SYLLABUS OF 1st SEMESTER MIDTERM EXAM (OET STUDENTS)

1ST SEM BSC (THEORY)		
SR NO.	**SUBJECT**	**SYLLABUS**
1	**FC IN FOOD PRODUCTION – I BHA 101**	1. Stocks 2. Methods of Cooking 3. Introduction to Personal Hygiene 4. Attitudes and Ethics in Workplace 5. Chef's Uniform 6. Raising Agents
2	**FC IN FOOD AND BEVERAGE SERVICE-I BHA 103**	Unit-1: INTRODUCTION TO HOSPITALITY INDUSTRY-Success trigger of hospitality industry, Types of F&B operations, Classification of commercial, residential/non-residential, Welfare catering-industrial/institutional/transport such as air, road, rail, sea, etc. Indian concept of hospitality (Values & ethics viz – a vis world), Overview of F & B Service in India Unit-2: DEPARTMENTAL ORGANISATION & STAFFING: F & B Outlets-Specialty restaurants, Coffee shop/all day dining, Cafeteria, Fast food (Quick Service Restaurant), Grill room, Banquets, Bar types, pubs, permit rooms, Vending machines, Night clubs – Discotheques, Casinos, Pastry shops, Coffee bars, Room service/IRD, Mobile catering. Ancillary departments-Pantry, Food pick up area, Store, Linen room, Kitchen stewarding, principal staff of various F & B operations – hierarchy a) French/English/American hierarchy of F & B staff b) Duties & responsibilities of F & B staff, Attributes of a good waiter c) Interdepartmental relationships (within F & B & other departments)
3	**FC IN ROOMS DIVISION OPERATIONS-I BHA 105**	Section A : Front Office: Unit 2 Classification of hotels • Size, Target market- (Location, clientele, facilities offered, facilities), Levels of Service, Star classification, HRACC guidelines), Ownership & affiliation. • TYPES OF ROOMS-Room sizes (with reference to HRACC), SMART rooms & differently abled guest rooms,

		• Basic of charging-Check-in-check out, 24 hours, Night/ Day, Day use, • Types of Room rates (Special rates). • Meal plans- (EP, BP, CP, AP, MAP etc.) Section B: Housekeeping: 1. Unit 2: Housekeeping Department
4	**CUSTOMER RELATION MANAGEMENT BHA 107**	Unit-1: DEFINITION OF CUSTOMER-Types of Customers, Ownership & Value, Characteristics – Customer Value, Total Cost of Ownership, Philosophy of Guest Unit-2: SERVICE EXCELLENCE & EXPERIENCE-Creating standards in services, Benchmarking, Principles of Customer Service, Personalised services & Quality and feedback
5	**EMPLOYABILITY SKILLS BHA 108**	Unit 1: Behavioural Skills Unit 2: Psychological Assessment & Leadership
6	**COMMUNICATION SKILLS-I BHA 109***	Unit1: Fundamentals of Communication And Unit 2: Listening on the Job
7	**ENVIRONMENTAL STUDIES BHA 110**	UNIT1-Multidisciplinary nature of environmental studies. UNIT-2-Natural Resources. UNIT-3-Ecosystems.