

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## SEMESTER - I

### WEEKLY TEACHING SCHEME (17 WEEKS)

No.	Subject code	Subject
1	BHM101	Foundation Course in Food Production - I
2	BHM102	Foundation Course in Food & Beverage Service - I
3	BHM103	Foundation Course in Front Office - I
4	BHM104	Foundation Course in Accommodation Operations - I
5	BHM105	Principles of Food Science & Nutrition
6	BHM106	Communication
TOTAL:		
GRAND TOTAL		

### EXAMINATION SCHEME

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHM101	Foundation Course in Food Production - I	100	100
2	BHM102	Foundation Course in Food & Beverage Service - I	100	100
3	BHM103	Foundation Course in Front Office - I	100	100
4	BHM104	Foundation Course in Accommodation Operations - I	100	100
5	BHM105	Principles of Food Science & Nutrition	100	-
6	BHM106	Communication	100	-
TOTAL:			600	400
GRAND TOTAL			1000	

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

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM101 - FOUNDATION COURSE IN FOOD PRODUCTION – I (THEORY)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No.	Topic
01	<b>INTRODUCTION TO COOKERY</b>  A. Levels of skills and experiences B. Attitudes and behaviour in the kitchen C. Personal hygiene D. Uniforms & protective clothing E. Safety procedure in handling equipment
02	<b>CULINARY HISTORY</b>  A. Origin of modern cookery
03	<b>HIERARCHY AREA OF DEPARTMENT AND KITCHEN</b>  A. Classical Brigade B. Modern staffing in various category hotels C. Roles of executive chef D. Duties and responsibilities of various chefs E. Co-operation with other departments
04	<b>CULINARY TERMS</b>  A. List of culinary (common and basic) terms B. Explanation with examples
05	<b>AIMS &amp; OBJECTS OF COOKING FOOD</b>  A. Aims and objectives of cooking food B. Various textures C. Various consistencies D. Techniques used in pre-preparation E. Techniques used in preparation
06	<b>BASIC PRINCIPLES OF FOOD PRODUCTION - I</b>  i) <b>VEGETABLE AND FRUIT COOKERY</b> A. Introduction – classification of vegetables B. Pigments and colour changes C. Effects of heat on vegetables D. Cuts of vegetables E. Classification of fruits F. Uses of fruit in cookery G. Salads and salad dressings  ii) <b>STOCKS</b> A. Definition of stock B. Types of stock C. Preparation of stock D. Recipes E. Storage of stocks F. Uses of stocks

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

	<p>G. Care and precautions</p> <p><b>iii) SAUCES</b></p> <p>A. Classification of sauces</p> <p>B. Recipes for mother sauces</p> <p>C. Storage &amp; precautions</p>
07	<p><b>METHODS OF COOKING FOOD</b></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"><li>• Principles of each of the above</li><li>• Care and precautions to be taken</li><li>• Selection of food for each type of cooking</li></ul>
08	<p><b>SOUPS</b></p> <p>A. Classification with examples</p> <p>B. Basic recipes of Consommé with 10 Garnishes</p>
09	<p><b>EGG COOKERY</b></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>
10	<p><b>COMMODITIES:</b></p> <p><b>i) Shortenings (Fats &amp; Oils)</b></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 &amp; Oil – Types, varieties</p> <p><b>ii) Raising Agents</b></p> <p>A. Classification of Raising Agents</p> <p>B. Role of Raising Agents</p> <p>C. Actions and Reactions</p> <p><b>iii) Thickening Agents</b></p> <p>A. Classification of thickening agents</p> <p>B. Role of Thickening agents</p> <p><b>iv) Sugar</b></p> <p>A. Importance of Sugar</p> <p>B. Types of Sugar</p> <p>C. Cooking of Sugar – various</p>
<b>TOTAL</b>	

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## FOUNDATION COURSE IN FOOD PRODUCTION – I (PRACTICALS)

### PART 'A' - COOKERY

HOURS ALLOTTED: 60

MAXIMUM MARKS: 50

S.No	Topic	Method
1	i) Equipments - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstrations & simple applications
2	i) Vegetables - classification ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students
3	Identification and Selection of Ingredients - Qualitative and quantitative measures.	Market survey/tour
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
5	i) Stocks - Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungi stock	Demonstrations & simple applications by students
6	Sauces - Basic mother sauces <ul style="list-style-type: none"><li>• Béchamel</li><li>• Espagnole</li><li>• Veloute</li><li>• Hollandaise</li><li>• Mayonnaise</li><li>• Tomato</li></ul>	Demonstrations & simple applications
7	Egg cookery - Preparation of variety of egg dishes <ul style="list-style-type: none"><li>• Boiled ( Soft &amp; Hard)</li><li>• Fried ( Sunny side up, Single fried, Bull's Eye, Double fried)</li><li>• Poaches</li><li>• Scrambled</li><li>• Omelette (Plain, Stuffed, Spanish)</li><li>• En cocotte (eggs Benedict)</li></ul>	Demonstrations & simple applications by students
8	Demonstration & Preparation of simple menu	Demonstrations & simple applications by students
9	Simple Salads & Soups: <ul style="list-style-type: none"><li>• Cole slaw,</li><li>• Potato salad,</li><li>• Beet root salad,</li><li>• Green salad,</li><li>• Fruit salad,</li></ul>	Demonstration by instructor and applications by students

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

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

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

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

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

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

	<ul style="list-style-type: none"><li>• Steamed Pudding - Albert Pudding, Cabinet Pudding.</li></ul>	
--	--	--

## 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
	<b>40</b>

### 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
	<b>40</b>

### 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
	<b>20</b>

### 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. 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.
4. Uniform and grooming must be checked by the examiners before commencement of examination.
5. Students are not allowed to take help from books, notes, journal or any other person.

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM102 - FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I (THEORY)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No.	Topic
01	<p><b>THE HOTEL &amp; CATERING INDUSTRY</b></p> <ul style="list-style-type: none"><li>A. Introduction to the Hotel Industry and Growth of the hotel Industry in India</li><li>B. Role of Catering establishment in the travel/tourism industry</li><li>C. Types of F&amp;B operations</li><li>D. Classification of Commercial, Residential/Non-residential</li><li>E. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc.</li><li>F. Structure of the catering industry - a brief description of each</li></ul>
02	<p><b>DEPARTMENTAL ORGANISATION &amp; STAFFING</b></p> <ul style="list-style-type: none"><li>A. Organisation of F&amp;B department of hotel</li><li>B. Principal staff of various types of F&amp;B operations</li><li>C. French terms related to F&amp;B staff</li><li>D. Duties &amp; responsibilities of F&amp;B staff</li><li>E. Attributes of a waiter</li><li>F. Inter-departmental relationships (Within F&amp;B and other department)</li></ul>
03	<p><b>I FOOD SERVICE AREAS (F &amp; B OUTLETS)</b></p> <ul style="list-style-type: none"><li>A. Specialty Restaurants</li><li>B. Coffee Shop</li><li>C. Cafeteria</li><li>D. Fast Food (Quick Service Restaurants)</li><li>E. Grill Room</li><li>F. Banquets</li><li>G. Bar</li><li>H. Vending Machines</li><li>I. Discotheque</li></ul> <p><b>II ANCILLIARY DEPARTMENTS</b></p> <ul style="list-style-type: none"><li>A. Pantry</li><li>B. Food pick-up area</li><li>C. Store</li><li>D. Linen room</li><li>E. Kitchen stewarding</li></ul>
04	<p><b>F &amp; B SERVICE EQUIPMENT</b></p> <p>Familiarization &amp; Selection factors of:</p> <ul style="list-style-type: none"><li>- Cutlery</li><li>- Crockery</li><li>- Glassware</li><li>- Flatware</li><li>- Hollowware</li></ul>



# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

	<ul style="list-style-type: none"><li>- All other equipment used in F&amp;B Service</li><li>• French terms related to the above</li></ul>
05	<p><b>NON-ALCOHOLIC BEVERAGES</b></p> <p>Classification (Nourishing, Stimulating and Refreshing beverages)</p> <p>A. Tea</p> <ul style="list-style-type: none"><li>- Origin &amp; Manufacture</li><li>- Types &amp; Brands</li></ul> <p>B. Coffee</p> <ul style="list-style-type: none"><li>- Origin &amp; Manufacture</li><li>- Types &amp; Brands</li></ul> <p>C. Juices and Soft Drinks</p> <p>D. Cocoa &amp; Malted Beverages</p> <ul style="list-style-type: none"><li>- Origin &amp; Manufacture</li></ul>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## 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"><li>- Plate Powder method</li><li>- Polivit method</li><li>- Silver Dip method</li><li>- Burnishing Machine</li></ul>	04
06	<b>Basic Technical Skills</b> 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"><li>• Mocktails</li><li>• Juices, Soft drinks, Mineral water, Tonic water</li></ul>	08
10	Cocoa & Malted Beverages – Preparation & Service	04
<b>TOTAL</b>		<b>60</b>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## 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

	<b>MARKS</b>
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
	<b>100</b>

### 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.

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM103 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I (THEORY)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No.	Topic
01	<b>INTRODUCTION TO TOURISM, HOSPITALITY &amp; HOTEL INDUSTRY</b>  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
02	<b>CLASSIFICATION OF HOTELS</b>  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
03	<b>TYPES OF ROOMS</b>  A. Single B. Double C. Twin D. Suits
04	<b>TIME SHARE &amp; VACATION OWNERSHIP</b>  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
05	<b>FRONT OFFICE ORGANIZATION</b>  A. Function areas B. Front office hierarchy C. Duties and responsibilities D. Personality traits
06	<b>HOTEL ENTRANCE, LOBBY AND FRONT OFFICE</b>  A. Layout B. Front office equipment (non automated, semi automated and automated)
07	<b>BELL DESK</b>  A. Functions B. Procedures and records

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

08	<b>FRENCH:</b> 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
<b>TOTAL</b>	

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## 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"><li>• Reservation</li><li>• Arrivals</li><li>• Luggage handling</li><li>• Message and mail handling</li><li>• Paging</li></ul>	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.

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM104 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I (THEORY)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No.	Topic
01	<b>THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION</b> Role of Housekeeping in Guest Satisfaction and Repeat Business
02	<b>ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT</b> 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
03	<b>CLEANING ORGANISATION</b> 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	<b>CLEANING AGENTS</b> 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	<b>COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES</b> A. Metals B. Glass C. Leather, Leatherites, Rexines D. Plastic E. Ceramics F. Wood G. Wall finishes H. Floor finishes
06	<b>INTER DEPARTMENTAL RELATIONSHIP</b> 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
07	<b>USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT</b>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I (PRACTICAL)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

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



# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

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

## 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
	<b>100</b>

### NOTE:

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

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## BHM105 - PRINCIPLES OF FOOD SCIENCE & NUTRITION

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic
01	<ul style="list-style-type: none"><li>• Definition and scope of food science and</li><li>• It's inter-relationship with food chemistry, food microbiology and food processing.</li></ul>
02	<b>A. CARBOHYDRATES</b> <ul style="list-style-type: none"><li>A. Introduction</li><li>B. Effect of cooking (gelatinisation and retrogradation)</li><li>C. Factors affecting texture of carbohydrates (Stiffness of CHO gel &amp; dextrinization)</li><li>D. Uses of carbohydrates in food preparations</li></ul>
03	<b>B. FAT &amp; OILS</b> <ul style="list-style-type: none"><li>A. Classification (based on the origin and degree of saturation)</li><li>B. Autoxidation (factors and prevention measures)</li><li>C. Flavour reversion</li><li>D. Refining, Hydrogenation &amp; winterisation</li><li>E. Effect of heating on fats &amp; oils with respect to smoke point</li><li>F. Commercial uses of fats (with emphasis on shortening value of different fats)</li></ul>
04	<b>C. PROTEINS</b> <ul style="list-style-type: none"><li>A. Basic structure and properties</li><li>B. Type of proteins based on their origin (plant/animal)</li><li>C. Effect of heat on proteins (Denaturation, coagulation)</li><li>D. Functional properties of proteins (Gelation, Emulsification, Foamability, Viscosity)</li><li>E. Commercial uses of proteins in different food preparations(like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Souffles, Custards, Soups, Curries etc.)</li></ul>
05	<b>MACRO NUTRIENTS</b> <ul style="list-style-type: none"><li><b>A. Vitamins</b><ul style="list-style-type: none"><li>• Definition and Classification (water and fats soluble vitamins)</li><li>• Food Sources, function and significance of:<ol style="list-style-type: none"><li>1. Fat soluble vitamins (Vitamin A, D, E, K)</li><li>2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid)</li></ol></li></ul></li><li><b>B. MINERALS</b><ul style="list-style-type: none"><li>• Definition and Classification (major and minor)</li><li>• Food Sources, functions and significance of : Calcium, Iron, Sodium, Iodine &amp; Flourine</li></ul></li></ul>
06	<b>D. FOOD PROCESSING</b> <ul style="list-style-type: none"><li>A. Definition</li><li>B. Objectives</li><li>C. Types of treatment</li><li>D. Effect of factors like heat, acid, alkali on food constituents</li></ul>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

07	<b>E. EVALUATION OF FOOD</b> <ul style="list-style-type: none"><li>A. Objectives</li><li>B. Sensory assessment of food quality</li><li>C. Methods</li><li>D. Introduction to proximate analysis of Food constituents</li><li>E. Rheological aspects of food</li></ul>
08	<b>F. EMULSIONS</b> <ul style="list-style-type: none"><li>A. Theory of emulsification</li><li>B. Types of emulsions</li><li>C. Emulsifying agents</li><li>D. Role of emulsifying agents in food emulsions</li></ul>
09	<b>G. COLLOIDS</b> <ul style="list-style-type: none"><li>• Definition</li><li>• Application of colloid systems in food preparation</li></ul>
10	<b>H. FLAVOUR</b> <ul style="list-style-type: none"><li>• Definition</li><li>• Description of food flavours (tea, coffee, wine, meat, fish spices)</li></ul>
11	<b>I. BROWNING</b> <ul style="list-style-type: none"><li>• Types (enzymatic and non-enzymatic)</li><li>• Role in food preparation</li><li>• Prevention of undesirable browning</li></ul>
12	<b>BASIC ASPECTS</b> <ul style="list-style-type: none"><li>A. Definition of the terms Health, Nutrition and Nutrients</li><li>B. Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health.</li><li>C. Classification of nutrients</li></ul>
13	<b>ENERGY</b> <ul style="list-style-type: none"><li>A. Definition of Energy and Units of its measurement (Kcal)</li><li>B. Energy contribution from macronutrients (Carbohydrates, Proteins and Fat)</li><li>C. Factors affecting energy requirements</li><li>D. Concept of BMR, SDA, Thermodynamic action of food</li><li>E. Dietary sources of energy</li><li>F. Concept of energy balance and the health hazards associated with Underweight, Overweight</li></ul>
14	<b>WATER</b> <ul style="list-style-type: none"><li>• Definition</li><li>• Dietary Sources (visible, invisible)</li><li>• Functions of water</li><li>• Role of water in maintaining health (water balance)</li></ul>
15	<b>BALANCED DIET</b> <ul style="list-style-type: none"><li>• Definition</li><li>• Importance of balanced diet</li><li>• RDA for various nutrients – age, gender, physiological state</li></ul>
16	<b>A. MASS FOOD PRODUCTION</b> <ul style="list-style-type: none"><li>• Effect of cooking on nutritive value of food (QFP)</li></ul>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

17

## **NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH**

- Need for introducing nutritionally balanced and health specific meals
- Critical evaluation of fast foods
- New products being launched in the market (nutritional evaluation)

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM106 - COMMUNICATION**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 50**

S.No.	Topic
01	<b>BUSINESS COMMUNICATION</b> A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers
02	<b>LISTENING ON THE JOB</b>  A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening E. Listening computerization and note taking
03	<b>EFFECTIVE SPEAKING</b> 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
04	<b>NON VERBAL COMMUNICATION</b> A. Definition, its importance and its inevitability B. Kinesics: Body movements, facial expressions, posture, eye contact etc. C. Proxemics: 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.
05	<b>SPEECH IMPROVEMENT</b> 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
06	<b>USING THE TELEPHONE</b> A. The nature of telephone activity in the hotel industry B. The need for developing telephone skills C. Developing telephone skills

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## 3<sup>RD</sup> SEMESTER TEACHING & EXAMINATION SCHEME

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHM301	Food Production Operations	100	100
2	BHM302	Food & Beverage Operations	100	100
3	BHM303	Front Office Operations	100	100
4	BHM304	Accommodation Operations	100	100
5	BHM305	Food & Beverage Controls	100	-
6	BHM306	Hotel Accountancy	100	-
TOTAL:			600	400
GRAND TOTAL			1000	

\* Term marks will comprise 30% In-course & 70% Term end exam marks.

## 4<sup>TH</sup> SEMESTER TEACHING & EXAMINATION SCHEME

No.	Subject code	Subject	Marks
01	BHM401	Industrial Training (17 weeks)	200
TOTAL:			200

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM301 - FOOD PRODUCTION OPERATIONS – THEORY**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No.	Topic
01	<p><b>QUANTITY FOOD PRODUCTION EQUIPMENT</b></p> <ul style="list-style-type: none"><li>A. Equipment required for mass/volume feeding</li><li>B. Heat and cold generating equipment</li><li>C. Care and maintenance of this equipment</li><li>D. Modern developments in equipment manufacture</li></ul> <p><b>MENU PLANNING</b></p> <ul style="list-style-type: none"><li>A. Basic principles of menu planning – recapitulation</li><li>B. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units</li><li>C. Planning menus for<ul style="list-style-type: none"><li>• School/college students</li><li>• Industrial workers</li><li>• Hospitals</li><li>• Outdoor parties</li><li>• Theme dinners</li><li>• Transport facilities, cruise lines, airlines, railway</li></ul></li><li>D. Nutritional factors for the above</li></ul> <p><b>INDENTING</b></p> <ul style="list-style-type: none"><li>• Principles of Indenting for volume feeding</li><li>• Portion sizes of various items for different types of volume feeding</li><li>• Modifying recipes for indenting for large scale catering</li><li>• Practical difficulties while indenting for volume feeding</li></ul> <p><b>PLANNING</b></p> <p>Principles of planning for quantity food production with regard to</p> <ul style="list-style-type: none"><li>• Space allocation</li><li>• Equipment selection</li><li>• Staffing</li></ul>
02	<p><b>VOLUME FEEDING</b></p> <ul style="list-style-type: none"><li>A. Institutional and Industrial Catering<ul style="list-style-type: none"><li>• Types of Institutional &amp; Industrial Catering</li><li>• Problems associated with this type of catering</li><li>• Scope for development and growth</li></ul></li><li>B. Hospital Catering<ul style="list-style-type: none"><li>• Highlights of Hospital Catering for patients, staff, visitors</li><li>• Diet menus and nutritional requirements</li></ul></li></ul>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

	<p>C. Off Premises Catering</p> <ul style="list-style-type: none"><li>• Reasons for growth and development</li><li>• Menu Planning and Theme Parties</li><li>• Concept of a Central Production Unit</li><li>• Problems associated with off-premises catering</li></ul> <p>D. Mobile Catering</p> <ul style="list-style-type: none"><li>• Characteristics of Rail, Airline (Flight Kitchens and Sea Catering)</li><li>• Branches of Mobile Catering</li></ul> <p>E. Quantity Purchase &amp; Storage</p> <ul style="list-style-type: none"><li>• Introduction to purchasing</li><li>• Purchasing system</li><li>• Purchase specifications</li><li>• Purchasing techniques</li><li>• Storage</li></ul>
03	<p><b>REGIONAL INDIAN CUISINE</b></p> <p>A. Introduction to Regional Indian Cuisine B. Heritage of Indian Cuisine C. Factors that affect eating habits in different parts of the country D. Cuisine and its highlights of different states/regions/communities</p> <p>to be discussed under:</p> <ul style="list-style-type: none"><li>• Geographic location</li><li>• Historical background</li><li>• Seasonal availability</li><li>• Special equipment</li><li>• Staple diets</li><li>• Specialty cuisine for festivals and special occasions</li></ul> <p><b>STATES</b> Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal</p> <p><b>COMMUNITIES</b> Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri</p> <p><b>DISCUSSIONS</b> Indian Breads, Indian Sweets, Indian Snacks</p>



# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## FOOD PRODUCTION OPERATIONS – PRACTICAL HOURS ALLOTTED: 120      MAXIMUM MARKS: 100

Each institute to formulate 36 set of menus from the following cuisines.

- Awadh
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharastra
- Punjabi
- Rajasthan
- South India (Tamilnadu, Karnataka, Kerala)

### SUGGESTED MENUS

#### MAHARASTRIAN

- MENU 01      Masala Bhat  
                  Kolhapuri Mutton  
                  Batata Bhajee  
                  Masala Poori  
                  Koshimbir  
                  Coconut Poli
- MENU 02      Moong Dal Khichdee  
                  Patrani Macchi  
                  Tomato Saar  
                  Tilgul Chapatti  
                  Ami  
                  Basundi

#### AWADH

- MENU 01      Yakhni Pulao  
                  Mughlai Paratha  
                  Gosht Do Piazza  
                  Badin Jaan  
                  Kulfi with Falooda
- MENU 02      Galouti Kebab  
                  Bakarkhani  
                  Gosht Korma  
                  Paneer Pasanda  
                  Muzzafar

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## BENGALI

- MENU 01      Ghee Bhat  
Macher Jhol  
Aloo Posto  
Misti Doi
- MENU 02      Doi Mach  
Tikoni Pratha  
Baigun Bhaja  
Payesh
- MENU 03      Mach Bhape  
Luchi  
Sukto  
Kala Jamun
- MENU 04      Prawan Pulao  
Mutton Vidalloo  
Beans Foogath  
Dodol

## GOAN

- MENU 01      Arroz  
Galina Xacutti  
Toor Dal Sorak  
Alle Belle
- MENU 02      Coconut Pulao  
Fish Caldeen  
Cabbage Foogath  
Bibinca

## PUNJABI

- MENU 01      Rada Meat  
Matar Pulao  
Kadhi  
Punjabi Gobhi  
Kheer
- MENU 02      Amritsari Macchi  
Rajmah Masala  
Pindi Chana  
Bhaturas  
Row Di Kheer

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

MENU 03 Sarson Da Saag  
Makki Di Roti  
Peshawari Chole  
Motia Pulao  
Sooji Da Halwa

MENU 04 Tandoori Roti  
Tandoori Murg  
Dal Makhani  
Pudinia Chutny  
Baingan Bhartha  
Savian

## SOUTH INDIAN

MENU 01 Meen Poriyal  
Curd Rice  
Thorani  
Rasam  
Pal Payasam

MENU 02 Line Rice  
Meen Moilee  
Olan  
Malabari Pratha  
Parappu Payasam

MENU 03 Tamarind Rice  
Kori Gashi  
Kalan  
Sambhar  
Savian Payasam

MENU 04 Coconut Rice  
Chicken Chettinad  
Avial  
Huli  
Mysore Pak

## RAJASTHANI

MENU 01 Gatte Ka Pulao  
Lal Maas  
Makki Ka Soweta  
Chutny (Garlic)  
Dal Halwa

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

MENU 02  
Dal  
Batti  
Churma  
Besan Ke Gatte  
Ratalu Ki Subzi  
Safed Mass

## GUJRATI

MENU 01  
Sarki  
Brown Rice  
Salli Murg  
Gujrati Dal  
Methi Thepla  
Shrikhand

MENU 02  
Gujrati Khichadi  
Oondhiyu  
Batata Nu Tomato  
Osaman  
Jeera Poori  
Mohanthal

## HYDERABADI

MENU 01  
Sofyani Biryani  
Methi Murg  
Tomato Kut  
Hare Piaz ka Raita  
Double Ka Meetha

MENU 02  
Kachi Biryani  
Dalcha  
Mirchi Ka Salan  
Mix Veg. Raita  
Khumani Ka Meetha

## KASHMIRI

Two menus may be formed out of the Dishes given as under:

**Rice and Bread Preparations:** Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

**Meat Preparations:** Gushtaba ,Rista ,Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh

**Vegetables and Potato:** Ruwangan chaman, Choek wangan, Chaman Qaliyan Alleh Yakhean, Dum Aloo Kashmiri ,Nader Palak, Razma Gogji

**Sweet Dishes:** Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**Chutneys:** Mujeh cheten, Ganda Cheten, Duen cheten, Aleh cheten (pumpkin chutney)

**Note:** In addition to above each institute to formulate 08 (eight) set of regional menus including snacks, sweets etc.

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-III) BHM301

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. Rice preparation	10
2. Indian Bread	10
3. Main Course	20
4. Accompaniment/ Veg. Dish/ Dal etc	10
5. Sweet	10
	<b>60</b>

### Part – B (General Assessment)

1. Uniform & Grooming	05
2. Indenting and plan of work	10
3. Scullery, equipment cleaning and Hygiene	10
4. Viva	05
5. Journal	10
	<b>40</b>

### 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 10 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.

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM302 - FOOD & BEVERAGE SERVICE OPERATIONS – THEORY**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No.	Topic
01	<b>ALCOHOLIC BEVERAGE</b> A. Introduction and definition B. Production of Alcohol <ul style="list-style-type: none"><li>• Fermentation process</li><li>• Distillation process</li></ul> C. Classification with examples
02	<b>DISPENSE BAR</b> A. Introduction and definition B. Bar layout – physical layout of bar C. Bar stock – alcohol & non alcoholic beverages D. Bar equipment
03	<b>WINES</b> A. Definition & History B. Classification with examples <ul style="list-style-type: none"><li>• Table/Still/Natural</li><li>• Sparkling</li><li>• Fortified</li><li>• Aromatized</li></ul> C. Production of each classification D. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"><li>• France</li><li>• Germany</li><li>• Italy</li><li>• Spain</li><li>• Portugal</li></ul> E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"><li>• USA</li><li>• Australia</li><li>• India</li><li>• Chile</li><li>• South Africa</li><li>• Algeria</li><li>• New Zealand</li></ul> F. Food & Wine Harmony G. Storage of wines H. Wine terminology (English & French)
04	<b>BEER</b> A. Introduction & Definition B. Types of Beer C. Production of Beer D. Storage

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

05	<b>SPIRITS</b>  A. Introduction & Definition B. Production of Spirit <ul style="list-style-type: none"><li>• Pot-still method</li><li>• Patent still method</li></ul> C. Production of <ul style="list-style-type: none"><li>• Whisky</li><li>• Rum</li><li>• Gin</li><li>• Brandy</li><li>• Vodka</li><li>• Tequilla</li></ul> D. Different Proof Spirits <ul style="list-style-type: none"><li>• American Proof</li><li>• British Proof (Sikes scale)</li><li>• Gay Lussac (OIML Scale)</li></ul>
06	<b>APERITIFS</b>  A. Introduction and Definition B. Types of Aperitifs <ul style="list-style-type: none"><li>• Vermouth (Definition, Types &amp; Brand names)</li><li>• Bitters (Definition, Types &amp; Brand names)</li></ul>
07	<b>LIQUEURS</b>  A. Definition & History B. Production of Liqueurs C. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) D. Popular Liqueurs (Name, colour, predominant flavour & country of origin)



# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## FOOD & BEVERAGE SERVICE OPERATIONS - PRACTICAL

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No	Topic	Hours
01	<b>Dispense Bar – Organizing Mise-en-place</b> Task-01 Wine service equipment Task-02 Beer service equipment Task-03 Cocktail bar equipment Task-04 Liqueur / Wine Trolley Task-05 Bar stock - alcoholic & non-alcoholic beverages Task-06 Bar accompaniments & garnishes Task-07 Bar accessories & disposables	05
02	<b>Service of Wines</b> Task-01 Service of Red Wine Task-02 Service of White/Rose Wine Task-03 Service of Sparkling Wines Task-04 Service of Fortified Wines Task-05 Service of Aromatized Wines Task-06 Service of Cider, Perry & Sake	05
03	<b>Service of Aperitifs</b> Task-01 Service of Bitters Task-02 Service of Vermouths	03
04	<b>Service of Beer</b> Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers	02
05	<b>Service of Spirits</b> Task-01 Service styles – neat/on-the-rocks/with appropriate mixers Task-02 Service of Whisky Task-03 Service of Vodka Task-04 Service of Rum Task-05 Service of Gin Task-06 Service of Brandy Task-07 Service of Tequila	04
06	<b>Service of Liqueurs</b> Task-01 Service styles – neat/on-the-rocks/with cream/en frappe Task-02 Service from the Bar Task-03 Service from Liqueur Trolley	03
07	<b>Wine &amp; Drinks List</b> Task-01 Wine Bar Task-02 Beer Bar Task-03 Cocktail Bar	04
08	<b>Matching Wines with Food</b> Task-01 Menu Planning with accompanying Wines <ul style="list-style-type: none"> <li>• Continental Cuisine</li> <li>• Indian Regional Cuisine</li> </ul> Task-02 Table laying & Service of menu with accompanying Wines <ul style="list-style-type: none"> <li>• Continental Cuisine</li> <li>• Indian Regional Cuisine</li> </ul>	04

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-III/IV) BHM302

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00HRS		

All Technical Skills to be tested as listed in the syllabus

			<b>MARKS</b>
1.	Uniform / Grooming	:	10
2.	Misc-en-place	:	10
3.	Service of wine	:	20
4.	Service of Spirits & liqueur etc.	:	15
5.	Food & Beverage Service	:	25
6.	Viva	:	10
7.	Journal	:	10
	<b>TOTAL</b>	<b>:</b>	<b>100</b>

### 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.

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM303 - FRONT OFFICE OPERATIONS – THEORY**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

S.No.	Topic
01	<b>COMPUTER APPLICATION IN FRONT OFFICE OPERATION</b> A. Role of information technology in the hospitality industry B. Factors for need of a PMS in the hotel C. Factors for purchase of PMS by the hotel D. Introduction to Fidelio & Amadeus
02	<b>FRONT OFFICE (ACCOUNTING)</b> A. Accounting Fundamentals B. Guest and non guest accounts C. Accounting system <ul style="list-style-type: none"><li>• Non automated – Guest weekly bill, Visitors tabular ledger</li><li>• Semi automated</li><li>• Fully automated</li></ul>
03	<b>CHECK OUT PROCEDURES</b> <ul style="list-style-type: none"><li>• Guest accounts settlement<ul style="list-style-type: none"><li>- Cash and credit</li><li>- Indian currency and foreign currency</li><li>- Transfer of guest accounts</li><li>- Express check out</li></ul></li></ul>
04	<b>CONTROL OF CASH AND CREDIT</b>
05	<b>NIGHT AUDITING</b> A. Functions B. Audit procedures (Non automated, semi automated and fully automated)
06	<b>FRONT OFFICE &amp; GUEST SAFETY AND SECURITY</b>  A. Importance of security systems B. Safe deposit C. Key control D. Emergency situations (Accident, illness, theft, fire, bomb)
07	<b>FRENCH</b>  A. Expressions de politesse et les commander et Expressions d'encouragement B. Basic conversation related to Front Office activities such as <ul style="list-style-type: none"><li>• Reservations (personal and telephonic)</li><li>• Reception (Doorman, Bell Boys, Receptionist etc.)</li><li>• Cleaning of Room &amp; change of Room etc.</li></ul>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## FRONT OFFICE OPERATIONS - PRACTICAL

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

- A. Hands on practice of computer applications related to Front Office procedures such as
- Reservation,
  - Registration,
  - Guest History,
  - Telephones,
  - Housekeeping,
  - Daily transactions
- B. Front office accounting procedures
- Manual accounting
  - Machine accounting
  - Payable, Accounts Receivable, Guest History, Yield Management
- C. Role Play
- D. Situation Handling

### SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S.No	Topic
1	Hot function keys
2	Create and update guest profiles
3	Send confirmation letters
4	Print registration cards
5	Make FIT reservation & group reservation
6	Make an Add-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cahier 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	Make sharer reservation
19	Add a sharer to a reservation
20	Make A/R account
21	Take reservation through Travel Agent/Company/ Individual or Source
22	Make room change
23	Make check and update guest folios
24	Process charges for in-house guests and non-resident guests.
25	Handle allowances and discounts and packages

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

26	Process advance for in-house guest
27	Put routing instructions
28	Print guest folios during stay
29	Processing foreign currency exchange/ cheque exchange
30	Process guest check out by cash and credit card
31	Check out without closing folio-Skipper accounts
32	Handle paymaster folios
33	Check out using city ledger
34	Print guest folio during check out
35	Close bank at end of each shift
36	Check room rate and variance report
37	Tally Allowances for the day at night
38	Tally paid outs for the day at night
39	Tally forex for the day at night
40	Credit check report

## MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-III/IV) BHM303

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00 HRS		

			MARKS
1.	Uniform & Grooming	:	10
2.	Courtesy & Manners (Social Skills)	:	10
3.	Technical knowledge	:	10
4.	Role play & Situation handling	:	20
5.	Four Practical Tasks on PMS (4x10=40)	:	40
6.	Journal	:	10
	<b>TOTAL</b>	<b>:</b>	<b>100</b>

### NOTE:

1. Speech, Communication, Courtesy and Manners should be observed throughout.
2. PMS tasks as per syllabus.
3. Role Play & Situation handling as per syllabus.

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM304 - ACCOMMODATION OPERATIONS - THEORY**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No.	Topic
01.	<b>LINEN ROOM</b> A. Activities of the Linen Room B. Layout and equipment in the Linen Room C. Selection criteria for various Linen Items & fabrics suitable for this purpose D. Purchase of Linen E. Calculation of Linen requirements F. Linen control-procedures and records G. Stocktaking-procedures and records H. Recycling of discarded linen I. Linen Hire
02.	<b>UNIFORMS</b> A. Advantages of providing uniforms to staff B. Issuing and exchange of uniforms; type of uniforms C. Selection and designing of uniforms  J. D. Layout of the Uniform room
03.	<b>SEWING ROOM</b> A. Activities and areas to be provided B. Equipment provided
04.	<b>LAUNDRY</b> A. Commercial and On-site Laundry B. Flow process of Industrial Laundering-OPL C. Stages in the Wash Cycle D. Laundry Equipment and Machines E. Layout of the Laundry F. Laundry Agents G. Dry Cleaning H. Guest Laundry/Valet service I. Stain removal
05.	<b>FLOWER ARRANGEMENT</b>  A. Flower arrangement in Hotels B. Equipment and material required for flower arrangement C. Conditioning of plant material D. Styles of flower arrangements E. Principles of design as applied to flower arrangement
06.	<b>INDOOR PLANTS</b> Selection and care

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## ACCOMMODATION OPERATIONS - PRACTICAL

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours
01	Layout of Linen and Uniform Room/Laundry	03
02	Laundry Machinery and Equipment	10
03	Stain Removal	06
04	Flower Arrangement	08
05	Selection and Designing of Uniforms	03

### MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-III/IV) BHM304

MAXIMUM MARKS

100

PASS MARKS

50

DURATION

03.00HRS

#### MARKS

1.	Uniform & Grooming	:	10
2.	Laundry & Equipment Exercise	:	15
3.	Stain Removal	:	15
4.	Flower Arrangement	:	15
5.	Uniform Selection Design Exercise	:	15
6.	Viva	:	20
7.	Journal	:	10
	<b>TOTAL</b>	<b>:</b>	<b>100</b>

#### NOTE:

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

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## BHM305 - FOOD & BEVERAGE CONTROLS

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic
01	<b>FOOD COST CONTROL</b> <ul style="list-style-type: none"><li>A. Introduction to Cost Control</li><li>B. Define Cost Control</li><li>C. The Objectives and Advantages of Cost Control</li><li>D. Basic costing</li><li>E. Food costing</li></ul>
02	<b>FOOD CONTROL CYCLE</b> <ul style="list-style-type: none"><li>A. Purchasing Control</li><li>B. Aims of Purchasing Policy</li><li>C. Job Description of Purchase Manager/Personnel</li><li>D. Types of Food Purchase</li><li>E. Quality Purchasing</li><li>F. Food Quality Factors for different commodities</li><li>G. Definition of Yield</li><li>H. Tests to arrive at standard yield</li><li>I. Definition of Standard Purchase Specification</li><li>J. Advantages of Standard Yield and Standard Purchase Specification</li><li>K. Purchasing Procedure</li><li>L. Different Methods of Food Purchasing</li><li>M. Sources of Supply</li><li>N. Purchasing by Contract</li><li>O. Periodical Purchasing</li><li>P. Open Market Purchasing</li><li>Q. Standing Order Purchasing</li><li>R. Centralized Purchasing</li><li>S. Methods of Purchasing in Hotels</li><li>T. Purchase Order Forms</li><li>U. Ordering Cost</li><li>V. Carrying Cost</li><li>W. Economic Order Quantity</li><li>X. Practical Problems</li></ul>
03	<b>RECEIVING CONTROL</b> <ul style="list-style-type: none"><li>A. Aims of Receiving</li><li>B. Job Description of Receiving Clerk/Personnel</li><li>C. Equipment required for receiving</li><li>D. Documents by the Supplier (including format)</li><li>E. Delivery Notes</li><li>F. Bills/Invoices</li><li>G. Credit Notes</li><li>H. Statements</li><li>I. Records maintained in the Receiving Department</li><li>J. Goods Received Book</li><li>K. Daily Receiving Report</li><li>L. Meat Tags</li><li>M. Receiving Procedure</li></ul>



# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

	<p>N. Blind Receiving  O. Assessing the performance and efficiency of receiving department  P. Frauds in the Receiving Department  Q. Hygiene and cleanliness of area</p>
04	<p><b>STORING &amp; ISSUING CONTROL</b></p> <p>A. Storing Control  B. Aims of Store Control  C. Job Description of Food Store Room Clerk/personnel  D. Storing Control  E. Conditions of facilities and equipment  F. Arrangements of Food  G. Location of Storage Facilities  H. Security  I. Stock Control  J. Two types of foods received – direct stores (Perishables/non- perishables)  K. Stock Records Maintained Bin Cards (Stock Record Cards/Books)  L. Issuing Control  M. Requisitions  N. Transfer Notes  O. Perpetual Inventory Method  P. Monthly Inventory/Stock Taking  Q. Pricing of Commodities  R. Stock taking and comparison of actual physical inventory and Book value  S. Stock levels  T. Practical Problems  U. Hygiene &amp; Cleanliness of area</p>
05	<p><b>PRODUCTION CONTROL</b></p> <p>A. Aims and Objectives  B. Forecasting  C. Fixing of Standards <ul style="list-style-type: none"> <li>• Definition of standards (Quality &amp; Quantity)</li> <li>• Standard Recipe (Definition, Objectives and various tests)</li> <li>• Standard Portion Size (Definition, Objectives and equipment used)</li> <li>• Standard Portion Cost (Objectives &amp; Cost Cards)</li> </ul> D. Computation of staff meals</p>
06	<p><b>SALES CONTROL</b></p> <p>A. Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price  B. Matching costs with sales  C. Billing procedure – cash and credit sales  D. Cashier's Sales summary sheet</p>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM306 - HOTEL ACCOUNTANCY**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

<b>S.No.</b>	<b>Topic</b>
01	<b>UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS</b>  A. Introduction to Uniform system of accounts B. Contents of the Income Statement C. Practical Problems D. Contents of the Balance Sheet (under uniform system) E. Practical problems F. Departmental Income Statements and Expense statements (Schedules 1 to 16) G. Practical problems
02	<b>INTERNAL CONTROL</b>  A. Definition and objectives of Internal Control B. Characteristics of Internal Control C. Implementation and Review of Internal Control
03	<b>INTERNAL AUDIT AND STATUTORY AUDIT</b>  A. An introduction to Internal and Statutory Audit B. Distinction between Internal Audit and Statutory Audit C. Implementation and Review of internal audit
04	<b>DEPARTMENTAL ACCOUNTING</b>  A. An introduction to departmental accounting B. Allocation and apportionment of expenses C. Advantages of allocation D. Draw-backs of allocation E. Basis of allocation F. Practical problems

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## SECOND YEAR – INDUSTRIAL TRAINING SCHEME (BHM401) (17 Weeks)

- 1) Exposure to Industrial Training is an integral part of the 2<sup>nd</sup> year curriculum. The 17 weeks industrial training would be divided into four/five weeks each in the four key areas of Food Production, Food & Beverage Service, Accommodation Operations & Front Office Operations.
- 2) Industrial Training will require an input of 102 working days i.e. (17 weeks x 06 days = 102 days). A student can avail leave to a maximum of 15% (15 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (10 days) on production of a medical certificate.
- 3) For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
- 4) Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.
- 5) Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.
- 6) There will be no inter change of candidates from one batch to another i.e. winter batch to summer batch and vice versa.

\*\*\*\*\*

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## Industrial Training

Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

### 1. RESPONSIBILITIES OF THE TRAINEE

- 1 should be punctual.
- 2 should maintain the training logbook up-to-date.
- 3 should be attentive and careful while doing work.
- 4 should be keen to learn and maintain high standards and quality of work.
- 5 should interact positively with the hotel staff.
- 6 should be honest and loyal to the hotel and towards their training.
- 7 should get their appraisals signed regularly from the HOD's or training manager.
- 8 gain maximum from the exposure given, to get maximum practical knowledge and skills.
- 9 should attend the training review sessions / classes regularly.
- 10 should be prepared for the arduous working condition and should face them positively.
- 11 should adhere to the prescribed training schedule.
- 12 should take the initiative to do the work as training is the only time where you can get maximum exposure.
- 13 should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

### 2. RESPONSIBILITIES OF THE INSTITUTE

- 1 should give proper briefing to students prior to the industrial training
- 2 should make the students aware of the industry environment and expectations.
- 3 should notify the details of training schedule to all the students.
- 4 should coordinate regularly with the hotel especially with the training manager.
- 5 should visit the hotel, wherever possible, to check on the trainees .
- 6 should sort out any problem between the trainees and the hotel.
- 7 should take proper feedback from the students after the training.
- 8 should brief the students about the appraisals , attendance, marks, logbook and training report.
- 9 should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- 10 should ensure that change of I.T. batch is not permitted.
- 11 should ensure trainees procure training completion certificate from the hotel before joining institute.

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## 3. RESPONSIBILITIES OF THE HOTEL

**First exposure:** A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and – in all probability – their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. **If on the other hand, first managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.**

### Hotels:

1. should give proper briefing session/orientation/induction prior to commencement of training.
2. should make a standardized training module for all trainees.
3. should strictly follow the structured training schedule.
4. should ensure cordial working conditions for the trainee.
5. should co-ordinate with the institute regarding training programme.
6. should be strict with the trainees regarding attendance during training.
7. should check with trainees regarding appraisals, training report, log book etc.
8. should inform the institute about truant trainees.
9. should allow the students to interact with the guest.
10. should specify industrial training's "Dos and Don'ts" for the trainee.
11. should ensure issue of completion certificate to trainees on the last day of training.

\* \* \* \* \*

# PERFORMANCE APPRAISAL FORM

## NETAJI SUBHAS UNIVERSITY

POKARI, D. M. SHILDPUR

### Industrial Training

<b>Name of Student:</b> _____	<b>Roll No:</b> _____
<b>Institute:</b> _____	<b>Duration:</b> _____
<b>Name of the Hotel:</b> _____	<b>From:</b> _____ <b>To:</b> _____
<b>Department: F&amp;BS / FP / HK / FO</b>	

#### **Appearance**

Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2
Dirty / dishevelled, Long / unkempt hair, Dirty hands & long nails	1

#### **Punctuality / Attendance (\_\_\_\_\_ days present out of 30 days)**

On time, Well Prepared, Ready to commence task, Attendance Excellent	100%	5
On time, Lacks some preparation but copes well, Attendance Very good	90%	4
On time, Some disorganized aspects-just copes, Attendance Regular	80%	3
Occasionally late, Disorganized approach, Attendance irregular	60%	2
Frequently late, Not prepared, Frequently absent without excuse	50%	1

#### **Ability to Communicate (Written / Oral)**

Very confident, demonstrates outstanding confidence & ability both spoken/written	5
Confident, Delivers information	4
Communicates adequately, but lacks depth and confidence	3
Hesitant, lacks confidence in spoken / written communication	2
Very inanimate, unable to express in spoken or written work	1

#### **Attitude to Colleagues / Customers**

Wins / retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, considerate and firm, well liked.	4
Gets on well with most colleagues, Handles customers well.	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & customers	1

#### **Attitude to Supervision**

Welcomes criticism, Acts on it, very co-operative	5
Readily accepts criticism and is noticeably willing to assist others.	4
Accepts criticism, but does not necessarily act on it.	3
Takes criticism very personally, broods on it.	2
Persistently disregards criticism and goes own way.	1

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## Initiative / Motivation

Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve progressively.	5
Shows ready appreciation and willingness to tackle problems	Positively seeks to improve knowledge and performance	4
Usually grasps points correctly.	Shows interest in all work undertaken.	3
Slow on the uptake.	Is interested only in areas of work preferred.	2
Rarely grasps points correctly.	Lacks drive and commitment.	1

## Reliability / Comprehension

Is totally trust worthy in any working situation? Understands in detail, why and how the job is done.	5
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done.	4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	3
Cannot be relied upon to work without supervision. Comprehends only after constant explanation.	2
Requires constant supervision. Lacks any comprehension of the application.	1

## Responsibility

Actively seeks responsibility at all times.	5
Very willing to accept responsibility.	4
Accepts responsibility as it comes.	3
Inclined to refer matters upwards rather than make own decision.	2
Avoids taking responsibility.	1

## Quality of Work

Exceptionally accurate in work, very thorough usually unaided.	5
Maintains a high standard of quality	4
Generally good quality with some assistance.	3
Performance is uneven.	2
Inaccurate and slow at work.	1

## Quantity of work

Outstanding in output of work.	5
Gets through a great deal.	4
Output satisfactory.	3
Does rather less than expected.	2
Output regularly insufficient	1

Total \_\_\_\_\_ / 50

Stipend Paid: Rs. \_\_\_\_\_ per month.

Name of Appraiser: \_\_\_\_\_ Signature: \_\_\_\_\_

Designation of Appraiser: \_\_\_\_\_ Date : \_\_\_\_\_

Signature of Student: \_\_\_\_\_ Date : \_\_\_\_\_

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## SEMESTER – II (17 WEEKS)

### WEEKLY TEACHING SCHEME (17 WEEKS)

No.	Subject code	Subject
1	BHM201	Foundation Course in Food Production - II
2	BHM202	Foundation Course in Food & Beverage Service - II
3	BHM203	Foundation Course in Front Office - II
4	BHM204	Foundation Course in Accommodation Operations -II
5	BHM205	Application of Computers
6	BHM206	Accountancy
TOTAL:		
GRAND TOTAL		

### EXAMINATION SCHEME

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHM201	Foundation Course in Food Production - II	100	100
2	BHM202	Foundation Course in Food & Beverage Service - II	100	100
3	BHM203	Foundation Course in Front Office - II	100	100
4	BHM204	Foundation Course in Accommodation Operations -II	100	100
5	BHM205	Application of Computers	50	50
6	BHM206	Accountancy	100	-
TOTAL:			550	450
GRAND TOTAL			1000	

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



# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM201 - FOUNDATION COURSE IN FOOD PRODUCTION – II (THEORY)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No.	Topic
01	<b>SOUPS</b> 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	<b>SAUCES &amp; GRAVIES</b> A. Difference between sauce and gravy B. Derivatives of mother sauces C. Contemporary & Proprietary
03	<b>MEAT COOKERY</b> 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	<b>FISH COOKERY</b> 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)
05	<b>RICE, CEREALS &amp; PULSES</b> A. Introduction B. Classification and identification C. Cooking of rice, cereals and pulses D. Varieties of rice and other cereals
06	i) <b>PASTRY</b> A. Short crust B. Laminated C. Choux D. Hot water/Rough puff <ul style="list-style-type: none"><li>• Recipes and methods of preparation</li><li>• Differences</li><li>• Uses of each pastry</li><li>• Care to be taken while preparing pastry</li><li>• Role of each ingredient</li><li>• Temperature of baking pastry</li></ul> ii) <b>Flour</b>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

	<ul style="list-style-type: none"><li>A. Structure of wheat</li><li>B. Types of Wheat</li><li>C. Types of Flour</li><li>D. Processing of Wheat – Flour</li><li>E. Uses of Flour in Food Production</li><li>F. Cooking of Flour (Starch)</li></ul> <p><b>iii) SIMPLE BREADS</b></p> <ul style="list-style-type: none"><li>A. Principles of bread making</li><li>B. Simple yeast breads</li><li>C. Role of each ingredient in break making</li><li>D. Baking temperature and its importance</li></ul>
07	<p><b>PASTRY CREAMS</b></p> <ul style="list-style-type: none"><li>A. Basic pastry creams</li><li>B. Uses in confectionery</li><li>C. Preparation and care in production</li></ul>
08	<p><b>BASIC COMMODITIES:</b></p> <p><b>i) Milk</b></p> <ul style="list-style-type: none"><li>A. Introduction</li><li>B. Processing of Milk</li><li>C. Pasteurisation – Homogenisation</li><li>D. Types of Milk – Skimmed and Condensed</li><li>E. Nutritive Value</li></ul> <p><b>ii) Cream</b></p> <ul style="list-style-type: none"><li>A. Introduction</li><li>B. Processing of Cream</li><li>C. Types of Cream</li></ul> <p><b>iii) Cheese</b></p> <ul style="list-style-type: none"><li>A. Introduction</li><li>B. Processing of Cheese</li><li>C. Types of Cheese</li><li>D. Classification of Cheese</li><li>E. Curing of Cheese</li><li>F. Uses of Cheese</li></ul> <p><b>iv) Butter</b></p> <ul style="list-style-type: none"><li>A. Introduction</li><li>B. Processing of Butter</li><li>C. Types of Butter</li></ul>
09	<p><b>BASIC INDIAN COOKERY</b></p> <p><b>i) CONDIMENTS &amp; SPICES</b></p> <ul style="list-style-type: none"><li>A. Introduction to Indian food</li><li>B. Spices used in Indian cookery</li><li>C. Role of spices in Indian cookery</li><li>D. Indian equivalent of spices (names)</li></ul> <p><b>ii) MASALAS</b></p>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

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

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## FOUNDATION COURSE IN FOOD PRODUCTION – II (PRACTICAL)

### PART A - COOKERY

HOURS ALLOTTED: 60

MAXIMUM MARKS: 50

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

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## PART B - BAKERY & PATISSERIE

HOURS ALLOTTED: 60

MAXIMUM MARKS: 50

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

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## 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
	<b>40</b>

### 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
	<b>40</b>

### 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
	<b>20</b>

### 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.

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM202 - FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II**  
**(THEORY) HOURS ALLOTTED: 30    MAXIMUM MARKS: 100**

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

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

04	<b>TOBACCO</b>  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
----	---



# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II (PRACTICAL)

HOURS ALLOTTED: 60

MAXIMUM MARKS: 100

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

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

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

## 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

		<b>MARKS</b>
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
	<b>TOTAL</b>	<b>: 100</b>

### 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.

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM203 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II**  
**(THEORY) HOURS ALLOTTED: 30      MAXIMUM MARKS: 100**

S.No.	Topic
01	<b>TARIFF STRUCTURE</b>  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"><li>• Rack Rate</li><li>• Discounted Rates for Corporates, Airlines, Groups &amp; Travel Agents</li></ul>
02	<b>FRONT OFFICE AND GUEST HANDLING</b>  <ul style="list-style-type: none"><li>• Introduction to guest cycle</li><li>• Pre arrival</li><li>• Arrival</li><li>• During guest stay</li><li>• Departure</li><li>• After departure</li></ul>
03	<b>RESERVATIONS</b>  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
04	<b>ROOM SELLING TECHNIQUES</b>  A. Up selling B. Discounts
05	<b>ARRIVALS</b>  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
06	<b>DURING THE STAY ACTIVITIES</b>  A. Information services B. Message and Mail Handling C. Key Handling D. Room selling technique

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

	E. Hospitality desk F. Complaints handling G. Guest handling H. Guest history
07	<b>FRONT OFFICE CO-ORDINATION</b>  With other departments of hotel

## 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

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## 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
	<b>TOTAL</b>	:	<b>100</b>

### NOTE:

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

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM204 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II (THEORY)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

<b>S.No.</b>	<b>Topic</b>
01	<b>ROOM LAYOUT AND GUEST SUPPLIES</b>  A. Standard rooms, VIP ROOMS B. Guest's special requests
02	<b>AREA CLEANING</b>  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.
03	<b>ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT</b>  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
04	<b>TYPES OF BEDS AND MATTRESSES</b>
05	<b>PEST CONTROL</b>  A. Areas of infestation B. Preventive measures and Control measure
06	<b>KEYS</b>  A. Types of keys B. Computerized key cards C. Key control

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## 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"> <li>• Room occupancy report</li> <li>• Checklist</li> <li>• Floor register</li> <li>• Work/ maintenance order]</li> <li>• Lost and found</li> <li>• Maid's report</li> <li>• Housekeeper's report</li> <li>• Log book</li> </ul>	4

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

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

## MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-II) BHM154

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00HRS		

			<b>MARKS</b>
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
	<b>TOTAL</b>	<b>:</b>	<b>100</b>

### NOTE:

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



# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM205 - APPLICATION OF COMPUTERS – THEORY**

**HOURS ALLOTTED: 15**

**MAXIMUM MARKS: 50**

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

C. Types of Network

- LAN
- MAN
- WAN

D. Network Configuration Hardware

- Server
- Nodes

E. Channel

- Fibre optic
- Twisted
- Co-axial

F. Hubs

G. Network Interface Card

- Arcnet
- Ethernet

H. Network Software

- Novel
- Windows NT

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## APPLICATION OF COMPUTERS – PRACTICAL

HOURS ALLOTTED: 60

MAXIMUM MARKS: 50

S.No.	Topic
01	<p>WINDOWS OPERATIONS</p> <ul style="list-style-type: none"><li>A. Creating Folders</li><li>B. Creating Shortcuts</li><li>C. Copying Files/Folders</li><li>D. Renaming Files/Folders</li><li>E. Deleting Files</li><li>F. Exploring Windows</li><li>G. Quick Menus</li></ul>
02	<p><b>MS-OFFICE 2007 MS WORD</b></p> <p>CREATING A DOCUMENT</p> <ul style="list-style-type: none"><li>A. Entering Text</li><li>B. Saving the Document</li><li>C. Editing a Document already saved to Disk</li><li>D. Getting around the Document</li><li>E. Find and Replace Operations</li><li>F. Printing the Document</li></ul> <p>FORMATTING A DOCUMENT</p> <ul style="list-style-type: none"><li>A. Justifying Paragraphs</li><li>B. Changing Paragraph Indents</li><li>C. Setting Tabs and Margins</li><li>D. Formatting Pages and Documents</li><li>E. Using Bullets and Numbering</li><li>F. Headers/Footers</li><li>G. .Pagination</li></ul> <p>SPECIAL EFFECTS</p> <ul style="list-style-type: none"><li>A. Print Special Effects e.g. Bold, Underline, Superscripts, Subscript</li><li>B. Changing Fonts</li><li>C. .Changing Case</li></ul> <p>CUT, COPY AND PASTE OPERATION</p> <ul style="list-style-type: none"><li>A. Marking Blocks</li><li>B. Copying and Pasting a Block</li><li>C. Cutting and Pasting a Block</li><li>D. Deleting a Block</li><li>E. Formatting a Block</li><li>F. Using Find and Replace in a Block</li></ul> <p>USING MS-WORD TOOLS</p> <ul style="list-style-type: none"><li>A. Spelling and Grammar</li><li>B. Mail Merge</li><li>C. .Printing Envelops and Labels</li></ul>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

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

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

- 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

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

	A. Setting up a database B. Sorting records in the database
04	<b>MS OFFICE 2007 MS-POWER POINT</b> 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
05	<b>Internet &amp; E-mail – PRACTICAL</b>

## MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS

50

PASS MARKS

25

### MARKS

1.	VIVA	:	10
2.	Typing & Printing (20 lines)	:	10
3.	3 tasks of 10 marks each	:	30

**100**

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## BHM206 - ACCOUNTANCY

HOURS ALLOTTED: 60

MAXIMUM MARKS: 100

S.No.	Topic
01	<b>INTRODUCTION TO ACCOUNTING</b> A. Meaning and Definition B. Systems of accounting C. Principles of accounting – Concepts and conventions D. CAPITAL AND REVENUE EXPENDITURE Meaning E. Definition of Capital and Revenue Expenditure F. Generally Accepted Accounting Principles (GAAP)
02	<b>PRIMARY BOOKS (JOURNAL)</b> A. Meaning and Definition B. Format of Journal C. Rules of Debit and Credit D. Opening entry, Simple and Compound entries E. Practicals
03	<b>SECONDARY BOOK (LEDGER)</b> A. Meaning and Uses B. Formats C. Posting D. Practicals
04	<b>SUBSIDIARY BOOKS</b>  A. Need and Use B. Classification <ul style="list-style-type: none"><li>• Purchase Book</li><li>• Sales Book</li><li>• Purchase Returns</li><li>• Sales Returns</li><li>• Journal Proper</li><li>• Practicals</li></ul>
05	<b>CASH BOOK</b>  A. Meaning B. Advantages C. Simple, Double and Three Column D. Petty Cash Book with Imprest System (simple and tabular forms) E. Practicals
06	<b>TRIAL BALANCE</b>  A. Meaning B. Methods C. Advantages D. Limitations E. Practicals

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

07	<b>FINAL ACCOUNTS</b>  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"><li>• Closing Stock</li><li>• Pre-paid Expenses</li><li>• Outstanding Expenses</li><li>• Depreciation</li></ul>
08	<b>BANK RECONCILIATION STATEMENT</b>  A. Meaning B. Reasons for difference in Pass Book and Cash Book Balances C. Preparation of Bank Reconciliation Statement D. No Practicals

**NOTE: USE OF CALCULATORS IS PERMITTED**



# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## 5<sup>th</sup> SEMESTER TEACHING & EXAMINATION SCHEME (17 WEEKS)

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHM501	Advance Food Production Operations - I	100	100
2	BHM502	Advance Food & Beverage Operations – I	100	100
3	BHM503	Front Office Management - I	100	100
4	BHM504	Accommodation Management - I	100	100
5	BHM505	Financial Management	100	-
6	BHM506	Strategic Management	50	
7	BHM606	Research Project	-	-
TOTAL:			550	400
GRAND TOTAL			950	

\* Term marks will comprise 30% In course & 70% Term end exam marks.

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM501 - ADVANCE FOOD PRODUCTION OPERATIONS – I (THEORY)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No.	Topic
01	<p><b>LARDER</b></p> <p><b>I. LAYOUT &amp; EQUIPMENT</b></p> <ul style="list-style-type: none"><li>A. Introduction of Larder Work</li><li>B. Definition</li><li>C. Equipment found in the larder</li><li>D. Layout of a typical larder with equipment and various sections</li></ul> <p><b>II. TERMS &amp; LARDER CONTROL</b></p> <ul style="list-style-type: none"><li>A. Common terms used in the Larder and Larder control</li><li>B. Essentials of Larder Control</li><li>C. Importance of Larder Control</li><li>D. Devising Larder Control Systems</li><li>E. Leasing with other Departments</li><li>F. Yield Testing</li></ul> <p><b>III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF</b></p> <ul style="list-style-type: none"><li>A. Functions of the Larder</li><li>B. Hierarchy of Larder Staff</li><li>C. Sections of the Larder</li><li>D. Duties &amp; Responsibilities of larder Chef</li></ul>
02	<p><b>CHARCUTIERIE</b></p> <p><b>I. SAUSAGE</b></p> <ul style="list-style-type: none"><li>A. Introduction to charcutierie</li><li>B. <b><u>Sausage – Types &amp; Varieties</u></b></li><li>C. Casings – Types &amp; Varieties</li><li>D. Fillings – Types &amp; Varieties</li><li>E. Additives &amp; Preservatives</li></ul> <p><b>II. FORCEMEATS</b></p> <ul style="list-style-type: none"><li>A. <b><u>Types of forcemeats</u></b></li><li>B. Preparation of forcemeats</li><li>C. Uses of forcemeats</li></ul> <p><b>III. BRINES, CURES &amp; MARINADES</b></p> <ul style="list-style-type: none"><li>A. Types of Brines</li><li>B. Preparation of Brines</li><li>C. Methods of Curing</li><li>D. Types of Marinades</li><li>E. Uses of Marinades</li></ul>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

F. Difference between Brines, Cures & Marinades

## IV. HAM, BACON & GAMMON

- A. Cuts of Ham, Bacon & Gammon.
- B. Differences between Ham, Bacon & Gammon
- C. Processing of Ham & Bacon
- D. Green Bacon
- E. Uses of different cuts

## V. GALANTINES

- A. Making of galantines
- B. Types of Galantine
- C. Ballotines

## VI. PATES

- A. Types of Pate
- B. Pate de foie gras
- C. Making of Pate
- D. Commerical pate and Pate Maison
- E. Truffle – sources, Cultivation and uses and Types of truffle.

## VII. MOUSE & MOUSSELINE

- A. Types of mousse
- B. Preparation of mousse
- C. Preparation of mousseline
- D. Difference between mousse and mousseline

## VIII. CHAUD FROID

- A. Meaning of Chaud froid
- B. Making of chaud froid & Precautions
- C. Types of chaud froid
- D. Uses of chaud froid

## IX. ASPIC & GELEE

- A. Definition of Aspic and Gelee
- B. Difference between the two
- C. Making of Aspic and Gelee
- D. Uses of Aspic and Gelee

## X. QUENELLES, PARFAITS, ROULADES

Preparation of Quenelles, Parfaits and Roulades

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

	<b>XI. NON EDIBLE DISPLAYS</b>  A. Ice carvings B. Tallow sculpture C. Fruit & vegetable Displays D. Salt dough E. Pastillage F. Jelly Logo G. Thermacol work
03	<b>APPETIZERS &amp; GARNISHES</b>  <b>A. <u>Classification of Appetizers</u></b> B. Examples of Appetizers C. Historic importance of culinary Garnishes D. Explanation of different Garnishes
04	<b>SANDWICHES</b>  A. Parts of Sandwiches B. Types of Bread C. Types of filling – classification D. Spreads and Garnishes E. Types of Sandwiches F. Making of Sandwiches G. Storing of Sandwiches
05	<b>USE OF WINE AND HERBS IN COOKING</b>  A. Ideal uses of wine in cooking B. Classification of herbs C. Ideal uses of herbs in cooking

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM501 - ADVANCE FOOD PRODUCTION OPERATIONS – I (PRACTICAL)**

**PART A - COOKERY**

**HOURS ALLOTTED: 60**

**MAXIMUM MARKS: 50**

Topic
<b><u>MENU 01</u></b> <ul style="list-style-type: none"><li>• Consommé Carmen</li><li>• Poulet Sauté Chasseur</li><li>• Pommes Loretta</li><li>• Haricots Verts</li></ul>
<b><u>MENU 02</u></b> <ul style="list-style-type: none"><li>• Bisque D'écrevisse</li><li>• Escalope De Veau viennoise</li><li>• Pommes Batailles</li><li>• Epinards au Gratin</li></ul>
<b><u>MENU 03</u></b> <ul style="list-style-type: none"><li>• Crème Du Barry</li><li>• Darne De Saumon Grille</li><li>• Sauce paloise</li><li>• Pommes Fondant</li><li>• Petits Pois A La Flamande</li></ul>
<b><u>MENU 04</u></b> <ul style="list-style-type: none"><li>• Veloute Dame Blanche</li><li>• Cote De Porc Charcuterie</li><li>• Pommes De Terre A La Crème</li><li>• Carottes Glace Au Gingembre</li></ul>
<b><u>MENU 05</u></b> <ul style="list-style-type: none"><li>• Cabbage Chowder</li><li>• Poulet A La Rex</li><li>• Pommes Marguises</li><li>• Ratatouille</li></ul>
<b><u>MENU 06</u></b> <ul style="list-style-type: none"><li>• Barquettes Assortis</li><li>• Stroganoff De Boeuf</li><li>• Pommes Persilles</li><li>• Riz Pilaf</li></ul>
<b><u>MENU 07</u></b> <ul style="list-style-type: none"><li>• Duchesse Nantua</li><li>• Poulet Maryland</li><li>• Croquette Potatoes</li><li>• Banana fritters</li><li>• Corn gallets</li></ul>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## **MENU 08**

- Kromeskies
- Filet De Sols Walweska
- Pommes Lyonnaise
- Funghi Marirati

## **MENU 09**

- Vol-Au-Vent De Volaille Et Jambon
- Poulet a la kiev
- Creamy Mashed Potatoes
- Butter tossed green peas

## **MENU 10**

- Quiche Lorraine
- Roast Lamb
- Mint sauce
- Pommes Parisienne

## **Plus 5 Buffets**

- Cold Buffet
- Hot Continental
- Hot Indian
- Buffet Desserts
- Bread Displays

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM501 - ADVANCE FOOD PRODUCTION OPERATIONS – I (PRACTICAL)**

**PART B – BAKERY & PATISSERIE**

**HOURS ALLOTTED: 60**

**MAXIMUM MARKS: 50**

S.No.	Topic
1	Brioche Baba au Rhum
2	Soft Rolls Chocolate Parfait
3	French Bread Tarte Tartin
4	Garlic Rolls Crêpe Suzette
5	Harlequin Bread Chocolate Cream Puffs
6	Foccacia Crème Brûlée
7	Vienna Rolls Mousse Au Chocolat
8	Bread Sticks Souffle Milanaise
9	Brown Bread Pâte Des Pommes
10	Clover Leaf Rolls Savarin des fruits
11	Whole Wheat Bread Charlotte Royal
12	Herb & Potato Loaf Doughnuts
13	Milk Bread Gateaux des Peache
14	Ciabatta Chocolate Brownie
15	Buffet desserts Modern Plating Styles

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-V) BHM501

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 starter OR soup	10
2. One main course (Fish/Chicken/Mutton/Beef/Pork)	15
3. Accompaniment - I	05
4. Accompaniment - II	05
5. Journal	05
	<b>40</b>

### Part – B (Bakery)

1. Bread	15
2. One cold dessert	10
3. One hot dessert	10
4. Journal	05
	<b>40</b>

### 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
	<b>20</b>

### 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.



# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM502 - ADVANCE FOOD & BEVERAGE OPERATIONS – I (THEORY)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No.	Topic
01	<p><b>PLANNING &amp; OPERATING VARIOUS F&amp;B OUTLET</b></p> <ul style="list-style-type: none"><li>A. Physical layout of functional and ancillary areas</li><li>B. Objective of a good layout</li><li>C. Steps in planning</li><li>D. Factors to be considered while planning</li><li>E. Calculating space requirement</li><li>F. Various set ups for seating</li><li>G. Planning staff requirement</li><li>H. Menu planning</li><li>I. Constraints of menu planning</li><li>J. Selecting and planning of heavy duty and light equipment</li><li>K. Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc.</li><li>L. Suppliers &amp; manufacturers</li><li>M. Approximate cost</li><li>N. Planning Décor, furnishing fixture etc.</li></ul>
02	<p><b>FUNCTION CATERING BANQUETS</b></p> <ul style="list-style-type: none"><li>A. History</li><li>B. Types</li><li>C. Organisation of Banquet department</li><li>D. Duties &amp; responsibilities</li><li>E. Sales</li><li>F. Booking procedure</li><li>G. Banquet menus</li></ul> <p><b>BANQUET PROTOCOL</b></p> <ul style="list-style-type: none"><li>• Space Area requirement</li><li>• Table plans/arrangement</li><li>• Misc-en-place</li><li>• Service</li><li>• Toast &amp; Toast procedures</li></ul> <p><b>INFORMAL BANQUET</b></p> <ul style="list-style-type: none"><li>• Réception</li><li>• Cocktail parties</li><li>• Convention</li><li>• Seminar</li><li>• Exhibition</li><li>• Fashion shows</li></ul>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

	<ul style="list-style-type: none"><li>• Trade Fair</li><li>• Wedding</li><li>• Outdoor catering</li></ul>
03	<p><b>FUNCTION CATERING BUFFETS</b></p> <ul style="list-style-type: none"><li>A. Introduction</li><li>B. Factors to plan buffets</li><li>C. Area requirement</li><li>D. Planning and organisation</li><li>E. Sequence of food</li><li>F. Menu planning</li><li>G. Types of Buffet</li><li>H. Display</li><li>I. Sit down</li><li>J. Fork, Finger, Cold Buffet</li><li>K. Breakfast Buffets</li><li>L. Equipment</li><li>M. Supplies</li><li>N. Check list</li></ul>
04	<p><b>GUERIDON SERVICE</b></p> <ul style="list-style-type: none"><li>A. History of gueridon</li><li>B. Definition</li><li>C. General consideration of operations</li><li>D. Advantages &amp; Dis-advantages</li><li>E. Types of trolleys</li><li>F. Factor to create impulse, Buying – Trolley, open kitchen</li><li>G. Gueridon equipment</li><li>H. Gueridon ingredients</li></ul>
05	<p><b>KITCHEN STEWARDING</b></p> <ul style="list-style-type: none"><li>A. Importance</li><li>B. Opportunities in kitchen stewarding</li><li>C. Record maintaining</li><li>D. Machine used for cleaning and polishing</li><li>E. Inventory</li></ul>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM502 - ADVANCE FOOD & BEVERAGE OPERATIONS – I (PRACTICAL)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No	Topic
01	<b>Planning &amp; Operating Food &amp; Beverage Outlets</b> <u>Class room Exercise</u> <ul style="list-style-type: none"><li>• Developing Hypothetical Business Model of Food &amp; Beverage Outlets</li><li>• Case study of Food &amp; Beverage outlets - Hotels &amp; Restaurants</li></ul>
02	<b>Function Catering – Banquets</b> <ul style="list-style-type: none"><li>• Planning &amp; organizing Formal &amp; Informal Banquets</li><li>• Planning &amp; organizing Outdoor caterings</li></ul>
03	<b>Function Catering – Buffets</b> Planning & organizing various types of Buffet
04	<b>Gueridon Service</b> <ul style="list-style-type: none"><li>• Organizing Mise-en-place for Gueridon Service</li><li>• Dishes involving work on the Gueridon<ul style="list-style-type: none"><li>Task-01 Crepe suzette</li><li>Task-02 Banana au Rhum</li><li>Task-03 Peach Flambe</li><li>Task-04 Rum Omelette</li><li>Task-05 Steak Diane</li><li>Task-06 Pepper Steak</li></ul></li></ul>
05	<b>Kitchen Stewarding</b> <ul style="list-style-type: none"><li>• Using &amp; operating Machines</li><li>• Exercise – physical inventory</li></ul>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-V) BHM502

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00HRS		

All Technical Skills to be tested as listed in the syllabus

			<b>MARKS</b>
1.	Uniform / Grooming	:	10
2.	Misc-en-place	:	10
3.	Gueridon Skill Service	:	30
4.	Food & Beverage Service	:	30
5.	Viva	:	10
6.	Journal	:	10
	<b>TOTAL</b>	<b>:</b>	<b>100</b>

### 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.

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM503 - FRONT OFFICE MANAGEMENT – I (THEORY)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No.	Topic
01	<p><b>PLANNING &amp; EVALUATING FRONT OFFICE OPERATIONS</b></p> <ul style="list-style-type: none"><li>A. Setting Room Rates (Details/Calculations thereof)<ul style="list-style-type: none"><li>- Hubbart Formula, market condition approach &amp; Thumb Rule</li><li>- Types of discounted rates – corporate, rack etc.</li></ul></li><li>B. Forecasting techniques</li><li>C. Forecasting Room availability</li><li>D. Useful forecasting data<ul style="list-style-type: none"><li>• % of walking</li><li>• % of overstaying</li><li>• % of under stay</li></ul></li><li>E. Forecast formula</li><li>F. Types of forecast</li><li>G. Sample forecast forms</li><li>H. Factors for evaluating front office operations</li></ul>
02	<p><b>BUDGETING</b></p> <ul style="list-style-type: none"><li>A. Types of budget &amp; budget cycle</li><li>B. Making front office budget</li><li>C. Factors affecting budget planning</li><li>D. Capital &amp; operations budget for front office</li><li>E. Refining budgets, budgetary control</li><li>F. Forecasting room revenue</li><li>G. Advantages &amp; Disadvantages of budgeting</li></ul>
03	<p><b>PROPERTY MANAGEMENT SYSTEM</b></p> <ul style="list-style-type: none"><li>A. Fidelio / IDS / Shawman</li><li>B. Amadeus</li></ul>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM503 - FRONT OFFICE MANAGEMENT – I (PRACTICAL)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

Hands on practice of computer applications on PMS front office procedures such as:

- Night audit,
- Income audit,
- Accounts
- Situation handling – handling guests & internal situations requiring management tactics/strategies

## **SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM**

S.No.	Topic
01	HMS Training – Hot Function keys
02	How to put message
03	How to put a locator
04	How to check in a first time guest
05	How to check in an existing reservation
06	How to check in a day use
07	How to issue a new key
08	How to verify key
09	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
13	How to programme keys continuously
14	How to programme one key for two rooms
15	How to re-programme a key
16	How to make a reservation
17	How to create and update guest profiles
18	How to update guest folio
19	How to print guest folio
20	How to make sharer reservation
21	How to feed remarks in guest history
22	How to add a sharer
23	How to make add on reservation
24	How to amend a reservation
25	How to cancel a reservation
26	How to make group reservation
27	How to make a room change on the system
28	How to log on cashier code
29	How to close a bank at the end of each shift
30	How to put a routing instruction
31	How to process charges
32	How to process a guest check out
33	How to check out a folio
34	How to process deposit for arriving guest
35	How to process deposit for in house guest
36	How to check room rate variance report

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

37	How to process part settlements
38	How to tally allowance for the day at night
39	How to tally paid outs for the day at night
40	How to tally forex for the day at night
41	How to pre-register a guest
42	How to handle extension of guest stay
43	Handle deposit and check ins with voucher
44	How to post payment
45	How to print checked out guest folio
46	Check out using foreign currency
47	Handle settlement of city ledger balance
48	Handle payment for room only to Travel Agents
49	Handle of banquet event deposits
50	How to prepare for sudden system shutdown
51	How to checkout standing batch totals
52	How to do a credit check report
53	How to process late charges on third party
54	How to process late charges to credit card
55	How to check out during system shut down
56	Handling part settlements for long staying guest
57	How to handle paymaster folios
58	How to handle bills on hold

## MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-V) BHM503

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00 HRS		

		MARKS
1.	Uniform & Grooming	: 10
2.	Guest handling situation	: 20
3.	Technical knowledge	: 20
4.	Four Practical Tasks on PMS (4x10=40)	: 40
5.	Journal	: 10
	<b>TOTAL</b>	<b>: 100</b>

### NOTE:

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

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM504 - ACCOMMODATION MANAGEMENT – I (THEORY)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No.	Topic
01	<b>PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT</b> A. Area inventory list B. Frequency schedules C. Performance and Productivity standards D. Time and Motion study in House Keeping operations E. Standard Operating manuals – Job procedures F. Job allocation and work schedules G. Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping H. Training in HKD, devising training programmes for HK staff I. Inventory level for non recycled items J. Budget and budgetary controls K. The budget process L. Planning capital budget M. Planning operation budget N. Operating budget – controlling expenses – income statement O. Purchasing systems – methods of buying P. Stock records – issuing and control
02	<b>HOUSEKEEPING IN INSTITUTIONS &amp; FACILITIES OTHER THAN HOTELS</b>
03	<b>CONTRACT SERVICES</b> A. <u>Types of contract services</u> B. Guidelines for hiring contract services C. Advantages & disadvantages of contract services
04	<b>ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS</b>
05	<b>FIRST AID</b>



# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM504 - ACCOMMODATION MANAGEMENT – I (PRACTICAL)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No.	Topic
1	<b>Team cleaning</b> <ul style="list-style-type: none"><li>• Planning</li><li>• Organizing</li><li>• Executing</li><li>• Evaluating</li></ul>
2	<b>Inspection checklist</b>
3	<b>Time and motion study</b> <ul style="list-style-type: none"><li>• Steps of bed making</li><li>• Steps in servicing a guest room etc</li></ul>
4	<b>Devising/ designing training module</b> <ul style="list-style-type: none"><li>• Refresher training(5 days)</li><li>• Induction training(2 days)</li><li>• Remedial training(5 days)</li></ul>

## MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-V) BHM504

MAXIMUM MARKS

100

PASS MARKS

50

DURATION

03.00HRS

		MARKS
1.	Uniform & Grooming	: 10
2.	Team Cleaning	: 20
3.	Time & Motion Study Exercise	: 15
4.	Devising / Designing Training Module	: 15
5.	Inspection Checklist	: 10
6.	Viva	: 20
7.	Journal	: 10
	<b>TOTAL</b>	<b>: 100</b>

### NOTE:

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

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM505 - FINANCIAL MANAGEMENT**  
**HOURS ALLOTTED: 60      MAXIMUM MARKS: 100**

S.No.	Topic
01	<b>FINANCIAL MANAGEMENT MEANING &amp; SCOPE</b>  A. Meaning of business finance B. Meaning of financial management C. Objectives of financial management
02	<b>FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION</b>  A. Meaning and types of financial statements B. Techniques of financial analysis C. Limitations of financial analysis D. Practical problems
03	<b>RATIO ANALYSIS</b>  A. Meaning of ratio B. Classification of ratios C. Profitability ratios D. Turnover ratios E. Financial ratios F. Du Pent Control Chart G. Practical Problems
04	<b>FUNDS FLOW ANALYSIS</b>  A. Meaning of funds flow statement B. Uses of funds flow statement C. Preparation of funds flow statement D. Treatment of provision for taxation and proposed dividends (as non-current liabilities) E. Practical problems
05	<b>CASH FLOW ANALYSIS</b>  A. Meaning of cash flow statement B. Preparation of cash flow statement C. Difference between cash flow and funds flow analysis D. Practical problems
06	<b>FINANCIAL PLANNING MEANING &amp; SCOPE</b>  A. Meaning of Financial Planning B. Meaning of Financial Plan C. Capitalisation D. Practical problems
07	<b>CAPITAL EXPENDITURE</b>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

	<ul style="list-style-type: none"><li>A. Meaning of Capital Structure</li><li>B. Factors determining capital structure</li><li>C. Point of indifference</li><li>D. Practical problems</li></ul>
08	<b>WORKING CAPITAL MANAGEMENT</b> <ul style="list-style-type: none"><li>A. Concept of working capital</li><li>B. Factors determining working capital needs</li><li>C. Over trading and under trading</li></ul>
09	<b>BASICS OF CAPITAL BUDGETING</b> <ul style="list-style-type: none"><li>A. Importance of Capital Budgeting</li><li>B. Capital Budgeting appraising methods</li><li>C. Payback period</li><li>D. Average rate of return</li><li>E. Net Present Value</li><li>F. Profitability index</li><li>G. Internal rate of return</li><li>H. Practical problems</li></ul>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## BHM506 - STRATEGIC MANAGEMENT

HOURS ALLOTTED: 30

MAXIMUM MARKS: 50

S.No.	Topic
01	<p><b>ORGANISATIONAL STRATEGY</b></p> <ul style="list-style-type: none"><li>A. MISSION<ul style="list-style-type: none"><li>• Mission Statement Elements and its importance</li></ul></li><li>B. OBJECTIVES<ul style="list-style-type: none"><li>• Necessity of formal objectives</li><li>• Objective Vs Goal</li></ul></li><li>C. STRATEGY<ul style="list-style-type: none"><li>• DEVELOPING STRATEGIES<ul style="list-style-type: none"><li>- Adaptive Search</li><li>- Intuition search</li><li>- Strategic factors</li><li>- Picking Niches</li><li>- Entrepreneurial Approach</li></ul></li></ul></li></ul>
02	<p><b>ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS</b></p> <ul style="list-style-type: none"><li>A. NEED FOR ENVIRONMENTAL ANALYSIS</li><li>B. KEY ENVIRONMENTAL VARIABLE FACTORS</li><li>C. OPPORTUNITIES AND THREATS<ul style="list-style-type: none"><li>• Internal resource analysis</li></ul></li><li>D. FUNCTIONAL AREAS RESOURCE DEVELOPMENT MATRIX</li><li>E. STRENGTHS AND WEAKNESSES<ul style="list-style-type: none"><li>• Marketing</li><li>• Finance</li><li>• Production</li><li>• Personnel</li><li>• Organisation</li></ul></li></ul>
03	<p><b>STRATEGY FORMULATION</b></p> <ul style="list-style-type: none"><li>A. STRATEGY (GENERAL) ALTERNATIVES<ul style="list-style-type: none"><li>• Stability Strategies</li><li>• Expansion Strategies</li><li>• Retrench Strategies</li><li>• Combination Strategies</li></ul></li><li>B. COMBINATION STRATEGIES<ul style="list-style-type: none"><li>• Forward integration</li><li>• Backward integration</li><li>• Horizontal integration</li><li>• Market penetration</li><li>• Market development</li><li>• Product development</li><li>• Concentric diversification</li><li>• Conglomerate diversification</li><li>• Horizontal diversification</li><li>• Joint Venture</li></ul></li></ul>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

	<ul style="list-style-type: none"><li>• Retrenchment</li><li>• Divestiture</li><li>• Liquidation</li><li>• Combination</li></ul>
04	<p><b>STRATEGIC ANALYSIS AND CHOICE (ALLOCATION OF RESOURCES)</b></p> <p>A. FACTORS INFLUENCING CHOICE</p> <ul style="list-style-type: none"><li>• Strategy formulation</li></ul> <p>B. INPUT STAGE</p> <ul style="list-style-type: none"><li>• Internal factor evaluation matrix</li><li>• External factor evaluation matrix</li><li>• Competitive profile matrix</li></ul> <p>C. MATCHING STAGE</p> <ul style="list-style-type: none"><li>• Threats opportunities – weaknesses – strengths matrix (TOWS)</li><li>• Strategic position and action evaluation matrix (SPACE)</li><li>• Boston consulting group matrix (BCGM)</li><li>• Internal – External matrix</li><li>• Grand Strategy matrix</li></ul> <p>D. DECISION STAGE</p> <ul style="list-style-type: none"><li>• Quantitative Strategic Planning matrix (QSPM)</li></ul>
05	<p><b>POLICIES IN FUNCTIONAL AREAS</b></p> <p>A. POLICY</p> <p>B. PRODUCT POLICIES</p> <p>C. PERSONNEL POLICIES</p> <p>D. FINANCIAL POLICIES</p> <p>E. MARKETING POLICIES</p> <p>F. PUBLIC RELATION POLICIES</p>
06	<p><b>STRATEGIC IMPLEMENTATION REVIEW AND EVALUATION</b></p> <p>A. MCKINSEY 7-S FRAMEWORK</p> <p>B. LEADERSHIP AND MANAGEMENT STYLE</p> <p>C. STRATEGY REVIEW AND EVALUATION</p> <ul style="list-style-type: none"><li>• Review underlying bases of Strategy</li><li>• Measure Organisational Performance</li><li>• Take corrective actions</li></ul>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**RESEARCH PROJECT (BHM506)**

**HOURS ALLOTTED 15**

The objective of research is to seek answers to problems through application of scientific methodology which guarantees that information collected is reliable and unbiased. This information is utilised to make conclusions and recommend solutions. The elements that are to be kept in mind while undertaking research is deciding a relevant topic, feasibility, coverage, accuracy and research, objectivity and ethics.

In the SEM V, students will work closely with their supervisor and develop mutually working relationship to initiate the research which would involve preparing an outline and preliminary collection of data. The supervisor will guide the student in framing and planning the research project and the methodology to be adopted in collection of data, through interviews, telephones, mailers etc. while the student on their part will expose themselves to research of the topic through meetings, interviews, internet search, library etc. The student should generally produce all material in word processed or typed format so that the presentation is neat and legible. Student must inform their supervisor or other people with whom their work is being discussed. The research should be planned to minimise time wastage and a clear time scale should be put in place. The research should really spell out the objective, its findings, the methodology adopted, its conclusions and recommendations. The student and supervisor will work together to prepare synopsis of the research.

One hour per week has been allocated for the purpose and students alongwith the supervisor must regularly interact during this period. The final preparation and presentation would be done during SEM VI before a panel of internal and external examiners through a report and viva voce.

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## 6<sup>th</sup> SEMESTER TEACHING & EXAMINATION SCHEME

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHM601	Advance Food Production Operations - II	100	100
2	BHM602	Advance F&B Operations - II	100	100
3	BHM603	Advance Room Division	100	100
4	BHM604	Food & Beverage Management	100	-
5	BHM605	Facility Planning	100	-
6	BHM606	Research Project	100	-
TOTAL:			600	300
GRAND TOTAL			900	

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

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM601 - ADVANCE FOOD PRODUCTION OPERATIONS – II (THEORY)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No.	Topic
01	<p><b>INTERNATIONAL CUISINE</b></p> <ul style="list-style-type: none"><li>A. Geographic location</li><li>B. Historical background</li><li>C. Staple food with regional Influences</li><li>D. Specialities</li><li>E. Recipes</li><li>F. Equipment in relation to:<ul style="list-style-type: none"><li>• Great Britain</li><li>• France</li><li>• Italy</li><li>• Spain &amp; Portugal</li><li>• Scandinavia</li><li>• Germany</li><li>• Middle East</li><li>• Oriental</li><li>• Mexican</li><li>• Arabic</li></ul></li></ul> <p><b>CHINESE</b></p> <ul style="list-style-type: none"><li>A. Introduction to Chinese foods</li><li>B. Historical background</li><li><b>C. <u>Regional cooking styles</u></b></li><li>D. Methods of cooking</li><li>E. Equipment &amp; utensils</li></ul>
02	<p><b>BAKERY &amp; CONFECTIONERY</b></p> <p><b>I. ICINGS &amp; TOPPINGS</b></p> <ul style="list-style-type: none"><li>A. Varieties of icings</li><li>B. Using of Icings</li><li>C. Difference between icings &amp; Toppings</li><li>D. Recipes</li></ul> <p><b>II. FROZEN DESSERTS</b></p> <ul style="list-style-type: none"><li>A. Types and classification of Frozen desserts</li><li>B. Ice-creams – Definitions</li><li>C. Methods of preparation</li><li>D. Additives and preservatives used in Ice-cream manufacture</li></ul> <p><b>III. MERINGUES</b></p>



# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

	<p>A. Making of Meringues            B. Factors affecting the stability            C. Cooking Meringues            D. Types of Meringues            E. <b><u>Uses of Meringues</u></b></p> <p><b>IV. BREAD MAKING</b></p> <p>A. Role of ingredients in bread Making            B. Bread Faults            C. Bread Improvers</p> <p><b>V. CHOCOLATE</b></p> <p>A. History            B. Sources            C. Manufacture &amp; Processing of Chocolate            D. Types of chocolate            E. Tempering of chocolate            F. <b><u>Cocoa butter, white chocolate and its applications</u></b></p>
03	<p><b>PRODUCTION MANAGEMENT</b></p> <p>A. Kitchen Organisation            B. Allocation of Work - Job Description, Duty Rosters            C. Production Planning            D. Production Scheduling            E. Production Quality &amp; Quantity Control            F. Forecasting &amp; Budgeting            G. Yield Management</p> <p><b>PRODUCT &amp; RESEARCH DEVELOPMENT</b></p> <p>A. Testing new equipment,            B. Developing new recipes            C. Food Trails            D. Organoleptic &amp; Sensory Evaluation</p>
04	<p><b>FRENCH</b></p> <ul style="list-style-type: none"> <li>• Culinary French</li> <li>• Classical recipes (recettes classique)</li> <li>• Historical Background of Classical Garnishes</li> <li>• Offals/Game</li> <li>• Larder terminology and vocabulary</li> </ul> <p><b>Note: Should be taught along with the relevant topics</b></p>
<b>TOTAL</b>	

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM601 - ADVANCE FOOD PRODUCTION OPERATIONS – II (COOKERY PRACTICAL)**

**HOURS ALLOTTED: 60**

**MAXIMUM MARKS: 50**

Menu	Hours
<b>CHINESE</b>	4
<b><u>MENU 01</u></b> <ul style="list-style-type: none"><li>• Prawn Ball Soup</li><li>• Fried Wantons</li><li>• Sweet &amp; Sour Pork</li><li>• Hakka Noddles</li></ul>	
<b><u>MENU 02</u></b> <ul style="list-style-type: none"><li>• Hot &amp; Sour soup</li><li>• Beans Sichwan</li><li>• Stir Fried Chicken &amp; Peppers</li><li>• Chinese Fried Rice</li></ul>	4
<b><u>MENU 03</u></b> <ul style="list-style-type: none"><li>• Sweet Corn Soup</li><li>• Shao Mai</li><li>• Tung-Po Mutton</li><li>• Yangchow Fried Rice</li></ul>	4
<b><u>MENU 04</u></b> <ul style="list-style-type: none"><li>• Wanton Soup</li><li>• Spring Rolls</li><li>• Stir Fried Beef &amp; Celery</li><li>• Chow Mein</li></ul>	4
<b><u>MENU 05</u></b> <ul style="list-style-type: none"><li>• Prawns in Garlic Sauce</li><li>• Fish Szechwan</li><li>• Hot &amp; Sour Cabbage</li><li>• Steamed Noddles</li></ul>	4
<b>INTERNATIONAL</b>	4
<b><u>SPAIN</u></b>	
<b><u>MENU 06</u></b> <ul style="list-style-type: none"><li>• Gazpacho</li><li>• Pollo En Pepitoria</li><li>• Paella</li><li>• Fritata De Patata</li><li>• Pastel De Mazaana</li></ul>	

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

<b><u>MENU 07</u></b> <ul style="list-style-type: none"><li>• Minestrone</li><li>• Ravioli Arabeata</li><li>• Fettocine Carbonara</li><li>• Pollo Alla Cacciatore</li><li>• Medanzane Parmigiane</li></ul>	<b><u>ITALY</u></b>	4
<b><u>MENU 08</u></b> <ul style="list-style-type: none"><li>• Linsensuppe</li><li>• Sauerbaaten</li><li>• Spatzale</li><li>• German Potato Salad</li><li>•</li></ul>	<b><u>GERMANY</u></b>	4
<b><u>MENU 09</u></b> <ul style="list-style-type: none"><li>• Scotch Broth</li><li>• Roast Beef</li><li>• Yorkshire Pudding</li><li>• Glazed Carrots &amp; Turnips</li><li>• Roast Potato</li></ul>	<b><u>U.K.</u></b>	4
<b><u>MENU 10</u></b> <ul style="list-style-type: none"><li>• Soupe Avogolemeno</li><li>• Moussaka A La Greque</li><li>• Dolmas</li><li>• Tzaziki</li></ul>	<b><u>GREECE</u></b>	4
<b>FIVE DEMONSTRATIONS OF FOUR HOUR EACH</b> <ul style="list-style-type: none"><li>• Charcuterie Galantines</li><li>• Pate</li><li>• Terrines</li><li>• Mousselines</li><li>• New Plating Techniques</li></ul>		20
	<b>TOTAL</b>	60

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM601 - ADVANCE FOOD PRODUCTION OPERATIONS – II (BAKERY PRACTICAL)**

**HOURS ALLOTTED: 60**

**MAXIMUM MARKS: 50**

<b>S.No.</b>	<b>Topic</b>	<b>Hours</b>
1	Grissini Tiramisu	4
2	Pumpernickle Apfel Strudel	4
3	Yorkshire Curd Tart Crusty Bread	4
4	Baklava Harlequin Bread	4
5	Baugette Crepe Normandy	4
6	Crossiants Black Forest Cake	4
7	Pizza base Honey Praline Parfait	4
8	Danish Pastry Cold Cheese Cake	4
9	Soup Rolls Chocolate Truffle cake	4
10	Ginger Bread Blancmange	4
11	Lavash Chocolate Parfait	4
12	Cinnamon & Raisin Rolls Souffle Chaud Vanille	4
13	Fruit Bread Plum Pudding	4
14	Demonstration of <ul style="list-style-type: none"><li>• Meringues</li><li>• Icings &amp; Toppings</li></ul>	4
15	Demonstration of <ul style="list-style-type: none"><li>• Wedding Cake &amp; Ornemental cakes</li></ul>	4
<b>TOTAL</b>		<b>60</b>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-VI) BHM601

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 starter OR soup	10
2. One main course	10
3. One preparation of Pasta/Rice/Noodle	10
4. One accompaniment	05
5. Journal	05
	<b>40</b>

### Part – B (Bakery)

1. Bread	15
2. One cold dessert	10
3. One hot dessert	10
4. Journal	05
	<b>40</b>

### 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
	<b>20</b>

### 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.

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM602 - ADVANCE FOOD & BEVERAGE OPERATIONS – II (THEORY)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No.	Topic
01	<b>FOOD &amp; BEVERAGE STAFF ORGANISATION</b>  A. Categories of staff B. Hierarchy C. Job description and specification D. Duty roaster
02	<b>MANAGING FOOD &amp; BEVERAGE OUTLET</b>  A. Supervisory skills B. Developing efficiency C. Standard Operating Procedure
03	<b>BAR OPERATIONS</b>  A. Types of Bar <ul style="list-style-type: none"><li>• Cocktail</li><li>• Dispense</li></ul> B. Area of Bar C. Front Bar D. Back Bar E. Under Bar (Speed Rack, Garnish Container, Ice well etc.) F. Bar Stock G. Bar Control H. Bar Staffing I. Opening and closing duties
04	<b>COCKTAILS &amp; MIXED DRINKS</b>  A. Definition and History B. Classification C. Recipe, Preparation and Service of Popular Cocktails <ul style="list-style-type: none"><li>- Martini – Dry &amp; Sweet</li><li>- Manhattan – Dry &amp; Sweet</li><li>- Dubonnet</li><li>- Roy-Roy</li><li>- Bronx</li><li>- White Lady</li><li>- Pink Lady</li><li>- Side Car</li><li>- Bacardi</li><li>- Alexandra</li><li>- John Collins</li><li>- Tom Collins</li><li>- Gin FIZZ</li><li>- Pimm's Cup – no. 1,2,3,4,5</li><li>- Flips</li><li>- Noggs</li><li>- Champagne Cocktail</li></ul>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

	<ul style="list-style-type: none"> <li>- Between the Sheets</li> <li>- Daiquiri</li> <li>- Bloody Mary</li> <li>- Screw Driver</li> <li>- Tequilla Sunrise</li> <li>- Gin-Sling</li> <li>- Planters Punch</li> <li>- Singapore Sling</li> <li>- Pinacolada</li> <li>- Rusty Nail</li> <li>- B&amp;B</li> <li>- Black Russian</li> <li>- Margarita</li> <li>- Gimlet – Dry &amp; Sweet</li> <li>- Cuba Libre</li> <li>- Whisky Sour</li> <li>- Blue Lagoon</li> <li>- Harvey Wall Banger</li> <li>- Bombay Cocktail</li> </ul>
--	---

## BHM602 - ADVANCE FOOD & BEVERAGE OPERATIONS – II (PRACTICAL)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours
01	<b>F&amp;B Staff Organization</b> <u>Class room Exercise (Case Study method)</u> <ul style="list-style-type: none"> <li>• Developing Organization Structure of various Food &amp; Beverage Outlets</li> <li>• Determination of Staff requirements in all categories</li> <li>• Making Duty Roster</li> <li>• Preparing Job Description &amp; Specification</li> </ul>	08
02	<b>Supervisory Skills</b> <ul style="list-style-type: none"> <li>• Conducting Briefing &amp; Debriefing - Restaurant, Bar, Banquets &amp; Special events</li> <li>• Drafting Standard Operating Systems (SOPs) for various F &amp; B Outlets</li> <li>• Supervising Food &amp; Beverage operations</li> <li>• Preparing Restaurant Log</li> </ul>	12
03	<b>Bar Operations</b> <ul style="list-style-type: none"> <li>• Designing &amp; Setting the bar</li> <li>• Preparation &amp; Service of Cocktail &amp; Mixed Drinks</li> </ul>	10
<b>TOTAL</b>		<b>30</b>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-VI) BHM602

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00HRS		

All Technical Skills to be tested as listed in the syllabus

			<b>MARKS</b>
1.	Uniform / Grooming	:	10
2.	Misc-en-place	:	10
3.	Preparation of Cocktail & mixed drink	:	30
4.	Food & Beverage Service Skill	:	30
5.	Viva	:	10
6.	Journal	:	10
	<b>TOTAL</b>	<b>:</b>	<b>100</b>

### 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.



# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM603 – ADVANCE ROOM DIVISION (THEORY)**

**MAXIMUM MARKS: 100**

S.No.	Topic
01	<b>YIELD MANAGEMENT</b>  A. Concept and importance B. Applicability to rooms division <ul style="list-style-type: none"><li>• Capacity management</li><li>• Discount allocation</li><li>• Duration control</li></ul> C. Measurement yield D. Potential high and low demand tactics E. Yield management software F. Yield management team
02	<b>TIMESHARE &amp; VACATION OWNERSHIP</b>  <ul style="list-style-type: none"><li>• Definition and types of timeshare options</li><li>• Difficulties faced in marketing timeshare business</li><li>• Advantages &amp; disadvantages of timeshare business</li><li>• Exchange companies -Resort Condominium International, Intervals International</li><li>• How to improve the timeshare / referral/condominium concept in India- Government's role/industry role</li></ul>
03	<b>FRENCH</b>  Conversation with guests <ul style="list-style-type: none"><li>• Providing information to guest about the hotel, city, sightseeing, car rentals, historical places, banks, airlines, travel agents, shopping centres and worship places etc.</li><li>• Departure (Cashier, Bills Section and Bell Desk)</li></ul>
04	<b>SAFETY AND SECURITY</b>  A. Safety awareness and accident prevention B. Fire safety and fire fighting C. Crime prevention and dealing with emergency situation
05	<b>INTERIOR DECORATION</b>  A. Elements of design B. Colour and its role in décor –types of colour schemes C. Windows and window treatment D. Lighting and lighting fixtures <b>E. <u>Floor finishes</u></b> F. Carpets G. Furniture and fittings H. Accessories
06	<b>LAYOUT OF GUEST ROOMS</b>  A. Sizes of rooms, sizes of furniture, furniture arrangement

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

	B. Principles of design C. Refurbishing and redecoration
07	<b>NEW PROPERTY COUNTDOWN</b>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## BHM603 - ADVANCE ROOM DIVISION (PRACTICAL)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

Hands on practice of computer application (Hotel Management System) related to front office procedures such as

- Night audit,
- Income audit,
- Accounts
- Yield Management
- Situation handling – handling guests & internal situations requiring management tactics/strategies

### SUGGESTIVE LIST OF TASKS FOR ADVANCE ROOM DIVISION SYSTEM

S.No.	Topic
01	HMS Training – Hot Function keys
02	How to put message
03	How to put a locator
04	How to check in a first time guest
05	How to check in an existing reservation
06	How to check in a day use
07	How to issue a new key
08	How to verify key
09	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
13	How to programme keys continuously
14	How to programme one key for two rooms
15	How to re-programme a key
16	How to make a reservation
17	How to create and update guest profiles
18	How to update guest folio
19	How to print guest folio
20	How to make sharer reservation
21	How to feed remarks in guest history
22	How to add a sharer
23	How to make add on reservation
24	How to amend a reservation
25	How to cancel a reservation
26	How to make group reservation
27	How to make a room change on the system
28	How to log on cashier code
29	How to close a bank at the end of each shift
30	How to put a routing instruction
31	How to process charges
32	How to process a guest check out
33	How to check out a folio
34	How to process deposit for arriving guest
35	How to process deposit for in house guest

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

36	How to check room rate variance report
37	How to process part settlements
38	How to tally allowance for the day at night
39	How to tally paid outs for the day at night
40	How to tally forex for the day at night
41	How to pre-register a guest
42	How to handle extension of guest stay
43	Handle deposit and check ins with voucher
44	How to post payment
45	How to print checked out guest folio
46	Check out using foreign currency
47	Handle settlement of city ledger balance
48	Handle payment for room only to Travel Agents
49	Handle of banquet event deposits
50	How to prepare for sudden system shutdown
51	How to checkout standing batch totals
52	How to do a credit check report
53	How to process late charges on third party
54	How to process late charges to credit card
55	How to check out during system shut down
56	Handling part settlements for long staying guest
57	How to handle paymaster folios
58	How to handle bills on hold
59	<b>Standard operating procedure</b> <ul style="list-style-type: none"> <li>• skill oriented task (e.g. cleaning and polishing glass, brass etc)</li> </ul>
60	<b>First aid</b> <ul style="list-style-type: none"> <li>• first aid kit</li> <li>• dealing with emergency situation</li> <li>• maintaining records</li> </ul>
61	<b>Fire safety fire fighting</b> <ul style="list-style-type: none"> <li>• safety measures</li> <li>• fire drill (demo)</li> </ul>
62	<b>Special decoration (theme related to hospitality industry)</b> <ul style="list-style-type: none"> <li>• indenting</li> <li>• costing</li> <li>• planning with time split</li> <li>• executing</li> </ul>
63	<b>Layout of guest room</b> <ul style="list-style-type: none"> <li>• to the scale</li> <li>• earmark pillars</li> </ul> specification of colours, furniture, fixture, fitting, soft furnishing and accessories etc used

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-VI) BHM603

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00HRS		

			MARKS
1.	Uniform & Grooming	:	10
2.	Standard Operating Procedure Exercise	:	10
3.	First Aid / Fire Safety & Fire Fighting Exercise	:	15
4.	Guest Room Layout Exercise	:	15
5.	Special Decoration	:	20
6.	Viva	:	20
7.	Journal	:	10
	<b>TOTAL</b>	<b>:</b>	<b>100</b>

### NOTE:

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

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM604 - FOOD & BEVERAGE MANAGEMENT**  
**HOURS ALLOTTED: 60                      MAXIMUM MARKS: 100**

S.No.	Topic
01	<b>COST DYNAMICS</b>  A. Elements of Cost B. Classification of Cost
02	<b>SALES CONCEPTS</b>  A. Various Sales Concept B. Uses of Sales Concept
03	<b>INVENTORY CONTROL</b>  A. Importance B. Objective C. Method D. Levels and Technique E. Perpetual Inventory F. Monthly Inventory G. Pricing of Commodities H. Comparison of Physical and Perpetual Inventory
04	<b>BEVERAGE CONTROL</b>  A. Purchasing B. Receiving C. Storing D. Issuing E. Production Control F. Standard Recipe G. Standard Portion Size H. Bar Frauds I. Books maintained J. Beverage Control
05	<b>SALES CONTROL</b>  A. Procedure of Cash Control B. Machine System C. ECR D. NCR E. Preset Machines F. POS G. Reports H. Thefts I. Cash Handling
06	<b>BUDGETARY CONTROL</b>  A. Define Budget B. Define Budgetary Control

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

	<ul style="list-style-type: none"><li>C. Objectives</li><li>D. Frame Work</li><li>E. Key Factors</li><li>F. Types of Budget</li><li>G. Budgetary Control</li></ul>
07	<b>VARIANCE ANALYSIS</b> <ul style="list-style-type: none"><li>A. Standard Cost</li><li>B. Standard Costing</li><li>C. Cost Variances</li><li>D. Material Variances</li><li>E. Labour Variances</li><li>F. Overhead Variance</li><li>G. Fixed Overhead Variance</li><li>H. Sales Variance</li><li>I. Profit Variance</li></ul>
08	<b>BREAKEVEN ANALYSIS</b> <ul style="list-style-type: none"><li>A. Breakeven Chart</li><li>B. P V Ratio</li><li>C. Contribution</li><li>D. Marginal Cost</li><li>E. Graphs</li></ul>
09	<b>MENU MERCHANDISING</b> <ul style="list-style-type: none"><li>A. Menu Control</li><li>B. Menu Structure</li><li>C. Planning</li><li>D. Pricing of Menus</li><li>E. Types of Menus</li><li>F. Menu as Marketing Tool</li><li>G. Layout</li><li>H. Constraints of Menu Planning</li></ul>
10.	<b>MENU ENGINEERING</b> <ul style="list-style-type: none"><li>A. Definition and Objectives</li><li>B. Methods</li><li>C. Advantages</li></ul>
11.	<b>MIS</b> <ul style="list-style-type: none"><li>A. Reports</li><li>B. Calculation of actual cost</li><li>C. Daily Food Cost</li><li>D. Monthly Food Cost</li><li>E. Statistical Revenue Reports</li><li>F. Cumulative and non-cumulative</li></ul>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## BHM605 - FACILITY PLANNING

HOURS ALLOTTED: 60

MAXIMUM MARKS: 100

S.No.	Topic
01	<b>HOTEL DESIGN</b>  A. Design Consideration <ul style="list-style-type: none"><li>- Attractive Appearance</li><li>- Efficient Plan</li><li>- Good location</li><li>- Suitable material</li><li>- Good workmanship</li><li>- Sound financing</li><li>- Competent Management</li></ul>
02	<b>FACILITIES PLANNING</b>  The systematic layout planning pattern (SLP)  <b>Planning consideration</b>  A. Flow process & Flow diagram B. Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel  <b>Architectural consideration</b> A. Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas) B. Approximate cost of construction estimation C. Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room D. Approximate requirement and Estimation of water/electrical load gas, ventilation
03	<b>STAR CLASSIFICATION OF HOTEL</b>  Criteria for star classification of hotel (Five, four, three, two, one & heritage)
04	<b>KITCHEN</b>  A. Equipment requirement for commercial kitchen <ul style="list-style-type: none"><li>• Heating - gas/electrical</li><li>• Cooling (for various catering establishment)</li></ul> B. Developing Specification for various Kitchen equipments C. Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities)
05	<b>KITCHEN LAY OUT &amp; DESIGN</b>  A. Principles of kitchen layout and design



# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

	<ul style="list-style-type: none"><li>B. Areas of the various kitchens with recommended dimension</li><li>C. Factors that affect kitchen design</li><li>D. Placement of equipment</li><li>E. Flow of work</li><li>F. Space allocation</li><li>G. Kitchen equipment, manufacturers and selection</li><li>H. Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen)</li><li>I. Budgeting for kitchen equipment</li></ul>
06	<b>KITCHEN STEWARDING LAYOUT AND DESIGN</b> <ul style="list-style-type: none"><li>A. Importance of kitchen stewarding</li><li>B. Kitchen stewarding department layout and design</li><li>C. Equipment found in kitchen stewarding department</li></ul>
07	<b>STORES – LAYOUT AND DESIGN</b> <ul style="list-style-type: none"><li>A. Stores layout and planning (dry, cold and bar)</li><li>B. Various equipment of the stores</li><li>C. Work flow in stores</li></ul>
08	<b>ENERGY CONSERVATION</b> <ul style="list-style-type: none"><li>A. Necessity for energy conservation</li><li>B. Methods of conserving energy in different area of operation of a hotel</li><li>C. Developing and implementing energy conservation program for a hotel</li></ul>
09	<b>CAR PARKING</b> <p>Calculation of car park area for different types of hotels</p>
10	<b>PLANNING FOR PHYSICALLY CHALLENGED</b>
11	<b>PROJECT MANAGEMENT</b> <ul style="list-style-type: none"><li>A. Introduction to Network analysis</li><li>B. Basic rules and procedure for network analysis</li><li>C. C.P.M. and PERT</li><li>D. Comparison of CPM and PERT</li><li>E. Classroom exercises</li><li>F. Network crashing determining crash cost, normal cost</li></ul>

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

**BHM606 - RESEARCH PROJECT (PRACTICAL)**

**HOURS ALLOTTED: 45**

**MAXIMUM MARKS: 100**

Once you have finalised the first draft or synopsis in consultation with your supervisor during SEM-V, plan to writing the final research paper during SEM-VI. Keep in mind the following:

1. Statement of purpose: tell the reader what you're going to say.
2. Main body of the paper: say it
3. Summary and conclusion: tell the reader what you've said.
4. Stick to the point, avoid digression. State each major idea quickly and then develop it through examples and explanations.
5. Include concrete examples, illustrations, and factual details to back up your generalizations.
6. Criticize, evaluate, illustrate, attack, or defend where appropriate to your topic. Show you've been thinking.
7. As you write, indicate your information source (by # of card or author's name) in the margin beside ideas. You can return later to complete the documenting of your references.
8. Unless your professor has specified otherwise, be sure to introduce quotations and show how they fit in with your position. Don't use them as filler.
9. Read it out loud to check for flow and awkward language. Read for clarity and logical progression and smooth transitions.
10. Find alternate words for ones you are using too often (check a Thesaurus).
11. Check for mechanical errors such as misspelled words, inaccurate punctuation, incorrect grammar, etc.
12. Watch carefully to prevent plagiarism. Be absolutely certain that your documentation gives full credit for all materials used not only in quotations but in paraphrased form.
13. Revise and polish your tentative draft for final project
14. Type the final version of your report. Double space and allow for proper margins.
15. Follow the exact format prescribed by your instructor for the title page, bibliography and documentation. This may vary from topic to topic, so be sure to check if you're in doubt.
16. Double check your documentation against your alphabetized bibliography. Make certain that all of your documentation is accurately tied to the references listed in your bibliography.
17. After typing, be sure to proofread for typos and other errors.
18. Hand your paper in!!

Remember all research is expected to show originality as it provides significant contribution to enhancing knowledge. Do give reference of ideas, quotes etc. in your paper from wherever it has been borrowed. The research paper must be accompanied by a certificate to the affect that it is an original piece of work. If at any stage it is found that the research paper has been copied, in part or full, it is likely to be cancelled and the student failed in the subject.

# NETAJI SUBHAS UNIVERSITY

POKHARI, JAMSHEDPUR

## MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-VI) BHM606

### RESEARCH PROJECT

MAXIMUM MARKS	100	PASS MARKS	50
			MARKS
1. Introduction of the topic chosen giving basic theoretical inputs reference to any previous study conducted.	-		10
2. Research Methodology and Design: Objectives, Hypothesis, place where study was conducted Methods of data collected: (a) Questionnaire (b) Interview (c) Case Study	-		20
3. Actual data collation			10
4. Data analysis			20
5. Conclusions with recommendations			20
6. VIVA			20
		<b>TOTAL:</b>	<b><u>100</u></b>