

CIRCULAR :-

A reference is invited to the Ordinances, Regulations and Syllabi relating to the B.Sc. (Hospitality Studies) degree course vide Pamphlet No.339 and the Principals of the affiliated colleges in Arts, Science and Directors/Heads of the concerned Institutions are hereby informed that the recommendation made by the Ad-hoc Board of Studies in Hotel and Tourism Management at its meeting held on 30th March, 2007 has been accepted by the Academic Council at its meeting held on 13th April, 2007 vide Item No.4.26 and that in accordance therewith, the syllabi including scheme of papers for the First Year, Second Year and Third Year of the B.Sc.(Hospitality Studies) has been revised as per Appendix and that the same will be brought into force with effect from the academic year 2007-2008.

MUMBAI-400 032

30th May 2007

for I/c. REGISTRAR

To,
The Principals of the affiliated colleges in Arts, Science and
Directors/Heads of the concerned Institutions
A.C./4.26/13.04.2007

No.UG/ 242 - A of 2007, MUMBAI-400 032

30th May, 2007

Copy forwarded with compliments for information to :-

- 1) The Deans, Faculty of Arts, Science
- 2) The Chairman, Ad-hoc Board of Studies in Hotel and Tourism Management

for I/c. REGISTRAR

Copy to :-

The Director, Board of College and University Development, , the Deputy Registrar (Eligibility and Migration Section), the Director of Students Welfare, the Executive Secretary to the Vice-Chancellor, the P.A. to the Pro-Vice-Chancellor, and the Registrar and the Assistant Registrar, Administrative sub-center, Kharagiri for information .

The Officer on Special Duty and Controller of Examinations (10 copies), the Finance and Accounts Officer (2 copies), Record Section (5 copies), Publications Section (5 copies), the Deputy Registrar, Enrolment, Eligibility and Migration Section (3 copies), the Deputy Registrar, Statistical Unit (2 copies), the Deputy Registrar (Accounts Section), Vidyanagari (2 copies), the Deputy Registrar, Affiliation Section (2 copies), the Director, Institute of Distance Education, (10 copies) the Director University Computer Center (IDE Building), Vidyanagari, (2 copies) the Deputy Registrar (Special Cell), the Deputy Registrar, (PRO) , the Assistant Registrar, Academic Authorities Unit (2 copies) and the Assistant Registrar, Executive Authorities Unit (2 copies) . They are requested to treat this as action taken report on the concerned resolution adopted by the Academic Council referred to in the above Circular and that no separate Action Taken Report will be sent in this connection. the Assistant Registrar Constituent Colleges Unit (2 copies), BUCT(1 copy), the Deputy Account, Unit V(1 copy), the In-charge Director, Centralize Computing Facility (1 copy), the Receptionist (1 copy), the Telephone Operator (1 copy), the Secretary MUASA (1 copy), the Superintendent, Post-Graduate Section (2 copies), the Superintendent, Thesis Section (2 copies)

Wgdtm/DM/31/30507

University of Mumbai



**The Structure of the
First Year, Second Year and Third Year
of
B. Sc. (Hospitality Studies)
Degree Course
&
Syllabus for the
First Year
B. Sc. (Hospitality Studies)**

(With effect from the Academic Year 2007-2008)

First Year

Subject	Teaching Hours		Maximum Marks			
			Theory		Practical	
	Theory	Practical	Internal Assessment	Final Examination	Internal Assessment	Final Examination
1. Food Production I	4	8	40	60	40	60
2. Food & Beverage Service I	3	3	40	60	40	60
3. Rooms Division Management I	4	2	40	60	40	60
4. Information Technology	1	2	40	60	40	60
5. Catering Science	2	0	40	60	0	0
6. Business Communication	2	0	40	60	0	0
7. Financial and Cost Accounting	2	0	40	60	0	0
8. Principles of Management	2	0	40	60	0	0
Total	20	15	320	480	160	240

Bachelor of Science (Hospitality Studies)

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Second Year

Subject	Teaching Hours		Maximum Marks			
			Theory		Practical	
	Theory	Practical	Internal Assessment	Final Examination	Internal Assessment	Final Examination
1. Food Production - II	2	8	40	60	40	60
2. Food & Beverage Service - II	2	4	40	60	40	60
3. Rooms Division Management II	2	4	40	60	40	60
4. Hotel Accounts	4	0	40	60	0	0
5. Human Resource Management	4	0	40	60	0	0
6. Legal Aspects of Hotel Business	2	0	40	60	0	0
7. Management Information System in Hospitality Industry	3	0	40	60	0	0
Total	19	16	280	420	120	180

Note:

1. The students are required to undergo minimum six months Industrial Training during the Academic Year.
2. For the evaluation of the Industrial Training 'A Grading System' should be followed. A student should obtain minimum 'B' grade in Industrial Training, from the Industry. However, if a student fails to obtain the minimum required 'B' grade, he/she will have to repeat the industrial training in the same industry. Therefore, if the students does not complete the industrial training, he/she will not be allowed to take admission in the Final Year of B.H.T.M.S. (A = Excellent 70% and above; B+ = 60% to 69%; B = 50% to 59%; C = Below 50%).

Bachelor of Science (Hospitality Studies)

Third Year

Subject	Teaching Hours		Maximum Marks			
			Theory		Practical	
	Theory	Practical	Internal Assessment	Final Examination	Internal Assessment	Final Examination
1. Food Production III	8	4	20	80	20	80
2. Food & Beverage Service III	4	4	20	80	20	80
3. Rooms Division Management III	2	3	20	80	20	80
4. Hospitality Marketing	2	0	20	80	0	0
5. Entrepreneurship & Enterprise Management	2	0	20	80	0	0
6. Strategic Management for Hospitality Industry	2	0	20	80	0	0
7. Organisational Behaviour	2	0	20	80	0	0
8. Financial Management	2	0	20	80	0	0
Total	24	11	160	640	60	240

1. FOOD PRODUCTION – I (Theory)

1. INTRODUCTION TO COOKERY

- 1.1 Levels of skills and Experience
- 1.2 Attitudes and Behaviour in Kitchen
- 1.3 Personnel Hygiene
- 1.4 Uniforms
- 1.5 Safety procedures for handling equipments

2. CULINARY HISTORY

- 2.1 Origin of Modern cookery
- 2.2 Modern Development in Equipment & Technology

3. HIERARCHY & KITCHEN STAFFING

- 3.1 Classical Kitchen brigade
- 3.2 Modern staffing in various category hotels
- 3.3 Duties & Responsibilities of various Chefs
- 3.4 Role of Executive Chef
- 3.5 Inter-departmental co-operation & Co-ordination

4. BASIC LAYOUT OF KITCHEN

- 4.1 General Layout of Kitchen
 - Receiving area
 - Storage
 - Wash up

5. EQUIPMENT AND HAND TOOLS USED IN KITCHEN & FUELS

- 5.1 Hand tools & utensils used in kitchen
- 5.2 Various fuels used in kitchen
- 5.3 Advantages & disadvantages of various fuels
- 5.4 Various equipments used in kitchen.

6. AIMS & OBJECTIVES OF COOKING

- 6.1 Aims & Objectives of cooking
- 6.2 Classification of various raw material
- 6.3 Various textures & consistencies
- 6.4 Methods & techniques of pre-preparation

7. METHODS OF COOKING FOOD

- 7.1 Various methods of cooking food
(Roasting, grilling, frying, baking, boiling, poaching, microwave)
- 7.2 Principles of each method & precautions to be taken

8. MENU PLANNING

- History of Menu
- Types of Menu
- Menu planning principles

9. BASIC PRINCIPLES OF FOOD PRODUCTION – VEG & FRUITS

- 9.1 Classification of vegetable.
- 9.2 Colour Pigments in vegetables and effects of heat, acid, & alkali on each of them.
- 9.3 Cuts of vegetables
- 9.4 Classification of fruits
- 9.5 Uses of fruits
- 9.6 Salads and salad dressings

10. BASIC PRINCIPLES OF FOOD PRODUCTION - STOCKS

- 10.1 Definition of stock
- 10.2 Types of stock
- 10.3 Preparation (recipe), storage, care & Precautions in preparation.

11. BASIC PRINCIPLES OF FOOD PRODUCTION - SOUPS

- 11.1 Classification with examples
- 11.2 Consommé & garnishes with their names (10 common one)

12. BASIC PRINCIPLES OF FOOD PRODUCTION – MEAT & POULTRY

- 12.1 Introduction to meat cookery
- 12.2 Cuts of Lamb, pork, beef/veal
- 12.3 Variety meats-offals
- 12.4 Cuts of poultry
- 12.5 Selection & storage of various meats

13. BASIC PRINCIPLES OF FOOD PRODUCTION – EGGS

- 13.1 Selection of eggs
- 13.2 Structure of egg
- 13.3 Uses of eggs
- 13.4 Nutritive of value of eggs

14. BASIC PRINCIPLES OF FOOD PRODUCTION -FISH MONGERY

- 14.1 Classification of fish
- 14.2 Selection, cooking & storage of fish
- 14.3 Local names of various fishes

15. BASIC PRINCIPLES OF FOOD PRODUCTION - RICE, CEREALS & PULSES

- 15.1 Introduction, classification of cereals & pulses
- 15.2 Varieties of rice & byproducts
- 15.3 Nutritive value of various cereals
- 15.4 Sprouts & uses

16. COMMODITIES

16.1 Flour – structure of wheat

- Types of wheat
- Types of Flour
- Milling of Flour
- Nutritive value

16.2 Shortening – fats & oil

- saturated and unsaturated fats
- advantages & disadvantages of using fats
- varieties of shorting

16.3 Raising Agents

- classification & role of raising agents

16.4 Sugar

- Importance of sugar
- Types of sugar
- Cooking stages & temp of various stages
- Uses of sugar

16.5 Tea & Coffee

- Introduction
- Producing regions / countries
- Types & methods of preparation
- Popular brands & varieties available

16.6 Coco / Chocolate

- Introduction, production & manufacture
- Varieties of chocolates
- Tempering of chocolate

16.7 Milk & Milk products

- Cream
- Butter
- Cheese – processing, variety, classification, cooking methods & uses.

16.8 Indian Cookery –

- History of spices & trade routes
- Basic spices, condiments & masalas
- Role of spices in Indian cuisine
- Indian equivalent names
- Blending of spices
- Concept of wet & dry masalas
- Regional varieties of basic masala
- Basic compositions of some important masalas

16.9 Thickening agents used in Indian gravies

- Role of thickening agents

17. CULINARY TERMS

Explanation of following culinary terms with examples :-

- | | |
|--------------------|----------------------------|
| 1) Bharta | 46) Gateaux |
| 2) Au gratin | 47) Genoese |
| 3) Bain Marie | 48) Glaze |
| 4) Bake | 49) Hollandaise |
| 5) Barbeque | 50) Hor's docuvre |
| 6) Baste | 51) Infusion |
| 7) Batter | 52) Liason |
| 8) Bearnaise | 53) Larding |
| 9) Beat | 54) Macedione |
| 10) Bechamel | 55) Maitre-d'-Hotel Butter |
| 11) Beurre Noir | 56) Marinate |
| 12) Beurre Manie | 57) Matignon |
| 13) Bisque | 58) Mire Poix |
| 14) Blanch | 59) Mis-en-place |
| 15) Blend | 60) Mousse |
| 16) Bouillon | 61) Mousseline |
| 17) Bortsch | 62) Panada |
| 18) Bouquet Garni | 63) Paneer |
| 19) Brioche | 64) Parboil |
| 20) Broil | 65) Pare |
| 21) Brunoise | 66) Pimiento |
| 22) Brush | 67) Khoya |
| 23) Canapés | 68) Poach |
| 24) Caramel | 69) Potage |
| 25) Choux | 70) Pot Pourri |
| 26) Cisel | 71) Ragout |
| 27) Compote | 72) Rechauffe |
| 28) Concasse | 73) Roe |
| 29) Condiments | 74) Roux |
| 30) Baghar | 75) Royal |
| 31) Consomme | 76) Royale |
| 32) Court Bouillon | 77) Sabayon |
| 33) Croissant | 78) Saifron |
| 34) Croutes | 79) Saute |
| 35) Croutons | 80) Sear |
| 36) Custard | 81) Seasoned flour |
| 37) Darne | 82) Souffle |
| 38) Dough | 83) Stew |
| 39) Mince | 84) Stock |
| 40) Estouffade | 85) Supreme |
| 41) Espangnole | 86) Kofta |
| 42) Force Meat | 87) Troncon |
| 43) Fume | 88) Zest |
| 44) Garnish | |
| 45) Garniture | |

BAKERY – THEORY

1. BAKERY

1.1 Pastries

Short crust

Choux

Rough puff

- Differentiation
- Uses
- Precaution
- Role of each ingredient
- Baking temp of each pastry

1.2 Bread making

- Principles of bread making
- Role of each ingredient
- Soufflé yeast breads
- Baking of temp

1.3 Pastry Cream

- Basic pastry creams
- Uses of confectionary
- Preparation & care in production

1.4 Cookies

- Types of cookies
- Methods of preparation

COOKERY PRACTICAL

Practical classes to incorporate simple menus both Indian & Continental comprising of following dishes. Each institute to formulate their combinations.

Soup	Cream – vegetable, spinach, tomato, green peas Consommé with garnishes, like royale, carmen, madrilene, claremont, celestine Bisque – shrimp, crab National soups / French onion, Vichyrose, Cabbage chowders.
Fish	Fish orly, Colbert, Meuniere, Poached Fish, Grilled Fish, Baked Fish as Florentine, Mornay, Portugaise.
Entrees	Lamb strew, Hot pots, Hamburgers, Shepherds Pie Scotch Eggs, Grilled Steaks & Lamb / Pork chops. Casseroles, Roast Chicken / Leg of Lamb / Beef.
Potato	All basic preparations such as boiled, baked, roast, French fries, iyonna, sauté, mashed/creamed, parsley / parisienne.

Vegetable	Boiled vegetables : cabbage, cauliflower, beans Glazed vegetables : carrots, raddish, turnips Fried vegetables : courge provencal, baked beans, ratatouille Braised vegetables : onions, leeks, cabbage
Salads	Basic simple salads and dressings Cole Slaw Russian salad Potato salad Carrot & Celery Salade Nicoise Beetroot salad Fruit salad Waldorf salad
Cold sweets	Honeycomb Mould, Butterscoth Sponge, Coffee Mousse, Lemon Spoon, Trifle, Chocolate Mousse, Lemon Soufflé
Hot sweets	Bread & Butter Pudding, Caramel Custard, Albert pudding, Christmas pudding
Indian sweets	Simple ones such as Chicoti, Gajar Halwa, Sheera, Gulab Jamun
Indian snacks	Dhokla, Uppama, Idli, Wadas, Samosas, Pattice, Pitla, Khandvi
Indian rice	Dishes such as Jeera Pulao, Vegetable Pulao, Lime Rice. Aloo Gobi ki Tehari, Khichadi
Indian breads	Chappaties, Pooris Parathas, Missi Roti
Indian meat / Chicken dishes	Khorma, Baffat, Safed Mas, Shahjehani, Jal Frazie, Hussainey Curry, Rogini, Tandoori Chicken.
Vegetable Preparations	Salads, Riatas, Foogath, Thoran, Bhajees, Bhujjia, Ccuchumbers, Dahi Wadas, Preparation of paneer.

BAKERY – Practical

1. Bread Rolls
2. Short Crust Pastry – Jam Tarts/ Apple Pie/
3. Vanilla Buns
4. Swiss Roll
5. Butter Cookies
6. Bread Loaf In A Tin
7. Short Crust Pastry – Choc Art / Lemon Curd Tart
8. Cherry Muffin With Glaze Icing
9. Genoese Sponge
10. Nankhatais
11. Cheese & Garlic Bread
12. Madeira Cake
13. Flaky Pastry (Patties)

14. Walnut Short Bread
15. French Bread
16. Bake Well Tarts
17. Rough Puff Pastry
18. Melting Moments
19. Puff Pastry (Cheese Straws)
20. Fruit Flan
21. Quiche
22. Peanut Cookies
23. Danish Pastry
24. Yule Log
25. Fruit Cake With Marzipan
26. Fruit Buns
27. Choc Chip Cookies
28. Choc Cream Fingers
29. Decorated Sponge With Butter Icing
30. Tri-coloured Biscuits
31. Brioche
32. Valentine Heart Box (Gum Paste & Royal Icing)
33. Chocolate Rocks

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1. Thangam Philip – Modern Cookery I & II – Orient Longman – 2001
2. Auguste Escoffier – Ma Cuisine – Hamlyn – 2000
3. Digvijay Singh – Cooking Delight of the Maharajas – Vakils, Feffer & Son's Ltd. – 1982
4. Philip Dówell & Adrian Barley – The Book of Ingredients – Mermaid Books – 1987
5. Wayne Gisslen – Professional Baking – John Wiley & Sons – 1994
6. Martha Day – Baking – Lorenz Books – 1999
7. M. J. Leto & Bode – The Larder Chef – Heinemann Publishing House – 1989

2. FOOD & BEVERAGE SERVICE - I

- 1) **Introduction to the Hotel & Catering Industry:**
 - 1.1 Role of catering establishment in travel / tourism industry
 - 1.2 Types of F & B operations (classification)
 - 1.3 Commercial: Residential / Non-residential
 - 1.4 Welfare: Industrial / Institutional / Transport (air, road, rail, sea)
 - 1.5 Structure of the catering industry (a brief description of each type) & career opportunities therein.
- 2) **Departmental Organisation & Staffing:**
 - 2.1 Organisation of the F & B department of a hotel
 - 2.2 Principle staff of various types of F & B operations
 - 2.3 Duties & responsibilities of F & B staff
 - 2.4 Attributes of a good waiter
 - 2.5 Inter-departmental relationships (within F & B & with other departments)
- 3) **Layouts of Food Service Areas (commercial welfare):**
 - 3.1.1 Coffee shops
 - 3.1.2 Snack bar/counter service
 - 3.1.3 Vending machines
 - 3.1.4 Speciality restaurants
 - 3.1.5 Banquet operations
 - 3.1.6 Room Service

PRACTICALS

Ancillary Departments:

 - 3.2.1 Pantry
 - 3.2.2 Stores
 - 3.2.3 Linen Room
 - 3.2.4 Kitchen
- 4) **Meals & Menu Planning:**
 - 4.1 Origin of the menu & menu
 - 4.2 Basic types of menus
 - 4.3 General menu planning considerations
 - 4.4 Designing the menu
 - 4.5 Sequence of courses & planning
 - 4.5.1 French classical menu & Table d'hote (Indian/Continental)
PRACTICALS
 - 4.5.2 a la carte (Indian/Continental)
PRACTICALS
 - 4.6 Types of meals
 - 4.6.1 Indian B/F
PRACTICALS
 - 4.6.2 English B/F
PRACTICALS
 - 4.6.3 American B/F/
PRACTICALS
 - 4.6.4 Continental B/F/
PRACTICALS
 - 4.6.5 Lunch

- 4.6.6 Dinner
- 4.6.7. Brunch
- 4.6.8 Afternoon/High tea
- 4.6.9 Supper

PRACTICALS

- 4.7 Description of dishes
- 4.8 Accompaniments – Continental / Indian
- 4.8.1 Seasonal availability of foods

5) **F & B Service Equipment:**

- 5.1 Classification of equipment – familiarization of equipment
 - 5.2 Criteria for selection & requirements (Qty./Types of
 - Crockery
 - Tableware (Silver/Stainless)
 - Glassware
 - Linen (including furnishing)
 - Other equipment
 - Care & Maintenance of equipment including silver cleaning
- PRACTICALS

6) **Dining Service Methods & Procedure:**

- 6.1 Mis-en-place (including arrangement of sideboards)
PRACTICALS
- 6.2 Laying tables of different meals & menus including laying, relaying table cloths & folding serviettes
PRACTICALS
- 6.3 Restaurant reservation systems
- 6.4 Receiving the guest
- 6.5 Methods of service
 - 6.5.1 Five Basic Types of Service
 - a) Table Service.
 - b) Assisted Service.
 - c) Self Service
 - d) Single Point Service
 - e) Specialized or In-Situ Services
 - f) Buffet
 - g) Banquet
PRACTICALS
 - h) Tray & Trolley
 - i) PRACTICALS
 - j) Service of classical hors d'oeuvres (cheese, fruit etc.)
PRACTICALS

7) **Simple Control Systems:**

- 7.1 Necessity & functions of a control system.
- 7.2 F & B control cycle.
- 7.3 Making bills.
- 7.4 Cash handling equipment.
- 7.5 Theft control procedures.
- 7.6 Record keeping

- 8) **Tobacco:**
- 8.1 History
 - 8.2 Processing for cigarettes, pipe, tobacco & cigars.
 - 8.3 Cigars – shapes / sizes / colours
 - 8.4 Storage & service of cigars / cigarettes
- 9) **Non-Alcoholic Beverages:**
- 9.1 Classification (Nourishing / Stimulating / Refreshing)
 - 9.2 Stimulating / Nourishing :
 - 9.2.1 Tea
 - Origin & Manufacture
 - Types & Brands
 - Preparation & Service
 - PRACTICALS
 - 9.2.2 Coffee
 - Origin & Manufacture
 - Types & Brands
 - Preparation & Service
 - PRACTICALS
 - 9.2.3 Cocoa & Malted beverage
 - Origin & Manufacture
 - Types & Brands
 - Preparation & Service
 - 9.3 Refreshing (Juices & Soft Drinks)
 - Mixers (Tonic & Mineral Waters)
 - Brands
 - PRACTICALS

REFERENCES:.

1. Dennis Illicrap, John Cousins and Robert Smith – Food & Beverage Service – ELST Publications – 1998
2. Vijay Dharam – Food & Beverage Service – Frank Bros. & Co. – 2001.
3. Peter Dias – The Steward – Orient Longmann – 1996
4. Joh Fuller and A. J. Currie – The Waiter – Hutchinson & Co. Ltd. – 1984
5. Sudhir Andrews – Food & beverage Service – Tata Megram Hill Publishing Co. – 1995
6. Joycee Nutley – Advanced Service Techniques – Hodder & Stoughton – 1992

3. ROOM DIVISION MANAGEMENT - I

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HOUSEKEEPING SERVICES

CHAPTER 1.	INTRODUCTION TO HOUSEKEEPING DEPARTMENT
1.1	Types of hotel and services offered
1.2	Types of rooms
1.3	Importance and role of housekeeping department in a hotel
1.4	Layout and different areas of housekeeping department

CHAPTER 2	ORGANISATION OF HOUSEKEEPING DEPARTMENT
2.1	Organisation chart of a small, medium and large hotel
2.2	Duties and responsibilities of housekeeping staff
2.3	Personality traits of housekeeping personnel
2.4	Departments that housekeeping co-ordinates with.

CHAPTER 3	CLEANING EQUIPMENT
3.1	Classification of cleaning equipment
3.2	Use and care of equipment

CHAPTER 4	CLEANING AGENTS
4.1	Classification
4.2	- Use, care and storage
4.3	Distribution and control

CHAPTER 5	COMPOSITION, CLEANING AND POLISHING OF DIFFERENT SURFACES
5.1	Metals
5.2	Glass
5.3	Plastic
5.4	Ceramics
5.5	Wood
5.6	Leather
5.7	Rexine

CHAPTER 6	CLEANING OF DIFFERENT AREAS
6.1	Safe and hygiene cleaning
6.2	Principles and factors responsible for cleaning
6.3	Types of cleaning
6.4	Public area cleaning
6.5	Room cleaning –occupied, departure and vacant
6.6	Under repair Room

CHAPTER 7	TYPES OF ROOMS / SERVICES
7.1	Morning, Afternoon and Evening Services
CHAPTER 8	MAID'S SERVICE ROOM
8.1	Location
8.2	Layout
8.3	Organising maid's trolley
CHAPTER 9	LOST AND FOUND
9.1	Procedure and records
CHAPTER 10	GUEST ROOM SUPPLIES AND AMENITIES
10.1	Standard, Regular, VIP
10.2	Standard contents Of Guest Room
CHAPTER 11	KEYS & KEY CONTROLS
CHAPTER 12	FORMATS USED IN THE HOUSEKEEPING DEPARTMENT.

PRACICALS

1. Cleaning of Different Surface
2. Polishing of Different Surface
3. Bed Making

Field Visit : Visit to the different hotels, hospitals and hostels

FRONT OFFICE DEPARTMENT

CHAPTER 1. INTRODUCTION OF HOSPITALITY INDUSTRY.

- Classification of Hotels
- Criteria for star classification

CHAPTER 2. TYPES OF HOTELS

Types of Rooms
Types of Plans
Basis of charging
Packages, Types of Packages
Tariff & Taxes.

CHAPTER 3. DEPARTMENTAL ORGANISATION OF A HOTEL

- Organisation chart of front office Department.
- Functional Organisation of front office.

CHAPTER 4. ABBREVIATIONS

- Terminology
- Symbols in the reservation

CHAPTER 5. DUTIES & RESPONSIBILITIES OF

- Front Office Manager
 - Front Office Assistant
 - Concierges
 - Bell Boy & Bell Captain
 - Lobby Manager
 - Guest Relation Executive.
 - Cashier
 - Reservation Manager
- Guests : Rules of the house for Front Office Staff

CHAPTER 6. TELEPHONE OPERATING SYSTEM

- Types of Telephone Exchange
- Types of Telephone calls
- Qualities of Telephone Operator
- Responsibilities of receiver while answering the telephone calls.

CHAPTER 7. RESERVATIONS

- Sources of reservations
- Reservation by Telephone
- Systems of Reservation
- Modes & Types of Reservation

CHAPTER 8. REGISTRATION

- Registration Process
- 'C' Form
- Message Slip
- Arrival & Departure Notification Slip.

CHAPTER 9. KEY & KEY CARD CONTROL

- Issuing of Keys
- Types of Master Keys
- Baggage Handling
- Condition for Accepting Luggage's.

CHAPTER 10. ARRIVAL & DEPARTURE PROCEDURE

- Baggage Handling & Condition for accepting luggage.

PRACTICALS

- Grooming Rules of the House
- Telephone Skills
- Reservation Procedure
- Handling Baggage
- Check-In Check-Out Procedure
- Role Play.
- Itinerary Planning for Mumbai.

Assignments

- Places of interest in Mumbai
- Designing of Tariff Card / Brochure.
- Countries, Capital and Currencies.
- Stats, Union Territories Capitals.
- Names of 5 Star Hotels.
- Airline Codes.

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1. Sudhir Andrews – Hotel Housekeeping Training Manual – Tata Magram Hill Publishing Co. – 1999
2. Matt A. Casado – Housekeeping Management – John Witley & Sons – 2000
3. Madelin Schneider, Georgina Tucker & Marry Scoriak – The Professional Housekeeper – John Witley & Sons – 1999.
4. Robert J. Martin – House Keeping Operations – John Wiley & Sons – 1998
5. Dr. B. K. Chakravarti – Front Office in Hotel – CBS Publishers & Distributors – 1999
6. Bruce Braham - Hotel Front Office – Stanley Thornes (Publisher) Ltd – 1993.
7. Peter Renner – Basic Hotel Front Office Procedures - Van Nostrand Rein Hold – NY – 1993.
8. Sue Baker, Pam Bradley & Jeremy Huhton – Principles of Hotel Front Office Operation – Casseil – 1996.
9. Ozi D'cunha – Accounting & Cost Control in Hotel & Catering Industry – Dicky's Enterprises – 1992.

4. Information Technology (Theory)

- Information Technology, The Internet and You
- Application Software
- System Software
- The System Unit
- Input and Output
- Secondary Storage
- Connectivity, The wireless revolution and Communications
- The Internet and the Web
- Graphics, Multimedia and Artificial Intelligence

Information Technology & the Internet

- Information Systems
- Software
- Hardware
- Data
- Connectivity, the Wireless Revolution and the Internet

Unit 1: Information Technology, the Internet and You Competencies

The Learner should be able to:

- Explain the five parts in an information system: people, procedures, software, hardware, and data.
- Distinguish application software from system software.
- Distinguish four kinds of computers: microcomputer, minicomputer, mainframe, and supercomputer and describe hardware devices for input, processing, storage, output, and communications.
- Describe document, worksheet, database, and presentation files.
- Explain computer connectivity, the Internet, and the Web.

Application Software

- Software Applications
- Browsers – Internet Explorer, Mozilla Firefox
- Word Processors – Such as Word 2003
- Spreadsheets – Such as Excel 2003
- Database Management Systems – Access 2003
- Presentation Graphics – Power Point 2003

The Learner should be able to

- Discuss common features of most software applications.
- Describe browsers.
- Describe word processors.
- Describe spreadsheets.
- Describe database management systems.
- Describe presentation graphics.

System Software

- System Software
- Operating Systems
- Utilities
- Device drivers
- Language Translators

Unit 3: System Software Competencies

The Learner should be able to

- Describe the difference between system software and application software.
- Describe the three basic functions of any operating system.
- Describe three categories of operating system.
- Discuss the purpose of utilities and utility suites.
- Identify most essential utilities.
- Define device drivers and language translators.

Input and Output

- What is Input?
- Keyboard Entry
- Pointing Devices
- Scanning Devices
- Image Capturing Devices
- Digitizing Devices
- Audio-Input Devices
- What is Output
- Monitors
- Printers
- Audio-Output Devices
- Combining Input and Output Devices

Unit 4: Input and Output Competencies

The Learner should be able to

- Describe input.
- Describe keyboard entry, pointing devices and scanning devices.
- Discuss image capture, digitizing and audio-input devices.
- Discuss Output.
- Discuss monitors, printers and audio output.
- Discuss combination input and output.

Information Technology (Practical)

- a) **DOS COMMANDS & OPERATING SYSTEM :**
 - b) What is an Operating System? The DOS Prompt.
 - c) DOS Commands –
 - i) Internal: - CLS, RENAME, DELETE, TYPE, VER, RD, MD, CD, MORE, MEM, COPY, DIR etc.
 - ii) External: - FORMAT, DISKCOPY, CHKSDK, RECOVER, TREE, ATTRIB, RESTORE, BACKUP, SORT etc. Creating a Batch File.
2. **WINDOWS XP OPERATIONS :**
 - a) Starting Windows XP.
 - b) The Desk Top.
 - c) The Start Button.
 - d) The Window.
 - e) Title Bar
 - e) Scroll Bar
 - f) The Start Menu
 - g) Task Bar
 - h) Cascading Menus
 - i) The Windows Explorer.
 - a) Opening Application Software such as Word – 2003 / Adobe Photoshop etc.
 - b) Files and Folders.
 - c) Cut, Copy and Paste Functions (Clip Board).
3. **USING PRINTERS (Demonstration):**
 - a) Dot-Matrix, Ink Jet types.
 - b) Inserting Paper, Replacing a Cartridge.
 - c) Basic Operations.
 - d) Network Printing
4. **THE INTERNET :**
 - a) Browsing the World Wide Web, Creating Web Email Accounts.
 - b) Setting up a POP/IMAP Email (gmail) Account on Email clients such as Outlook Express.
5. **MICROSOFT WORD 2003:**
All that is necessary, so that a student will comfortable using all the Powerful features of Word – 2003
6. **MICROSOFT EXCEL 2003:**
All that is necessary, so that a student will comfortable using all the Powerful features of Excel– 2003
7. **MICROSOFT POWERPOINT 2003:**
All that is necessary, so that a student will comfortable using all the Powerful features of PowerPoint – 2003
8. **COMPUTER ARCHITECTURE (Demo) :**
Identifying the Mother Board, ROM-BIOS, RAM, Various Cards such as Display / Sound Cards, PCI Slots.

9. NETWORKING :

Configuring the computer (Desktop or Notebook) for a Local Area Network (LAN) by the use of ip address, subnet mask, gateway ip, Primary & secondary DNS addresses.

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7. John Breiden II, Michael Check – Exploring MS Office XP - B.P.B. Publications – 2001
8. Greg Prey – Microsoft Windows XP – Techmedia - 2001

5. CATERING SCIENCE

1. MICROBES

Morphology
 Classification
 Factors for Growth
 Role of Microbes in Manufacture of fermented foods
 Dairy products
 Vegetable preparations
 Bakery preparations
 Alcoholic Beverages
 Vinegar
 Fermented Indian Foods

2. FOOD-BORNE DISEASE

2.1 Natural Toxins
 2.2 Chemical Toxins
 2.3 Bacterial Toxins
 2.4 Food Poisoning :- staphylo cococus, salmonella, clostridium perfringens & clostridium, botulinum.
 2.5 Food infections :- typhoid , cholera , dysentery, hepatitis 'A' E-Coli.

3. INTRODUCTION TO HYGIENE

3.1 Rules and Importance pf Hygiene
 3.2 Cleaning of premises
 3.3 Pest Control
 3.4 HACCP- Hazard Analysis critical control point)
 3.5 Waste Disposal
 3.6 Dishwashing Methods

4. FOOD ADULTERATION

4.1 Definition, Types of Adulterants
 4.2 Common Tests to Detect Adulteration
 (coffee, Semolina, Flour, ghee, butter, margarine, oil, milk, Turmeric powder, coriander powder, white pepper powder).
 4.3 Food standards in India (PFA,FPO,MPO,BIS-ISI, AGMARK)

5. FOOD PRESERVATION & STORAGE

5.1 Food Preservation :-

1. Chemical
2. Low Temperature – Refrigeration, Freezing
3. High Temperature – Pasteurization, Sterilization & Canning

5.2 Food Storage :-

- a) Dry food store
- b) Refrigerated store
- c) Stock Rotation, cross contamination

6. FOOD ADDITIVES

- 6.1 Food Colours
- 6.2 Flavours & Flavours Enhancers
- 6.3 Browning Reactions: - causes, desirable & undesirable effects.

7. COLLOIDS

- 7.1 Definition , Characteristics of colloidal system in food (sol, gel, foam, & emulsions .
- 7.2 Examples related to food preparation.
(Roasting, grilling, frying, baking, boiling, poaching, microwave etc.)
- 7.3 Importance of the colloidal system in Food Industry.

8. INTRODUCTION TO NUTRITION

- 8.1 Definition of food, Balanced diet, nutrition, over nutrition, under nutrition, Malnutrition.
- 8.2 Balanced Diet – Food Pyramid
- 8.3 Meal Planning Steps

9. CARBOHYDRATES

- 9.1 Composition , Classification
- 9.2 Functions, Sources
- 9.3 Daily Requirements
- 9.4 Excess & Deficiency

10. CARBOHYDRATES

- 10.1 Uses of Carbohydrates in Food preparation
Changes During Cooking
 - Gelatinization
 - Gel formation
 - Dextrinization
 - Gluten formation

11. PROTEINS

- 11.1 Composition, Classification (Quality)
- 11.2 Functions, Food Sources
- 11.3 Daily requirements
- 11.4 Excess & Deficiency

12. PROTEINS

- 12.1 Use in Food Preparation
- 12.2 Effect of Heat Factors Affecting
- 12.3 Gel Formation
- 12.4 Foaming

13. FATS & OILS

- 13.1 Composition, Classification (Quality)
- 13.2 Functions, Food Sources
- 13.3 Daily Requirements
- 13.4 Excess & Deficiency

- 14.1 Types of Fats & Oil (Source)
- 14.2 Uses,
- 14.3 Chemical Composition (fatty Acid)
- 14.4 Factors Causing Deterioration
- 14.5 Rancidity
- 14.6 Flavour Reversion
- 14.7 Shortening
- 14.8 Polymerisation

15. VITAMINS & MINERALS

- 15.1 Functions
- 15.2 Food Sources
- 15.3 Deficiency & Excess
- 15.4 Fat Soluble & Water Soluble Vitamins
(A, D, E, K (B-Complex, C)
- 15.5 Minerals (Ca, Na, Fe, I, F I)

16. WATER

- 16.1 Importance & Water Balance
- 16.2 Losses upon Cooking & Ways to Prevent it.

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- 1. B. Srilakshmi – Food Science – New Age International Pvt. Ltd. – 1999
- 2. Betty C. Hobbs and Diane Roberts – Food Poisoning and Food Hygiene – Edward Arbnold – 1993
- 3. M. Swaminathan – Food Nutrition – The Bangalore Printing and Publishing C. Ltd. – 1996
- 4. George J. Banwart – Basic Food Microbiology – CBS Publishers – 1987
- 5. O.F.M. Keilgom – Complete Catering Science – Heinemann – 1987
- 6. David Plummet – Practical Biochemistry – Tata Mc graw Hill – 1998
- 7. Harold Vavley – Practical Clinical Biochemistry – Wicky – Eastern Ltd – 1987
- 8. R. Alexander & J. Griffiths – Basic Biochemical Methods – Wiley – Less Inc. – NY
- 9. A. J. Lacey – Light Microscope in Biology – Oxford University Press – 1989

6. BUSINESS COMMUNICATION

1. CONCEPT OF COMMUNICATION

- 1.1 Process of Communication
- 1.2 Feed Back
- 1.3 Methods of Communication
- 1.4 Channels of Communication
- 1.5 Barriers to Communication

2. ORGANIZATIONAL COMMUNICATION

- 2.1 Upward, downward, lateral communication and their purposes, functions.
- 2.2 Written Communication – Memos, circulars, notices.

3. GROUP COMMUNICATION

- 3.1 Types of meetings
- 3.2 Advantages and Disadvantages of meetings
- 3.3 Participants' Responsibilities
- 3.4 Structure of a meeting- Agenda and Minutes
- 3.5 Brain Storming

4. BUSINESS CORRESPONDENCE

- 4.1 Planning the right look of a letter
- 4.2 Types of letters-quotations, orders, claim and adjustment, sales, Application

5. APPRAISALS

- 5.1 Writing effective appraisals

6. REPORT WRITING

- 6.1 Types of Reports
- 6.2 Structure of a report

7. PRESENTATION

- 7.1 Making effective presentation
- 7.2 Using visual aids
- 7.3 Speaker's appearance and personality

8. INTERVIEWS

- 8.4 Purpose
- 8.5 Types
- 8.6 Candidate's Preparation

9. COMPREHENSION AND PRÉCIS WRITING

- 9.1 Passages for comprehension & Précis writing

- 10.1 Punctuation, Tenses, Nouns, Pronouns, Phrases, Formation of nouns, verbs, adjective, adverb etc.
- 10.2 Voice – active, passive
- 10.3 Speech – Direct & Indirect
- 10.4 Constructing effective sentences.

FRENCH

1. Translate the Dialogue into English
(Simple Conversations pertaining to the Hotel)
Topic: Time, At the Office. In a Restaurant, Asking Directions.
2. Culinary Terms
(Translate to french using match the columns / crosswords etc)
3. Days, Months, Time. Numbers, Seasons.
4. Recipes - (Put in the correct order)
(Translate to English, Making of Tea, Coffee, Béchamel, Veloute, Simple Soups & Salad).
5. Plan a 5 Course menu in French
6. Grammer
Make Negative Make in Plurals & Conjugate in the present tense avior Etre Faire, Manger, Boire, Mettre.

FRENCH BASIC CONVERSATIONS

1. Qu est la gare?

Where is the Railway Station?

Je Voudrais un billet de premiere pour Jaipur.

I want a first class ticket to Jaipur.

Voulez me donner une horaire (time table.)

Kindly give me a time table.

Appelez-moi a six heures du matin.

Call me at a six in the morning.

2. Voyage en bateau.

Votre compagnie est P & O
Your steamship liner is P & O

Qu est ma cabine? C'est le numero 234
Where is my cabin? It is number 234.

Votre cabine se trouve a tribord (Port side)
You will find your cabin on the port side.

Vous avez une cabine au premiere.
You have a first class cabin.

A quelle heure le dejeuner est-il servi?
What time is lunch served.

3. A L Hotel

Bonjour monsieur (Madame)
Hello Sir (Madam).

Mon nom est _____
My name is _____

Je voudrais une chamber avec un bain?
I would like a room with an attached bath.

Quelle est le prix de cette chamber par jour?
What is the cost of the room per day.

Quatre cent francs par jour
400 francs a day

Signez le register, s il ous plait. Donnez moi votre nom et votre adresse.
Please sign the register. Give me your name and address.

4. Check Out

Je voudrais vous avertir que nous partirons demain.
I want to let you know that we are checking out tomorrow.

Donnez moi la facture s il vous plait.
Please give me the bill

Voici la cle de ma chamber
Here is the key to my room.

Au revoir, monsieur (Madame)
Good-bye, Sir (Madame).

5. On Arrival

Voici mon passeport et mon visa.
Here is my passport and my visa.

Ce sont mes valises.
There are my suitcases.

J'ai besoin d'un porteur.
I need a porter.

Appelez moi un taxi, s'il vous plaît.
Please call me a taxi.

Conduisez moi à l'hôtel Oberoi.
Drive me to the Oberoi Hotel.

Merci.
Thank you.

6. Room Service

Bonjour c'est la chambre
A quelle heure les repas sont-ils servis.
At what time are the meals served.

A six heures madame
At six o'clock

Je voudrais prendre le petit déjeuner dans ma chambre.
I want to have breakfast in my room

Bien madame
Very well madame

7. Dans la Chambre

Puis-je entrer monsieur?
May I come in sir.

Non Monsieur.
No Sir.

Garçon appelez-moi à six heures. S'il vous plaît.
Wake me up at six please.

Apportez moi des serviettes propres, s'il vous plaît.
Please bring me some clean towels.

Un moment s'il vous plaît.
One moment please

Y-a-t-il du courrier pour moi?
Are there any letter for me.

8. Au Restaurant

Bonjour, monsieur

Je voudrais du jus de fruit. Quel jus voulez - vous?
I would like some fruit juice. What juices do you have?

Je voudrais un demi pamplemousse.
I Would like half grape fruit.

Apportez moi un oeuf a la coque.
Bring me a boiled egg.

Apportez moi une tasse du the
Bring me a cup of tea.

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2. Krishna Mohan & Meera Banerji – Developing Communication Skills – Macmillan – 2001
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5. R. K. Bansal & J. B. Harrison – Spoken English – Orient Longmann – 2001
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7. Bridget Aufossy – Speak French Today – Augo – 1991
8. R. Diez La Cortina – Cortina's French Method – Grosset & Dunlop – 1988
9. Mathuram Bondo – Modern French Course – D. C. Heath & Co. – 1983.
10. Course de langue et civilisation Franchises. G. Mauger.

7. FINANCIAL & COST ACCOUNTING

1. **INTRODUCTION TO ACCOUNTING**
 - 1.1 Nature, importance, objectives and advantages of accounting
 - 1.2 Book-keeping as an art and science
2. **DOUBLE ENTRY BOOK-KEEPING**
 - 2.1 Principles and applications
 - 2.2 Nature
 - 2.3 Advantages
 - 2.4 Identifying the two accounts in the transaction
 - 2.5 Classification of accounts
 - 2.6 Applying debit and credit rules to identify the debit and credit aspects
3. **RECORDING TRANSACTIONS IN THE JOURNAL**
 - 3.1 Importance of journal and its format
 - 3.2 Journalising simple journal entries
 - 3.3 Journalising compound journal entries
 - 3.4 Narrations
 - 3.5 Exercises
4. **THE LEDGER**
 - 4.1 Classification of ledger
 - 4.2 Importance of ledger
 - 4.3 Posting entries and balancing ledger accounts
 - 4.4 Exercises
5. **SUBSIDIARY JOURNALS**
 - 5.1 Advantages of subsidiary books
 - 5.2 The different subsidiary books - sales book, purchase book, return outward book, return inward book, cash book, bill receivable book, bills payable book, journal proper.
6. **BANK RECONCILIATION STATEMENT**
 - 6.1 Purpose and advantages of preparing BRS
 - 6.2 Method and form of preparing BRS
 - 6.3 Exercises
7. **TRIAL BALANCE AND RECTIFICATION OF ERRORS**
 - 7.1 Importance, purpose and advantages
 - 7.2 Trial balance (gross, net and combined)
 - 7.3 Types of errors
 - 7.4 Suspense account
 - 7.5 Rectification of one sided and two sided errors
8. **CAPITAL AND REVENUE EXPENDITURE AND DEFERRED REVENUE EXPENDITURE**
 - 8.1 Nature of capital and revenue type of income and revenue type of income and expenditure.
 - 8.2 Nature of Deferred Revenue Expenditure

9. FINAL ACCOUNTS OF SOLE TRADER (With Adjustments)

- 9.1 Importance, purpose and need for preparation of final accounts
- 9.2 Exercises covering the following adjustments:
 - Closing stock
 - Prepaid expenses
 - Outstanding expenses
 - Income receivable
 - Depreciation and amortization
 - Bad debts and provision for bad debts

10. ELEMENTS OF COST AND CONCEPTS OF PROFIT:

- 10.1 Material Cost (Food & Beverage Cost), Labour Cost, Overhead, Gross Profit, After Wage Profit and Net Profit.
- 10.2 Practical examples.

11. BREAK EVEN ANALYSIS:

- 11.1 Variable Cost, Fixed Cost and Semi-Variable Cost.
- 11.2 Contribution, Break Even Point and Break Even Chart.
- 11.3 Simple practical examples.

REFERENCES :

1. T. S. Grewal – Elements of Accounts – Sultan Chand & Co. – 1995
2. Choudhari Chopde – Book Keeping Accounting – Sheth Publishing House – 1998
3. Ozi D'Cunha – Accounting & Cost Control in Hotel & Catering Industry – Dicky Enterprises – 1992
4. M. H. Kishnodwala – Book Keeping & Accountancy – Vipul Prakashan – 1986
5. Ozi D'cunha , Gleson D'cunha - Hotel Accounts & Financial Controls – Dicky's Enterprise 2002

8. PRINCIPLES OF MANAGEMENT

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1. INTRODUCTION:

- 1.1 Illustrative Case Study. A typical day in the life of a Manager at Hotel Universe.
- 1.2 Orientation to Management through process.
- 1.3 Evolution – Development – School of Management
- 1.4 Management Defined.

2. ROLE OF MANAGER:

- 2.1 Professional Manager and his tasks.
- 2.2 Managerial Skills – Roles – Levels.
- 2.3 Managerial Ethics and Organisation Culture.
- 2.4 Management Process.
- 2.5 Classical Organisation Theory (Henry Fayol's 14 Principles of Management)

3. PLANNING:

- 3.1 Illustrative Case Study.
- 3.2 Planning and Management Process.
- 3.3 Mission – Objectives – Goals.
- 3.4 Urgent and Important Paradigms.
- 3.5 Planning Process in Detail.
- 3.6 Types and Levels of Plans.
- 3.7 Why Plans Fail.
- 3.8 Problems Solving and Decision Making Process & Steps Programmed & Unprogrammed.
- 3.9 Time Management.

4. ORGANISING:

- 4.1 Organising and Organisation Structure.
- 4.2 Organisation Chart.
- 4.3 Principles of Organisation.
 - 4.3.1 Scalar Principles.
 - 4.3.2 Departmentation.
 - 4.3.3 Unity.
 - 4.3.4 Span of Control.
 - 4.3.5 Centralization and Decentralization.
 - 4.3.6 Authority and Responsibility
 - 4.3.7 Delegation.
- 4.4 Staffing, Meaning and Nature, Process of Staffing.

5. LEADING AND MOTIVATION:

- 5.1 Creating a Committed Work Force.
- 5.2 Basic Concept and Definition.
- 5.3 Theories of Motivation.
 - 5.3.1 Hierarchy of Needs.
 - 5.3.2 Hygiene Theory.

6. **LEADERSHIP:**
 - 6.1 Definition.
 - 6.2 Leadership Theories.
 - 6.3 Team Building.
7. **CONTROLLING:**
 - 7.1 Basic Concepts – Definition – Process and Techniques
8. **COMMUNICATIONS:**
 - 8.1 Importance – Message Components.
 - 8.2 Communication and Information.
 - 8.3 Conflict and Its Resolution.
 - 8.4 Communication and Empathy.
 - 8.5 Communication Process.
 - 8.6 Verbal and Non-Verbal Communication.
 - 8.7 Listening.
9. **MANAGEMENT BY OBJECTIVE:**
 - 9.1 Definition.
 - 9.2 Process of MBO.
 - 9.3 Total Quality Management.
 - 9.4 Definition.
 - 9.5 Need & Importance.
 - 9.6 Criteria for TQM – Leadership.
 - 9.7 Information and Analysis, Strategic.
 - 9.8 Planning, HRD and HRM, Process.
 - 9.9 Management, Business results.
 - 9.10 Customer Focus and Satisfaction.

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1. G. A. Cole – Management – Theory & Practical – ELBS – 1993
2. Richard Pettinger – Introduction to Management – Macmillan – 1994
3. E. H. Megrath S. J. – Basic Management Skills for All – Prentice Hall Pvt. Ltd. – 2000
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