Standard rooms, VIP ROOMS B. Guest's special requests	04	15%
02	AREA CLEANING A. Guest rooms B. Front-of-the-house Areas C. Back-of-the house Areas D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.	06	20%
03	ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT A. Reporting Staff placement B. Room Occupancy Report C. Guest Room Inspection D. Entering Checklists, Floor Register, Work Orders, Log Sheet. E. Lost and Found Register and Enquiry File F. Maid's Report and Housekeeper's Report G. Handover Records H. Guest's Special Requests Register I. Record of Special Cleaning J. Call Register K. VIP Lists	10	35%
04	TYPES OF BEDS AND MATTRESSES	02	5%
05	PEST CONTROL A. Areas of infestation B. Preventive measures and Control measure	03 03	20%
06	KEYS A. Types of keys B. Computerised key cards C. Key control	02	5%
TOTAL		30	100%

FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II (PRACTICAL)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours
01	Review of semester 1	2
02	<p>Servicing guest room(checkout/ occupied and vacant)</p> <p><u>ROOM</u></p> <p>Task 1- open curtain and adjust lighting</p> <p>Task 2-clean ash and remove trays if any</p> <p>Task 3- strip and make bed</p> <p>Task 4- dust and clean drawers and replenish supplies</p> <p>Task 5-dust and clean furniture, clockwise or anticlockwise</p> <p>Task 6- clean mirror</p> <p>Task 7- replenish all supplies</p> <p>Task 8-clean and replenish minibar</p> <p>Task 9-vaccum clean carpet</p> <p>Task 10- check for stains and spot cleaning</p> <p><u>BATHROOM</u></p> <p>Task 1-disposed soiled linen</p> <p>Task 2-clean ashtray</p> <p>Task 3-clean WC</p> <p>Task 4-clean bath and bath area</p> <p>Task 5-wipe and clean shower curtain</p> <p>Task 6- clean mirror</p> <p>Task 7-clean tooth glass</p> <p>Task 8-clean vanitory unit</p> <p>Task 9- replenish bath supplies</p> <p>Task 10- mop the floor</p>	6
03	<p>Bed making supplies (day bed/ night bed)</p> <p>Step 1-spread the first sheet(from one side)</p> <p>Step 2-make miter corner (on both corner of your side)</p> <p>Step 3- spread second sheet (upside down)</p> <p>Step 4-spread blanket</p> <p>Step 5- Spread crinkle sheet</p> <p>Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)</p> <p>Step 7- tuck the folds on your side</p> <p>Step 8- make miter corner with all three on your side</p> <p>Step 9- change side and finish the bed in the same way</p> <p>Step 10- spread the bed spread and place pillow</p>	8
04	<p>Records</p> <ul style="list-style-type: none"> • Room occupancy report • Checklist • Floor register • Work/ maintenance order] • Lost and found • Maid's report • Housekeeper's report • Log book 	4

	<ul style="list-style-type: none"> • Guest special request register • Record of special cleaning • Call register • VIP list • Floor linen book/ register 	
05	Guest room inspection	2
06	Minibar management <ul style="list-style-type: none"> • Issue • stock taking • checking expiry date 	2
07	Handling room linen/ guest supplies <ul style="list-style-type: none"> • maintaining register/ record • replenishing floor pantry • stock taking 	4
08	Guest handling <ul style="list-style-type: none"> • Guest request • Guest complaints 	2

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-II) BHM154

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00HRS		

			MARKS
1.	Uniform & Grooming	:	10
2.	Bed Making	:	20
3.	Two different Tasks (2x10=20)	:	20
4.	Plan of Work	:	10
5.	Guest Handling (Situation)	:	10
6.	Viva	:	20
7.	Journal	:	10
	TOTAL	:	100

NOTE:

1. Time limit of the examination should be strictly adhered to.
2. Tasks should be limited to the syllabus

BHM117 - PRINCIPLES OF FOOD SCIENCE
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	<ul style="list-style-type: none"> • Definition and scope of food science and • It's inter-relationship with food chemistry, food microbiology and food processing. 	02	5%
02	<p>A. CARBOHYDRATES</p> <ul style="list-style-type: none"> A. Introduction B. Effect of cooking (gelatinisation and retrogradation) C. Factors affecting texture of carbohydrates (Stiffness of CHO gel & dextrinization) D. Uses of carbohydrates in food preparations 	04	15%
03	<p>B. FAT & OILS</p> <ul style="list-style-type: none"> A. Classification (based on the origin and degree of saturation) B. Autoxidation (factors and prevention measures) C. Flavour reversion D. Refining, Hydrogenation & winterisation E. Effect of heating on fats & oils with respect to smoke point F. Commercial uses of fats (with emphasis on shortening value of different fats) 	05	20%
04	<p>C. PROTEINS</p> <ul style="list-style-type: none"> A. Basic structure and properties B. Type of proteins based on their origin (plant/animal) C. Effect of heat on proteins (Denaturation, coagulation) D. Functional properties of proteins (Gelation, Emulsification, Foamability, Viscosity) E. Commercial uses of proteins in different food preparations (like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Souffles, Custards, Soups, Curries etc.) 	04	15%
05	<p>D. FOOD PROCESSING</p> <ul style="list-style-type: none"> A. Definition B. Objectives C. Types of treatment D. Effect of factors like heat, acid, alkali on food constituents 	03	10%
06	<p>E. EVALUATION OF FOOD</p> <ul style="list-style-type: none"> A. Objectives B. Sensory assessment of food quality C. Methods D. Introduction to proximate analysis of Food constituents E. Rheological aspects of food 	03	10%
07	<p>F. EMULSIONS</p> <ul style="list-style-type: none"> A. Theory of emulsification B. Types of emulsions 	03	10%

	C. Emulsifying agents D. Role of emulsifying agents in food emulsions		
08	G. COLLOIDS <ul style="list-style-type: none"> • Definition • Application of colloid systems in food preparation 	02	5%
09	H. FLAVOUR <ul style="list-style-type: none"> • Definition • Description of food flavours (tea, coffee, wine, meat, fish spices 	02	5%
10	I. BROWNING <ul style="list-style-type: none"> • Types (enzymatic and non-enzymatic) • Role in food preparation • Prevention of undesirable browning 	02	5%
J.	TOTAL	30	100%

BHM108 - ACCOUNTANCY
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	INTRODUCTION TO ACCOUNTING A. Meaning and Definition B. Types and Classification C. Principles of accounting D. Systems of accounting E. Generally Accepted Accounting Principles (GAAP)	04	5%
02	PRIMARY BOOKS (JOURNAL) A. Meaning and Definition B. Format of Journal C. Rules of Debit and Credit D. Opening entry, Simple and Compound entries E. Practicals	10	15%
03	SECONDARY BOOK (LEDGER) A. Meaning and Uses B. Formats C. Posting D. Practicals	06	10%
04	SUBSIDIARY BOOKS A. Need and Use B. Classification <ul style="list-style-type: none"> • Purchase Book • Sales Book • Purchase Returns • Sales Returns • Journal Proper • Practicals 	06	10%
05	CASH BOOK A. Meaning B. Advantages C. Simple, Double and Three Column D. Petty Cash Book with Imprest System (simple and tabular forms) E. Practicals	10	15%
06	BANK RECONCILIATION STATEMENT A. Meaning B. Reasons for difference in Pass Book and Cash Book Balances C. Preparation of Bank Reconciliation Statement D. No Practicals	04	5%
07	TRIAL BALANCE A. Meaning	06	10%

	B. Methods C. Advantages D. Limitations E. Practicals		
08	FINAL ACCOUNTS A. Meaning B. Procedure for preparation of Final Accounts C. Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet D. Adjustments (Only four) <ul style="list-style-type: none"> • Closing Stock • Pre-paid Expenses • Outstanding Expenses • Depreciation 	12	25%
09	CAPITAL AND REVENUE EXPENDITURE A. Meaning B. Definition of Capital and Revenue Expenditure	02	5%
TOTAL		60	100%

NOTE: USE OF CALCULATORS IS PERMITTED

BHM109 - COMMUNICATION
HOURS ALLOTTED: 30 MAXIMUM MARKS: 50

S.No.	Topic	Hours	Weight age
01	BUSINESS COMMUNICATION A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers	7	20%
02	LISTENING ON THE JOB A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening E. Listening computerization and note taking	6	20%
03	EFFECTIVE SPEAKING A. Restaurant and hotel English B. Polite and effective enquiries and responses C. Addressing a group D. Essential qualities of a good speaker E. Audience analysis F. Defining the purpose of a speech, organizing the ideas and delivering the speech	7	20%
04	NON VERBAL COMMUNICATION A. Definition, its importance and its inevitability B. Kinesics: Body movements, facial expressions, posture, eye contact etc. C. Protemies: The communication use of space D. Paralanguage: Vocal behaviour and its impact on verbal communication E. Communicative use of artefacts – furniture, plants, colours, architects etc.	4	15%
05	SPEECH IMPROVEMENT A. Pronunciation, stress, accent B. Important of speech in hotels C. Common phonetic difficulties D. Connective drills exercises E. Introduction to frequently used foreign sounds	4	15%
06	USING THE TELEPHONE A. The nature of telephone activity in the hotel industry B. The need for developing telephone skills C. Developing telephone skills	2	10%
TOTAL		30	100%