## ACHARYA NAGARJUNA UNIVERSITY
### B.Sc. (Hospitality & Hotel Administration)
with effect from 2016-17 (C.B.C.S.)

### II SEMESTER :: COURSE STRUCTURE

<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>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>First Language</td>
<td>English</td>
<td>100</td>
<td>25</td>
<td>75</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>Second Language</td>
<td>Telugu / Hindi / Sanskrit / French / Japanese</td>
<td>100</td>
<td>25</td>
<td>75</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>3</td>
<td>Foundation Course – 3</td>
<td>ICT – 1 (Information &amp; Communication Technology)</td>
<td>50</td>
<td>-</td>
<td>50</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>4</td>
<td>Foundation Course – 4</td>
<td>Communication &amp; Soft Skills – I</td>
<td>50</td>
<td>-</td>
<td>50</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>5</td>
<td>DSC 1 B</td>
<td>House Keeping - II (Theory)</td>
<td>100</td>
<td>25</td>
<td>75</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>6</td>
<td>DSC 1 B</td>
<td>House Keeping - II (Practical - Lab)</td>
<td>50</td>
<td>25</td>
<td>25</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>7</td>
<td>DSC 2 B</td>
<td>Food Production - II (Theory)</td>
<td>100</td>
<td>25</td>
<td>75</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>8</td>
<td>DSC 2 B</td>
<td>Food Production - II (Practical - Lab)</td>
<td>50</td>
<td>25</td>
<td>25</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>9</td>
<td>DSC 3 B</td>
<td>Food &amp; Beverage Service - II (Theory)</td>
<td>100</td>
<td>25</td>
<td>75</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>10</td>
<td>DSC 3 B</td>
<td>Food &amp; Beverage Service - II (Practical - Lab)</td>
<td>50</td>
<td>25</td>
<td>25</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>11</td>
<td>DSC 4 B</td>
<td>Front Office - II (Theory)</td>
<td>100</td>
<td>25</td>
<td>75</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>12</td>
<td>DSC 4 B</td>
<td>Front Office - II (Practical - Lab)</td>
<td>50</td>
<td>25</td>
<td>25</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

* Languages and Foundation Courses are common with other U.G. Courses

---

Prof. D. A. R. SUBRAHMANYAM
CHAIRMAN
Board of Studies in Hotel Management
Acharya Nagarjuna University
ACHARYA NAGARJUNA UNIVERSITY
SYLLABUS – THEORY PAPER
B.Sc. (Hospitality & Hotel Administration)
HOUSE KEEPING – II :: II Semester
w.e.f. 2016-17 (C.B.C.S)

<table>
<thead>
<tr>
<th>Hours per week</th>
<th>Max. Marks</th>
<th>Credits</th>
<th>Semester end examination Marks</th>
<th>Mid-Semester Examination Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>100</td>
<td>4</td>
<td>75</td>
<td>25</td>
</tr>
</tbody>
</table>

Unit-1
Cleaning Science: Characteristics of a good cleaning agent, PH scale and cleaning agent with their application, Types of cleaning agent, cleaning products (Domestic and Industrial). Cleaning Equipment: Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment.

Unit-2

Unit-3
Cleaning of various surfaces and metals: floors, walls and laminated surfaces – cleaning of public areas – Lobbies, elevators, restaurants – Cleaning of food service areas and employees’ areas.

Unit-4
Cleaning of Public Areas: Cleaning process, cleaning and upkeep of Public areas (Lobby, Cloak rooms / Restaurant / bar / banquet Halls / Administration offices / Lifts and Elevators / Staircase / back areas / Front areas / Corridor), Pest Control: Types of pests, Control procedures, Safeguarding Assets: Concerns for safety and security in Housekeeping operations, concept of safeguarding assets.

Unit – 5

( P.T.O.)
Suggested Readings:


Prof. D. A. R. SUBRAHMANYAM
CHAIRMAN
Board of Studies in Hotel Management
Acharya Nagarjuna University
ACHARYA NAGARJUNA UNIVERSITY
SYLLABUS – PRACTICAL PAPER
B.Sc. (Hospitality & Hotel Administration)
HOUSE KEEPING – II :: II Semester
w.e.f. 2016-17

<table>
<thead>
<tr>
<th>Hours per week</th>
<th>Credits</th>
<th>Max. Marks</th>
<th>Semester end examination Marks</th>
<th>Mid-Semester Examination Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>2</td>
<td>50</td>
<td>25</td>
<td>25</td>
</tr>
</tbody>
</table>

1) Types of Cleaning

2) Cleaning Procedures of Guest Bed Rooms

3) Cleaning of Public Areas and Inspection of Public areas (Lobby, Restaurant, Staircase)
   Cloak rooms, Corridor, Offices, Back areas.

4) Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet,
   metal surfaces, tiles, marble and granite tops.

---

Prof. D. A. R. SUBRAHMANYAM
CHAIRMAN
Board of Studies in Hotel Management
Acharya Nagarjuna University
# ACHARYA NAGARJUNA UNIVERSITY
# SYLLABUS – THEORY PAPER
# B.Sc. (Hospitality & Hotel Administration)
# FOOD PRODUCTION – II :: II Semester
# w.e.f. 2016-17

<table>
<thead>
<tr>
<th>Hours per week</th>
<th>Max. Marks</th>
<th>Credits</th>
<th>Semester end examination Marks</th>
<th>Mid-Semester Examination Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>100</td>
<td>4</td>
<td>75</td>
<td>25</td>
</tr>
</tbody>
</table>

## Unit - 1
**Ingredients used in cooking-I:** Cereals and Grains, Fruits and Vegetables, and Sweetners - Types, Purchasing and Storing considerations.

**Ingredients used in cooking-II:** Milk and Milk Products, Salt and Oil & Fat-Introduction, Types, Purchasing and Storing considerations.

## Unit - 2
EGG, Meat (Lamb, Poultry, Beef, veal, pork & game birds) – Fish & Shell Fish, Introduction Types, Purchasing and Storing considerations.

## Unit - 3
Roux’s Stocks, soups: Classification and types – Soup garnishes and accompaniments, thickening agents, binding agent and clarifying agents.

## Unit - 4
Sauces: Classification of mother sauces with five derivatives – Proprietary sauces and compound butters – Accompaniments and garnishes – Flavouring and colouring agents.

## Unit - 5
Bakery: Flour – types, uses and storage – Different dough’s used in bakery – Sugar: types, uses and storage, different stages of sugar when melted and its application in bakery – Effect of temperature and different temperatures used in bakery for different products – Role of egg, fat and leavening agents in bakery products – Methods of bread and cake making: different methods, Faults and their remedies.

## Suggested Readings:

1) Art of Indian Cookery, Rocky Mohan, Roli Prasad
3) Modern Cookery (Vol-I) for Teaching & Trade, Philip E. Thangam, Orient Longman.
4) Larousse Gastronomique – Cookery Encyclopaedia, Paul Hamlyn.

---

Prof. D. A. R. SUBRAHMANYAM
CHAIRMAN
Board of Studies in Hotel Management
Acharya Nagarjuna University
ACHARYA NAGARJUNA UNIVERSITY
SYLLABUS – PRACTICAL PAPER
B.Sc. (Hospitality & Hotel Administration)
FOOD PRODUCTION – II :: II Semester
w.e.f. 2016-17

<table>
<thead>
<tr>
<th>Hours per week : 2</th>
<th>Max. Marks : 50</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credits           : 2</td>
<td>Semester end examination Marks : 25</td>
</tr>
<tr>
<td></td>
<td>Mid-Semester Examination Marks: 25</td>
</tr>
</tbody>
</table>

1) Preparation of Stocks: Demonstration + Preparation of white stock, brown stock, fish stock.
2) Preparation of sauces: Demonstration + Preparation of basic mother sauces & 2-3 derivatives of each.
3) Preparation of soups:
   * Consomme – royale, Carmen, Claremont, ambassadrice, Indienne.
   * Cream – tomato, spinach, vegetable
   * Puree – lentils, peas, carrots
   * Broth – Scotch broth, minestrone
   * Veloutes – cream de volailleprincesse, veloute dame blanch / marielouise
   * National soups – mulugutwanny, French onion, ox-tail.
   * Bisque – prawn, shrimp

**Identification and preparation of fish:**
- Cuts of fish (Fillet, dame, troncon, paupiette, goujon)
- Preparation of simple fish – saumon grille, pomfretMeumiere, sole Mornay, fish Orly, fish Colbert, alaanglaise.

**Identification and preparation of poultry:**
- Cuts of poultry, preparation and jointing of chicken, preparing of simple dishes such as Poulet roti al’anglaise, Poulet grille diable, Poulet sauté chasseur, Poulet Maryland.

**Identification & Preparation of Meat:**
Identification of various cuts – Carcasse demonstration of lamb & port – preparation of basic cuts as lamb & pork chops, tournedos, fillet steak & escalope – Roast leg of lamb.

Prof. D. A. R. SUBRAHMANYAM
CHAIRMAN
Board of Studies in Hotel Management
Acharya Nagarjuna University
ACHARYA NAGARJUNA UNIVERSITY
SYLLABUS - THEORY PAPER
B.Sc. (Hospitality & Hotel Administration)
FOOD & BEVERAGE SERVICE II :: II Semester
w.e.f. 2016-17

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

Unit – 1
Menu: - Introduction, Importance and Menu Planning Considerations and Constrains, Menu Terms, Menu Design.

Unit-2
Types of Menu (detailed description of each type): A la Carte & Table D IIHotel, French Classical Menu Factors affecting menu item selection. Food Accompaniment with their covers, Indian Regional Dishes, Accompaniments and Service.

Unit- 3
Types of meals
- Breakfast – Introduction, Types, Service methods, a la carte, and TDH setups.
- Brunch, Lunch, Hi-tea, Supper, Dinner and others.

Unit- 4
Food and Beverage Service Methods:
- Table Service – Silver / English, Family, American, Butler / French, Russian
- Self Service – Buffet and Cafeteria Service
- Specialized Service – Gueridon, Tray, Trolley, Lounge, Room Service Operation and Procedures.
- Single Point Service – Takeaway, Vending, Kiosks, Food Courts, Bars, Automats.

Unit-5
Control Methods:
- Billing methods – Duplicate and Triplicate System, KOTs and BOTs, Computerized KOTs.
- Necessity and functions of a control system, F & B Control cycle and monitoring.

Suggested Readings:
1) Food & Beverage Service – Dennis R. Lillicrap, & John. A Cousins, Publisher: ELBS
2) Food & Beverage Service Management – Brian Varghese.
4) Introduction F & B Service – Brown, Heppner & Deegan

Prof. D. A. R. SUBRAHMANYAM
CHAIRMAN
Board of Studies in Hotel Management
Acharya Nagarjuna University
ACHARYA NAGARJUNA UNIVERSITY
SYLLABUS – PRACTICAL PAPER
B.Sc. (Hospitality & Hotel Administration)
FOOD & BEVERAGE SERVICE – II :: II Semester
w.e.f. 2016-17

| Hours per week | Max. Marks | 50 |
| Credits       | Semester end examination Marks | 25 |
|               | Mid-Semester Examination Marks | 25 |

Napkins foldings –
Cover Set ups
* Breakfast, lunch Dinner with wine glasses.
* Ala carte and table d hote and different courses.
Rota
* Receiving
* Seat allotment
* Introduction of Waiter
* Poring of Water
* Unfold of Napkin
* Presenting Menu Card
* Order taking
* Offering Plate
* Serving techniques
* Ashtray changing
* Clearance
* Cheque presentation

Prof. D. A. R. SUBRAHMANYAM
CHAIRMAN
Board of Studies in Hotel Management
Acharya Nagarjuna University
ACHARYA NAGARJUNA UNIVERSITY
SYLLABUS – THEORY PAPER
B.Sc. (Hospitality & Hotel Administration)
FRONT OFFICE – II :: II Semester
w.e.f. 2016-17

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

Unit – 1
Organization structure of Front Office of different category of hotels, Qualities of Front Office Staff, Job description and specification of front office staff.

Unit 2:

Unit 3:
Front Desk operations & functions during different stages of guest cycle. Role and functions of lobby manager, handling complaints.

Unit 4:
Reservation: Concept, importance, types, channels and systems, procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups, procedure.

Unit 5:
Countries – capital currency and their Indian equivalents FEMA, RBI regulations, Tourist information in India – Reseats, historical and important cities, wild life, monuments and festivals – Role of International airlines in tourism – International timings and calculation or time difference between countries – Country code and the country they belong to

Suggested Readings:
2) Managing Front Office Operations, Kasavana & Brooks Educational Institution, AHMA.
6) Front Office Operation Management, S. K. Bhatnagar, Publisher: Frank Brothers.
8) Principles of Hotel Front Office Operations.

Prof. D. A. R. SUBRAHMANYAM
CHAIRMAN
Board of Studies in Hotel Management
Acharya Nagarjuna University
ACHARYA NAGARJUNA UNIVERSITY
SYLLABUS – PRACTICAL PAPER
B.Sc. (Hospitality & Hotel Administration)
FRONT OFFICE – II :: II Semester
w.e.f. 2016-17

Hours per week : 2
Credits : 2
Max. Marks : 50
Semester end examination Marks : 25
Mid-Semester Examination Marks : 25

1) Skill to handle guest arrival (FIT and groups) including registering the guests and rooming the guest functions.

2) Skills to handle telephones at the reception – Receive / Record messages.

3) Skills to handle guest departure (fits and groups)

4) Preparation and study of countries capitals, currencies, airlines and flags chart Identification of F.O. equipment. Telephone handling at Reservations and Standard phrases.

5) Role play: At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bell boy.
   At the Front Desk: Guest arriving; greeting and offering welcome drink, Checking if there is a booking.

Familiarization with Record Books, Lists and Forms such as:

i) Arrival / departure register
ii) Departure intimation
iii) Arrival / Departure list
iv) No show / cancellation report
v) VIP List
vi) Fruits & Flowers requisition
vii) Left luggage register
viii) Bell boy movement control sheet
ix) Scanty Baggage Register
x) Arrival & Departure errands cards
xi) Expected arrival / departure list

Prof. D. A. R. SUBRAHMANYAM
CHAIRMAN
Board of Studies in Hotel Management
Acharya Nagarjuna University
MODEL QUESTION PAPER

ACHARYA NAGARJUNA UNIVERSITY
B.Sc. (Hospitality & Hotel Administration)
HOUSE KEEPING – II (THEORY) :: II 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. What are the characteristics of a Good Cleaning Agent?
2. Explain Cleaning Routine
3. Explain Cleaning of Employees’ areas.
4. Explain different types PESTS.
5. Explain cleaning of VIP rooms.
6. Explain cleaning of elevators
7. Explain Turndown Services.
8. Explain maintenance of cleaning equipments.

SECTION – B

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

9. a) Explain the meaning, importance of cleaning equipment.
   (OR)
   b) Explain the meaning, principles and types of cleaning agent.
10. a) Explain standard cleaning methods.
   (OR)
   b) Explain daily, periodical and spring cleaning.
11. a) Explain cleaning of various surfaces and metals.
    (OR)
   b) Explain the cleaning of food service areas.
12. a) Explain the meaning and types of PEST Control.
    (OR)
   b) Explain Safety and Security in House Keeping Operations.

(P.T.O.)
13. a) Explain replenishment of Guest Supplies and Amenities.

(OR)

b) Explain the cleaning of guest rooms.

***

Prof. D. A. R. SUBRAHMANYAM
CHAIRMAN
Board of Studies in Hotel Management
Acharya Nagarjuna University
MODEL QUESTION PAPER

ACHARYA NAGARJUNA UNIVERSITY
B.Sc. (Hospitality & Hotel Administration)
FOOD PRODUCTION – II (THEORY) :: II Semester
w.e.f. 2016-17 (CBCS)

Time : 3 Hrs.  Max. Marks : 75

SECTION – A

Answer any FIVE questions. Each question carries 5 Marks $5 \times 5 = 25$ M

1. Explain Cereals and Grains.
2. Explain Milk and Milk Products.
3. Explain storing considerations of Fish.
4. Explain different types of Soups.
5. Explain different types of Sauces.
6. What are different types of Flour?
8. What are Colouring Agents?

SECTION – B

Answer ALL questions. Each question carries 10 Marks $5 \times 10 = 50$ M


   (OR)

   b) Explain storing considerations of Milk Products.

10. a) Explain purchasing considerations of Meat.

    (OR)

    b) Explain storing considerations of Shell Fish.

11. a) Explain different types of Soups.

    (OR)

    b) Explain flavouring and coloring agents.

12. a) Explain the classification of Mother Sauces.

    (OR)

    b) Explain Garnishes.

(P.T.O.)
13. a) What are different types and uses and storage of Sugar?

(OR)

b) Explain the effect of Temperatures used in Bakery.

***

Prof. D. A. R. SUBRAHMANYAM
CHAIRMAN
Board of Studies in Hotel Management
Acharya Nagarjuna University
MODEL QUESTION PAPER
ACHARYA NAGARJUNA UNIVERSITY
B.Sc. (Hospitality & Hotel Administration)
FOOD & BEVERAGE SERVICE – II (THEORY) :: II 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. Explain different terms of Menu.
2. Explain Menu design.
3. Explain a la carte.
4. Explain Hi Tea.
5. Explain Self Service.
6. Explain Takeaway.
7. Explain KOTs.
8. Explain F & B Control Cycle.

SECTION – B

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

9. a) Explain meaning and importance of Menu Planning.
   (OR)
   b) Explain different constraints in Menu Planning.

10. a) Explain French Classical Menu.
   (OR)
   b) Explain Indian Regional Dishes.

11. a) Explain different types of Break-Fast.
   (OR)
   b) Explain Brunch.

12. a) Explain Specialized Service.
   (OR)
   b) Explain Single Point Service.

P.T.O.
13. a) Explain duplicate and triplicate system of Billing methods.

(OR)

b) Explain the need and functions of F & B Control System.

***

Prof. D. A. R. SUBRAHMANYAM
CHAIRMAN
Board of Studies in Hotel Management
Acharya Nagarjuna University
MODEL QUESTION PAPER

ACHARYA NAGARJUNA UNIVERSITY
B.Sc. (Hospitality & Hotel Administration)
FRONT OFFICE – II (THEORY) :: II 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. Explain Front Office.
2. Explain Folio Trays
3. Explain Guest Cycle.
4. Explain Over Booking.
5. Explain Wild Life.
7. Explain International timings.
8. How Complaints are handled?

SECTION – B

Answer ALL questions. Each question carries 10 Marks

5 x 10 = 50 M

9. a) Explain the Organization Structure of Front Office in Five Star Hotels.

(OR)

b) Explain the qualities of Front Office Staff.

10. a) Explain different types of equipments used in Front Office.

(OR)

b) Explain telecommunication equipment.

11. a) Explain Front Desk Operations.

(OR)

b) Explain the functions of the Lobby Manager.

12. a) Explain the procedure of taking Reservation.

(OR)

b) Explain Group Reservation.

(P.T.O.)
13. a) Explain the Time difference between countries.

(OR)

b) Explain the role of International Airlines in Tourism.

***

Prof. D. A. R. SUBRAHMANYAM
CHAIRMAN
Board of Studies in Hotel Management
Acharya Nagarjuna University