



**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**

(A State Government University)

**BHMCT- 2024**

**FIRST YEAR SYLLABUS**



# **SEMESTER 1**

**SEMESTER - S1**  
**FOUNDATION COURSE IN FOOD PRODUCTION**

<b>Course Code</b>	<b>BHFPT101</b>	<b>CIA Marks</b>	40
<b>Teaching Hours/Week</b>	3 hrs/week	<b>ESE Marks</b>	60
<b>Credits</b>	3	<b>Exam Hours</b>	2 Hrs. 30 Min.
<b>Prerequisites (if any)</b>	Nil	<b>Course Type</b>	CR

**COURSE OBJECTIVES:**

1. To make students understand professional kitchen, hierarchy, kitchen department layout, duties & responsibilities of kitchen staff members.
2. Students can understand the objective of cooking.
3. They can also understand the stocks and types

**SYLLABUS**

<b>Module No.</b>	<b>Syllabus Description</b>	<b>Contact Hours</b>
1	<p><b>Culinary History</b> <b>Introduction to Cookery:</b> Levels of skills and experiences, Attitudes and behaviour in the kitchen, Personal hygiene, Uniforms &amp; protective clothing, Safety procedure in handling equipment</p> <p><b>Hierarchy Area of Department and Kitchen:</b> Classical Brigade, Modern staffing in various category hotels, Roles of executive chef, Duties and responsibilities of various chefs, Co-operation with other departments</p> <p><b>Culinary Terms:</b> List of culinary (common and basic) terms, Explanation with examples</p>	8
2	<p><b>Aims &amp; Objects of Cooking Food</b> Aims and objectives of cooking food, Various textures, Various consistencies, Techniques used in pre-preparation, Techniques used in preparation, Methods of Mixing Foods</p> <p><b>Methods of Cooking Food:</b> Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling Principles of each of the above, Care and precautions to be taken, Selection of food for each type of cooking</p>	10
3	<p><b>Food commodities</b> <b>Cooking materials</b></p>	9

	<p>Foundation ingredient, Fats and Oils, Raising agents, eggs Salt, sweetening agents, Liquids Thickening agents</p> <p><b>Milk</b> Introduction, Processing of Milk, Pasteurization – Homogenization, Types of Milk – Skimmed and Condensed, Nutritive Value</p> <p><b>Cream</b></p> <p><b>Cheese</b></p> <p><b>Butter</b></p> <p><b>Condiments &amp; Spices</b></p> <p><b>Food sources</b> Plant based, Animal based, Fungi, Seafood&amp; Crustaceans, Dairy and dairy products, Pulses and cereals, Spices and condiments.</p> <p><b>Convenience foods</b> Packed foods, Ready to eat, Half cooked, Canned &amp; processed foods, Gravies.</p> <p><b>EGG COOKERY</b> Introduction to egg cookery, Food value of an Egg, Storing of Eggs, Structure of an egg, Selection of egg, Methods of cooking Eggs Uses of eggs in cookery</p>	
4	<p><b>STOCKS</b> Definition of stock, Types of stock, Preparation of stock, Recipes Storage of stocks, Uses of stocks, Care and precautions</p> <p><b>SAUCES</b> Classification of sauces, Recipes for mother sauces, Storage &amp; precautions, Difference between sauce and gravy, Derivatives of mother sauces, Contemporary &amp; Proprietary Sauces</p> <p><b>SOUPS</b> Aims of Soup preparations, Classification of soups with examples, Basic recipes of Consommé with 10 Garnishes, International Soups with Examples</p>	9
	<b>Total</b>	<b>36 Hours</b>

**COURSE ASSESSMENT METHOD**  
(CIE: 40 Marks, ESE: 60 Marks)

**CONTINUOUS INTERNAL EVALUATION MARKS (CIE):**

Attendance	Assignment	Internal Examination-1 (Written)	Internal Examination- 2 (Written)	Total
5	10	12.5	12.5	40

**END SEMESTER EXAMINATION MARKS (ESE)**

*In Part A, all questions need to be answered and in Part B, each student can choose any one full question out of two questions*

<b>Part A</b>	<b>Part B</b>	<b>Total</b>
<ul style="list-style-type: none"> <li>● 2 Questions from each module.</li> <li>● Total of 8 Questions, each carrying 3 marks</li> </ul>	<ul style="list-style-type: none"> <li>● Each question carries 9 marks.</li> <li>● Two questions will be given from each module, out of which 1 question should be answered.</li> <li>● Each question can have a maximum of 3 sub divisions.</li> </ul>	
<b>(8x3 =24marks)</b>	<b>(4x9 = 36 marks)</b>	<b>60</b>

<b>Text Books</b>				
<b>Sl. No</b>	<b>Title of the Book</b>	<b>Name of the Author/s</b>	<b>Name of the Publisher</b>	<b>Edition and Year</b>
1	The Professional Chef	Jane Grigson,	Wiley Publishers	2011
2	Theory of cookery	K Arora	Frank Brothers	2007
3	Modern Cookery for Teaching & Trade, Vol. I,	Thangam Philip	Best books	2008
4	Practical Cookery,ELBS, 1990	Victor Ceserani	Orient Longman,	2010
5	Theory of Catering	Ronald Kinton	Iberlibro	2008

**MODEL QUESTION PAPER**  
**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**  
**FIRST SEMESTER BHMCT DEGREE EXAMINATION, MONTH AND YEAR**

**COURSE CODE: BHFPT101**

**COURSE NAME: FOUNDATION COURSE IN FOOD PRODUCTION**

Max. Marks: 60

Duration: 2 hours 30 minutes

**PART A**

*Answer all questions. Each question carries 3 marks*

		Marks
1	What is the role of an executive chef?	(3)
2	What is personal hygiene?	(3)
3	What are the aims and objectives of cooking?	(3)
4	What is Poaching?	(3)
5	What is the process of cheese production?	(3)
6	What are Convenience foods?	(3)
7	What are mother sauces?	(3)
8	What is meant by butter?	(3)

**PART B**

*Answer any one full question from each module. Each question carries 9 marks*

**Module 1**

9 Draw and explain the classical brigade of the kitchen department. (9)

OR

10 List out 10 culinary terms and explain? (9)

**Module 2**

11 What are the various cooking methods, and explain them with appropriate diagrams. (9)

OR

12 Explain the Aims and objectives of cooking food (9)

**Module 3**

13 What are the main food sources, and elaborate on them. (9)

OR

14 Draw the structure of an egg and explain its uses in cookery. (9)

**Module 4**

15 What are sauces? Explain (9)

OR

16 Classify Soups with examples? (9)

**SEMESTER - S1****FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE**

<b>Course Code</b>	<b>BHFBT102</b>	<b>CIA Marks</b>	40
<b>Teaching Hours/Week</b>	3 hrs/week	<b>ESE Marks</b>	60
<b>Credits</b>	3	<b>Exam Hours</b>	2 Hrs. 30 Min.
<b>Prerequisites (if any)</b>	Nil	<b>Course Type</b>	CR

**COURSE OBJECTIVES:**

1. To provide an understanding of types of hotels and catering establishment
2. To understand about the duties and responsibilities of F& B service department.
3. To understand about the various F and B outlets.

**SYLLABUS**

<b>Module No.</b>	<b>Syllabus Description</b>	<b>Contact Hours</b>
1	<p><b>The hotel &amp; catering industry</b></p> <p>A. Introduction to the Hotel Industry and Growth of the hotel Industry in India</p> <p>B. Role of Catering establishment in the travel/tourism industry</p> <p>C. Types of F&amp;B operations</p> <p>D. Classification of Commercial, Residential/Non-residential</p> <p>E. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc.</p> <p>Structure of the catering industry - a brief description of each</p>	8
2	<p><b>Departmental organisation &amp; staffing</b></p> <p>A. Organisation of F&amp;B department of hotel</p> <p>B. Principal staff of various types of F&amp;B operations</p> <p>C. French terms related to F&amp;B staff</p> <p>D. Duties &amp; responsibilities of F&amp;B staff</p> <p>E. Attributes of a waiter</p> <p>F. Inter-departmental relationships (Within F&amp;B and other department)</p>	10

<b>3</b>	<p><b>I Food service areas (f &amp; b outlets)</b></p> <p>A. Speciality restaurant  B. Coffee shop  C. Grill room  D. Discotheque  E. Fast food  F. Banquet  G. Bar  H. Vending machine</p> <p><b>II Ancillary departments</b></p> <p>A. Pantry  B. Still room  C. Food pick up area  D. Store  E. Kitchen stewarding  F. Linen room</p> <p><b>III Familiarization and selection criteria of f &amp; b service equipment's</b></p>	<b>9</b>
<b>4</b>	<p><b>Non-alcoholic beverages</b>  Classification (Nourishing, Stimulating and Refreshing beverages)</p> <p>A. Tea  Origin and manufacture  Types of brands</p> <p>B. Coffee  Origin and manufacture  Types of brands</p> <p>C. Juices and soft drinks</p> <p>D. Cocoa &amp; Malted Beverages  Origin and manufacture</p>	<b>9</b>
	<b>Total</b>	<b>36 Hours</b>

**COURSE ASSESSMENT METHOD**  
(CIE: 40 Marks, ESE: 60 Marks)

**CONTINUOUS INTERNAL EVALUATION MARKS (CIE):**

Attendance	Assignment	Internal Examination-1 (Written)	Internal Examination- 2 (Written)	Total
<b>5</b>	<b>10</b>	<b>12.5</b>	<b>12.5</b>	<b>40</b>



**END SEMESTER EXAMINATION MARKS (ESE)**

*In Part A, all questions need to be answered and in Part B, each student can choose any one full question out of two questions*

<b>Part A</b>	<b>Part B</b>	<b>Total</b>
<ul style="list-style-type: none"> <li>● 2 Questions from each module.</li> <li>● Total of 8 Questions, each carrying 3 marks</li> </ul>	<ul style="list-style-type: none"> <li>● Each question carries 9 marks.</li> <li>● Two questions will be given from each module, out of which 1 question should be answered.</li> <li>● Each question can have a maximum of 3 sub divisions.</li> </ul>	
<b>(8x3 =24marks)</b>	<b>(4x9 = 36 marks)</b>	<b>60</b>

<b>Text Books</b>				
<b>Sl. No</b>	<b>Title of the Book</b>	<b>Name of the Author/s</b>	<b>Name of the Publisher</b>	<b>Edition and Year</b>
1	Food & Beverage Service	Dennis Lillicrap & John Cousins	Hodder Education	2010
2	Modern Restaurant Service	John Fuller	Nelson Thornes Ltd	1990
3	Food & Beverage Service Training Manual	Sudhir Andrews	Tata McGraw Hill	2013
4	Food and Beverage Service	R Singaravelan	Oxford university press	2018
5	Food and Beverage service	Suzanne Weekes & John Cousins	Hodder Education	2010

**MODEL QUESTION PAPER**

**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY  
FIRST SEMESTER BHMCT DEGREE EXAMINATION, MONTH AND YEAR**

**COURSE CODE: BHFBT102**

**COURSE NAME: FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE**

Max. Marks: 60

Duration: 2 hours 30 minutes

**PART A**

Marks

*Answer all questions. Each question carries 3 marks*

- |   |   |     |
|---|---|-----|
| 1 | What is Transport catering  | (3) |
| 2 | What is Conching  | (3) |
| 3 | What are the duties and responsibilities of Chef de rang          | (3) |
| 4 | Differentiate between sommelier and Trancheur                     | (3) |
| 5 | Explain Welfare catering with suitable examples                   | (3) |
| 6 | Classify non-alcoholic beverage with suitable examples            | (3) |
| 7 | Name any four examples for cutlery                                | (3) |
| 8 | List down and explain any three attributes required for F&B Staff | (3) |

**PART B**

*Answer any one full question from each module. Each question carries 9 marks*

**Module 1**

- |   |   |     |
|---|---|-----|
| 9 | Explain the growth of hotel industry in India | (9) |
|---|---|-----|

**OR**

- |    |  |     |
|----|--|-----|
| 10 | How do you classify various F&B Operations | (9) |
|----|--|-----|

**Module 2**

- |    |  |     |
|----|--|-----|
| 11 | Draw the organisational hierarchy of Food and Beverage Service Department of a Five-star hotel | (9) |
|----|--|-----|

**OR**

- |    |   |     |
|----|---|-----|
| 12 | Describe the interdepartmental relationship between Food and Beverage Department with Food Production Department and Room Division Department | (9) |
|----|---|-----|

**Module 3**

- |    |   |     |
|----|---|-----|
| 13 | Briefly explain the ancillary departments of Food and Beverage department | (9) |
|----|---|-----|

**OR**

- |    |   |     |
|----|---|-----|
| 14 | Describe the various Food and Beverage outlets in hotel | (9) |
|----|---|-----|

**Module 4**

- |    |  |     |
|----|--|-----|
| 15 | Explain different steps involved in the manufacturing of Tea | (9) |
|----|--|-----|

**OR**

- |    |   |     |
|----|---|-----|
| 16 | Discuss the origin and manufacturing process of Coffee? | (9) |
|----|---|-----|

**SEMESTER - S1**  
**FOUNDATION COURSE IN ROOM DIVISION**

<b>Course Code</b>	<b>BHRDT103</b>	<b>CIA Marks</b>	40
<b>Teaching Hours/Week</b>	3 hrs/week	<b>ESE Marks</b>	60
<b>Credits</b>	3	<b>Exam Hours</b>	2 Hrs. 30 Min.
<b>Prerequisites (if any)</b>	Nil	<b>Course Type</b>	CR

**COURSE OBJECTIVES:**

1. To understand the basic concept of hotel, front office and accommodation departments of a hotel
2. To understand the organization of front office and housekeeping
3. To understand the type and size of hotel guest room
4. To understand the Cleaning of organization.

**SYLLABUS**

<b>Module No.</b>	<b>Syllabus Description</b>	<b>Contact Hours</b>
01	<p><b>Introduction to hotel industry –room division department</b></p> <p>a. Hospitality and its origin.  b. Hotels, their evolution and growth.  c. Classification of hotels on the basis of ...</p> <ul style="list-style-type: none"> <li>● Size</li> <li>● Star classification</li> <li>● Location &amp; clientele</li> <li>● Ownership basis</li> <li>● Independent hotels</li> <li>● Management contracted hotel</li> <li>● Chain Hotels</li> <li>● Franchise/Affiliated</li> <li>● Supplementary accommodation</li> <li>● Time shares and condominium</li> </ul> <p>d. Brief introduction to hotel departments and core areas with special reference to Room division management.</p>	<b>9</b>

02	<p><b>Front office organization</b></p> <ul style="list-style-type: none"> <li>a. Function areas and Layout</li> <li>b. Front office hierarchy/organization chart</li> <li>c. Duties and responsibilities front office staffs.</li> <li>d. Personality traits of front office staffs.</li> <li>e. Front office equipment (non- automated, semi-automated and automated)</li> <li>f. Coordination with other departments</li> </ul> <p><b>Housekeeping organization</b></p> <ul style="list-style-type: none"> <li>a. Importance of Housekeeping in Guest Satisfaction and Repeat Business.</li> <li>b. Layout of the Housekeeping Department.</li> <li>c. organisation chart of the housekeeping Department.</li> <li>d. Hierarchy in small, medium, large hotels.</li> <li>e. Duties and Responsibilities of Housekeeping staff.</li> <li>f. Personality Traits of housekeeping Management Personnel.</li> <li>g. Co-ordination with other departments.</li> </ul>	8
03	<p><b>Types of rooms and sizes</b></p> <ul style="list-style-type: none"> <li>a. Single</li> <li>b. Double</li> <li>c. Twin</li> <li>d. Suits &amp; etc...</li> </ul>	9
04	<p><b>CLEANING ORGANISATION</b></p> <ul style="list-style-type: none"> <li>a. Principles of cleaning, hygiene and safety factors in cleaning</li> <li>b. Methods of organising cleaning.</li> <li>c. Frequency of cleaning daily, periodic, special cleaning</li> <li>d. Design features that simplify cleaning</li> <li>e. use and care of cleaning equipment</li> </ul>	10
	<b>Total</b>	<b>36 Hours</b>

**COURSE ASSESSMENT METHOD  
(CIE: 40 Marks, ESE: 60 Marks)**

**CONTINUOUS INTERNAL EVALUATION MARKS (CIE):**

Attendance	Assignment	Internal Examination-1 (Written)	Internal Examination- 2 (Written)	Total
5	10	12.5	12.5	40

**END SEMESTER EXAMINATION MARKS (ESE)**

*In Part A, all questions need to be answered and in Part B, each student can choose any one full question out of two questions*

<b>Part A</b>	<b>Part B</b>	<b>Total</b>
<ul style="list-style-type: none"> <li>● 2 Questions from each module.</li> <li>● Total of 8 Questions, each carrying 3 marks</li> </ul>	<ul style="list-style-type: none"> <li>● Each question carries 9 marks.</li> <li>● Two questions will be given from each module, out of which 1 question should be answered.</li> <li>● Each question can have a maximum of 3 sub divisions.</li> </ul>	
<b>(8x3 =24marks)</b>	<b>(4x9 = 36 marks)</b>	<b>60</b>

<b>Text Books</b>				
<b>Sl. No</b>	<b>Title of the Book</b>	<b>Name of the Author/s</b>	<b>Name of the Publisher</b>	<b>Edition and Year</b>
1	Front Office Operations	Colin Dix & Chris Baird	Trans-Atlantic Publications	1998
2	Housekeeping and Front Office	Hodder Arnold	Jones	1986
3	Managing Front Office Operations	Kasavana & Brooks	Pearson College Div	2012
4	Managing Computers in the Hospitality	Michael Kasavana & J. John Cahill	Industry, Educational Institute of the American Hotel	1997
5	Front Office Training manual	Sudhir Andrews	Tata McGraw Hill	2011

**MODEL QUESTION PAPER**  
**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**  
**FIRST SEMESTER BHMCT DEGREE EXAMINATION, MONTH AND YEAR**  
**COURSE CODE: BHRDT103**  
**COURSE NAME: FOUNDATION COURSE IN ROOM DIVISION**

Max. Marks: 60

Duration: 2 hours 30 minutes

**PART A***Answer all questions. Each question carries 3 marks*

Marks

- |   |   |     |
|---|---|-----|
| 1 | Explain in one or two words DND, DL, Skipper?   | (3) |
| 2 | Who is an information assistant explain the role of telephone operator?                     | (3) |
| 3 | What is a Chain Hotel and Time Share Hotels?  | (3) |
| 4 | What is Concierge and Bell Desk   | (3) |
| 5 | What is the definition of hotel, list down any 6 essential facilities of a Five-star Hotel. | (3) |
| 6 | Who is the gardener. write any 4 responsibilities?  | (3) |
| 7 | Explain the Standards of Cleaning.  | (3) |
| 8 | Draw the Hierarchy of Housekeeping Department in Medium Hotel                               | (3) |

**PART B***Answer any one full question from each module. Each question carries 9 marks***Module 1**

- |   |  |     |
|---|--|-----|
| 9 | Draw the format and short note on Errand Card. | (9) |
|---|--|-----|

**OR**

- |    |  |     |
|----|--|-----|
| 10 | Mention the duties and responsibilities of a Front Office manager? | (9) |
|----|--|-----|

**Module 2**

- |    |  |     |
|----|--|-----|
| 11 | Explain any 5-equipment used in front office department? | (9) |
|----|--|-----|

**OR**

- |    |   |     |
|----|---|-----|
| 12 | Explain the essential Personality Traits of Hotel Staff | (9) |
|----|---|-----|

**Module 3**

- 13 Explain the classification of hotels based on (9)  
(a) Size (b) Ownership (c) Location

**OR**

- 14 Occupation Safety and its importance in hotel work environment, elaborate on (9)  
this

**Module 4**

- 15 Explain the Interdepartmental Coordination between (9)  
a) Housekeeping and Front Office (b) Front Office and F&B service.

**OR**

- 16 Draw the layout of Suite and Labelit's parts and features (9)

**SEMESTER - S1**  
**FOOD SAFETY AND HYGIENE**

<b>Course Code</b>	<b>BHFST104</b>	<b>CIA Marks</b>	40
<b>Teaching Hours/Week</b>	3 hrs/week	<b>ESE Marks</b>	60
<b>Credits</b>	3	<b>Exam Hours</b>	2 Hrs. 30 Min.
<b>Prerequisites (if any)</b>	Nil	<b>Course Type</b>	AC

**COURSE OBJECTIVES:**

1. To identify food hygiene hazards.
2. To understand the best food handling practice.
3. To understand how to apply food safety controls to achieve high standards of food hygiene.

**SYLLABUS**

<b>Module No.</b>	<b>Syllabus Description</b>	<b>Contact Hours</b>
1	<p><b>BASIC FOOD SAFETY IN THE KITCHEN</b></p> <p>Basic introduction to food safety, food hazard, food contamination, cross contamination prevention Danger zone food hygiene- good hygiene practices (GHP)</p>	8
2	<p><b>MICROORGANISMS IN FOOD</b></p> <p>General characteristic of microorganisms based on their structure and occurrence, Factors affecting their growth in food. Common food borne microorganisms- bacteria, fungi, viruses, parasites Microorganisms that bring about useful changes in food, fermentation</p> <p><b>FOOD BORNE DISEASES</b></p> <p>-Types (infection and intoxication) Common diseases caused by food borne pathogens - bacteria, fungi, virus, parasites, preventive measures.</p>	10
3	<p><b>FOOD PRESERVATION</b></p>	9



	<p>Basic principles of food preservation, method of preservation (high temperature, low temperature, drying, preservatives, and irradiation)</p> <p><b>FOOD ADULTERATION:</b></p> <p>Introduction to food adulteration, types of adulteration, common adulterants in milk, edible oils and ghee or butter</p> <p>Food additives- food colours, artificial sweeteners, nutritional additives, flavouring agents, leavening agents and antioxidants</p>	
4	<p><b>FOOD LAWS AND REGULATION</b></p> <p>National- FSSAI, PFA essential commodities act (FPO, MPO, AGMARK, milk and milk products order INDIAN STANDARDS etc.)</p> <p>International- CODEX ALIMENTARIUS, ISO) Consumer protection act.</p> <p>HACCP (basic principle and implementation)</p>	9
	<b>Total</b>	<b>36 Hours</b>

**COURSE ASSESSMENT METHOD**  
(CIE: 40 Marks, ESE: 60 Marks)

**CONTINUOUS INTERNAL EVALUATION MARKS (CIE):**

Attendance	Assignment	Internal Examination-1 (Written)	Internal Examination- 2 (Written)	Total
5	10	12.5	12.5	40

**END SEMESTER EXAMINATION MARKS (ESE)**

*In Part A, all questions need to be answered and in Part B, each student can choose any one full question out of two questions*

Part A	Part B	Total
<ul style="list-style-type: none"> <li>● 2 Questions from each module.</li> <li>● Total of 8 Questions, each carrying 3 marks</li> </ul>	<ul style="list-style-type: none"> <li>● Each question carries 9 marks.</li> <li>● Two questions will be given from each module, out of which 1 question should be answered.</li> <li>● Each question can have a maximum of 3 sub divisions.</li> </ul>	
<b>(8x3 =24marks)</b>	<b>(4x9 = 36 marks)</b>	<b>60</b>

<b>Text Books</b>				
<b>Sl. No</b>	<b>Title of the Book</b>	<b>Name of the Author/s</b>	<b>Name of the Publisher</b>	<b>Edition and Year</b>
1	Food microbiology	William C Frazier Dennis C Westyhoff	McGraw-Hill Education	2017
2	The Food safety and standards Act, 2006	ISBN-10 ISBN-13	Commercial law publishers Pvt. Ltd.	2021
3	Fundamentals of Food Hygiene, Safety and Quality	Alok Kumar	Dreamtech Press	2019
4	Food Hygiene, microbiology and HACCP (third edition)	S J Forsythe and P R Hayes	Springer- Verlag New York	2010
5	Essentials of food microbiology	Dr. K. Nagaraj & Dr. M. Isal	Notion Press	2024
6	Food hygiene and safety	Iness Jabri	Our Knowledge Publishing	2023

**MODEL QUESTION PAPER**  
**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**  
**FIRST SEMESTER BHMCT DEGREE EXAMINATION, MONTH AND YEAR**  
**COURSE CODE: BHFST104**  
**COURSE NAME: FOOD SAFETY AND HYGIENE**

Max. Marks: 60

Duration: 2 hours 30 minutes

**PART A***Answer all questions. Each question carries 3 marks*

		Marks
1	What are thermophilic micro-organisms?	(3)
2	Define Quality control?	(3)
3	What is cross contamination?	(3)
4	Differentiate the terms food hygiene and food quality?	(3)
5	What do you mean by chemical hazards?	(3)
6	Write a short note on food additives	(3)
7	Define food adulteration and what are the types of adulteration	(3)
8	Write a short note on GHP?	(3)

**PART B***Answer any one full question from each module. Each question carries 9 marks***Module 1**

9	Explain the types of bacteria that causes food spoilage	(9)
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**OR**

10	Discuss about the methods of food preservation	(9)
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**Module 2**

11	Write briefly about the food laws and the functions of FSSAI.	(9)
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**OR**

12	What do you mean by freezing, what are the Freezing methods?	(9)
----	--	-----

**Module 3**

13	Explain the various types of food hazards with example.	(9)
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**OR**

14	What is food borne diseases? Explain the common food borne diseases caused by bacteria	(9)
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**Module 4**

15	Explain Fermentation and role of microorganisms in food	(9)
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**OR**

16	Discuss about HACCP seven principles.	(9)
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**SEMESTER - S1****BUSINESS COMMUNICATION AND SOFT SKILLS DEVELOPMENT-I**

<b>Course Code</b>	<b>BHBCT105</b>	<b>CIA Marks</b>	40
<b>Teaching Hours/Week</b>	2 hrs/week	<b>ESE Marks</b>	60
<b>Credits</b>	2	<b>Exam Hours</b>	2 Hrs. 30 Min.
<b>Prerequisites (if any)</b>	Nil	<b>Course Type</b>	AC

**COURSE OBJECTIVES:**

1. To provide an overview of the prerequisite of business communication
2. To provide an outline to effective organizational communication
3. To impart the correct practices of effective business/language speech

**SYLLABUS**

<b>Module No.</b>	<b>Syllabus Description</b>	<b>Contact Hours</b>
1	<b>MODULE 1: FUNDAMENTALS OF COMMUNICATION</b> <ol style="list-style-type: none"> <li>1. Introduction to Communication <ul style="list-style-type: none"> <li>• Definitions and importance</li> <li>• Process of communication</li> <li>• Types of communication (upward, downward, horizontal, vertical, diagonal)</li> <li>• Verbal and non-verbal communication</li> </ul> </li> <li>2. Interpersonal Communication <ul style="list-style-type: none"> <li>• One-way and two-way communication</li> <li>• Medium of communication</li> </ul> </li> </ol>	6
2	<b>MODULE 2: NON-VERBAL COMMUNICATION</b> <ul style="list-style-type: none"> <li>• Importance and inevitability</li> <li>• Kinesics: Body movements, facial expressions, posture, eye contact</li> <li>• Proxemics in communication</li> <li>• Paralanguage and its impact on verbal communication</li> <li>• Communicative use of artifacts, furniture, plants, colours</li> </ul>	6
3	<b>MODULE 3: LISTENING SKILLS</b> <ol style="list-style-type: none"> <li>1. Importance of Listening <ul style="list-style-type: none"> <li>• Need for effective listening</li> <li>• Types of listening: content, critical, empathetic, attentive</li> </ul> </li> <li>2. Listening on the Job <ul style="list-style-type: none"> <li>• Levels and types of listening</li> <li>• Listening barriers</li> </ul> </li> </ol>	7

	<ul style="list-style-type: none"> <li>Guidelines for effective listening</li> <li>Listening computerization and note-taking</li> </ul>	
4	<p><b>MODULE 4: WRITTEN COMMUNICATION SKILLS</b></p> <p>1. Fundamentals of Written Communication</p> <ul style="list-style-type: none"> <li>Advantages and disadvantages</li> <li>Note-making and writing a log book</li> <li>Comprehension and précis writing</li> </ul> <p>2. Business Writing</p> <ul style="list-style-type: none"> <li>Business reports and presentations</li> <li>Formal letter drafting: formats and writing styles</li> <li>Types of letters: enquiry, complaint, apology, order, application with bio-data, appreciation, resignation</li> <li>Short formal reports: incidents, events, visits</li> <li>Memos, notices, and circulars</li> </ul> <p><b>TELEPHONE COMMUNICATION</b></p> <p>1. Telephone Usage in the Hotel Industry</p> <ul style="list-style-type: none"> <li>Nature and importance</li> <li>Telephone etiquette</li> </ul>	5
	<b>Total</b>	<b>24 Hours</b>

**COURSE ASSESSMENT METHOD**  
(CIE: 40 Marks, ESE: 60 Marks)

**CONTINUOUS INTERNAL EVALUATION MARKS (CIE):**

Attendance	Assignment	Internal Examination-1 (Written)	Internal Examination- 2 (Written)	Total
5	10	12.5	12.5	40

**END SEMESTER EXAMINATION MARKS (ESE)**

*In Part A, all questions need to be answered and in Part B, each student can choose any one full question out of two questions*

Part A	Part B	Total
<ul style="list-style-type: none"> <li>2 Questions from each module.</li> <li>Total of 8 Questions, each carrying 3 marks</li> </ul>	<ul style="list-style-type: none"> <li>Each question carries 9 marks.</li> <li>Two questions will be given from each module, out of which 1 question should be answered.</li> <li>Each question can have a maximum of 3 sub divisions.</li> </ul>	
<b>(8x3 =24marks)</b>	<b>(4x9 = 36 marks)</b>	<b>60</b>

<b>Text Books</b>				
<b>Sl. No</b>	<b>Title of the Book</b>	<b>Name of the Author/s</b>	<b>Name of the Publisher</b>	<b>Edition and Year</b>
1	Writing Better English for ESL Learners	Ed Swick	McGraw Hill	2009
2	Be My Guest Student's Book: English for the Hotel Industry	Francis O'Hara	Cambridge University Press,	2002
3	Intermediate Communication Games Teachers Resource Book	JilHadfield	(Methodology Games), Pearson	2000
4	Everyday English for Hospitality Professionals (with Audio CD)	Lawrence J. Zwier	Cambridge University Press	2006
5	Grammar Practice Activities	PennyUr	Cambridge University Press	1991
6	Business Correspondence and Report Writing	Sharma RC & Mohan K	Tata McGraw Hill	2010

**MODEL QUESTION PAPER**  
**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**  
**FIRST SEMESTER BHMCT DEGREE EXAMINATION, MONTH AND YEAR**

**COURSE CODE: BHBCT105**

**COURSE NAME: BUSINESS COMMUNICATION AND SOFT SKILLS DEVELOPMENT-I**

Max. Marks: 60

Duration: 2 hours 30 minutes

*Answer all questions. Each question carries 3 marks*

Marks

- |   |  |     |
|---|--|-----|
| 1 | Elucidate the importance of written communication in an organization and its advantages. | (3) |
| 2 | What are the rules to be followed while attending telephone calls?                       | (3) |
| 3 | Define the functions and uses of communication.  | (3) |
| 4 | What is listening and how can the listening skills be improved.                          | (3) |
| 5 | Explain the 7c's of good communication.  | (3) |
| 6 | Explain the process of communication.  | (3) |
| 7 | Explain the key elements of a good speech.   | (3) |
| 8 | Differentiate between verbal and nonverbal communication.                                | (3) |

**PART B**

*Answer any one full question from each module. Each question carries 9 marks*

**Module 1**

- |   |   |     |
|---|---|-----|
| 9 | What is informal communication? What are the advantages and limitations of informal communication in an organization? | (9) |
|---|---|-----|

**OR**

- |    |  |     |
|----|--|-----|
| 10 | What is feedback in communication? Discuss the importance of feedback in | (9) |
|----|--|-----|

**Module 2**

- |    |  |     |
|----|--|-----|
| 11 | Explain the difficulties of listening. What can be done to improve listening skills? | (9) |
|----|--|-----|

**OR**

- |    |  |     |
|----|--|-----|
| 12 | What is listening? Explain the types of listening. | (9) |
|----|--|-----|

**Module 3**

- |    |  |     |
|----|--|-----|
| 13 | Comment on the different aspects of non-verbal communication | (9) |
|----|--|-----|

**OR**

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|----|---|-----|
| 14 | What is Paralanguage? Explain its impact on verbal communication? | (9) |
|----|---|-----|

**Module 4**

- |    |  |     |
|----|--|-----|
| 15 | Explain the nature of telephone activity in hotels and explain why telephone skills are essential. | (9) |
|----|--|-----|

**OR**

- |    |   |     |
|----|---|-----|
| 16 | Explain the importance of written communication, advantages and disadvantages | (9) |
|----|---|-----|

**SEMESTER - S1****FOUNDATION COURSE IN FOOD PRODUCTION PRACTICE**

<b>Course Code</b>	<b>BHFPP106</b>	<b>CIA Marks</b>	40
<b>Teaching/Practical Hours/Week</b>	4 hrs/week	<b>ESE Marks</b>	60
<b>Credits</b>	2	<b>Exam Hours</b>	4 Hrs
<b>Prerequisites (if any)</b>	Nil	<b>Course Type</b>	CR

**COURSE OBJECTIVES:**

1. To provide the understanding of Equipments and hygiene
2. To learn about the cuts of vegetables, methods of cooking etc and be able to perform tasks
3. Students can familiarize the basis mother sauces and five course menus.

**SYLLABUS**

<b>Module No.</b>	<b>Syllabus Description</b>	<b>Method</b>	<b>Hours</b>
01	Equipment - Identification, Description, Uses & handling Hygiene - Kitchen etiquettes, Practices & knife handling Safety and security in kitchen	Demonstration by instructor and application by students	04
02	<b>VEGETABLES - CLASSIFICATION</b> Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix Preparation of salad dressings	Demonstration by instructor and applications by students	04
03	Identification and Selection of Ingredients - Qualitative and quantitative measures.	Market survey/tour	04
04	<b>Basic Cooking methods and pre-preparations</b> Blanching of Tomatoes and Capsicum Preparation of concasse Boiling (potatoes, Beans, Cauliflower, etc) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. Braising - Onions, Leeks, Cabbage Starch cooking (Rice, Pasta, Potatoes)	Demonstration by instructor and applications by students	04



05	<b>Preparation of Stocks - Types of stocks</b> (White and Brown stock) Fish stock Emergency stock Fungi stock	Demonstration by instructor and applications by students	04
06	<b>Preparation of Basic mother sauces</b> Béchamel Espagnole Veloute Hollandaise Mayonnaise Tomato	Demonstration by instructor and applications by students	04
07	<b>Egg cookery - Preparation of variety of egg dishes</b> Boiled (Soft& Hard) Fried (Sunnyside up, Single fried, Bull's Eye, Double fried) Poaches Scrambled Omelette (Plain, Stuffed, Spanish) En cocotte (eggs Benedict)	Demonstration by instructor and applications by students	04
08	<b>Preparation of a Five course menu by each of the following courses:</b> Simple Salads & Soups Simple Egg preparations Simple potato preparations Vegetable preparations Simple Meat preparations Desserts preparations	Demonstration by instructor and applications by students	16
	<b>Total</b>		<b>44</b>

**COURSE ASSESSMENT METHOD**  
(CIE: 40 Marks, ESE: 60 Marks)

**CONTINUOUS INTERNAL EVALUATION MARKS (CIE):**

Attendance/Class participation	Internal Examination	Total
10	30	40

**END SEMESTER EXAMINATION MARKS (ESE)**

MAXIMUM MARKS	:	60
PASS MARKS	:	24
DURATION	:	04.00 Hrs
INDENTING	:	30 minutes before the practical
SCULLERY	:	30 minutes after the practical

NB: All menu items to be made from the prescribed syllabus only

**MARKING SCHEME FOR PRACTICAL EXAMINATION****Part – A (Cookery)**

1. One simple salad OR soup	:	05
2. One simple Vegetable	:	05
3. One simple egg/meat preparation	:	15
4. One simple potato preparation	:	05
5. One dessert hot or cold	:	10
6. Journal	:	05
<b>TOTAL</b>	:	<b>45</b>

**Part – B (General Assessment)**

1. Uniform & Grooming	:	03
2. Indenting and plan of work	:	04
3. Scullery, equipment cleaning and Hygiene	:	03
4. Viva	:	05
<b>TOTAL</b>	:	<b>15</b>

**PARAMETERS OF DISH ASSESSMENT**

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

**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.

**SEMESTER - S1****FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE PRACTICE**

<b>Course Code</b>	<b>BHFBP107</b>	<b>CIA Marks</b>	40
<b>Teaching/Practical Hours/Week</b>	4 hrs/week	<b>ESE Marks</b>	60
<b>Credits</b>	2	<b>Exam Hours</b>	4 Hrs
<b>Prerequisites (if any)</b>	Nil	<b>Course Type</b>	CR

**COURSE OBJECTIVES:**

1. To familiarize the F&B areas and equipments.
2. To understand about the basic technical skills.
3. To understand about the various service skills.

**SYLLABUS**

<b>Module No.</b>	<b>Syllabus Description</b>	<b>Contact Hours</b>
1	<b>Familiarization of F&amp;B Areas</b>	4
2	<b>Familiarization of F&amp;B Service Equipments</b> <ul style="list-style-type: none"> <li>● Flatware</li> <li>● Cutlery</li> <li>● Hollow-ware</li> <li>● Glassware</li> <li>● Crockery</li> <li>● Linen</li> </ul>	4
3	<b>Cleaning / polishing of EPNS items by</b> <ul style="list-style-type: none"> <li>● Plate Powder method</li> <li>● Polivit method</li> <li>● Silver Dip method</li> <li>● Burnishing Machine</li> <li>● Cleaning &amp; polishing glassware</li> </ul>	4
4	<b>Basic technical skills</b> Task-01: Various Napkin Folds	4

5	Task-02: Laying a Table Cloth Task-03: Changing a Table Cloth during service	4
6	Task-04: Holding Service Spoon & Fork Task-05: Carrying a Tray / Salver Task-06: Placing meal plates & Clearing soiled plates Task-07: Stocking Sideboard Task-08: Service of Water Task-09: Using Service Plate & Crumbing Down Task-10: Changing dirty ashtray	16
7	Tea – Preparation & Service	2
8	Coffee - Preparation & Service	2
9	Cocoa & Malted Beverages – Preparation & Service	2
10	Service of juices and soft drinks	2
	<b>Total</b>	<b>44 Hours</b>

**COURSE ASSESSMENT METHOD  
(CIE: 40 Marks, ESE: 60 Marks)**

**CONTINUOUS INTERNAL EVALUATION MARKS (CIE):**

<b>Attendance/Class participation</b>	<b>Internal Examination</b>	<b>Total</b>
<b>10</b>	<b>30</b>	<b>40</b>

**END SEMESTER EXAMINATION MARKS (ESE)**

MAXIMUM MARKS	:	60
PASS MARKS	:	24
DURATION	:	04.00 Hrs

*All Technical Skills to be tested as listed in the syllabus*

**MARKING SCHEME FOR PRACTICAL EXAMINATION (ESE)**

1.	Uniform & grooming	:	10
2.	Service equipment knowledge /Identification	:	10
3.	Viva	:	10
4.	Service skills /Tasks	:	10
5.	Beverage service Tea/Coffee/Soft drinks	:	10
6.	Journal	:	10
	<b>TOTAL</b>	:	<b>60</b>

**NOTE:**

1. Skill and knowledge of the students is to be assessed 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 may brief guests prior to service.

**SEMESTER - S1****FOUNDATION COURSE IN ROOM DIVISION PRACTICE**

<b>Course Code</b>	<b>BHRDP108</b>	<b>CIA Marks</b>	40
<b>Teaching/Practical Hours/Week</b>	4 hrs/week	<b>ESE Marks</b>	60
<b>Credits</b>	2	<b>Exam Hours</b>	4 Hrs
<b>Prerequisites (if any)</b>	Nil	<b>Course Type</b>	CR

**COURSE OBJECTIVES:**

1. To understand the different equipments and proforma
2. To understand the various procedures such as welcoming of guest and telephone handling
3. To understand the layout of hotel guest room and cleaning agents

**SYLLABUS**

<b>Module No.</b>	<b>Syllabus Description</b>	<b>Contact Hours</b>
1	Appraisal of front office equipment, furniture, Rack, Front desk counter & bell desk	4
2	Filling up of various proforma	6
3	Welcoming of guest	2
4	Telephone handling	4
5	Operational safety in housekeeping department	4
6	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>	8
7	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>	16
	<b>Total</b>	<b>44 Hours</b>

**COURSE ASSESSMENT METHOD  
(CIE: 40 Marks, ESE: 60 Marks)**

**CONTINUOUS INTERNAL EVALUATION MARKS (CIE):**

<b>Attendance/Class participation</b>	<b>Internal Examination</b>	<b>Total</b>
<b>10</b>	<b>30</b>	<b>40</b>

**END SEMESTER EXAMINATION MARKS (ESE)**

MAXIMUM MARKS	:	60
PASS MARKS	:	24
DURATION	:	04.00 Hrs

**MARKING SCHEME FOR PRACTICAL EXAMINATION (ESE)**

1. Uniform & grooming	:	5
2. Courtesy & manners	:	5
3. Speech and communication	:	5
4. Technical knowledge	:	10
5. Practical situation handling	:	30
6. Journal	:	5
<b>TOTAL</b>	:	<b>60</b>

**Note:**

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



**SEMESTER - S1****BUSINESS COMMUNICATION AND SOFT SKILLS DEVELOPMENT PRACTICE-I**

<b>Course Code</b>	<b>BHBCP109</b>	<b>CIA Marks</b>	40
<b>Teaching Hours/Week</b>	4 hrs/week	<b>ESE Marks</b>	60
<b>Credits</b>	2	<b>Exam Hours</b>	4 Hrs
<b>Prerequisites (if any)</b>	Nil	<b>Course Type</b>	AC

**COURSE OBJECTIVES:**

1. List, distinguish and practice different ways of sharing ideas in spoken and written forms
2. To develop and integrate the use of language skills
3. To master writing skills and formulate sentences, paragraphs and other forms of narratives

**SYLLABUS**

<b>Module No.</b>	<b>Syllabus Description</b>	<b>Contact Hours</b>
1	<p><b>LISTENING AND SPEAKING</b></p> <p>1.1 Active Listening (5 marks)</p> <ul style="list-style-type: none"> <li>• Task: Listen to a 3-minute audio clip on a current event and answer multiple-choice questions.</li> </ul> <p>1.2 Public Speaking (5 marks)</p> <ul style="list-style-type: none"> <li>• Task: Prepare and deliver a 2-minute persuasive speech on a given topic.</li> </ul> <p>1.3 Group Discussion (5 marks)</p> <p>Task: Participate in a 10-minute group discussion on a controversial issue</p>	<b>12</b>
2	<p><b>READING COMPREHENSION</b></p> <p>2.1 Critical Reading (8 marks)</p> <ul style="list-style-type: none"> <li>• Task: Read a complex academic article and answer analytical questions.</li> </ul> <p>2.2 Summarizing (7 marks)</p>	<b>10</b>

	Task: Read a long passage and write a concise summary in 150 words	
3	<p><b>WRITING SKILLS</b></p> <p>3.1 Essay Writing (8 marks)</p> <ul style="list-style-type: none"> <li>Task: Write a 500-word argumentative essay on a given topic.</li> </ul> <p>3.2 Professional Communication (7 marks)</p> <p>Task: Draft a formal email and a cover letter for a job application.</p>	<b>12</b>
4	<p><b>PRACTICAL LANGUAGE APPLICATION</b></p> <p>4.1 Presentation Skills (8 marks)</p> <ul style="list-style-type: none"> <li>Task: Prepare and deliver a 5-minute presentation on a research topic with visual aids.</li> </ul> <p>4.2 Role-play (7 marks)</p> <p>Task: Participate in a role-play scenario demonstrating effective communication in a professional setting.</p>	<b>10</b>
	<b>Total</b>	<b>44 Hours</b>

**COURSE ASSESSMENT METHOD  
(CIE: 40 Marks, ESE: 60 Marks)**

**CONTINUOUS INTERNAL EVALUATION MARKS (CIE):**

<b>Attendance/Class participation</b>	<b>Internal Examination</b>	<b>Total</b>
<b>10</b>	<b>30</b>	<b>40</b>

**END SEMESTER EXAMINATION MARKS (ESE)**

MAXIMUM MARKS	:	60
PASS MARKS	:	24
DURATION	:	04.00 Hrs

**MARKING SCHEME FOR PRACTICAL EXAMINATION**

1. Uniform & grooming	:	05
2. Courtesy & manners	:	05
3. Presentation skill	:	10
4. Writing skill	:	10
5. Assignment	:	10
6. Viva Voce	:	20
<b>TOTAL</b>	:	<b>60</b>

**Note:**

1. Speech, Communication, Courtesy and Manners should be observed throughout.
2. Presentation and Assignment to be submitted at the time of examination

# **SEMESTER 2**

**SEMESTER – S2**  
**BASICS IN FOOD PRODUCTION**

<b>Course Code</b>	<b>BHFPT201</b>	<b>CIA Marks</b>	40
<b>Teaching Hours/Week</b>	3 hrs/week	<b>ESE Marks</b>	60
<b>Credits</b>	3	<b>Exam Hours</b>	2 Hrs. 30 Min.
<b>Prerequisites (if any)</b>	Nil	<b>Course Type</b>	CR

**COURSE OBJECTIVES:**

The student will get knowledge about:

1. The various commodities required for food production, their market forms, selection, storage and use.
2. The fundamentals of menu planning and standard recipes
3. The basic culinary skills
4. The pastry and bakery
5. Basic preparation vegetables and non-veg cuisine

**SYLLABUS**

<b>Module No.</b>	<b>Syllabus Description</b>	<b>Contact Hours</b>
1	<b>MEAT COOKERY</b> Introduction to meat cookery Different cooking methods of various Meat Selection, different cuts, composition & nutritive values and slaughtering of various Meats : Beef/veal Lamb/mutton Pork Poultry /Games etc. Variety Offals meats	<b>9</b>
2	<b>FISH COOKERY</b> Introduction to fish cookery Selection and Classification of fish with examples Preparing fish for cooking Methods of cooking fish Cuts of fish with menu examples Selection of fish and shell fish Cooking of fish (effects of heat)	<b>9</b>

3	<p><b>VEGETABLE AND FRUIT COOKERY</b>  Introduction – Selection and classification of vegetables  Effects of heat on vegetables  Pigments and colour changes  Preparation, pre- preparation and cuts of vegetables  Methods of cooking vegetables.  Classification and storage of fruits  Uses of fruit in cookery  Salads and salad dressings</p>	9
4	<p><b>BAKING AND CONFECTIONARY</b>  Basic Principles Baking  Formulas and Measurement  Mixing and Gluten Development  Baking Process  Staling  <b>Simple Breads</b>  Principles and Methods of bread making  Simple yeast breads  Role of each ingredient in break making  Baking temperature and its importance  <b>Baking And Pastry Equipment</b>  Large Equipment  Pans, Containers, and Molds  Hand Tools  Miscellaneous Tools and Equipment  <b>Bakery Ingredients</b>  <b>Yeast Doughs</b>  Types and Steps in Yeast Dough Production  Types of Dough-Making Processes  Controlling Fermentation  Bread Faults and Their Causes  <b>PASTRY</b>  Short crust  Laminated  Choux  Hot water/Rough puff  Recipes and methods of preparation  Differences  Uses of each pastry  Care to be taken while preparing pastry  Role of each ingredient  Temperature of baking pastry  <b>Pastry Creams</b>  Basic pastry creams  Uses in confectionery  Preparation and care in production</p>	9
	<b>Total</b>	<b>36 Hours</b>

**COURSE ASSESSMENT METHOD  
(CIE: 40 Marks, ESE: 60 Marks)**

**CONTINUOUS INTERNAL EVALUATION MARKS (CIE):**

Attendance	Assignment	Internal Examination-1 (Written)	Internal Examination- 2 (Written)	Total
5	10	12.5	12.5	40

**END SEMESTER EXAMINATION MARKS (ESE)**

*In Part A, all questions need to be answered and in Part B, each student can choose any one full question out of two questions*

Part A	Part B	Total
<ul style="list-style-type: none"> <li>● 2 Questions from each module.</li> <li>● Total of 8 Questions, each carrying 3 marks</li> </ul> <p align="center"><b>(8x3 =24marks)</b></p>	<ul style="list-style-type: none"> <li>● Each question carries 9 marks.</li> <li>● Two questions will be given from each module, out of which 1 question should be answered.</li> <li>● Each question can have a maximum of 3 sub divisions.</li> </ul> <p align="center"><b>(4x9 = 36 marks)</b></p>	<b>60</b>

Text Books				
Sl. No	Title of the Book	Name of the Author/s	Name of the Publisher	Edition and Year
1	Culinary Institute of America, The Professional Chef,	Jane Grigson,	Wiley Publishers	2011
2	The Book of Ingredients,	K Arora,	Frank Brothers	2007
3	Theory of Catering,	Thangam Philip	Best books	2008
4	Modern Cookery for Teaching & Trade, Vol. I,	Victor Ceserani	Orient Longman,	2010
5	Practical Cookery, ELBS, 1990	Ronald Kinton	Iberlibro	2008

**MODEL QUESTION PAPER**  
**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**  
**SECOND SEMESTER BHMCT DEGREE EXAMINATION, MONTH AND YEAR**  
**COURSE CODE: BHFPT201**  
**COURSE NAME: BASICS IN FOOD PRODUCTION**

Max. Marks: 60

Duration: 2 hours 30 minutes

**PART A***Answer all questions. Each question carries 3 marks*

Marks

- |   |   |     |
|---|---|-----|
| 1 | What is offal?                                  | (3) |
| 2 | What is steaks?                                 | (3) |
| 3 | Describe court bouillon                         | (3) |
| 4 | Write four examples of shell fish               | (3) |
| 5 | What are pigments? Enlist the types of pigments | (3) |
| 6 | What are the uses of fruits?                    | (3) |
| 7 | Write a short note on choux pastry              | (3) |
| 8 | Define cheese                                   | (3) |

**PART B***Answer any one full question from each module. Each question carries 9 marks***Module 1**

- |   |   |     |
|---|---|-----|
| 9 | List the various points to the selection of meat. | (9) |
|---|---|-----|

**OR**

- |    |  |     |
|----|--|-----|
| 10 | Draw the labelled diagram for cuts of beef / mutton/ chicken | (9) |
|----|--|-----|

**Module 2**

- |    |  |     |
|----|--|-----|
| 11 | What are the different methods used for cooking of fish? | (9) |
|----|--|-----|

**OR**

- |    |   |     |
|----|---|-----|
| 12 | Explain types of fish and list out the points how to select the good fish | (9) |
|----|---|-----|

**Module 3**

- |    |  |     |
|----|--|-----|
| 13 | What is the role of vegetable in cookery? Classify the vegetables. | (9) |
|----|--|-----|

**OR**

- |    |   |     |
|----|---|-----|
| 14 | Explain Classification and storage of fruits? | (9) |
|----|---|-----|

**Module 4**

- |    |  |     |
|----|--|-----|
| 15 | Explain the use of pastry cream in confectionery | (9) |
|----|--|-----|

**OR**

- |    |  |     |
|----|--|-----|
| 16 | Differentiate between fermented dough and flat dough | (9) |
|----|--|-----|



**SEMESTER – S2**  
**BASICS IN FOOD & BEVERAGE SERVICE**

<b>Course Code</b>	<b>BHFBT202</b>	<b>CIA Marks</b>	40
<b>Teaching Hours/Week</b>	3 hrs/week	<b>ESE Marks</b>	60
<b>Credits</b>	3	<b>Exam Hours</b>	2 Hrs. 30 Min.
<b>Prerequisites (if any)</b>	Nil	<b>Course Type</b>	CR

**COURSE OBJECTIVES:**

1. To plan menu according to various requirements.
2. To understand various types of service according to requirements.
3. To understand about the various types of sale control system

**SYLLABUS**

<b>Module No.</b>	<b>Syllabus Description</b>	<b>Contact Hours</b>
1	<p><b>MEALS &amp; MENU PLANNING</b></p> <p>A. Origin of Menu            B. Objectives of Menu Planning            C. Types of Menu            D. Factors to be considered while planning menu            E. Types of Meals</p> <ul style="list-style-type: none"> <li>● Early Morning Tea</li> <li>● Breakfast (English, American, Continental, Indian, Healthy, Organic Breakfast)</li> <li>● Brunch</li> <li>● Lunch</li> <li>● Afternoon/High Tea</li> <li>● Dinner</li> <li>● Supper</li> </ul> <p><b>FRENCH CLASSICAL MENU</b></p> <p>A. Courses of French Classical menu            B. Sequence, examples from each course            C. Cover of each course            D. Accompaniments            E. French name of dishes</p>	<b>10</b>

<b>2</b>	<b>I. PREPARATION FOR SERVICE</b> A. organising mise- en- scene B. organising mise- en -place <b>II. TYPES OF FOOD SERVICE</b> a. Silver service b. Pre-plated service c. Gueridon service d. Buffet service e. Lounge service f. Room service g. Cafeteria service	<b>8</b>
<b>3</b>	<b>SALE CONTROL SYSTEM</b> A. KOT/Bill Control System Triplicate checking system Duplicate checking system Single order sheet Quick service menu & customer bill B. Making the bill C. Cash handling equipment D. Record Keeping (Restaurant cashier)	<b>9</b>
<b>4</b>	<b>TOBACCO</b> A. History B. Processing for cigarettes, pipe tobacco & cigars C. Cigarettes -Types & Brand names D. Pipe Tobacco-Types & Brand names E. Cigars – shapes, sizes, colours and Brand names Care and Storage of cigarettes & cigars	<b>9</b>
	<b>Total</b>	<b>36 Hours</b>

**COURSE ASSESSMENT METHOD**  
**(CIE: 40 Marks, ESE: 60 Marks)**

**CONTINUOUS INTERNAL EVALUATION MARKS (CIE):**

Attendance	Assignment	Internal Examination-1 (Written)	Internal Examination- 2 (Written)	Total
<b>5</b>	<b>10</b>	<b>12.5</b>	<b>12.5</b>	<b>40</b>

**END SEMESTER EXAMINATION MARKS (ESE)**

*In Part A, all questions need to be answered and in Part B, each student can choose any one full question out of two questions*

<b>Part A</b>	<b>Part B</b>	<b>Total</b>
<ul style="list-style-type: none"> <li>● 2 Questions from each module.</li> <li>● Total of 8 Questions, each carrying 3 marks</li> </ul>	<ul style="list-style-type: none"> <li>● Each question carries 9 marks.</li> <li>● Two questions will be given from each module, out of which 1 question should be answered.</li> <li>● Each question can have a maximum of 3 sub divisions.</li> </ul>	
<b>(8x3 =24marks)</b>	<b>(4x9 = 36 marks)</b>	<b>60</b>

<b>Reference Books</b>				
<b>Sl. No</b>	<b>Title of the Book</b>	<b>Name of the Author/s</b>	<b>Name of the Publisher</b>	<b>Edition and Year</b>
1	Food & Beverage Service	Dennis Lillicrap & John Cousins	Hodder Education	2010
2	Modern Restaurant Service	John Fuller	Nelson Thornes Ltd	1990
3	Food & Beverage Service Training Manual	Sudhir Andrews	Tata McGraw Hill	2013
4	Food and Beverage Service	R Singaravelan		
5	Food and Beverage service	Suzanne Weekes & John Cousins	Hodder Education	2010

**MODEL QUESTION PAPER**  
**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**  
**SECOND SEMESTER BHMCT DEGREE EXAMINATION, MONTH AND YEAR**  
**COURSE CODE: BHFBT202**  
**COURSE NAME: BASICS IN FOOD AND BEVERAGE SERVICE**

Max. Marks: 60

Duration: 2 hours 30 minutes

**PART A**

Marks

*Answer all questions. Each question carries 3 marks*

- |   |   |     |
|---|---|-----|
| 1 | Differentiate between mise en place and mise en scene                 | (3) |
| 2 | What are the different types of menu used in catering establishments? | (3) |
| 3 | Describe Duplicate checking system                                    | (3) |
| 4 | Discuss the objectives of menu planning                               | (3) |
| 5 | What does Continental breakfast consist of?                           | (3) |
| 6 | Name any three-brand names of Cuban Cigar                             | (3) |
| 7 | What are the different parts of Cigar?                                | (3) |
| 8 | What are the salient features of good control system?                 | (3) |

**PART B***Answer any one full question from each module. Each question carries 9 marks***Module 1**

- |   |   |     |
|---|---|-----|
| 9 | Enlist and explain the courses of French classical menu with two examples of each | (9) |
|---|---|-----|

**OR**

- |    |                                       |     |
|----|---------------------------------------|-----|
| 10 | What are the different types of meal? | (9) |
|----|---------------------------------------|-----|

**Module 2**

- |    |  |     |
|----|--|-----|
| 11 | Explain different types of Food service found in hotel | (9) |
|----|--|-----|

**OR**

- |    |  |     |
|----|--|-----|
| 12 | List various factors to be considered while planning a menu for specialty restaurant | (9) |
|----|--|-----|

**Module 3**

- |    |   |     |
|----|---|-----|
| 13 | Explain the various types of KOTs used in catering industry | (9) |
|----|---|-----|

**OR**

- |    |   |     |
|----|---|-----|
| 14 | Discuss the Triplicate checking system followed in restaurant | (9) |
|----|---|-----|

**Module 4**

- |    |  |     |
|----|--|-----|
| 15 | Explain the storage and service procedure of Cigar | (9) |
|----|--|-----|

**OR**

- |    |  |     |
|----|--|-----|
| 16 | Explain the processing of tobacco for cigarettes and Cigar | (9) |
|----|--|-----|

**SEMESTER – S2**  
**BASICS IN ROOM DIVISION**

<b>Course Code</b>	<b>BHRDT203</b>	<b>CIA Marks</b>	40
<b>Teaching Hours/Week</b>	3 hrs/week	<b>ESE Marks</b>	60
<b>Credits</b>	3	<b>Exam Hours</b>	2 Hrs. 30 Min.
<b>Prerequisites (if any)</b>	Nil	<b>Course Type</b>	CR

**COURSE OBJECTIVE**

**The student will get knowledge about:**

1. Room Tariff Fixation.
2. Reservation, its types, importance, and other aspects.
3. Types of beds and mattresses

**SYLLABUS**

<b>Module No.</b>	<b>Syllabus Description</b>	<b>Contact Hours</b>
01	<p><b>ROOM TARIFF STRUCTURE &amp; GUEST CYCLE</b></p> <p><b>ROOM TARIFF STRUCTURE</b></p> <p>A. Basis of charging            B. Plans, competition, customer's profile, standards of service &amp; amenities.            C. Different types of tariffs</p> <ul style="list-style-type: none"> <li>● Rack Rate</li> <li>● Discounted Rates for Corporates, Airlines, Groups &amp; Travel Agents</li> </ul> <p><b>GUEST CYCLE</b></p> <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>	<b>9</b>
	<p><b>RESERVATIONS</b></p> <ul style="list-style-type: none"> <li>● Importance of reservation</li> <li>● Modes of reservation</li> </ul>	

02	<ul style="list-style-type: none"> <li>● Channels and sources (FITs, Travel Agents, Airlines, GITs)</li> <li>● Types of reservations (Tentative, confirmed, guaranteed etc.)</li> <li>● Systems (non automatic, semi-automatic fully automatic)</li> <li>● Cancellation</li> <li>● Amendments</li> <li>● Overbooking</li> </ul>	9
03	<p><b>ARRIVALS &amp; DURING THE STAY ACTIVITIES</b></p> <p><b>ARRIVAL</b></p> <ul style="list-style-type: none"> <li>● Preparing for guest arrivals at Reservation and Front Office</li> <li>● Receiving of guests</li> <li>● Pre-registration</li> <li>● Registration (non automatic, semi automatic and automatic) Relevant records for FITs, Groups, Air crews &amp; VIPs</li> </ul> <p><b>DURING THE STAY ACTIVITIES</b></p> <ul style="list-style-type: none"> <li>● Information services</li> <li>● Message and Mail Handling</li> <li>● Key Handling</li> <li>● Room selling technique(upselling &amp; Discounts) Hospitality desk</li> <li>● Complaints handling</li> <li>● Guest handling</li> <li>● Guest history</li> </ul>	9
04	<p><b>TYPES OF BEDS AND MATTRESSES USE AND CARE</b></p> <p><b>KEYS</b></p> <ul style="list-style-type: none"> <li>● Types of keys</li> <li>● Computerized key cards</li> <li>● Key control</li> </ul>	9
<b>Total</b>		<b>36 Hours</b>

**COURSE ASSESSMENT METHOD**  
(CIE: 40 Marks, ESE: 60 Marks)

**CONTINUOUS INTERNAL EVALUATION MARKS (CIE):**

Attendance	Assignment	Internal Examination-1 (Written)	Internal Examination- 2 (Written)	Total
5	10	12.5	12.5	40

**END SEMESTER EXAMINATION MARKS (ESE)**

*In Part A, all questions need to be answered and in Part B, each student can choose any one full question out of two questions*

<b>Part A</b>	<b>Part B</b>	<b>Total</b>
<ul style="list-style-type: none"> <li>● 2 Questions from each module.</li> <li>● Total of 8 Questions, each carrying 3 marks</li> </ul>	<ul style="list-style-type: none"> <li>● Each question carries 9 marks.</li> <li>● Two questions will be given from each module, out of which 1 question should be answered.</li> <li>● Each question can have a maximum of 3 sub divisions.</li> </ul>	
<b>(8x3 =24marks)</b>	<b>(4x9 = 36 marks)</b>	<b>60</b>

<b>Text Books</b>				
<b>Sl. No</b>	<b>Title of the Book</b>	<b>Name of the Author/s</b>	<b>Name of the Publisher</b>	<b>Edition and Year</b>
1	Front Office Operations	Colin Dix & Chris Baird	Trans Atlantic Publications,	1998
2	Housekeeping and Front Office,	Hodder Arnold,	Jones,	1986
3	Managing Front Office Operations,	Pearson College Div,	Kasavana& Brooks	2012
4	Managing Computers in the Hospitality	Michael Kasavana	Industry, Educational Institute of the American Hotel,	1997
5	Front Office Training manual,	Sudhir Andrews	Tata McGraw Hill,	2011

**MODEL QUESTION PAPER**  
**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**  
**SECOND SEMESTER BHMCT DEGREE EXAMINATION, MONTH AND YEAR**

**COURSE CODE: BHRDT203**

**COURSE NAME: BASICS IN ROOM DIVISION**

Max. Marks: 60

Duration: 2 hours 30 minutes

**PART A**

*Answer all questions. Each question carries 3 marks*

		Marks
1	Explain Guest Cycle	(3)
2	Explain Various Tariffs.	(3)
3	Explain Use and Care of Mattress.	(3)
4	What is a) Bassinet b) Canopy Bed c) Murphy Bed	(3)
5	Explain the Guest Mail and Message Handling Procedure.	(3)
6	Explain night report?	(3)
7	What is guest history card explain with two examples?	(3)
8	What do you mean by C – Form? explain the process?	(3)

**PART B**

*Answer any one full question from each module. Each question carries 9 marks*

**Module 1**

9 Explain all the types of reservation (9)

**OR**

10 Elaborate on Various Meal Plan and Tariff (9)

**Module 2**

11 Explain all the types of Keys Used in Housekeeping Department. (9)

**OR**

12 Differentiate between mechanical and attitudinal complaints? (9)

13 Write a note on guest's special request register with a Format. (9)

**OR**

14 Draw the format of Key register? (9)

**Module 4**

15 Write in detail about front office reservation system. (9)

**OR**

16 Explain the principles of handling complaints. (9)



**SEMESTER – S2****FUNDAMENTALS OF TRAVEL AND TOURISM**

<b>Course Code</b>	<b>BHFTT204</b>	<b>CIA Marks</b>	40
<b>Teaching Hours/Week</b>	3 hrs/week	<b>ESE Marks</b>	60
<b>Credits</b>	3	<b>Exam Hours</b>	2 Hrs. 30 Min.
<b>Prerequisites (if any)</b>	Nil	<b>Course Type</b>	AC

**COURSE OBJECTIVES:**

1. Define key concepts, terminology and components of travel and tourism industry.
2. Explain the history and development of the industry.
3. Understand the role of travel and tourism professionals, boards, association and industry organizations.
4. Recognizing sustainability and future of tourism and developments.

**SYLLABUS**

<b>Module No.</b>	<b>Syllabus Description</b>	<b>Contact Hours</b>
1	<p><b>FOUNDATIONS AND CONCEPT OF TOURISM AND TOURISM PRODUCTS</b></p> <ul style="list-style-type: none"> <li>● Concept and Components of Tourist Products</li> <li>● Importance and Significance of Tourism</li> <li>● Evolution of Tourism and tourism industry</li> <li>● Types of Tourism</li> <li>● Five A's of Tourism</li> <li>● Tourist Destinations</li> <li>● Types of Destinations</li> <li>● Itinerary preparation</li> <li>● Destination Management</li> <li>● Specialized Tourism</li> <li>● Tourism Infrastructure and Facilities</li> </ul>	9

2	<p><b>TRAVEL AND TOURISM ORGANIZATIONS AND AGENCIES</b></p> <ul style="list-style-type: none"> <li>● Need for Tourism Organizations</li> <li>● International Organizations</li> <li>● Government and Private Organizations</li> <li>● Non-Government Organizations</li> <li>● IATA</li> <li>● Travel Agencies and Functions</li> <li>● Tour Operators and Functions</li> <li>● Types and tour packages</li> <li>● Guides and Escorts</li> </ul>	<b>9</b>
3	<p><b>TRAVEL REGULATIONS AND FORMALITIES</b></p> <ul style="list-style-type: none"> <li>● Passport</li> <li>● Visa</li> <li>● Health Regulations for international travel</li> <li>● Special Permits for Restricted Areas</li> <li>● Customs Regulations</li> <li>● Emigration and Immigration</li> <li>● Currency Exchange</li> </ul>	<b>8</b>
4	<p><b>GLOBAL TOURISM DYNAMICS AND FUTURE TRENDS AND SUSTAINABILITY</b></p> <ul style="list-style-type: none"> <li>● Developments and Achievements in Travel and Tourism Industry- from wheel to space travel</li> <li>● Global Tourism Dynamics and Global Events and Festivals</li> <li>● Positive and Negative Impacts of Tourism (economy, culture, environment...)</li> <li>● Future of Tourism</li> <li>● Tourism Sustainability</li> </ul>	<b>10</b>
	<b>Total</b>	<b>36 Hours</b>

**COURSE ASSESSMENT METHOD  
(CIE: 40 Marks, ESE: 60 Marks)**

**CONTINUOUS INTERNAL EVALUATION MARKS (CIE):**

Attendance	Assignment	Internal Examination-1 (Written)	Internal Examination- 2 (Written)	Total
5	10	12.5	12.5	40

**END SEMESTER EXAMINATION MARKS (ESE)**

*In Part A, all questions need to be answered and in Part B, each student can choose any one full question out of two questions*

Part A	Part B	Total
<ul style="list-style-type: none"> <li>● 2 Questions from each module.</li> <li>● Total of 8 Questions, each carrying 3 marks</li> </ul>	<ul style="list-style-type: none"> <li>● Each question carries 9 marks.</li> <li>● Two questions will be given from each module, out of which 1 question should be answered.</li> <li>● Each question can have a maximum of 3 sub divisions.</li> </ul>	
<b>(8x3 =24marks)</b>	<b>(4x9 = 36 marks)</b>	<b>60</b>

<b>Text Books</b>			
Title of the Book	Name of the Author/s	Name of the Publisher	Edition and Year
Tourism Development: Principles and Practices	B. K. Parida	Kanishka Publishers	1stEdition (2020)
Tourism Management	Sunetra Roday, Archana Biwal, Vandana Joshi	Oxford University Press	2ndEdition (2019)
Tourism: Principles and Practices	A.K.Bhatia	Sterling Publishers	22nd Edition (2021)
Indian Tourism: Trends and Issues	R.K. Malhotra	Anmol Publications	3rdEdition (2019)
International Tourism and Travel	R. Guha Thakurta	Centrum Press	4thEdition (2018)

**MODEL QUESTION PAPER**  
**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**  
**SECOND SEMESTER BHMCT DEGREE EXAMINATION, MONTH AND YEAR**  
**COURSE CODE: BHFTT204**  
**COURSE NAME: FUNDAMENTALS OF TRAVEL AND TOURISM**

Max. Marks: 60

Duration: 2 hours 30 minutes

**PART A***Answer all questions. Each question carries 3 marks*

Marks

- |   |   |     |
|---|---|-----|
| 1 | Define tourism and list 3 types of tourism destinations.                  | (3) |
| 2 | Difference between Tour Company and Travel agency. Give one example each. | (3) |
| 3 | What are the 5A's of tourism products?                                    | (3) |
| 4 | Give 4 examples of tourism events or festivals.                           | (3) |
| 5 | What is the role of UNWTO in global tourism?                              | (3) |
| 6 | List 3 modern tourism trends.   | (3) |
| 7 | Mention three special permit access areas in India.                       | (3) |
| 8 | Explain immigration and emigration.                                       | (3) |

**PART B***Answer any one full question from each module. Each question carries 9 marks***Module 1**

- |   |  |     |
|---|--|-----|
| 9 | Discuss the Five A's of Tourism. How do they impact the development of tourist destinations? | (9) |
|---|--|-----|

**OR**

- |    |  |     |
|----|--|-----|
| 10 | Trace the evolution of tourism from ancient times to the present. How has the tourism industry evolved over the years? | (9) |
|----|--|-----|

**Module 2**

- |    |  |     |
|----|--|-----|
| 11 | Explain the role of the International Air Transport Association (IATA) in the global travel industry. How does it affect travel agencies and tour operators? | (9) |
|----|--|-----|

**OR**

- |    |   |     |
|----|---|-----|
| 12 | Discuss the need for tourism organizations. Compare and contrast the roles of government and private organizations in the tourism industry. | (9) |
|----|---|-----|

**Module 3**

- |    |   |     |
|----|---|-----|
| 13 | Discuss the health regulations and customs regulations that international travellers must adhere to. Why are these regulations important? | (9) |
|----|---|-----|

**OR**

- 14 What are the special permits required for restricted areas? Provide examples of such areas in India and the reasons for these restrictions. (9)

**Module 4**

- 15 Evaluate the positive and negative impacts of tourism on the economy, culture, and environment. Provide examples to support your analysis. (9)

**OR**

- 16 Trace the developments and achievements in the travel and tourism industry from the invention of the wheel to space travel. How have these advancements changed the way we travel? (9)

**SEMESTER – S2****BUSINESS COMMUNICATION AND SOFT SKILLS DEVELOPMENT-II**

<b>Course Code</b>	<b>BHBCT205</b>	<b>CIA Marks</b>	40
<b>Teaching Hours/Week</b>	2 hrs/week	<b>ESE Marks</b>	60
<b>Credits</b>	2	<b>Exam Hours</b>	2 Hrs. 30 Min.
<b>Prerequisites (if any)</b>	Nil	<b>Course Type</b>	AC

**COURSE OBJECTIVES:**

1. Learn to conduct effective business correspondence and prepare business reports that produce results
2. Develop effective presentation skills
3. Develop interpersonal skills, team management skills, and leadership skills to become more self-confident

**SYLLABUS**

<b>Module No.</b>	<b>Syllabus Description</b>	<b>Contact Hours</b>
1	<b>TYPES OF LISTENING</b> 2. Critical Listening <ul style="list-style-type: none"> <li>• Analysing and evaluating information</li> <li>• Identifying biases and assumptions</li> </ul> 3. Empathetic Listening <ul style="list-style-type: none"> <li>• Developing emotional intelligence</li> <li>• Building rapport and trust</li> </ul>	5
2	<b>ORAL COMMUNICATION SKILLS</b> 1. Speech Preparation and Delivery <ul style="list-style-type: none"> <li>• Drafting a speech</li> <li>• Personal grooming for presentations</li> <li>• Extempore speaking</li> </ul> 2. Group Presentations <ul style="list-style-type: none"> <li>• Planning a presentation: mind mapping, theme selection</li> <li>• Handling questions and feedback</li> </ul> 3. Fundamentals of Business Communication <ul style="list-style-type: none"> <li>• Need, purpose, and nature</li> <li>• Models of communication</li> <li>• Barriers to communication</li> </ul> Strategies for overcoming barriers	6

3	<b>ADVANCED WRITTEN COMMUNICATION</b> 1. Business Reports and Presentations <ul style="list-style-type: none"> <li>● Structure and formatting</li> <li>● Data analysis and interpretation</li> </ul> 2. Creative Writing <ul style="list-style-type: none"> <li>● Paragraph development</li> <li>● Techniques for effective creative writing</li> </ul>	7
4	<b>PROFESSIONAL INTERACTIONS</b> 1. Interviews <ul style="list-style-type: none"> <li>● Types and uses of interviews</li> <li>● Techniques for handling different types of interviews</li> <li>● Group discussions and stress interviews</li> <li>● Aptitude tests</li> <li>● Traits of a good interviewee</li> </ul> 2. Meetings <ul style="list-style-type: none"> <li>● Types of meetings</li> <li>● Structure: agenda and minutes</li> <li>● Conducting effective meetings</li> </ul>	6
	<b>Total</b>	<b>24 Hours</b>

**COURSE ASSESSMENT METHOD**  
(CIE: 40 Marks, ESE: 60 Marks)

**CONTINUOUS INTERNAL EVALUATION MARKS (CIE):**

Attendance	Assignment	Internal Examination-1 (Written)	Internal Examination- 2 (Written)	Total
5	10	12.5	12.5	40

**END SEMESTER EXAMINATION MARKS (ESE)**

*In Part A, all questions need to be answered and in Part B, each student can choose any one full question out of two questions*

<b>Part A</b>	<b>Part B</b>	<b>Total</b>
<ul style="list-style-type: none"> <li>• 2 Questions from each module.</li> <li>• Total of 8 Questions, each carrying 3 marks</li> </ul>	<ul style="list-style-type: none"> <li>• Each question carries 9 marks.</li> <li>• Two questions will be given from each module, out of which 1 question should be answered.</li> <li>• Each question can have a maximum of 3 sub divisions.</li> </ul>	
<b>(8x3 =24marks)</b>	<b>(4x9 = 36 marks)</b>	<b>60</b>

<b>Text Books</b>				
<b>Sl. No</b>	<b>Title of the Book</b>	<b>Name of the Author/s</b>	<b>Name of the Publisher</b>	<b>Edition and Year</b>
1	Business Communication Essential	Bovee, Scribner and Thill	Pearson	2015
2	Writing Better English for ESL Learners	EdSwick	McGraw Hill,	2009
3	Model Business Letters	Gartside	Prentice Hall	1998
4	Excellence in Business Communication	John V Thill	Pearson	2014
5	Business Correspondence and Report Writing	Sharma RC& Mohan K	Tata McGraw Hil	2010



**MODEL QUESTION PAPER**  
**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**  
**SECOND SEMESTER BHMCT DEGREE EXAMINATION, MONTH AND YEAR**

**COURSE CODE: BHBCT205**

**COURSE NAME: BUSINESS COMMUNICATION AND SOFT SKILLS DEVELOPMENT-II**

Max. Marks: 60

Duration: 2 hours 30 minutes

**PART A**

*Answer all questions. Each question carries 3 marks*

		Marks
1	Explain the levels of listening.	(3)
2	Write a short note on active listening.	(3)
3	Comment on the barriers of communication and how to overcome.	(3)
4	Explain in detail the planning of speeches and presentation.	(3)
5	Mention the need and purpose of business writing.	(3)
6	Prepare a short report on a food festival conducted by your college.	(3)
7	What are the traits of a good interviewer?	(3)
8	State the differences between agenda and minutes of a meeting.	(3)

**PART B**

*Answer any one full question from each module. Each question carries 9 marks*

**Module 1**

9	Write short notes on types of listening.	(9)
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**OR**

10	Explain in detail the barriers in listening and how to overcome.	(9)
----	--	-----

**Module 2**

11	What are the essential points to be kept in mind while preparing and delivering speech?	(9)
----	---	-----

**OR**

12	Explain the nature and objectives of business communication.	(9)
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**Module 3**

13	Draft a job application to HR Manager for the post of a front office executive with attached resume	(9)
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**OR**

14	What are the essentials of creative writing?	(9)
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**Module 4**

15	Enumerate the techniques of handling Interviews and different types of interviews	(9)
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**OR**

16	Give a detailed account of meetings and its procedure	(9)
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**SEMESTER – S2****BASICS IN FOOD PRODUCTION PRACTICE**

<b>Course Code</b>	<b>BHFPP206</b>	<b>CIA Marks</b>	40
<b>Teaching Hours/Week</b>	4 hrs/week	<b>ESE Marks</b>	60
<b>Credits</b>	2	<b>Exam Hours</b>	4 Hrs
<b>Prerequisites (if any)</b>	Nil	<b>Course Type</b>	CR

**COURSE OBJECTIVES:**

1. To acquire skills in the practical sessions which will guide them in their forth Coming semesters
2. To prepare simple Indian and European dishes.
3. To gain knowledge about various classical ingredients of Indian and European Dishes, their importance and their taste and texture.

**SYLLABUS**

<b>Module No.</b>	<b>Syllabus Description</b>	<b>Method</b>	<b>Hours</b>
1	<b>MEAT –IDENTIFICATION OF VARIOUS CUTS, CARCASS DEMONSTRATION</b> Preparation of basic cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope Fish-Identification & Classification Cuts and Folds of fish	Demonstration by instructor and application by students	<b>04</b>
2	Identification, Selection and processing of Meat, Fish and poultry. Slaughtering and dressing	Demonstration by instructor and application by students	<b>04</b>
3	<b>MEAT –IDENTIFICATION OF VARIOUS CUTS, CARCASS DEMONSTRATION</b> Preparation of basic cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope Fish-Identification & Classification Cuts and Folds of fish	Demonstration by instructor and application by students	<b>04</b>
	<b>LIST OF SAMPLE MENU</b> <b>Menu 1</b> Greek lemon soup Bread roll Tangy chicken fillet		

4	<p>Orange rice Spectacular sweet baby corn Apple grunt</p> <p><b>Menu 2</b> Salad d waldroof Scotch broth Irish stew Pommes bayron Souffle</p> <p><b>Menu 3</b> Crème d epinad Bread roll Poulet grill diable Oignon frit ala francasse Pommes maceaire Anana souffle</p> <p><b>Menu 4</b> Crème d mushrooms Poisson frit al orly Pommes de teree anna Chunky cut legumes Pudding aux fruits</p> <p><b>Menu 5</b> Gazpacho Poulet saute parmentier Pommes de teree chateau Champignon grills Riz pilaf Christmas pudding</p> <p><b>Menu 6</b> Cole' slaw Puree de crecy Poulet saute chassur Pommes parsly Crème caramel</p> <p><b>Menu 7</b> Sopue ministroni Spagathi bolognaise French fries Aubergine frits Bavarrias al orange</p> <p><b>Menu 8</b> Salad d tomatoes</p>	Demonstration by instructor and application by students	32
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Shrimo bisque Poulet roti au jus Brocoli mornay Anana flambe  <b>Menu 9</b> Potato leek soup Sautee" french beans with mushrooms Asparagas stuffed chicken Roasted potatoes wedges Honey comb mould  <b>Menu 10</b> Russian salad Chilled tomato oragne soup Spegati alfredo with braised Turkey Grilled zucchini and aubergins  <b>Menu 11</b> Soupe cockie leekie Devilled chicken Roast potatoes Boiled vegetables Mousse au citron  <b>Menu 12</b> Beetroot oginon salad Consomme Fillet d pomfret duglaise Pommes croquettes Ratatouille		
	<b>Total</b>	<b>44 hours</b>

**COURSE ASSESSMENT METHOD**  
**(CIE: 40 Marks, ESE: 60 Marks)**

**CONTINUOUS INTERNAL EVALUATION MARKS (CIE):**

Attendance/Class participation	Internal Examination	Total
<b>10</b>	<b>30</b>	<b>40</b>

**END SEMESTER EXAMINATION MARKS (ESE)**

MAXIMUM MARKS : 60

PASS MARKS	:	24
DURATION	:	04.00 Hrs
INDENTING	:	30 minutes before the practical
SCULLERY	:	30 minutes after the practical

NB: All menu items to be made from the prescribed syllabus only

### MARKING SCHEME FOR PRACTICAL EXAMINATION

#### Part – A (Cookery)

1. One simple salad OR soup	:	05
2. One simple Vegetable	:	05
3. One simple egg/meat preparation	:	15
4. One simple potato preparation	:	05
5. One dessert hot or cold	:	10
6. Journal	:	05
<b>TOTAL</b>	:	<b>45</b>

#### Part – B (General Assessment)

1. Uniform & Grooming	:	03
2. Indenting and plan of work	:	04
3. Scullery, equipment cleaning and Hygiene	:	03
4. Viva	:	05
<b>TOTAL</b>	:	<b>15</b>

#### PARAMETERS OF DISH ASSESSMENT

A) Temperature	:	20%
B) Texture / Consistency	:	20%

C) Aroma / Flavour	:	20%
D) Taste	:	20%
E) Presentation	:	20%
<b>TOTAL</b>	:	<b>100%</b>

**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.

**SEMESTER – S2****BASICS IN FOOD & BEVERAGE SERVICE PRACTICE**

<b>Course Code</b>	<b>BHFBP207</b>	<b>CIA Marks</b>	40
Teaching Hours/Week	4 hrs/week	ESE Marks	60
Credits	2	Exam Hours	4 Hrs
Prerequisites (if any)	Nil	Course Type	CR

**COURSE OBJECTIVES:**

1. To identify various types of restaurants and understand their features.
2. To comprehend various equipment used in the restaurant
3. To learn the various cover setup for food and beverage service.

**SYLLABUS**

<b>Module No.</b>	<b>Syllabus Description</b>	<b>Contact Hours</b>
1	<b>TABLE LAY-UP &amp; SERVICE</b> Task-01: A La Carte Cover Task02: Table d' Hote Cover Task-03: Compiling Simple Menu Task-04: French Classical Menu Planning	<b>8</b>
2	Task-05: English Breakfast Cover Task-06: American Breakfast Cover Task-07: Continental Breakfast Cover Task-08: Indian Breakfast Cover	<b>6</b>
3	Task-09: Afternoon Tea Cover Task-10: High Tea Cover	<b>2</b>
4	Task-11: Room Service Trolley and Tray set up	<b>2</b>
5	<b>PREPARATION FOR SERVICE (RESTAURANT)</b> A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties	<b>4</b>
6	<b>PROCEDURE FOR SERVICE OF A MEAL</b> Task-01: Taking Guest Reservations Task-02: Receiving & Seating of Guests Task-03: Order taking & Recording Task-04: Order processing (passing orders to the kitchen)	<b>10</b>

	Task-05: Sequence of service Task-06: Presentation & Encashing the Bill Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests	
7	<b>SOCIAL SKILLS</b> Task-01: Handling Guest Complaints	4
8	Task-02: Telephone manners	2
9	Task-03: Dining & Service etiquettes	4
10	<b>SERVICE OF TOBACCO</b> Cigarettes & Cigars	2
<b>Total</b>		<b>44</b>

**COURSE ASSESSMENT METHOD**  
(CIE: 40 Marks, ESE: 60 Marks)

**CONTINUOUS INTERNAL EVALUATION MARKS (CIE):**

Attendance/Class participation	Internal Examination	Total
10	30	40

**END SEMESTER EXAMINATION MARKS (ESE)**

MAXIMUM MARKS	:	60
PASS MARKS	:	24
DURATION	:	04.00 Hrs

*All Technical Skills to be tested as listed in the syllabus*



**MARKING SCHEME FOR PRACTICAL EXAMINATION**

1.	Uniform & grooming	:	10
2.	Mise-en place	:	10
3.	Service efficiency	:	10
4.	silver service skill	:	10
5.	Menu knowledge/viva	:	10
6.	Journal	:	10
<b>TOTAL</b>			<b>: 60</b>

**NOTE :**

3. Skill and knowledge of the students is to be assessed by assigning sets of tasks as listed in the practical syllabus under each category.
4. During table service each guest should pose one question to the candidate on the item being served. The invigilators may brief guests prior to service.

**SEMESTER – S2****BASICS IN ROOM DIVISION PRACTICE**

<b>Course Code</b>	<b>BHRDP208</b>	<b>CIA Marks</b>	40
<b>Teaching Hours/Week</b>	4 hrs/week	<b>ESE Marks</b>	60
<b>Credits</b>	2	<b>Exam Hours</b>	4 Hrs
<b>Prerequisites (if any)</b>	Nil	<b>Course Type</b>	CR

**COURSE OBJECTIVES:**

4. To understand the different equipments and proforma
5. To understand the various procedures such as welcoming of guest and telephone handling
6. To understand the layout of hotel guest room and cleaning agents

**SYLLABUS**

<b>Module No.</b>	<b>Syllabus Description</b>	<b>Contact Hours</b>
1	Role play: Reservation	4
2	Role play: Arrivals	4
3	Role play :Luggage handling	2
4	Role play :Message and mail handling	4
5	Role play : Paging	2
6	<b>SERVICING GUEST ROOM(CHECKOUT/ OCCUPIED AND VACANT)</b> Preparation of guest room cleaning <ul style="list-style-type: none"> <li>● Trolley setting</li> <li>● Entering guest room</li> </ul> Servicing guest room <ul style="list-style-type: none"> <li>● Bed making</li> <li>● Bathroom cleaning</li> <li>● Amenities placing</li> </ul>	16
7	<b>PUBLIC AREA CLEANING (CLEANING DIFFERENT SURFACE)</b>  <b>A. WOOD</b> <ul style="list-style-type: none"> <li>● polished</li> <li>● painted</li> <li>● Laminated</li> </ul> <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>	8

	<p><b>C. BRASS</b></p> <ul style="list-style-type: none"> <li>● Traditional/ domestic 1 Method</li> <li>● Proprietary solution 1 (brasso)</li> </ul> <p><b>D. GLASS</b></p> <ul style="list-style-type: none"> <li>● Glass cleanser</li> <li>● Economical method(newspaper)</li> </ul> <p><b>E. FLOOR</b> - Cleaning and polishing of different types</p> <ul style="list-style-type: none"> <li>● Wooden</li> <li>● Marble</li> <li>● Terrazzo/ mosaic etc.</li> </ul> <p><b>F. WALL</b> - care and maintenance of different types and parts</p> <ul style="list-style-type: none"> <li>● Skirting</li> <li>● Dado</li> <li>● Different types of paints (distemper Emulsion, oil paint</li> </ul>	
8	<p><b>RECORDS</b></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> <li>● Guest special request register</li> <li>● Record of special cleaning</li> <li>● Call register VIP list &amp; Floor linen book/ register</li> </ul>	4
	<b>Total</b>	<b>44 Hours</b>

**COURSE ASSESSMENT METHOD  
(CIE: 40 Marks, ESE: 60 Marks)**

**CONTINUOUS INTERNAL EVALUATION MARKS (CIE):**

Attendance/Class participation	Internal Examination	Total
10	30	40

**END SEMESTER EXAMINATION MARKS (ESE)**

MAXIMUM MARKS	:	60
PASS MARKS	:	24
DURATION	:	04.00 Hrs

**MARKING SCHEME FOR PRACTICAL EXAMINATION**

1. Uniform & grooming	:	6
2. Courtesy & manners	:	4
3. Speech and communication	:	4
4. Technical knowledge	:	12
5. Practical situation handling	:	28
6. Journal	:	6
<b>TOTAL</b>	:	<b>60</b>

**Note:**

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

**SEMESTER – S2**  
**BUSINESS COMMUNICATION AND**  
**SOFT SKILLS DEVELOPMENT PRACTICE – II**

<b>Course Code</b>	<b>BHBCP209</b>	<b>CIA Marks</b>	40
<b>Teaching Hours/Week</b>	4 hrs/week	<b>ESE Marks</b>	60
<b>Credits</b>	2	<b>Exam Hours</b>	4 Hrs
<b>Prerequisites (if any)</b>	Nil	<b>Course Type</b>	AC

**COURSE OBJECTIVES:**

1. To enhance the interpersonal skills
2. To help them to use English effectively in a business environment
3. To improve the skills required for facing formal situations

**SYLLABUS**

<b>Module No.</b>	<b>Syllabus Description</b>	<b>Contact Hours</b>
1	<b>SPEECH &amp; EXTEMPORE</b> Various types & Styles Effectively communicate the content through verbal and non-verbal means. Building confidence to address the gathering Greetings and introduction. Conducting meetings to practice various types of speeches. Welcome speech/Vote of thanks/ Felicitation	<b>10</b>
2	<b>ENGLISH SPEAKING PRACTICE</b> <b>Group Discussion and Interview skills</b> Communication Skills Interpersonal skills Interaction with team Non-verbal communication	<b>10</b>

3	<b>NEWSLETTER PREPARATION</b> <b>Minutes preparation</b> To develop effective writing skills To Develop a positive and supportive network among peers and mentors Leadership Teamwork	12
4	<b>PPT PRESENTATION</b> To develop effective presentation skills Role play Debate Resume writing	12
<b>Total</b>		<b>44 Hours</b>

**COURSE ASSESSMENT METHOD**  
**(CIE: 40 Marks, ESE: 60 Marks)**

**CONTINUOUS INTERNAL EVALUATION MARKS (CIE):**

<b>Attendance/Class participation</b>	<b>Internal Examination</b>	<b>Total</b>
<b>10</b>	<b>30</b>	<b>40</b>

**END SEMESTER EXAMINATION MARKS (ESE)**

MAXIMUM MARKS	:	60
PASS MARKS	:	24
DURATION	:	04.00 Hrs

**MARKING SCHEME FOR PRACTICAL EXAMINATION**

1. Uniform & grooming	:	5
2. Courtesy & manners	:	5
3. Presentation skill	:	10
4. Group discussion	:	10
5. Assignment	:	10
6. Viva Voce	:	20
<b>TOTAL</b>	:	<b>60</b>

**Note:**

1. Speech, Communication, Courtesy and Manners should be observed throughout.
2. Presentation and Assignment to be submitted at the time of examination