

Dr. N.G.P. ARTS AND SCIENCE COLLEGE

(An Autonomous Institution, Affiliated to Bharathiar University, Coimbatore)
(Approved by Government of Tamil Nadu & Accredited by NAAC with A++ Grade (3rd Cycle - 3.64 CGPA)
Dr. N.G.P. - Kalapatti Road, Coimbatore – 641 048, Tamil Nadu, India
Web : www.drngpasc.ac.in | Email : info@drngpasc.ac.in | Phone : +91-422-2369100

BoS

15th

MINUTES OF THE FIFTEENTH BOARD OF STUDIES MEETING

Faculty: Basic and Applied Sciences

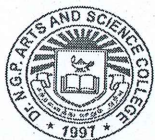
Name of Board: Catering Science
and Hotel Management

The Meeting of Board of Studies (BoS) was held as given below:

Name of the Body	Board of Studies
Department	Catering Science and Hotel Management
Meeting No.	15
Date and Time	12.06.2023, 2.00 pm.
Venue	Training Restaurant (Room No. 1103)
Members Attended	The details are given in the ANNEXURE -I

Item	AGENDA
01	Discussion on the scheme and syllabi for Part III - Core Courses and skill Enhancement Courses for third semester UG - 2022-25 batch
02	Discussion on Part I (Tamil/Hindi/French/Malayalam) offered by Language departments for 2022-25 batch
03	Discussion on Part II (English) offered by English Department for 2022-25 batch
04	Discussion on R5 regulation syllabus for 2023-26 batch onwards
05	Discussion on Value added Course
06	Any other matter





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MINUTES OF THE FIFTEENTH BOARD OF STUDIES MEETING

Faculty: Basic and Applied Sciences

Name of Board: Catering Science
and Hotel Management

The Chairman of BoS welcomed all the Panel members for the meeting. The items listed in the agenda were taken for discussion.

The following are the minutes of the meeting:

Item - 01	Discussion on the scheme and syllabi for Part III - Core Courses and skill Enhancement Courses for third semester UG - 2022-25 batch
Discussion	222CH1A3CA: Restaurant Service and Operations (New Course) <ul style="list-style-type: none">Dr. Kannan and Dr. Sherry suggested to include "Indian breakfast, its types and service" in Unit - I. 222CH1A3CR: Front Office Operations (New Course) <ul style="list-style-type: none">Dr. Kannan suggested to include "Meaning and preparation of transcript" in Unit - V. 222CH1A3SA: Bakery and Confectionery - I (New Course) <ul style="list-style-type: none">Dr. Kannan and Dr. Uma Mageshwari suggested to include "Differences between bakery and confectionery" in Unit - I.
Resolution	The Board members unanimously approved the syllabi.
Item - 02	Discussion on Part I (Tamil/Hindi/French/Malayalam) offered by Language departments for 2022-25 batch
Discussion	<ul style="list-style-type: none">Part I: 221TL1A3TA: Tamil-III / 221TL1A3HA: Hindi-III/ 221TL1A3FA: French-III / 221TL1A3MA: Malayalam - III Grammar.The unified syllabus was approved by the board of studies in Languages were placed for endorsement.
Resolution	The Board approved the same.
Item-03	Discussion on Part II (English) offered by English Department for 2022-25 batch

Cont...





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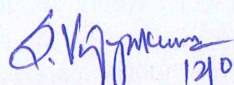
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15th

Discussion	221EL1A3EA: Part II: Professional English III <ul style="list-style-type: none">The unified syllabus approved by the board of studies in English was placed for endorsement.
Resolution	The Board unanimously approved the same.
Item-04	Discussion on R5 regulation syllabus for 2023-26 batch onwards
Discussion	<ul style="list-style-type: none">The board members discussed about the syllabus contents for 2023-26 batch.
Resolution	The Board approved the syllabus.
Item - 05	Discussion on Value added Course
Discussion	The board members suggested the following Value Added Courses <ul style="list-style-type: none">Elementary FrenchAviation ManagementFood Preservation
Resolution	The Board approved the same
Item -06	Any other matter
Discussion	<ul style="list-style-type: none">The board members discussed the Panel of Examiners.
Resolution	The Board approved the same

The Chairman of Board of Studies (BoS) thanked all the members for their active participation and providing their valuable suggestions.

Date: 12.06.2023


12/06/2023
Mr. S. Vijayalaxmi
Department of Catering Science & Hotel Mgt.
Dr. N. G. P. Arts and Science College
Coimbatore – 641 048





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Syllabus New Course

Faculty: Basic and Applied Science

Board: Catering Science and Hotel Management

Course Code / Name: 222CH1A3CA: Restaurant Service and Operations

Semester: III

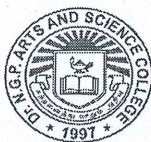
Unit	Content
I	Types of breakfast and styles of service Breakfast: Types, menu for each type, terms used in the service of continental breakfast. Cover laying for continental, English breakfast, American Breakfast, Indian breakfast and house breakfast. Order taking procedures: In-person, telephone and door hangers. Indian breakfast- types and service. Checking, Control and Billing-Introduction and Checking system. Types of checking and check copies, triplicate systems, checking for wines & other drinks. The Bill-methods of making a bill & setting the account. Indian breakfast, its types and service.
II	Types of non-alcoholic beverages Classification of beverages: Types of beverages, preparation of common non- alcoholic beverages & its - Origin & Manufacture - Types & Brands Examples tea, coffee, milk based drinks, juice, squash and aerated water, other bar non-alcoholic drinks used in dispense and main bar.
III	Food service procedure Service procedure of lunch and dinner in licensed restaurant, table reservation, briefing, greeting and seating the guest, opening napkin, serving water, tacking order for and service aperitifs, serving bread and butter, presenting the menu, offering suggestions, tacking the order tacking order for the wine, recognition the order and writing the food order, correcting the cover .
IV	Sequence of food and beverage service Service of soup, service of fish, service of main course, service of sweets , service of cheese, service of savory, service of dessert and service of coffee after meal. Do's and don'ts during the service. - Simple control system - kot/bill control system, making bill, cash handling equipment, record keeping.
V	Room service, tea service and lounge service Floor / Room service - Meaning, Full & Partial room service, Breakfast service in room, tray & trolley ser-up for room service.- Lounge service - Meaning, organization of lounge service. - Afternoon tea service - Means for high tea & afternoon tea, order of service. Reception tea service - Meaning & procedure.

PERCENTAGE OF SYLLABUS REVISED : 100%

COURSE FOCUSES ON:

<input checked="" type="checkbox"/>	Skill Development	<input checked="" type="checkbox"/>	Entrepreneurial Development
<input checked="" type="checkbox"/>	Employability	<input checked="" type="checkbox"/>	Innovations
<input checked="" type="checkbox"/>	Intellectual Property Rights	<input checked="" type="checkbox"/>	Gender Sensitization
<input checked="" type="checkbox"/>	Social Awareness/ Environment	<input checked="" type="checkbox"/>	Constitutional Rights/ Human Values / Ethics





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Syllabus New Course

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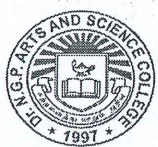
Board: Catering Science and Hotel Management

Course Code / Name: 222CH1A3CR: Front Office Operations

Semester: III

Unit	Content
I	Introduction to Hotel Industry Hospitality and its Origin/History, Classification of Hotels based on Size, Star, Location / Clientele, Ownership basis, Length of stay, Level of service, Management and Affiliation. Types of Rooms and Room Rates: Single, Double, twin, suites, etc. - Types of room tariff: Rack rate, discounted rates, etc. - Types of Meal plan used in the hotel industry. Practical Contents: 1. Check-in and check-out procedures 2. Telephone handling skills, social skills
II	Front Office Organization: Organizational / Hierarchy Chart - Duties and Responsibilities of F.O Persons. - Front office functional area. - Information and Bell desk operation: Introduction of Bell desk. - Functions of Bell desk [Scanty, Left Luggage procedure]. Front Office Cashier: Introduction, Duties of a Front Office Cashier. - Budget – Types of budget, Budgetary control. Practical Contents: 3. Reservation procedure, identification of rooms through the use of conventional and destiny charts. 4. Role play of the following staffs Doorman, Bellboy, Receptionist, Information assistant, Cashier.
III	Reservations: Importance & Functions of Reservation sections, - Modes of reservations. - Types of reservation [confirmed, Guaranteed, etc] - Central Reservation System. Global Distribution System, Inter-Sell agencies, CRS, Reservation through the internet. Registration: Introduction to the Registration section. - Steps of registration [with or without reservation]. - Pre- registration activities. Practical Contents: 5. Dealing with guest mail and messages, hotel mail, staff mail. 6. Modes of bill settlement.
IV	Front office Guest Security & Safety - Introduction to security systems, Control of room keys. Fire safety- Classification of fire, procedure in the event of fire, Accidents – Accidents in hotels, Accident report. Guest complaints – Types of guest complaints, Handling guest complaints. - Guest Check out - Departure procedure, Departure procedure in fully automated system. -Potential check-out problems and solutions. Practical Contents: 7. Handling guest complaints and solving problems. 8. Places of interest in and around Tamilnadu. General awareness about the places of interest in India.
V	Cash & Accounts - Introduction to cash, Functions of cash sections. - Various modes of payment by the guest. - Types of cash Settlement. - Types of credit settlements. - The Night Audit Importance & functions of night audit, Night audit process. - Meaning and preparation of transcript. Practical Contents: 9. General awareness of capitals, currencies and airlines of countries. 10. Calculation of Statistical information: house count, room position, percentage of room occupancy, percentage of single occupancy, percentage of foreign occupancy, percentage of local





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occupancy, percentage of walk-ins. Percentage of early departures, percentage of late departures, percentage of early arrivals, percentage of no-show, average room rate, average room rate per person.

11. Front office procedures- scanty baggage, wakeup call procedures, left luggage procedures.

PERCENTAGE OF SYLLABUS REVISED : 100%

COURSE FOCUSES ON:



Skill Development



Entrepreneurial Development



Employability



Innovations



Intellectual Property Rights




Gender Sensitization



Social Awareness/ Environment



Constitutional Rights/ Human Values/ Ethics

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Syllabus New Course

Faculty: Basic and Applied Science

Board: Catering Science and Hotel Management

Course Code / Name: 222CH1A3SA: Bakery and Confectionery – I

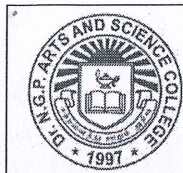
Semester: III

Unit	Content
I	Raw Materials & equipments used: Raw materials used in Bakery and their role – flour, sugar, fat, raising agents, flavouring agents, nuts & fruits, equipments & types of oven used in bakery, Temperature for different products. Differences between bakery and confectionery.
II	Yeast dough products: Yeast dough, Types of dough, steps in Yeast dough production, types of dough making process, Controlling fermentation, Bread faults and their causes, recipes for doughnuts, hard rolls, white bread, croissant, etc
III	Cookies: Biscuits- meaning and preparation Cookies_ Production, Sandwich Cookies, Ice box Cookies, bar Cookies, macaroons, wafers and lace cookies, assorted cookies, baked meringues- procedure for making meringues.
IV	Paste and its types: Different types of Paste: Short crust, Sweet crust, Rough puff, puff paste, choux paste, Suet paste_ preparation, faults and products of the above pastes, Strudel & phylo- preparation.
V	Pies: Pies- Introduction, production of pies. Rolling pie dough and lining pans, preparation of fillings for pies. Production of fruit pies and common problems with fruit pies, preparation of cream and chiffon. Common problems. Tarts and tartlets- procedure for making tarts shells, variations.

PERCENTAGE OF SYLLABUS REVISED : 100%

COURSE FOCUSES ON:

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ATTENDANCE OF THE FIFTEENTH BOARD OF STUDIES MEETING

Faculty: Basic and Applied Sciences

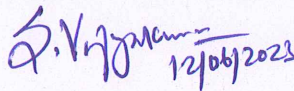
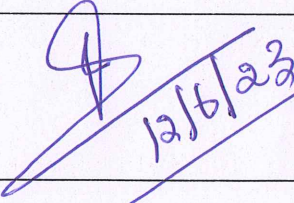
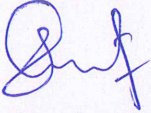
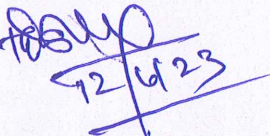
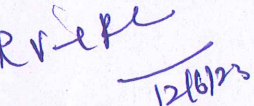
Name of the Board: Catering Science & Hotel Management

Venue: Restaurant Lab

Date: 12.06.2023

Time: 2:00 PM

The following members were present for the board of studies meeting

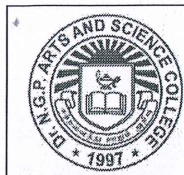
S.NO	NAME	DESIGNATION	SIGNATURE
1.	Mr.S.Vijayakumar Assistant Professor(SG)& Head Dept. of CS & HM Dr.N.G.P. ASC	Chairman	 12/06/2023
2.	Dr. R. Kannan Professor and Research Guide Centre for Tourism and Hotel Management Madurai Kamaraj University Madurai	V C Nominee	PRESENT (ONLINE)
3.	Dr. Sherry Abraham Assistant Professor Department of Tourism Studies Pondicherry University Puducherry	Subject Expert	PRESENT (ONLINE)
4.	Dr. S.Uma Mageshwari Professor Dept. of Food Service Mgt and Dietetics Avinashilingam University Coimbatore	Subject Expert	PRESENT (ONLINE)
5.	Mr. Thariq Hussain Training Manager The Residency Towers Coimbatore	Industrial Expert	 12/6/23
6.	Mr.J.Hariprasath The Baker Boys – Cake Shop PN Road Tirupur	Alumni	
7.	Dr.N.Kuppuchamy Associate Professor & Head Dept. of Tamil Dr.N.G.P. ASC	Co-opted Member	 12/6/23
8.	Dr.R. Vithya Prabha Professor & Head Dept. of English Dr.N.G.P. ASC	Co-opted Member	 12/6/23



Dr.NGPASC

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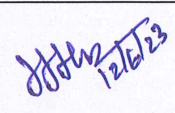
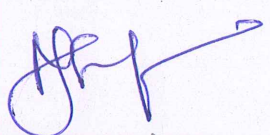
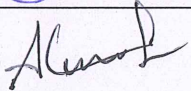


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9.	Mr.V.S.S.Srinivasan Assistant Professor(SG) Dept. of CS & HM Dr.N.G.P. ASC	Member	
10.	Mr.M.Venkateswaran Assistant Professor(SG)& Head Dept. of CS & HM Dr.N.G.P. ASC	Member	
11.	Mr. B. Guhan. III B.Sc. CS & HM	Students Representative	

Date: 05.12.2022


(Mr.S.Vijayakumar)
Chairman, BoS- CS & HM
BoS Chairman/HoD
Department of Catering Science & Hotel Mgt.
L. N. G. P. Arts and Science College
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