

CC-M4 (V)
BANQUET & CATERING MANAGEMENT

Session: 2024-25

Part A - Introduction

Subject	BANQUET & CATERING MANAGEMENT		
Semester	IV		
Name of the Course	BANQUET & CATERING MANAGEMENT		
Course Code	B23-VOC-236		
Course Type: (CC/MCC/MDC/CCM/DSEC/VOC/DSE/P C/AEC/VAC)	CC-M4 (VOC)		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	NA		
Course Learning Outcomes(CLO):	After completing this course, the learner will be able to: CLO 1. Showing growth & development of banquet. CLO 2. Telling various buffet types and checklist. CLO 3. Understanding of outdoor catering establishment. CLO 4. Knowledge about gueridon service and equipments. CLO 5. Get hand on operations different banquet operations.		
Credits	Theory	Practical	Total
	2	2	4
Contact Hours	2	4	6

Max. Marks: 100

Time: 3 Hrs

Internal Assessment Marks: 15(T) + 15(P) = 30

End Term Exam Marks: 35(T) + 35(P) = 70

Part B-Contents of the Course

Instructions for Paper- Setter

Instructions for Paper-Setter: The examiner will set nine questions in all, selecting four questions from each unit and one compulsory objective type question.

Instructions for the candidate: The candidates will attempt five questions in all, selecting at least one question from each unit as well as compulsory questions.

Unit	Topics	Contact hours
I	BANQUET MANAGEMENT AND FUNCTION CATERING: history of banquets; types of banquets (formal and informal), organizational structure of banquet department, banquet style -sitting plans-theatre, class room etc. formal contract/memorandum, formal and informal gathering, theme functions	08
II	BUFFET MANAGERMENTS: Introduction, Types of Buffets, equipments, Table layout and buffet setup and presentation, Checklist and its proper supervision, Food & Beverage control-its application.	07

III	OUTDOOR CATERING/OFF PREMISES CATERING: Introduction; types of catering establishment, transportation and service facilities, Establishment suppliers Food purchase storage and handling, Business Event management planning.	07
IV	GUERIDON SERVICE: History of gueridon, Definition and term gueridon, General points to be considered while doing gueridon, Advantages and disadvantages of gueridon services, Gueridon equipment's and ingredients Method of service of common gueridon preparations.	08
	Banquet and Catering Management (PRACTICAL): <ul style="list-style-type: none"> • Table layout and services. • Layout and drawing of the functions prospectus and identifying its appropriate usage • Planning of different types of buffet presentation and setting of the counters. • Identification of buffet equipments. • Preparation of function checklist of buffet. • Assignment on buffet menu planning, • Seating plans of different Banquets. • To visit Hotels for Buffet Banquet and business events 	60

Suggested Evaluation Methods

<p style="text-align: center;">Internal Assessment:</p> <p>➤ Theory</p> <ul style="list-style-type: none"> • Class Participation: 4 • Seminar/presentation/assignment/quiz/class test etc.:4 • Mid-Term Exam: 7 <p>➤ Practicum</p> <ul style="list-style-type: none"> • Class Participation: 5 • Seminar/Demonstration/Viva-voce/Lab records etc.: 10 • Mid-Term Exam: 	<p>End Term Examination (Theory): Internal Assessment Marks: 15 End Term Exam Marks: 35</p> <p>End Term Examination (Practical): Internal Assessment Marks: 15 End Term Exam Marks: 35</p>
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Part C-Learning Resources

Recommended Books/e-resources/LMS:

1. Food and Beverage Management-by Bernard Davis.
2. Food and Beverage Management-by Jones.
3. Managing Service in Food and Beverage Operations-By Cichy and Wise.
4. Food and Beverage Service Training Manual- By S. Andrews.
5. Modern Restaurant a Manual for students and Practitioners-by Fuller.
6. Theory of catering-by Ronald kinton, Victor Ceseraniand David Foskett

CC-M5 (V)
LARDER KITCHEN

Session: 2024-25			
Part A - Introduction			
Subject	LARDER KITCHEN		
Semester	V		
Name of the Course	LARDER KITCHEN		
Course Code	B23-VOC-135		
Course Type: (CC/MCC/MDC/CCM/DSEC/VOC/ DSE/PC/AEC/VAC)	CC-M5 (VOC)		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	NA		
Course Learning Outcomes (CLO):	After completing this course, the learner will be able to: CLO 1. Design the layout of Larder Department & organisational Structure tools and equipment used in Larder Department CLO 2. Identify various Hors d'oeuvre, salads, sandwiches and canapés. CLO 3. Classify and define cuts and uses of Fish, Poultry, Lamb, mutton CLO 4. Demonstrate basic knowledge and skills for cold Dessert. CLO 5. Learning preparation of different types of sandwiches, salad, cold soups, canapés, chutneys, raita etc.		
Credits	Theory	Practical	Total
	2	2	4
Contact Hours	2	4	6
Max. Marks: 100		Time: 3 Hrs	
Internal Assessment Marks: 15(T) + 15(P) = 30			
End Term Exam Marks: 35(T) + 35(P) = 70			
Part B-Contents of the Course			
<u>Instructions for Paper- Setter</u>			
Instructions for Paper-Setter: The examiner will set nine questions in all, selecting four questions from each unit and one compulsory objective type question.			
Instructions for the candidate: The candidates will attempt five questions in all, selecting at least one question from each unit as well as compulsory questions.			
Unit	Topics		Contact hours
I	LAYOUT & EQUIPMENT <ul style="list-style-type: none"> • Introduction of Larder Kitchen • Larder work, Its functions and management • Larder equipment their uses and supplies • Layout of a typical larder with its various sections • Duties & Responsibilities of larder Chef 		08

II	HORS D’OEUVRE AND SALADS <ul style="list-style-type: none"> • Description of various types of Hors d’oeuvre – Hors d’oeuvre varieties • Classification and description of various salads – simple or plain salads – simple vegetable salads; compound salads – fruit based vegetable based, meat based and fish based compound salads with examples • Classification and description of various Cold Sandwiches and Canapés 	07
III	BUTCHERY <ul style="list-style-type: none"> • Poultry and Game- preparation, dressing and cuts • Jointing of fish, lamb, mutton and pork, different cuts with its uses and weighs, • Meat preservation- salting, smoking and freezing meat; bacon, gammon and hams. • Slaughtering techniques – lamb and mutton and pork 	08
IV	COLD DESSERT <ul style="list-style-type: none"> • Caramel Custard, • Bread and Butter Pudding, Queen of Pudding • Soufflé – Lemon / Pineapple, Mousse (Chocolate Coffee) • Still room – the function of still room, knowledge of dessert fruits. • Various types of Icing and its uses 	07
	LARDER KITCHEN (PRACTICAL): <ul style="list-style-type: none"> • Sandwiches- 5 varieties, • Simple salads- 5 varieties, Compound salads- Fruit-based- 2 varieties, Vegetable-based- 2 varieties • Preparation of salad dressings- 4 varieties • Cold Soup- 5 varieties • Canapés- 5 varieties • Chutney- 5 varieties • Raita - 5 varieties 	60

Suggested Evaluation Methods

<p style="text-align: center;">Internal Assessment:</p> <p>➤ Theory</p> <ul style="list-style-type: none"> • Class Participation: 4 • Seminar/presentation/assignment/quiz/class test etc.:4 • Mid-Term Exam: 7 <p>➤ Practicum</p> <ul style="list-style-type: none"> • Class Participation: 5 • Seminar/Demonstration/Viva-voce/Lab records etc.: 10 • Mid-Term Exam: 	<p style="text-align: center;">End Term Examination (Theory):</p> <p style="text-align: center;">Internal Assessment Marks: 15 End Term Exam Marks: 35</p> <p style="text-align: center;">End Term Examination (Practical):</p> <p style="text-align: center;">Internal Assessment Marks: 15 End Term Exam Marks: 35</p>
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Part C-Learning Resources

Recommended Books/e-resources/LMS:

REFERENCE:

- Food Production Operations: Parvinder S Bali, Oxford University Press
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Theory of Cookery By K Arora, Publisher: Frank Brothers

CC-M7 (V)
BAR OPERATIONS

Session: 2024-25			
Part A - Introduction			
Subject	BAR OPERATIONS		
Semester	VI		
Name of the Course	BAR OPERATIONS		
Course Code	B23-VOC-335		
Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VA C)	CC-M7 (VOC)		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	NA		
Course Learning Outcomes(CLO):	After completing this course, the learner will be able to: CLO 1. Knowledge about bar types, layout and staffing. CLO 2. Show various fermentation alcoholic beverages & their service CLO 3. Knowledge about cocktails and mocktails and their recipes. CLO 4. Illustrate various F& B control methods, licenses used & their service. CLO 5. Learn various bar setups, service of wines, beer, and preparation of mocktails.		
Credits	Theory	Practical	Total
	2	2	4
Contact Hours	2	4	6
Max. Marks: 100		Time: 3 Hrs	
Internal Assessment Marks: 15(T) + 15(P) = 30			
End Term Exam Marks: 35(T) + 35(P) = 70			
Part B-Contents of the Course			
<u>Instructions for Paper- Setter</u>			
Instructions for Paper-Setter: The examiner will set nine questions in all, selecting four questions from each unit and one compulsory objective type question.			
Instructions for the candidate: The candidates will attempt five questions in all, selecting at least one question from each unit as well as compulsory questions.			
Unit	Topics		Contact hours
I	Introduction to Bar: – Introduction, Bars- types, Bar designing and layout, Organizational structure of bar, staffing in bar, Qualities of a good bartender and it’s job description, Bar equipment’s and service knowledge and glassware.		08

II	Fermented Alcoholic Beverages: Introduction and definition Wines Definition & History, Classification with examples • Table/Still/Natural • Sparkling • Fortified • Aromatized Beer; Introduction ingredients used, production, types, brands, Indian and International. Storage of beer. Service of bottled, canned and drought beers.	07
III	Introduction to Cocktails, Different famous Cocktails and their Recipes, Parts of cocktails. Brief introduction to Mocktails Different famous mocktails and their recipes, Garnishes.	08
IV	Beverage control meaning, Beverage control process and techniques, Bar Stock, various liquor licenses required in India	07
	Bar Management (PRACTICAL): <ul style="list-style-type: none"> • Bar Set –ups of different types & equipment’s knowledge. • Service of wines & beer. • Cocktails preparation and Services <ul style="list-style-type: none"> ➤ Margarita, cosmopolitan, daiquiri, Manhattan, old fashioned, Pina colada etc. • Mock tails preparation and Services. <ul style="list-style-type: none"> ➤ Virgin Mojito, Bloody Mary, Shirley Temple, Roy Rogers, Tequila Sunrise etc. 	60

Suggested Evaluation Methods

<p style="text-align: center;">Internal Assessment:</p> <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 4 • Seminar/presentation/assignment/quiz/class test etc.:4 • Mid-Term Exam: 7 ➤ Practicum <ul style="list-style-type: none"> • Class Participation: 5 • Seminar/Demonstration/Viva-voce/Lab records etc.: 10 • Mid-Term Exam: 	<p>End Term Examination (Theory): Internal Assessment Marks: 15 End Term Exam Marks: 35</p> <p style="text-align: center;">End Term Examination (Practical): Internal Assessment Marks: 15 End Term Exam Marks: 35</p>
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Part C-Learning Resources

Text book :

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousines. Publisher: ELBS
- Food & beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill.
- Food & Beverage Service – R. Singaravelavan.
- Food & Beverage Service & Management -- Bobby George & Sandeep Chatterjee
- Food & Beverage Service- Anita Sharma & S N Bagchi.
- Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S.Negi
- Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann
- Brain Verghese, Professional Food and Beverage Service Management. Macmillan India,

SEC-2 CUSTOMER CARE & INTERPERSONAL SKILLS

Session: 2024-25			
Part A - Introduction			
Subject	CUSTOMER CARE & INTERPERSONAL SKILLS		
Semester	II		
Name of the Course	CUSTOMER CARE & INTERPERSONAL SKILLS		
Course Code	B23-SEC-229		
Course Type: (CC/MCC/MDC/CCM/DSEC/VOC/ DSE/PC/AEC/VAC)	SEC-2		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	NA		
Course Learning Outcomes (CLO):	After completing this course, the learner will be able to: CLO 1. Make students aware of different types of customer and the role of service provider. CLO 2. Describe how good communication with other can influence our working relationship with customers. CLO 3. Describe students how to interact and handle various queries of customers in service industry. CLO 4. Developing an understanding customer feedback and public relations. CLO 5. To impart the knowledge of customer complaint handling skills, Telephone communication skills etc.		
Credits	Theory	Practical	Total
	2	1	3
Contact Hours	2	2	4
Max. Marks: 75		Time: 3 Hrs	
Internal Assessment Marks: 15(T) + 05(P) = 20			
End Term Exam Marks: 35(T) + 20(P) = 55			
Part B –Contents of the Course			
<u>Instructions for Paper- Setter</u>			
Instructions for Paper-Setter: The examiner will set nine questions in all, selecting four questions from each unit and one compulsory objective type question.			
Instructions for the candidate: The candidates will attempt five questions in all, selecting at least one question from each unit as well as compulsory questions.			
Unit	Topics		Contact hours
I	Customer service provider: customer meaning, types of customer: Internal customer, External customer, others meaning service provider, types of service provider, satisfied customer dissatisfied customer.		08
II	Definition of Quality satisfaction, types of customer delight, Customer care in airlines, Customer care in hotels, Transactional Analysis in Customer Care.		07

III	Key areas of customer care in airlines, Sales meaning promotion, types of promotion, After sales support to the customer, Organizational chart.	07
IV	Customer Feedback, feedback tools, Developing customer trust and loyalty ,online Grooming and Etiquette, Telephone Handling Skills Complaint Management definition / Meaning, Need for public relations, The concept of public internal / external publics.	08
V	PRACTICALS <ul style="list-style-type: none"> • Communication Skills • Grooming & Etiquettes Skills • Telephone Handling Skills • Role play of Complaint Handling Skills • Role play of Public Relation skills 	30
Suggested Evaluation Methods		
Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 04 • Seminar/presentation/assignment/quiz/class test etc.: 04 • Mid-Term Exam: 07 Practicum <ul style="list-style-type: none"> • Class Participation: Nil • Seminar/Demonstration/Viva-voce/Lab records etc.: 05 • Mid-Term Exam: NA 		End Term Exam: 35 End Term Exam: 20
Part C-Learning Resources		
<ul style="list-style-type: none"> • Customer Relationship Management by R.K. Sugandhi • Exceptional Customer Service by Lisa Ford, David McNair, William Perry • Interpersonal Skills by Bob Wright 		

SEC-3
ACCOUNTING SKILLS FOR HOSPITALITY

Session: 2024-25			
Part A–Introduction			
Subject	ACCOUNTING SKILLS FOR HOSPITALITY		
Semester	III		
Name of the Course	ACCOUNTING SKILLS FOR HOSPITALITY		
Course Code	B23-SEC-330		
Course Type: (CC/MCC/MDC/CCM/DSEC/VOC/ DSE/PC/AEC/VAC)	SEC-3		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	NA		
Course Learning Outcomes (CLO):	After completing this course, the learner will be able to: CLO 1. Knowledge about the basic of accounting, various concept and convention CLO 2. Familiarizing with basic Accounting Procedures CLO 3. Ability to identify different Subsidiary Books& Special Purpose Books CLO 4. Knowledge of final account CLO 5. To impart knowledge of preparation balance sheet, trial balance etc.		
Credits	Theory	Practical	Total
	2	1	3
Contact Hours	2	2	4
Max. Marks: 75		Time: 3 Hrs	
Internal Assessment Marks: 15(T) + 05(P) = 20			
End Term Exam Marks: 35(T) + 20(P) = 55			
Part B-Contents of the Course			
<u>Instructions for Paper- Setter</u>			
Instructions for Paper-Setter: The examiner will set nine questions in all, selecting four questions from each unit and one compulsory objective type question.			
Instructions for the candidate: The candidates will attempt five questions in all, selecting at least one question from each unit as well as compulsory questions.			
Unit	Topics		Contact hours
I	Introduction To Accounting & Conceptual Frame Work Of Accounting <ul style="list-style-type: none"> • Meaning & Definition • Various Objective & functions of accounting • Users of Accounting Information • Accounting Cycles • Basic accounting terms 		08

	<ul style="list-style-type: none"> Accounting conventions and concepts. 	
II	Basic Accounting Procedures <ul style="list-style-type: none"> Double entry system of accounting Types of account & golden rule of accounting Journals its format and Steps in Journalizing Preparation of ledger accounts and trail balance. 	07
III	Subsidiary Books & Special Purpose Books <ul style="list-style-type: none"> Meaning & types of Subsidiary Books Advantage & format of various Subsidiary books Cash Book – Its types & advantages of Cash book, Imprest system with special reference to Cash Received Book used in hotels. 	08
IV	Final Accounts: <ul style="list-style-type: none"> Preparation of Trading Account, Preparation Profit and Loss Account Preparation Balance Sheet Practical Problems on Trading Account, Profit and Loss Account and Balance Sheet with Simple Adjustments 	07
V*	PRACTICALS: <ul style="list-style-type: none"> Preparation of ledger accounts and trail balance Preparation of Trading Account Preparation Profit and Loss Account Preparation Balance Sheet with Simple Adjustments 	30
Suggested Evaluation Methods		
<p style="text-align: center;">Internal Assessment:</p> <p>➤ Theory</p> <ul style="list-style-type: none"> Class Participation: 04 Seminar/presentation/assignment/quiz/class test etc.: 04 Mid-Term Exam: 07 <p>Practicum</p> <ul style="list-style-type: none"> Class Participation: Nil Seminar/Demonstration/Viva-voce/Lab records etc.: 05 Mid-Term Exam: NA 		<p>End Term Exam: 35</p> <p>End Term Exam: 20</p>
Part C-Learning Resources		
Recommended Books/e-resources/LMS:		
<ul style="list-style-type: none"> Accounting for Management, S K Bhattacharya, Vikas Publishing House Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons Comprehensive Accountancy, SA Siddiqui A complete Course in Accounting Volume – I, N.D. Kappor Double – Entry Book- Keeping, Rc. Chawla & C.Juneja Introduction to Accountancy, T.S.Grewal 		

VAC-3
FOOD SAFETY AND HEALTH

Session: 2024-25			
Part A - Introduction			
Subject	FOOD SAFETY AND HEALTH		
Semester	IV		
Name of the Course	FOOD SAFETY AND HEALTH		
Course Code	B23-VAC-329		
Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VAC)	VAC-3		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	NA		
Course Learning Outcomes(CLO):	After completing this course, the learner will be able to: 1. Impart comprehensive knowledge on the issues of food safety and health 2. Knowledge of various food storage methods & food production system 3. Build technical proficiency in undertaking auditing in food safety and quality assurance in food processing chain i.e., from farm to fork. 4. Impart knowledge of HACCP, cleanness and hygiene		
Credits	Theory	Practical	Total
	2	-	2
Contact Hours	2	-	2
Max. Marks: 50		Time: 3hrs	
Internal Assessment Marks: 15			
End Term Exam Marks: 35			
Part B- Contents of the Course			
<u>Instructions for Paper- Setter</u>			
Instructions for Paper-Setter: The examiner will set nine questions in all, selecting four questions from each unit and one compulsory objective type question.			
Instructions for the candidate: The candidates will attempt five questions in all, selecting at least one question from each unit as well as compulsory questions.			
Unit	Topics		Contact hours
I	Introduction to food safety: <ul style="list-style-type: none"> • Characterization of food hazards. • Bacteria, types and characteristics. • Factor influencing multiplication of bacteria. 		8
II	Introduction to Cross contamination: <ul style="list-style-type: none"> • Transmission & routes of cross contamination & control, prevention of cross contamination. • Introduction to Food Storage, stock rotation. • Cold holding (storage temperature, temperature variation & temperature 		7

	monitoring) <ul style="list-style-type: none"> • Temperature control and measurement. 	
III	Introduction to preparation of food: <ul style="list-style-type: none"> • Food processing (Ingredient preparation, ingredient processing, product holding) • Waste disposal & cleaning. • Cook chill, cook freeze and defrosting. • Methods of defrosting. 	8
IV	Food preparation areas design: <ul style="list-style-type: none"> • Cleaning & disinfection (basic principles, planned cleaning, cleaning schedule) • Introduction to HACCP. • Personal hygiene for food handlers, staff illness. • Training in personal hygiene. • Protective clothing. 	7
Suggested Evaluation Methods		
Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 4 • Seminar/presentation/assignment/quiz/class test etc.: 4 • Mid-Term Exam: 7 		End Term Examination: Internal Assessment Marks: 15 End Term Exam Marks: 35
Part C- Learning Resources		
Recommended Books/e-resources/LMS:		
<ul style="list-style-type: none"> • Knowles Tim., (2003) food safety in the hospitality industry. Butterworth Heinemann • Lásztity, R. (2009). Food Quality and Standards. United Kingdom: EOLSS Publishers Company Limited. • Ronald h. Schmidt., (2003), food safety handbook. A john Wiley & Sons publication • A manual of good practices in food quality management by Mr. Iain C. Muse, Usamv-CN 		