ACHARYA NAGARJUNA UNIVERSITY
SYLLABUS – PRACTICAL PAPER
B.Sc. (Hospitality & Hotel Administration)
FOOD PRODUCTION – I :: I 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) Proper usage of kitchen knife and hand tools.
2) Understanding the usage of small equipments.
3) Familiarization, identification of commonly used raw material.
4) Basic hygiene practices to be observed in the kitchen.
5) First aid for cuts & burns.
6) EGG COOKERY: Preparation of – (i) Hard & soft boiled eggs. (ii) Fired eggs. (iii) Poached eggs. (iv) Scrambled eggs. (v) Omlet’s (Plain, Spanish, Stuffed)
7) PREPARATION OF VEGETABLES: (i) Cuts of vegetables Julienne, Jardiniere, Dices, Cubes, Macedoine, Paysanne, Shredding, Concasse, Mire-poix. (ii) Blanching of Tomatoes and Capsicums. (iii) Cooking vegetables: Boiling (Potatoes, Peas); Frying (Aubergine, Potatoes); Steaming (Cabbage); Braising (Potatoes) and Braising (Onions, cabbage).
9) INDIAN BREAKFAST: (i) Preparation of Puri / Bhaji, Aloo Paratha, Cholabhattura.

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Board of Studies in Hotel Management
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Unit-1
Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role of Key Personnel in Housekeeping. Job Description and Job Specification of staff in the department, Attributes and qualities of the Housekeeping staff - skills of a good Housekeeper Interdepartmental coordination with more emphasis on Front office and the Maintenance department.

Unit-2
Housekeeping Procedures: Briefing, Debriefing, Gate pass, indenting from stores. Inventory of Housekeeping Items. Housekeeping control desk: Importance, Role, Co-ordination, check list, key control. Handling Lost and Found Forms, Formats and registers used in the Control Desk, Paging systems and methods, handling of Guest queries, problems, requests, general operations of control desk.

Unit-3
The Hotel Guest Room: Layout of guest room (Types), Layout of corridor and floor pantry, Types of guest rooms. Guest Room Features – Housekeeping Perspective.

Unit-4
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. Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.
Unit – 5
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.

2) Hotel House Keeping — Sudhir Andrews Publisher: Tata McGraw Hill.
3) House Keeping Management - Matt A. Casado; Wiley Publications
4) Key of House Keeping by Dr.lal Commercial Housekeeping & Maintenance – Stanley Thornes
5) Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher :CRC.

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SYLLABUS – THEORY PAPER
B.Sc. (Hospitality & Hotel Administration)
FOOD PRODUCTION – I :: I 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

Unit - 2
Handling kitchen accidents: burns, cuts, fractures and Heart attack. Fire: Introduction, Types and how to extinguish different types of fire. Basic food nutrients, their importance and effect of heat on these.

Unit - 3
Ingredients used in cooking-I: Cereals and Grains, Fruits and Vegetables, and Sweetners - Types, Purchasing and Storing considerations.

Unit – 4
Ingredients used in cooking-II: Egg, Milk and Milk Products, Salt and Oil & Fat-Introduction, Types, Purchasing and Storing considerations.

Unit-5
Stocks, soups: classification and types - Soup garnishes and accompaniments, thickening agents, binding agent and clarifying agents - Sauces: Classification of mother sauces with five derivatives - Proprietary sauces and compound butters - Accompaniments and garnishes - Flavouring and colouring agents.

Suggested Readings:
1) Parvinder S. Bali., Food Production Operations, Oxford Higher Education.
2) Parvinder S. Bali., International Cuisine & Food Production Management, Oxford Higher Education.

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SYLLABUS – THEORY PAPER
B.Sc. (Hospitality & Hotel Administration)
FOOD & BEVERAGE SERVICE – I :: I 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
F&B Services: Introduction, Importance, Function, Sections Classification of catering establishment- commercial and non commercial

Unit-2
Food and Beverage Service Areas in a Hotel: Restaurants and their subdivisions, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Grill Room, Snack Bar, Executive Lounges, Business Centers and Night Club. Back areas: Still Room, Wash-up, Hot-Plate, Plate Room, Kitchen Stewarding

Unit- 3
Departmental Organization & Staffing – Organization Structure of F & B Services in different types of Hotels. Job Descriptions and Job specifications of different F&B service positions, attributes of F&B personnel

Unit- 4
Food & Beverage Service equipments: Introduction, Classification and features.

Unit-5
Food & Beverage Service Methods: Introduction, Classification and features.

Suggested Readings:
1) R. Singaravelavan, Food & Beverage Service, Oxford Higher Education.
2) Food & Beverage Service – Dennis R. Lillicrap, & John. A Cousins, Publisher: ELBS
3) Food & Beverage Service Management – Brian Varghese.
4) Professional Food & Beverage Service Management – Brian Varghese.

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

1) Personal grooming

2) Knowledge of equipments.

3) Knowledge of various food service methods

4) F & B Service Terminology.

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Unit 1:
Tourism Industry: Introduction, 5 A's of tourism, Hospitality Industry: Introduction, origin and its nature, Development and growth in India

Unit 2:
Accommodation Industry: Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others.

Unit 3:
Organization structure of hotels, Various departments and sub-departments in a hotel, Their profile and activities.

Unit 4:
Front Office: Functions and its importance, Different sections of the front office department and their importance - Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier. Inter and intra-department coordination

Unit 5:
Types of rooms and food plans - Different section of front office and their importance. Layout of front office department - Equipments used in front office - Planning the F.O. and lobby - Qualities, social skills, poise, voice and speech required of front office staff. Hotel Brochure Facilities available in hotel - Tariff - Glossary of F.O. Terms.

Suggested Readings:
3) Managing Front Office Operations, Kasavana & Brooks Educational Institution, AHMA.
5) Front Office Operation Management, S. K. Bhatnagar, Publisher: Frank Brothers.
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FRONT OFFICE – I :: I Semester
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Hours per week : 2
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Max. Marks : 50
Semester end examination Marks : 25
Mid-Semester Examination Marks : 25

1) Know DO’s and Don’ts of conducting themselves in the front office.

2) Personal grooming.

3) Knowledge of equipments.

4) Inter department and intra-department co-ordination / linkages.

5) Handling situations.

6) Front office terminology.

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