# ACHARYA NAGARJUNA UNIVERSITY

**B.Sc. (Hospitality & Hotel Administration)**

**III SEMESTER :: COURSE STRUCTURE**

**C.B.C.S.**

* with effect from 2017-18

* for the batch of students admitted during and after 2016-17.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Course</th>
<th>Subject</th>
<th>Total Marks</th>
<th>Mid Sem Exam</th>
<th>Sem End Exam</th>
<th>Teaching Hours</th>
<th>Credits</th>
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<td>10</td>
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<td>Front Office - III (Practical Paper)</td>
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</table>

* Entrepreneurship paper has to be taught by the teachers of Commerce or Management

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Prof. NOOR BASHA ABDUL

CHAIRMAN

Board of Studies in Hotel Management (UG)

Acharya Nagarjuna University
ACHARYA NAGARJUNA UNIVERSITY
B.Sc. (Hospitality & Hotel Administration)
III SEMESTER
(C.B.C.S.)
FOOD & BEVERAGE – III
THEORY PAPER
* for the batch of students admitted during and after 2016-17.

| Hours per week | 5          |
| Credits       | 4          |
| Max. Marks    | 100        |
| Semester end examination Marks | 75 |
| Mid-Semester Examination Marks | 25 |

UNIT - I
Classification of beverages into alcoholic and non-alcoholic and their further breakup in their respective categories. Different stimulating, refreshing and nourishing drinks. Service of non-alcoholic beverages. Types of tea leaves, types of tea, golden rule of tea making. Coffee variety of coffee seeds, types of coffee, different methods of coffee making.

UNIT - II

Beer: History, manufacture, types, storage and service – Wine made from other fruits (apart from grapes) and their co0untry of origin, method of service and storage – Liqueurs: types, classification and service – Other spirits: schnapps arrack, calvados, framboise, grappa and marc, ouzo, quetsch, tequila, sake, aperitif, vermouth.

UNIT - III
Bar and restaurant planning – induction and types of Bar – Layout and planning of a bar, restaurant, pub – Laws, stocking and licensing laws – Corkage – bar equipment and control system in bar – Need for proper planning – importance of free flow – Furniture, décor, equipment: crockery, cutlery hollow – ware and other equipment, their manufacturers – Requirement of staff – arrangement of stations, allocations of stations to staff – records to be maintained by restaurant staff.

Cocktails – Mixed drinks, classification and important mixed drinks – cocktails and mocktails – definition, types and method of mixing, recipe with different bases and their service.

Tobacco – types, storage and service.
UNIT - IV

General introduction of wine: history and principal wine producing countries of the world – Types of wine and other classification – Manufacturing of wine, bottling, labelling and shipping of wine. Wine producing regions of France and their examples, production of champagne Wines of Italy and Spain, their manufacture – Wine of Portugal, Germany, Australia, S.Africa, California, and India – Storage of wine – Types of wine glasses – equipment needed for service of wine. Procedure of Service of Wines (Red, White, and Sparkling).

UNIT – V

Banquets and conventions: Banquets – History and types – Organization of banquets department: duties and responsibilities of banquet staff – Layout arrangements, seating plans, facilities to be provided, booking dairy, function prospectus – Compilation of menus for functions, service during different occasion e.g. state level banquets, security arrangements and protocol involved.

Text Books:

1) Lilly Crap – Food and Beverage Service – ELST – 1999.
2) Kevin – Complete wine course.
3) Christopher Egerton Thomas – How to manage a successful Bar.
5) John Willey & Sons – Professional Restaurant Service.

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1) **Dispense Bar – Organizing Mise-en-place**
   - 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

2) **Service of Wines**
   - 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

3) **Service of Apertifs**
   - Task – 01 Service of Bitters
   - Task – 02 Service of Vermouths

4) **Service of Beer**
   - Task – 01 Service of Bottled & canned Beers
   - Task – 02 Service of Draught Beers

5) **Service of Spirits**
   - 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

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<table>
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<th>Hours per week</th>
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<td>25</td>
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<td>Mid-Semester Examination Marks: 25</td>
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P.T.O.
6) **Service of Liqueurs**
   Task - 01 Service styles – neat / on-the-rocks/with cream / en frappe
   Task – 02 Service from the Bar
   Task – 03 Service from Liqueur Trolley

7) **Wine & Drinks List**
   Task – 01 Wine Bar
   Task – 02 Beer Bar
   Task – 03 Cocktail Bar

8) **Matching Wines with Food**
   Task – 01 Menu Planning with accompanying Wines
   - Continental Cuisine
   - Indian Regional Cuisine
   Task – 02 Table laying & Service of menu with accompanying Wines
   - Continental Cuisine
   - Indian Regional Cuisine

---

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III SEMESTER
(C.B.C.S.)
HOUSE KEEPING – III
THEORY PAPER
* for the batch of students admitted during and after 2016-17.

| Hours per week : 5 | Max. Marks : 100 |
| Credits : 4        | Semester end examination Marks : 75 |
|                  | Mid-Semester Examination Marks: 25 |

UNIT - I

Housekeeping Supervision Importance of Inspection. Checklist for Inspection. Typical Areas usually neglected where special attention is required. Self Supervision Techniques for Cleaning Staff. Degree of Discretion / Delegation to Cleaning Staff.

UNIT - II


UNIT - III


UNIT – IV

Flower arrangement Flower arrangement in Hotels. Equipment and material required for flower arrangement. Conditioning of Plant Material. Styles of flower arrangements. Principles of design as applied to flower arrangement.

P.T.O.
UNIT - V

Key cards, key control register – issuing, return, changing of lock, key belts, unusual occurrences. Cleaning of Different Types of Floor Surfaces. Special Services – baby sitting, second service, freshen up service, valet service. Care and Cleaning of Metals Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless Steel. Types of tarnish, cleaning agents and methods used.

Suggested Readings:


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</table>

1) Layout of Linen and Uniform Room / Laundry
2) Laundry Machinery and Equipment
3) Stain Removal
4) Flower Arrangement
5) Selection and Designing of Uniforms

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III SEMESTER
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<tr>
<td>5</td>
<td>4</td>
<td>100</td>
<td>75</td>
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UNIT - I
Registration (non automatic, semi automatic and automatic)
Relevant records for FITs, Groups, Air crews and VII’s During the Stay Activities Information Services, Message and Mail Handling, Key Handling, Guest Special Requests, Hospitality desk, Complaints handling, Guest handling, Guest history.

UNIT - II
Front Office (Accounting) Accounting fundamentals. Guest and non guest accounts. Accounting system.

UNIT - III
Check out procedures Guest accounts settlement. Cash and credit. Indian currency and foreign currency. Transfer of guest accounts. Express check out.

UNIT – IV
Control of cash and credit night auditing Functions. Audit procedures (Non automated, semi automated and fully automated.

UNIT - V
Front office and guest safety and security importance of security systems.
- Safe deposit.
- Key control
- Emergency situations (Accident, illness, theft, fire, bomb)

Books Recommended:

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</table>

Hotel function keys: Create and update guest profiles.
Make FIT reservation. Send confirmation letters.
• Printing registration cards
• Make an Add-on reservation
• Amend a reservation
• Cancel a reservation – with deposit and without deposit
• Log on to cashier code
• Process a reservation deposit
• Pre-register a guest Put message and locator for a guest
• Put trace for guest
• Check in a reserved guest
• Check in day use
• Check-in a walk-in guest
• Maintain guest history
• Issue a new key
• Verify a key
• Cancel a key
• Issue a duplicate key
• Extend a key
• Programme keys continuously
• Re-programme keys

(P.T.O.)
* Programme one key for two rooms
* Suggestive list of tasks for front office operation system How to make a reservation
* How to create and update guest profiles
* How to update guest folio
* How to make sharer reservation
* How to feed remarks in guest history
* How to add a sharer
* How to make add on reservation
* How to amend a reservation
* How to cancel a reservation
* How to make group reservation
* How to make a room change on the system
* How to log on cashier code
* How to close a bank at the end of each shift
* How to put a routing instruction
* How to process charges in
* How to process a guest check out
* How to check out a folio
* How to process deposit for arriving guest
* How to process deposit for in house guest
* How to check room rate variance report
* How to process part settlements
* How to tally allowance for the day at night
* How to tally paid outs for the day at night
* How to tally fore

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FOOD PRODUCTION – III
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Hours per week : 5
Credits : 4

Max. Marks : 100
Semester end examination Marks : 75
Mid-Semester Examination Marks : 25

UNIT - I

a) Principles of quantity cooking, equipment, problems and adjustment in terms of cooking time & temperature.

b) Fuel types: electricity, gas, oil, coal, steam & high pressure steam.

UNIT - II

a) Menu Planning: Basics, special emphasis on quantity food production, planning of menus for various categories such as: school / college students, Industrial workers, hospitals, canteens, outdoor parties, theme dinners, transport / mobile catering – parameters for quantity food planning.


UNIT - III

a) North Indian cuisine – Moghlai, Avadh (Dum Pukht), Punjabi, Kashmiri: History, methodology, equipments, culinary terms – Tandoor: make, size, fixing and repairing – Tandoori Breads, Kababs, etc.

b) South Indian Cuisine – Hyderabad, Kerala, Andhra, Tamilnadu, Chettinad: History, Methodology, equipment and culinary terms.

c) Eastern & Western cuisine – Gujarati, Rajasthan, Goan, Maharashtra, Bengal: History, Methodology, equipment & culinary terms.

UNIT – IV

a) Institutional & Industrial catering: Types, planning menu & scope of growth.

b) Hospital catering: Diet menus, importance of Hygiene.

c) Off premises catering: Hiring of equipment, menu planning, theme parties, concept of central production.

d) Transport catering: Airlines, Marine and Railways.

(P.T.O.)
UNIT - V

a) Rechauffe cookery: Principles of reheating, precautions to be taken, Rechauffe of leftover foods, identification of foods for recycling – important points in storage of meat for recycling.

Books Recommended:

1) Parvinder S. Bali., International Cuisine & Food Production Management, Oxford University Press.
2) Parvinder S. Bali., Food Production Operations, Oxford University Press.
3) K. Arora – Theory of Cookery
4) Ranjit Ral – Tandoor
5) Mohini Sethi – Catering Management

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<tr>
<td></td>
<td></td>
<td>Mid-Semester Examination Marks</td>
<td>25</td>
</tr>
</tbody>
</table>

Kashmiri

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

Rice and Bread Preparations: Mutraegen, Pulao (Kashmiri), Plain Rice, Girdehn, Lawas.

Meat Preparations: Gushtaba, Rista, Marchevangan korma, Maceh Kofta, Yakheen Kaliya, Tabak-Maaz, Rogan Josh

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

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

Chutneys: Mujeh cheten, Ganda Cheten, Duene cheten, Aleh cheten (Pumpkin chutney)

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

<table>
<thead>
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<th>Maharastrian</th>
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<tr>
<td><strong>Menu – 01</strong></td>
<td><strong>Menu – 02</strong></td>
<td><strong>Menu – 01</strong></td>
<td><strong>Menu – 02</strong></td>
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<tr>
<td>Masala Bhat</td>
<td>Moong Dal</td>
<td>Yakhni Pulao</td>
<td>Galouti Kebab</td>
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<tr>
<td>Kolhapuri Mutton</td>
<td>Khichde</td>
<td>Mughlai Paratha</td>
<td>Bakarkhani</td>
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<tr>
<td>Batata bhajee</td>
<td>Patrani Macchi</td>
<td>Gosht Do Twitter</td>
<td>Gosht Korma</td>
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<tr>
<td>Musala Poo</td>
<td>Tomato Saar</td>
<td>Badin Jaan</td>
<td>Paneer Pasanda</td>
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<tr>
<td>Koshimbir</td>
<td>Tilgul Chapatti</td>
<td>Kulfi with Falooda</td>
<td>Muzzafar</td>
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<tr>
<td>Coconut poli</td>
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</table>

**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

**GOAN**

**MENU – 01**
- Arroz
- Galina Xacuti
- Toor Dal Sorak
- Alle Belle

(P.T.O.)
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<th>PUNJABI</th>
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<tr>
<td>MENU – 02</td>
<td>MENU – 03</td>
<td>MENU – 01</td>
<td>MENU – 02</td>
</tr>
<tr>
<td>Coconut Pulao</td>
<td>Prawn Pulao</td>
<td>Rada Meat</td>
<td>Amritsari Macchi</td>
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<tr>
<td>Fish Caldeen</td>
<td>Mutton Vidaloo</td>
<td>Matar Pulao</td>
<td>Rajmah Masala</td>
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<td>Cabbage Foogath</td>
<td>Beans Foogath</td>
<td>Kadhi</td>
<td>Pindi Chana</td>
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<td>Bibinca</td>
<td>Dodol</td>
<td>Punjabi Gobhi</td>
<td>Bhaturas</td>
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<td>Kheer</td>
<td>Row Di Kheer</td>
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<tr>
<td>PUNJABI</td>
<td>PUNJABI</td>
<td>SOUTH INDIAN</td>
<td>SOUTH INDIAN</td>
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<tr>
<td>MENU – 03</td>
<td>MENU – 04</td>
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<td>MENU – 02</td>
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<tr>
<td>Sarson Da Saag</td>
<td>Tandoori Roti</td>
<td>Meen Poriyal</td>
<td>Lime Rice</td>
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<tr>
<td>Makki Di Roti</td>
<td>Tandoori Murg</td>
<td>Curd Rice</td>
<td>Meen Moilee</td>
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<td>Peshawari Chole</td>
<td>Dal Makhani</td>
<td>Thoran</td>
<td>Oman</td>
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<td>Pudinicha Chutny</td>
<td>Rasam</td>
<td>Malabari Pratha</td>
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<td>Sooji Da Halwa</td>
<td>Baingan Bhartha</td>
<td>Pal Payasam</td>
<td>Parappu Payasam</td>
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<tr>
<td>SOUTH INDIAN</td>
<td>SOUTH INDIAN</td>
<td>RAJASTHANI</td>
<td>RAJASTHANI</td>
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<tr>
<td>MENU – 03</td>
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<td>MENU – 01</td>
<td>MENU – 02</td>
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<tr>
<td>Tamarind Rice</td>
<td>Coconut Rice</td>
<td>Gatte Ka Pulao</td>
<td>Dal Batti Churma</td>
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<td>Kori Gashi</td>
<td>Chicken Chettinad</td>
<td>Lal Maas</td>
<td>Besan Ke Gatte</td>
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<td>Avial</td>
<td>Makki Ka Soweta</td>
<td>Ratalu Ki Subzi</td>
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<td>Sambhar</td>
<td>Huli</td>
<td>Chutny (Garlic)</td>
<td>Safed Mass</td>
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<td>Mysore Pak</td>
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<td>Bajra Roti</td>
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<td>MENU – 01</td>
<td>MENU – 02</td>
<td>MENU – 01</td>
<td>MENU – 02</td>
</tr>
<tr>
<td>Sarki</td>
<td>Gujarati Khichadi</td>
<td>Sofyani Biryan</td>
<td>Kachi Biryan</td>
</tr>
<tr>
<td>Brown Rice</td>
<td>Oondhiyu</td>
<td>Methi Murg</td>
<td>Dalcha</td>
</tr>
<tr>
<td>Salli Murg</td>
<td>Batata Nu Tomato</td>
<td>Tomato Kut</td>
<td>Mirchi Ka Salan</td>
</tr>
<tr>
<td>Gujarati Dal</td>
<td>Osamari</td>
<td>Hare Piaza ka Raita</td>
<td>Mix Veg. Raita</td>
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<tr>
<td>Methi Thepla</td>
<td>Jeera Poori</td>
<td>Double Ka Meetha</td>
<td>Khumani Ka Meetha</td>
</tr>
<tr>
<td>Shrikhand</td>
<td>Mohanthal</td>
<td></td>
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</tr>
</tbody>
</table>

Prof. NOOR BASHA ABDUL
CHAIRMAN
Board of Studies in Hotel Management (UG)
Acharya Nagarjuna University
STRUCTURE OF MODEL QUESTION PAPER

ACHARYA NAGARJUNA UNIVERSITY
B.Sc. (Hospitality & Hotel Administration)
III Semester
w.e.f. 2016-17
(CBCS)

Time : 3 Hrs. Max. Marks : 75

SECTION – A

Answer any FIVE questions. Each question carries 5 Marks 5 x 5 = 25 M

1.
2.
3.
4.
5.
6.
7.
8.

SECTION – B

Answer ALL questions. Each question carries 10 Marks 5 x 10 = 50 M

9. a) (OR)

b)

10. a) (OR)

b) (P.T.O.)
11. a) 

(OR) 

b) 

12. a) 

(OR) 

b) 

13. a) 

(OR) 

b) 

***

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ACHARYA NAGARJUNA UNIVERSITY
B.Sc. (Hospitality & Hotel Administration)
IV SEMESTER
(C.B.C.S.)

* With effect from the academic year 2017-18

* For the batch of students admitted during and after 2016-17 into I Year B.Sc. (H & HA)

1) Front Office
   (Industrial Exposure Training)

2) House Keeping
   (Industrial Exposure Training)

3) Food & Beverage
   (Industrial Exposure Training)

4) Food Production
   (Industrial Exposure Training)

NOTE:

1) 24 days of Industrial Training is allocated for each subject.

2) After completion of training, viva has to be conducted with a viva-voce board consisting of an External Examiner to be appointed by the University and an internal examiner from the college. Viva-voce board will evaluate the student for 75 marks per each subject. For the remaining 25 marks allotted for internal assessment, the college will conduct an examination and evaluation will be done by the concerned Lecturer at the college.

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