

B.Sc. HOTEL & CATERING MANAGEMENT

DEGREE FIRST SEMESTER

Subjects	Teaching Scheme		Examination Scheme							
	Theory Hrs	Prac. per week	Sub. Code	Theory			Ex H ors	Practical		
				Marks				Marks		
				Internal	External	Total		Internal	External	Total
<u>THEORY</u>										
FOUNDATION COURSE IN FOOD PRODUCTION – I	2	-	BHM 0101	25	75	100	3	-	-	-
FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE– I	2	-	BHM 0102	25	75	100	3	-	-	-
FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I	2	-	BHM 0103	25	75	100	3	-	-	-
FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I	2	-	BHM 0104	25	75	100	3	-	-	-
ACCOUNTANCY	3	-	BHM 0105	25	75	100	3	-	-	-
HOTEL ENGINEERING	2	-	BHM 0106	25	75	100	3	-	-	-
NUTRITION	2	-	BHM 0107	25	75	100	3	-	-	-
COMMUNICATION	2	-	BHM 0108	15	35	50	2	-	-	-
FRENCH – I	2	-	BHM 0109	15	35	50	2	-	-	-
<u>PRACTICAL</u>										
FOUNDATION COURSE IN FOOD PRODUCTION – I (PRACTICAL)	-	8	BHM 0110	-	-	-	3	25	75	100
FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE– I (PRACTICAL)	-	4	BHM 0111	-	-	-	3	25	75	100
FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I (PRACTICAL)	-	2	BHM 0112	-	-	-	3	25	75	100
FOUNDATION COURSE IN ACCOMMODATION OPERATIONS - I (PRACTICAL)	-	2	BHM 0113	-	-	-	3	25	75	100

BHM0101

FOUNDATION COURSE IN FOOD PRODUCTION – I

U.No.	Topic
01	INTRODUCTION TO COOKERY A. Levels of skills and experiences B. Attitudes and behaviour in the kitchen C. Personal hygiene D. Cleaning and up keep of working area E. Uniforms & protective clothing F. Safety procedure in handling equipment
	CULINARY HISTORY A. Origin of modern cookery
	HIERARCHY AREA OF DEPARTMENT AND KITCHEN A. Classical Brigade B. Modern staffing in various category hotels C. Roles of executive chef D. Duties and responsibilities of various chefs E. Co-operation with other departments
	CULINARY TERMS A. List of culinary (common and basic) terms B. Explanation with examples
02	AIMS & OBJECTS OF COOKING FOOD A. Aims and objectives of cooking food B. Various textures C. Various consistencies D. Techniques used in pre-preparation E. Techniques used in preparation
	BASIC PRINCIPLES OF FOOD PRODUCTION - I VEGETABLE AND FRUIT COOKERY A. Introduction – classification of vegetables B. Pigments and colour changes C. Effects of heat on vegetables D. Cuts of vegetables E. Classification of fruits F. Uses of fruit in cookery G. Salads and salad dressings

03	<p>STOCKS</p> <p>A. Definition of stock B. Types of stock C. Preparation of stock D. Recipes E. Storage of stocks F. Uses of stocks G. Care and precautions</p> <p>SAUCES</p> <p>A. Classification of sauces B. Recipes for mother sauces Storage & precautions</p>
04	<p>METHODS OF COOKING FOOD</p> <p>A. Roasting, Grilling, Frying, Baking B. Broiling C. Poaching D. Boiling</p> <ul style="list-style-type: none"> • Principles of each of the above • Care and precautions to be taken • Selection of food for each type of cooking <p>SOUPS</p> <p>A. Classification with examples B. Basic recipes of Consommé with 10 Garnishes</p>
05	<p>EGG COOKERY</p> <p>A. Introduction to egg cookery B. Structure of an egg C. Selection of egg D. Uses of egg in cookery</p> <p>COMMODITIES:</p> <p>i) Shortenings (Fats & Oils)</p> <p>A. Role of Shortenings B. Varieties of Shortenings C. Advantages and Disadvantages of using various Shortenings D. Fats & Oil – Types, varieties</p> <p>ii) Raising Agents</p> <p>A. Classification of Raising Agents B. Role of Raising Agents C. Actions and Reactions</p> <p>iii) Thickening Agents</p> <p>A. Classification of thickening agents B. Role of Thickening agents</p> <p>iv) Sugar</p> <p>A. Importance of Sugar B. Types of Sugar C. Cooking of Sugar – various</p>

REFERENCE BOOK

Theory of Cookery, the Art of Culinary Preparations

BHM0102

FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE – I

S.No.	Topic
01	THE HOTEL & CATERING INDUSTRY A. Introduction to the Hotel Industry and Growth of the hotel Industry in India B. Role of Catering establishment in the travel/tourism industry C. Types of F&B operations D. Classification of Commercial, Residential/Non-residential E. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. F. Structure of the catering industry - a brief description of each
02	DEPARTMENTAL ORGANISATION & STAFFING A. Organisation of F&B department of hotel B. Principal staff of various types of F&B operations C. French terms related to F&B staff D. Duties & responsibilities of F&B staff E. Attributes of a waiter F. Personal hygiene G. Grooming of F & B staff H. Inter-departmental relationships (Within F&B and other department)
03	I FOOD SERVICE AREAS (F & B OUTLETS) A. Specialty Restaurants B. Coffee Shop C. Cafeteria D. Fast Food (Quick Service Restaurants) E. Grill Room F. Banquets G. Bar H. Vending Machines I. Discotheque II ANCILLIARY DEPARTMENTS A. Pantry B. Food pick-up area C. Store D. Linen room E. Kitchen stewarding
04	F & B SERVICE EQUIPMENT Familiarization & Selection factors of: - Cutlery - Crockery - Glassware - Flatware - Hollowware - All other equipment used in F&B Service ● French terms related to the above
05	NON-ALCOHOLIC BEVERAGES

	Classification (Nourishing, Stimulating and Refreshing beverages)
	A. Tea
	- Origin & Manufacture
	- Types & Brands
	B. Coffee
	- Origin & Manufacture
	- Types & Brands
	C. Juices and Soft Drinks
	D. Cocoa & Malted Beverages
	- Origin & Manufacture

REFERENCE BOOKS

1. Mastering restaurant service-H.L.craschnell and G>Nobis
2. Food abd beverage training manual-Sudhir Andrews
3. The waiter-fuller and curie
4. Food and beverage service-D.R.Lilicrap
5. Modern restaurant service –John fuller
- 6.Essential table service-John fuller
7. Food and beverage management-Bernard Davis
8. Professional food service management- Habisthayar

BHM0103

FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I

U.No.	Topic
01	INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth
02	CLASSIFICATION OF HOTELS A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium TIME SHARE & VACATION OWNERSHIP A. What is time share? Referral chains & condominiums B. How is it different from hotel business? C. Classification of timeshares D. Types of accommodation and their size
03	TYPES OF ROOMS A. Single, Double, Twin B. Suits
04	FRONT OFFICE ORGANIZATION A. Brief Introduction to hotel core area with a special reference to Front office. B. Function areas C. Front office hierarchy D. Duties and responsibilities E. Personality traits F. Layout G. Front office equipment (non automated, semi automated and automated) H. Functions I. Procedures and records
05	FRENCH: To be taught by a professional French language teacher. A. Understanding and uses of accents, orthographic signs & punctuation B. Knowledge of cardinaux & ordinaux (Ordinal & cardinal) C. Days, Dates, Time, Months and Seasons

REFERENCE BOOKS

1. Hotel Front Office Management – James.A. Bardi
2. Front Office Management – S.K. Bhatnagar

BHM0104

FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I

S.No.	Topic
01	THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION Role of Housekeeping in Guest Satisfaction and Repeat Business INTER DEPARTMENTAL RELATIONSHIP A. With Front Office B. With Maintenance C. With Security D. With Stores E. With Accounts F. With Personnel Use of Computers in House Keeping department
02	ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT A. Hierarchy in small, medium, large and chain hotels B. Identifying Housekeeping Responsibilities C. Personality Traits of housekeeping Management Personnel. D. Duties and Responsibilities of Housekeeping staff E. Layout of the Housekeeping Department USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT
03	CLEANING ORGANISATION A. Principles of cleaning, hygiene and safety factors in cleaning B. Methods of organising cleaning C. Frequency of cleaning daily, periodic, special D. Design features that simplify cleaning E. Use and care of Equipment
04	CLEANING AGENTS A. General Criteria for selection B. Classification C. Polishes D. Floor seats E. Use, care and Storage F. Distribution and Controls G. Use of Eco-friendly products in Housekeeping
05	COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES A. Metals B. Glass C. Leather, Leatherites, Rexines D. Plastic E. Ceramics F. Wood G. Wall finishes H. Floor finishes

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G. Rutherford

BHM0105

ACCOUNTANCY

S.No.	Topic
01	INTRODUCTION TO ACCOUNTING A. Meaning and Definition B. Types and Classification C. Principles of accounting D. Systems of accounting E. Generally Accepted Accounting Principles (GAAP)
	PRIMARY BOOKS (JOURNAL) A. Meaning and Definition B. Format of Journal C. Rules of Debit and Credit D. Opening entry, Simple and Compound entries E. Practicals
	SECONDARY BOOK (LEDGER) A. Meaning and Uses B. Formats C. Posting D. Practicals
02	SUBSIDIARY BOOKS A. Need and Use B. Classification <ul style="list-style-type: none">● Purchase Book● Sales Book● Purchase Returns● Sales Returns● Journal Proper● Practicals
	CASH BOOK A. Meaning B. Advantages C. Simple, Double and Three Column D. Petty Cash Book with Imprest System (simple and tabular forms) E. Practicals
03	TRIAL BALANCE A. Meaning B. Methods C. Advantages D. Limitations E. Practicals

04	<p>FINAL ACCOUNTS</p> <p>A. Meaning</p> <p>B. Procedure for preparation of Final Accounts</p> <p>C. Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet</p> <p>D. Adjustments (Only four)</p> <ul style="list-style-type: none"> • Closing Stock • Pre-paid Expenses • Outstanding Expenses • Depreciation
05	<p>CAPITAL AND REVENUE EXPENDITURE</p> <p>A. Meaning</p> <p>B. Definition of Capital and Revenue Expenditure</p> <p>BANK RECONCILIATION STATEMENT</p> <p>A. Meaning</p> <p>B. Reasons for difference in Pass Book and Cash Book Balances</p> <p>C. Preparation of Bank Reconciliation Statement</p> <p>No Practicals</p>
TOTAL	

NOTE: USE OF CALCULATORS IS PERMITTED

REFERENCE BOOK

Hotel Accounting & Financial Control - Ozi D' Chunha & Gleson Ozi d' Chunha

BHM0106

HOTEL ENGINEERING

S.No.	Topic
01	<p>MAINTENANCE:</p> <ul style="list-style-type: none">A. Preventive and breakdown maintenance, comparisonsB. Roll & Importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel.C. Organization chart of maintenance department, duties and responsibilities of maintenance department <p>Equipment replacement policy:</p> <ul style="list-style-type: none">A. Circumstances under which equipment are replaced.B. Replacement policy of items which gradually deterioratesC. Replacement when the average annual cost is minimumD. Replacement when the present cost is minimum <p>Economic replacement cycle for suddenly failing equipment</p> <p>Contract maintenance:</p> <ul style="list-style-type: none">A. Necessity of contract maintenance, advantages and disadvantages of contract maintenanceB. Essential requirements of a contract, types of contract, their comparative advantages and disadvantages. <p>Procedure for inviting and processing tenders, negotiating and finalizing</p>
02.	<p>Fuels used in catering industry:</p> <ul style="list-style-type: none">A. Types of fuel used in catering industry; calorific value; comparative study of different fuelsB. Calculation of amount of fuel required and cost. <p>Gas:</p> <ul style="list-style-type: none">A. Heat terms and units; method of transferB. LPG and its properties; principles of Bunsen and burner, precautions to be taken while handling gas; low and high-pressure burners, corresponding heat output.C. Gas bank, location, different types of manifolds <p>Fire prevention and fire fighting system:</p> <ul style="list-style-type: none">A. Classes of fire, methods of extinguishing fires (Demonstration)B. Fire extinguishes, portable and stationeryC. Fire detectors and alarmD. Automatic fire detectors cum extinguishing devicesE. Structural protection <p>Legal requirements</p>
03	<p>Electricity:</p> <ul style="list-style-type: none">A. Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy concepts; definitions, their units and relationships, AC and DC; single phase and three phase and its importance on equipment specificationsB. Electric circuits, open circuits and close circuits, symbols of circuit elements, series and parallel connections, short circuit, fuses;

	<p>MCB, earthing, reason for placing switches on live wire side.</p> <p>C. Electric wires and types of wiring</p> <p>D. Calculation of electric energy consumption of equipment, safety precaution to be observed while using electric appliances.</p> <p>E. Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination, and units of illumination.</p> <p>F. External lighting</p> <p>G. Safety in handling electrical equipment.</p> <p>Safety:</p> <p>A. Accident prevention</p> <p>B. Slips and falls</p> <p>Other safety topics</p> <p>Audio visual equipments:</p> <p>A. Various audio visual equipment used in hotel</p> <p>B. Care and cleaning of overhead projector, slide projector, LCD and power point presentation units</p> <p>C. Maintenance of computers:</p> <p>D. Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops</p> <p>E. Sensors – Various sensors used in different locations of a hotel – type, uses and cost effectiveness</p>
04	<p>Water systems:</p> <p>A. Water distribution system in a hotel</p> <p>B. Cold water systems in India</p> <p>C. Hardness of water, water softening, base exchange method (Demonstration)</p> <p>D. Cold water cistern swimming pools</p> <p>E. Hot water supply system in hotels</p> <p>F. Flushing system, water taps, traps and closets.</p> <p>Waste disposal and pollution control:</p> <p>A. Solid and liquid waste, sullage and sewage, disposal of solid waste</p> <p>B. Sewage treatment</p> <p>C. Pollution related to hotel industry</p> <p>D. Water pollution, sewage pollution</p> <p>E. Air pollution, noise pollution, thermal pollution</p> <p>Legal Requirements</p>
05	<p>Refrigeration & Air-conditioning:</p> <p>A. Basic principles, latent heat, boiling point and its dependence on pressure, vapour compressor system of refrigeration and refrigerants</p> <p>B. Vapour absorption system, care and maintenance of refrigerators, defrosting, types of refrigerant units, their care and maintenance. (Demonstration)</p> <p>C. Conditions for comfort, relative humidity, humidification, dehumidifying, dew point control, unit of air conditioning</p> <p>D. Window type air conditioner, central air conditioning, preventive maintenance</p> <p>E. Vertical transportation, elevators, escalators.</p>

REFERENCE BOOKS:

1. Practical maintenance and equipment for hoteliers, Licenses and Caterers by D.C. Gladweli – Barrie and rockliff London.
2. Maintenance and Engineering for lodging and food service Facilities by M R Frank D Borcnik –John Wiley and sons, New York.
3. The management of Maintenance and Engineering Systems in Hospitality industry by Frank D Borcnik –John wiley and sons, New York.
4. Management operations Research –M Satyanarayan & Lalitha Raman – Himalaya Publishing House, Bombay, 400004.
5. Managing Hospitality Engineering Systems by Michael H Redlin and David M Stipnuk – The Educational institute of the American Hotel & motel Association.
6. Energy and Water Resources Management by Robert E Aullach –The Education Institute of the American Hotel & Motel Association.

BHM0107

NUTRITION

S.No.	Topic
01	<p>BASIC ASPECTS</p> <p>A. Definition of the terms Health, Nutrition and Nutrients B. Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health. C. Classification of nutrients, Balanced Diet, food Groups</p> <p>BALANCED DIET</p> <ul style="list-style-type: none">• Definition• Importance of balanced dietD. RDA for various nutrients – age, gender, physiological state
02	<p>MACRO NUTRIENTS</p> <p style="text-align: center;">Carbohydrates</p> <ul style="list-style-type: none">• Definition• Classification (mono, di and polysaccharides)• Dietary Sources• Functions-Excess <p style="text-align: center;">Lipids</p> <ul style="list-style-type: none">• Definition• Classification• Dietary Sources• Functions <p style="text-align: center;">Proteins</p> <ul style="list-style-type: none">• Definition• Classification based upon amino acid composition• Dietary sources• Functions• Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins) <p style="text-align: center;">Energy</p> <ul style="list-style-type: none">• Definition of Energy and Units of its measurement (Kcal)• Energy contribution from macronutrients (Carbohydrates, Proteins and Fat)• Factors affecting energy requirements• Concept of BMR, SDA• Dietary sources of energy• Concept of energy balance and the health hazards associated with Underweight, Overweight

	<p style="text-align: center;">Water</p> <ul style="list-style-type: none"> • Definition • Dietary Sources (visible, invisible) • Functions of water • Role of water in maintaining health (water balance)
03	<p>MACRO NUTRIENTS</p> <p>A. Vitamins</p> <ul style="list-style-type: none"> • Definition and Classification (water and fats soluble vitamins) • Food Sources, function and significance of: <ol style="list-style-type: none"> 1. Fat soluble vitamins (Vitamin A, D, E, K) 2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid) <p>B. MINERALS</p> <ul style="list-style-type: none"> • Definition and Classification (major and minor) • Food Sources, functions and significance of : Calcium, Iron, Sodium, Iodine & Flourine
04	<p>Digestion & Absorption Mechanical & Chemical break down of food</p>
05	<p>MENU PLANNING</p> <ul style="list-style-type: none"> • Planning of nutritionally balanced meals based upon the three food group system • Factors affecting meal planning • Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning. • Calculation of Proximate principles & energy of 3 Indian & 3 Conti lunch menus. • Critical evaluation & suggested improvements

REFERENCE BOOKS

1. Food Science & Nutrition – Sunetra Roday
2. Food hygiene and Sanitation - Sunetra Roda
3. Food Science- Potter and Hotchkin

BHM0108

COMMUNICATION

S.No.	Topic
01	BUSINESS COMMUNICATION A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers
02	LISTENING ON THE JOB A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening E. Listening computerization and note taking
03	EFFECTIVE SPEAKING A. Restaurant and hotel English B. Polite and effective enquiries and responses C. Addressing a group D. Essential qualities of a good speaker E. Audience analysis F. Defining the purpose of a speech, organizing the ideas and delivering the speech
04	NON VERBAL COMMUNICATION A. Definition, its importance and its inevitability B. Kinesics: Body movements, facial expressions, posture, eye contact etc. C. Proxemics: The communication use of space D. Paralanguage: Vocal behaviour and its impact on verbal communication E. Communicative use of artifacts – furniture, plants, colours, architects etc.
05	SPEECH IMPROVEMENT A. Pronunciation, stress, accent B. Importance of speech in hotels C. Common phonetic difficulties D. Connective drills exercises E. Introduction to frequently used foreign sounds
	USING THE TELEPHONE A. The nature of telephone activity in the hotel industry B. The need for developing telephone skills C. Developing telephone skills

REFERENCE BOOKS

Alexandra Atepaeva
Debbie Evers
Loes van Gijn
Bianca de Ruiter

BHM0109

FRENCH –I

S.No.	Topic
01	Introduction to Language A. Letters of the alphabet B. Pronunciation C. Distinction between vowels and consonant words D. Use of different accents Self – Introduction: A. Presenting and introducing another person. B. Greetings – how to greet and reply to a greeting
02	Dialoge: reception desk of a hotel restaurant dialogue
03	List of Names A. Professions B. Countries and their nationalities C. Fruits and Vegetables Numeric from 1 to 50. The time of day Members of the family
04	Hotel and Kitchen Hotel and Kitchen personnel in French terms. The names of the utensils used in kitchen & Restaurant
05	Grammar A. Grammar B. Conjugations C. Personal Pronouns

REFERENCE BOOKS

Bonsoir Lune - by Margaret Wise Brown

BHM0110
FOUNDATION COURSE IN FOOD PRODUCTION – I (PRACTICAL)
PART 'A' - COOKERY

S.No	Topic	Method
1	i) Equipments - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstrations & simple applications
2	i) Vegetables - classification ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students
3	Identification and Selection of Ingredients - Qualitative and quantitative measures.	Market survey/tour
4	i) Basic Cooking methods and pre-preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)	Demonstrations & simple applications by students
5	i) Stocks - Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungi stock	Demonstrations & simple applications by students
6	Sauces - Basic mother sauces <ul style="list-style-type: none"> • Béchamel • Espagnole • Veloute • Hollandaise • Mayonnaise • Tomato 	Demonstrations & simple applications
7	Egg cookery - Preparation of variety of egg dishes <ul style="list-style-type: none"> • Boiled (Soft & Hard) • Fried (Sunny side up, Single fried, Bull's Eye, Double fried) • Poaches • Scrambled • Omelette (Plain, Stuffed, Spanish) • En cocotte (eggs Benedict) 	Demonstrations & simple applications by students
8	Demonstration & Preparation of simple menu	Demonstrations & simple applications by students
9	Simple Salads & Soups: <ul style="list-style-type: none"> • Cole slaw, • Potato salad, • Beet root salad, • Green salad, 	Demonstration by instructor and applications by students

	<ul style="list-style-type: none"> • Fruit salad, • Consommé <p>Simple Egg preparations:</p> <ul style="list-style-type: none"> • Scotch egg, • Assorted omelletes, • Oeuf Florentine • Oeuf Benedict • Oeuf Farci • Oeuf Portugese • Oeuf Deur Mayonnaise <p>Simple potato preparations</p> <ul style="list-style-type: none"> • Baked potatoes • Mashed potatoes • French fries • Roasted potatoes • Boiled potatoes • Lyonnaise potatoes • Allumettes <p>Vegetable preparations</p> <ul style="list-style-type: none"> • Boiled vegetables • Glazed vegetables • Fried vegetables • Stewed vegetables. 	
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REFERENCE BOOK

Theory of Cookery, the Art of Culinary Preparations

PART 'B' - BAKERY & PATISSERIE

S.No	Topic	Method
1	Equipments <ul style="list-style-type: none"> • Identification • Uses and handling Ingredients - Qualitative and quantitative measures	Demonstration by instructor and applications by students
2	BREAD MAKING <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched bread recipes • Bread Loaf (White and Brown) • Bread Rolls (Various shapes) • French Bread • Brioche 	Demonstration by instructor and applications by students
3	SIMPLE CAKES <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched Cakes, recipes • Sponge, Genoise, Fatless, Swiss roll • Fruit Cake • Rich Cakes • Dundee • Madeira 	
4	SIMPLE COOKIES <ul style="list-style-type: none"> • Demonstration and Preparation of simple cookies like • Nan Khatai • Golden Goodies • Melting moments • Swiss tart • Tri colour biscuits • Chocolate chip • Cookies • Chocolate Cream Fingers • Bachelor Buttons. 	Demonstration by instructor and applications by students
5	HOT / COLD DESSERTS <ul style="list-style-type: none"> • Caramel Custard, • Bread and Butter Pudding • Queen of Pudding • Soufflé – Lemon / Pineapple • Mousse (Chocolate Coffee) • Bavaroise • Diplomat Pudding • Apricot Pudding • Steamed Pudding - Albert Pudding, Cabinet Pudding. 	Demonstration by instructor and applications by students

REFERENCE BOOK

Theory of Cookery, the Art of Culinary Preparations

BHM0111

FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE – I (PRACTICAL)

S.No	Topic
01	Food Service areas – Induction & Profile of the areas
02	Ancillary F&B Service areas – Induction & Profile of the areas
03	Familiarization of F&B Service equipment
04	Care & Maintenance of F&B Service equipment
05	Cleaning / polishing of EPNS items by: <ul style="list-style-type: none">- Plate Powder method- Polivit method- Silver Dip method- Burnishing Machine
06	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Cleaning & polishing glassware
07	Tea – Preparation & Service
08	Coffee - Preparation & Service
09	Juices & Soft Drinks - Preparation & Service <ul style="list-style-type: none">• Mocktails• Juices, Soft drinks, Mineral water, Tonic water
10	Cocoa & Malted Beverages – Preparation & Service

REFERENCE BOOKS

1. Mastering restaurant service-H.L.craschnell and G>Nobis
2. Food abd beverage training manual-Sudhir Andrews
3. The waiter-fuller and curie
4. Food and beverage service-D.R.Lillicrap
5. Modern restaurant service –John fuller
- 6.Essential table service-John fuller
7. Food and beverage management-Bernard Davis
8. Professional food service management- Habisthayar

BHM0112

FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I (PRACTICAL)

S.No.	Topic
1	Appraisal of front office equipment and furniture
2	Rack, Front desk counter & bell desk
3	Filling up of various proforma
4	Welcoming of guest
5	Telephone handling
6	Role play: <ul style="list-style-type: none">• Reservation• Arrivals• Luggage handling• Message and mail handling• Paging

REFERENCE BOOKS

1. Hotel Front Office Management – James.A. Bardi
2. Front Office Management – S.K. Bhatnagar

BHM0113

FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I (PRACTICAL)

S.No.	Topic
01	Sample Layout of Guest Rooms <ul style="list-style-type: none">• Single room, Double room, Twin room• Suite
02	Guest Room Supplies and Position <ul style="list-style-type: none">• Standard room, Suite, VIP room special amenities
03	Cleaning Equipment-(manual and mechanical) <ul style="list-style-type: none">• Familiarization• Different parts• Function• Care and maintenance
04	Cleaning Agent <ul style="list-style-type: none">• Familiarization according to classification• Function
05	Public Area Cleaning (Cleaning Different Surface) <ul style="list-style-type: none">A. WOOD<ul style="list-style-type: none">• Polished, Painted, LaminatedB. SILVER/ EPNS<ul style="list-style-type: none">• Plate powder method• Polivit method• Proprietary solution (Silvo)C. BRASS<ul style="list-style-type: none">• Traditional/ domestic 1 Method• Proprietary solution 1 (brasso)D. GLASS<ul style="list-style-type: none">• Glass cleanser• Economical method(newspaper)E. FLOOR - Cleaning and polishing of different types<ul style="list-style-type: none">• Wooden• Marble• Terrazzo/ mosaic etc.F. WALL - care and maintenance of different types and parts<ul style="list-style-type: none">• Skirting• Dado• Different types of paints(distemper Emulsion, oil paint etc)
06	Maid's trolley <ul style="list-style-type: none">• Contents• Trolley setup
07	Familiarizing with different types of Rooms, facilities and surfaces <ul style="list-style-type: none">• Twin/ double ,Suite• Conference etc

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G. Rutherford

DEGREE SECOND SEMESTER

Subjects	Teaching Scheme		Examination Scheme							
	Theory Hrs	Prac. per week	Sub. Code	Theory			Ex H o u r s	Practical		
				Marks				Marks		
				Internal	External	Total		Internal	External	Total
<i>THEORY</i>										
FOUNDATION COURSE IN FOOD PRODUCTION – II	2	-	BHM 0201	25	75	100	3	-	-	-
FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE – II	2	-	BHM 0202	25	75	100	3	-	-	-
FOUNDATION COURSE IN FRONT OFFICE – II	2	-	BHM 0203	25	75	100	3	-	-	-
FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II	2	-	BHM 0204	25	75	100	3	-	-	-
APPLICATION OF COMPUTERS	1	-	BHM 0205	15	35	50	2	-	-	-
PRINCIPLES OF FOOD SCIENCE	2	-	BHM 0206	25	75	100	3	-	-	-
COMMUNICATION – II	2	-	BHM 0207	15	35	50	2	-	-	-
FRENCH – II	2	-	BHM 0208	15	35	50	2	-	-	-
<i>PRACTICAL</i>										
FOUNDATION COURSE IN FOOD PRODUCTION - II (PRACTICAL)	-	8	BHM 0209	-	-	-	3	25	75	100
FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE - II (PRACTICAL)	-	4	BHM 0210	-	-	-	3	25	75	100
FOUNDATION COURSE IN FRONT OFFICE - II (PRACTICAL)	-	2	BHM 0211	-	-	-	3	25	75	100
FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II (PRACTICAL)	-	2	BHM 0212	-	-	-	3	25	75	100
APPLICATION OF COMPUTERS (PRACTICAL)	-	2	BHM 0213	-	-	-	3	15	35	50

BHM0201**FOUNDATION COURSE IN FOOD PRODUCTION – II**

S.No.	Topic
01	SOUPS C. Basic recipes other than consommé with menu examples a. Broths b. Bouillon c. Puree d. Cream e. Veloute f. Chowder g. Bisque etc D. Garnishes and accompaniments E. International soups
	SAUCES & GRAVIES C. Difference between sauce and gravy D. Derivatives of mother sauces E. Contemporary & Proprietary
02	MEAT COOKERY A. Introduction to meat cookery B. Cuts of beef/veal C. Cuts of lamb/mutton D. Cuts of pork E. Variety meats (offals) F. Poultry (With menu examples of each)
	FISH COOKERY A. Introduction to fish cookery B. Classification of fish with examples C. Cuts of fish with menu examples D. Selection of fish and shell fish E. Cooking of fish (effects of heat)
03	RICE, CEREALS & PULSES A. Introduction B. Classification and identification C. Cooking of rice, cereals and pulses D. Varieties of rice and other cereals
	i) PASTRY A. Short crust B. Laminated C. Choux D. Hot water/Rough puff <ul style="list-style-type: none">● Recipes and methods of preparation● Differences● Uses of each pastry● Care to be taken while preparing pastry

	<ul style="list-style-type: none"> • Role of each ingredient • Temperature of baking pastry <p>ii) Flour</p> <p>A. Structure of wheat B. Types of Wheat C. Types of Flour D. Processing of Wheat – Flour E. Uses of Flour in Food Production F. Cooking of Flour (Starch)</p> <p>iii) SIMPLE BREADS</p> <p>A. Principles of bread making B. Simple yeast breads C. Role of each ingredient in bread making D. Baking temperature and its importance</p> <p>PASTRY CREAMS</p> <p>A. Basic pastry creams B. Uses in confectionery C. Preparation and care in production</p>
04	<p>BASIC COMMODITIES:</p> <p>i) Milk</p> <p>A. Introduction B. Processing of Milk C. Pasteurisation – Homogenisation D. Types of Milk – Skimmed and Condensed E. Nutritive Value</p> <p>ii) Cream</p> <p>A. Introduction B. Processing of Cream C. Types of Cream</p> <p>iii) Cheese</p> <p>A. Introduction B. Processing of Cheese C. Types of Cheese D. Classification of Cheese E. Curing of Cheese F. Uses of Cheese</p> <p>iv) Butter</p> <p>A. Introduction B. Processing of Butter C. Types of Butter</p>
05	<p>BASIC INDIAN COOKERY</p> <p>i) CONDIMENTS & SPICES</p>

	<p>A. Introduction to Indian food B. Spices used in Indian cookery C. Role of spices in Indian cookery D. Indian equivalent of spices (names)</p> <p>ii) MASALAS</p> <p>A. Blending of spices B. Different masalas used in Indian cookery</p> <ul style="list-style-type: none"> • Wet masalas • Dry masalas <p>C. Composition of different masalas D. Varieties of masalas available in regional areas E. Special masala blends</p>
	<p>KITCHEN ORGANIZATION AND LAYOUT</p> <p>A. General layout of the kitchen in various organisations B. Layout of receiving areas C. Layout of service and wash up</p>

Books recommended:-

K.Arora& K.N.Gupta – Theory of cookery

Philip Thangam – Modern cookery for teaching &The Trade (Orient Longmans ltd)

Gisslen wayne – professional cookery (john wiley and sons)

Montage – Larousse gasrtronomie (Himalaya publishing group)

BHM0202

FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE– II

S.No.	Topic
01	MEALS & MENU PLANNING: A. Origin of Menu B. Objectives of Menu Planning C. Types of Menu D. Types of Meals <ul style="list-style-type: none">• Early Morning Tea• Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea Dinner, Supper
02	I PREPARATION FOR SERVICE A. Organising Mise-en-scene B. Organising Mise en place II TYPES OF FOOD SERVICE A. Silver service B. Pre-plated service C. Cafeteria service D. Room service E. Buffet service F. Gueridon service G. Lounge service
03	SALE CONTROL SYSTEM A. KOT/Bill Control System (Manual) <ul style="list-style-type: none">• Triplicate Checking System, Duplicate Checking System• Single Order Sheet• Quick Service Menu & Customer Bill B. Making bill C. Cash handling equipment D. Record keeping (Restaurant Cashier)
04	TOBACCO A. History B. Processing for cigarettes, pipe tobacco & cigars C. Cigarettes – Types and Brand names D. Pipe Tobacco – Types and Brand names E. Cigars – shapes, sizes, colours and Brand names F. Care and Storage of cigarettes & cigars
05	Courses of French Classical Menu <ul style="list-style-type: none">• Sequence• Examples from each course• Cover of each course• Accompaniments French Names of dishes

REFERENCE BOOKS

1. Mastering restaurant service-H.L.craschnell and G>Nobis
2. Food abd beverage training manual-Sudhir Andrews
3. The waiter-fuller and curie

BHM0203

FOUNDATION COURSE IN FRONT OFFICE – II

S.No.	Topic
01	TARIFF STRUCTURE <ul style="list-style-type: none">A. Basis of chargingB. Plans, competition, customer's profile, standards of service & amenitiesC. Hubbart formulaD. Different types of tariffs<ul style="list-style-type: none">• Rack Rate• Discounted Rates for Corporates, Airlines, Groups & Travel Agents
02	FRONT OFFICE AND GUEST HANDLING <ul style="list-style-type: none">• Introduction to guest cycle• Pre arrival, Arrival• During guest stay, Departure• After departure
03	RESERVATIONS <ul style="list-style-type: none">A. Importance of reservationB. Modes of reservationC. Channels and sources (FITs, Travel Agents, Airlines, GITs)D. Types of reservations (Tentative, confirmed, guaranteed etc.)E. Systems (non automatic, semi automatic fully automatic)F. CancellationG. AmendmentsH. Overbooking
	ROOM SELLING TECHNIQUES <ul style="list-style-type: none">A. Up selling, Discounts
04	ARRIVALS <ul style="list-style-type: none">A. Preparing for guest arrivals at Reservation and Front OfficeB. Receiving of guestsC. Pre-registrationD. Registration (non automatic, semi automatic and automatic)E. Relevant records for FITs, Groups, Air crews & VIPs
05	DURING THE STAY ACTIVITIES <ul style="list-style-type: none">A. Information servicesB. Message and Mail HandlingC. Key HandlingD. Room selling techniqueE. Hospitality deskF. Complaints handlingG. Guest handlingH. Guest history
	FRONT OFFICE CO-ORDINATION With other departments of hotel

Reference Books

1. Hotel Front Office Management – James. A .Bardi
2. Front Office Management – S.K Bhatnagar

BHM0204

FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II

S.No.	Topic
01	ROOM LAYOUT AND GUEST SUPPLIES A. Standard rooms, VIP ROOMS B. Guest's special requests
02	AREA CLEANING A. Guest rooms B. Front-of-the-house Areas C. Back-of-the house Areas D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc. KEYS A. Types of keys B. Computerised key cards C. Key control
03	ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT A. Reporting Staff placement B. Room Occupancy Report C. Guest Room Inspection D. Entering Checklists, Floor Register, Work Orders, Log Sheet. E. Lost and Found Register and Enquiry File F. Maid's Report and Housekeeper's Report G. Handover Records H. Guest's Special Requests Register I. Record of Special Cleaning J. Call Register K. VIP Lists
04	TYPES OF BEDS AND MATTRESSES
05	PEST CONTROL A. Areas of infestation B. Preventive measures and Control measure

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G. Rutherford

BHM0205

APPLICATION OF COMPUTERS

S.No.	Topic
01	COMPUTER FUNDAMENTALS - THEORY INFORMATION CONCEPTS AND PROCESSING A. Definitions B. Need, Quality and Value of Information C. Data Processing Concepts ELEMENTS OF A COMPUTER SYSTEM A. Definitions B. Characteristics of Computers C. Classification of Computers D. Limitations
02	HARDWARE FEATURES AND USES A. Components of a Computer B. Generations of Computers C. Primary and Secondary Storage Concepts D. Data Entry Devices E. Data Output Devices SOFTWARE CONCEPTS A. System Software B. Application Software C. Language Classification D. Compilers and Interpreters
03	OPERATING SYSTEMS/ENVIRONMENTS - THEORY BASICS OF MS-DOS A. Internal commands B. External commands INTRODUCTION TO WINDOWS A. GUI/Features B. What are Windows and Windows 95 and above? C. Parts of a Typical Window and their Functions
04	NETWORKS – THEORY A. Network Topology <ul style="list-style-type: none">• Bus• Star

	<ul style="list-style-type: none"> • Ring <p>B. Network Applications</p> <p>C. Types of Network</p> <ul style="list-style-type: none"> • LAN • MAN • WAN
05	<p>Network Configuration Hardware</p> <ul style="list-style-type: none"> • Server • Nodes <p>Channel</p> <ul style="list-style-type: none"> • Fibre optic • Twisted • Co-axial <p>Hubs</p> <p>Internet</p> <ul style="list-style-type: none"> • Email • WEB • Hospitality portals <p>Network Interface Card</p> <ul style="list-style-type: none"> • Arcnet • Ethernet <p>Network Software</p> <ul style="list-style-type: none"> • Novel <p>Windows NT</p>

**Reference Books: Management Information Systems, Effy Oz.
The Complete Reference 2000.**

BHM0206

PRINCIPLES OF FOOD SCIENCE

01

- Definition and scope of food science and
- It's inter-relationship with food chemistry, food microbiology and food processing.

02

CARBOHYDRATES

- A. Introduction, Effect of cooking (gelatinisation and retrogradation)
- B. Factors affecting texture of carbohydrates (Stiffness of CHO gel & dextrinization)
- C. Uses of carbohydrates in food preparations

FAT & OILS

- A. Classification (based on the origin and degree of saturation)
- B. Autoxidation (factors and prevention measures)
- C. Flavour reversion
- D. Refining, Hydrogenation & winterisation
- E. Effect of heating on fats & oils with respect to smoke point
- F. Commercial uses of fats (with emphasis on shortening value of different fats)

PROTEINS

- A. Basic structure and properties
- B. Type of proteins based on their origin (plant/animal)
- C. Effect of heat on proteins (Denaturation, coagulation)
- D. Functional properties of proteins (Gelation, Emulsification, Foamability, Viscosity)
- E. Commercial uses of proteins in different food preparations (like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Souffles, Custards, Soups, Curries etc)

03

FOOD PROCESSING

- A. Definition, Objectives
- B. Types of treatment
- C. Effect of factors like heat, acid, alkali on food constituents

EVALUATION OF FOOD

- A. Objectives, Sensory assessment of food quality
- B. Methods
- C. Introduction to proximate analysis of Food constituents
- D. Rheological aspects of food

04

EMULSIONS

- A. Theory of emulsification
- B. Types of emulsions
- C. Emulsifying agents
- D. Role of emulsifying agents in food emulsions

COLLOIDS

- Definition, Application of colloid systems in food preparation

05

FLAVOUR

- Definition
- Description of food flavours (tea, coffee, wine, meat, fish spices)

BROWNING

- Types (enzymatic and non-enzymatic)
- Role in food preparation
- Prevention of undesirable browning

REFERENCE BOOKS

1. Food Science & Nutrition – Sunetra Roday
2. Food hygiene and Sanitation - Sunetra Roda
3. Food Science- Potter and Hotchkin

BHM0207

COMMUNICATION - II

S.No.	Topic
01	COMMERCIAL CORRESPONDENCE <ul style="list-style-type: none">• Meaning, Need and Importance of Commercial Correspondence• Essentials of effective business letter.• Kind of business letter.• Offers and Quotations• Circular letter.• Notices.• Letter of Inquiry and Reply.
02	APPLICATION FOR A JOB <ul style="list-style-type: none">• Curriculum Vitae.• Facing an Interview.• Etiquette in Interview.• Complaints and Grievance.
03	TELEPHONE ETIQUETTE <ul style="list-style-type: none">• Telephone procedures.• Telephone Manner.
04	INTERVIEW <ul style="list-style-type: none">• Definition.• Types of Interviews.• Preparation for Interview.• Strategies for Interviews.• Strategies for Interviewee.• The Interview and Interviewee.• Interviewing Procedures.• Closing of Interview.
05	Public Relation Communication. Cross Cultural Communication. Japanese Americans Chinese Germans. Indians.

REFERENCE BOOKS

Alexandra Atepaeva
Debbie Evers
Loes van Gijn
Bianca de Ruyter

BHM0208**FRENCH - II**

S.No.	Topic		
	Objective of Communication	Grammatical Contents	Lexical Contents
01	<ul style="list-style-type: none"> To ask for a product & Information about a product, to ask / suggest, to do, to accept / to refuse, to do 	<ul style="list-style-type: none"> Conjugation: Present Indicative(to buy, sell, pay) more / no...more at 	<ul style="list-style-type: none"> The Money, Commerce Articles buy / sell
02	To ask for / propose A product <ul style="list-style-type: none"> to accept / refuse to invite and reply to an invitation 	Partitive article <ul style="list-style-type: none"> Negation & Partitive article structure with partitive because of / as / in my opinion (Revised in detail fashion all the adjectives already seen in first year) 	The meals
03	To suggest / giving counsel location		The imperative Sentences
04	Dialogue		Related to Restaurant, Front desk
05	Glossary of Terms 1. Terms in Hotel French, Kitchen Procedure		Compilation of Six Course French Menu

REFERENCE BOOKS

Bonsoir Lune - by Margaret Wise Brown

BHM0209

FOUNDATION COURSE IN FOOD PRODUCTION – II (PRACTICAL)

PART A - COOKERY

S.No	Topic	Method
1	<ul style="list-style-type: none">• Meat – Identification of various cuts, Carcass demonstration• Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope• Fish-Identification & Classification• Cuts and Folds of fish	Demonstrations & simple applications
2	<ul style="list-style-type: none">• Identification, Selection and processing of Meat, Fish and poultry.• Slaughtering and dressing	Demonstrations at the site in local Area/Slaughtering house/Market
3	<p>Preparation of menu</p> <p>Salads & soups- waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups</p> <p>Chicken, Mutton and Fish Preparations- Fish orly, a la anglaise, colbert, meuniere, poached, baked Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef</p> <p>Simple potato preparations- Basic potato dishes</p> <p>Vegetable preparations- Basic vegetable dishes</p> <p>Indian cookery- Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations</p>	Demonstration by instructor and applications by students

PART B - BAKERY & PATISSERIE

S.No	Topic	Method
1	PASTRY: Demonstration and Preparation of dishes using varieties of Pastry <ul style="list-style-type: none"> • Short Crust – Jam tarts, Turnovers • Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns • Choux Paste – Eclairs, Profiteroles 	Demonstration by instructor and applications by students
2	COLD SWEET <ul style="list-style-type: none"> • Honeycomb mould • Butterscotch sponge • Coffee mousse • Lemon sponge • Trifle • Blancmange • Chocolate mousse • Lemon soufflé 	Demonstration by instructor and applications by students
3	HOT SWEET <ul style="list-style-type: none"> • Bread & butter pudding • Caramel custard • Albert pudding • Christmas pudding 	Demonstration by instructor and applications by students
4	INDIAN SWEETS Simple ones such as chicoti, gajjar halwa, kheer	Demonstration by instructor and applications by students

Books recommended:-

K.Arora& K.N.Gupta – Theory of cookery

Philip Thangam – Modern cookery for teaching &The Trade (Orient Longmans ltd)

Gisslen wayne – professional cookery (john wiley and sons)

Montage – Larousse gastronomie (Himalaya publishing group)

BHM0210

FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE – II (PRACTICAL)

S.No	Topic		
01	REVIEW OF SEMESTER -1		
02	<p>TABLE LAY-UP & SERVICE</p> <p>Task-01: A La Carte Cover Task-02: Table d' Hote Cover Task-03: English Breakfast Cover Task-04: American Breakfast Cover Task-05: Continental Breakfast Cover Task-06: Indian Breakfast Cover Task-07: Afternoon Tea Cover Task-08: High Tea Cover</p> <p>TRAY/TROLLEY SET-UP & SERVICE</p> <p>Task-01: Room Service Tray Setup Task-02: Room Service Trolley Setup</p>		
03	<p>PREPARATION FOR SERVICE (RESTAURANT)</p> <p>A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties</p>		
04	<p>PROCEDURE FOR SERVICE OF A MEAL</p> <p>Task-01: Taking Guest Reservations Task-02: Receiving & Seating of Guests Task-03: Order taking & Recording Task-04: Order processing (passing orders to the kitchen) Task-05: Sequence of service Task-06: Presentation & Encashing the Bill Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests</p>		
05	<p>Social Skills</p> <p>Task-01: Handling Guest Complaints Task-02: Telephone manners Task-03: Dining & Service etiquettes</p>		
06	<p>Special Food Service - (Cover, Accompaniments & Service)</p> <p>Task-01: Classical Hors d' oeuvre</p> <table style="width: 100%; border: none;"> <tr> <td style="border: none; vertical-align: top;"> <ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras </td> <td style="border: none; vertical-align: top;"> <ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus </td> </tr> </table>	<ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras 	<ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus
<ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras 	<ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus 		

	Task-02: Cheese Task-03: Dessert (Fresh Fruit & Nuts) Service of Tobacco <ul style="list-style-type: none"> • Cigarettes & Cigars
07	Restaurant French: To be taught by a professional French language teacher. <ul style="list-style-type: none"> • Restaurant Vocabulary (English & French) • French Classical Menu Planning • French for Receiving, Greeting & Seating Guests • French related to taking order & description of dishes

REFERENCE BOOKS

1. Mastering restaurant service-H.L.craschnell and G>Nobis
2. Food abd beverage training manual-Sudhir Andrews
3. The waiter-fuller and curie

BHM0211

FOUNDATION COURSE IN FRONT OFFICE – II (PRACTICAL)

Hands on practice of computer applications on PMS.

S.No.	Suggested tasks on Fidelio
1	Hot function keys
2	Create and update guest profiles
3	Make FIT reservation
4	Send confirmation letters
5	Printing registration cards
6	Make an Add-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cashier code
10	Process a reservation deposit
11	Pre-register a guest
12	Put message and locator for a guest
13	Put trace for guest
14	Check in a reserved guest
15	Check in day use
16	Check –in a walk-in guest
17	Maintain guest history
18	Issue a new key
19	Verify a key
20	Cancel a key
21	Issue a duplicate key
22	Extend a key
23	Programme keys continuously
24	Re-programme keys
25	Programme one key for two rooms

Reference Books

1. Hotel Front Office Management – James. A .Bardi
2. Front Office Management – S.K Bhatnagar

BHM0212

FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II (PRACTICAL)

S.No.	Topic
01	Review of semester 1
02	<p>Servicing guest room(checkout/ occupied and vacant)</p> <p><u>ROOM</u></p> <p>Task 1- open curtain and adjust lighting</p> <p>Task 2-clean ash and remove trays if any</p> <p>Task 3- strip and make bed</p> <p>Task 4- dust and clean drawers and replenish supplies</p> <p>Task 5-dust and clean furniture, clockwise or anticlockwise</p> <p>Task 6- clean mirror</p> <p>Task 7- replenish all supplies</p> <p>Task 8-clean and replenish minibar</p> <p>Task 9-vaccum clean carpet</p> <p>Task 10- check for stains and spot cleaning</p> <p><u>BATHROOM</u></p> <p>Task 1-disposed soiled linen</p> <p>Task 2-clean ashtray</p> <p>Task 3-clean WC</p> <p>Task 4-clean bath and bath area</p> <p>Task 5-wipe and clean shower curtain</p> <p>Task 6- clean mirror</p> <p>Task 7-clean tooth glass</p> <p>Task 8-clean vanitory unit</p> <p>Task 9- replenish bath supplies</p> <p>Task 10- mop the floor</p>
03	<p>Bed making supplies (day bed/ night bed)</p> <p>Step 1-spread the first sheet(from one side)</p> <p>Step 2-make miter corner (on both corner of your side)</p> <p>Step 3- spread second sheet (upside down)</p> <p>Step 4-spread blanket</p> <p>Step 5- Spread crinkle sheet</p> <p>Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)</p> <p>Step 7- tuck the folds on your side</p> <p>Step 8- make miter corner with all three on your side</p> <p>Step 9- change side and finish the bed in the same way</p> <p>Step 10- spread the bed spread and place pillow</p>
04	<p>Records</p> <ul style="list-style-type: none">• Room occupancy report• Checklist• Floor register• Work/ maintenance order]• Lost and found

	<ul style="list-style-type: none"> • Maid's report • Housekeeper's report • Log book • Guest special request register • Record of special cleaning • Call register • VIP list • Floor linen book/ register
05	Guest room inspection
06	Minibar management <ul style="list-style-type: none"> • Issue • stock taking • checking expiry date
07	Handling room linen/ guest supplies <ul style="list-style-type: none"> • maintaining register/ record • replenishing floor pantry • stock taking
08	Guest handling <ul style="list-style-type: none"> • Guest request • Guest complaints

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G. Rutherford

BHM0213

APPLICATION OF COMPUTERS (PRACTICAL)

S.No.	
01	<p>WINDOWS OPERATIONS</p> <ul style="list-style-type: none">A. Creating FoldersB. Creating ShortcutsC. Copying Files/FoldersD. Renaming Files/FoldersE. Deleting FilesF. Exploring WindowsG. Quick Menus
02	<p>MS-OFFICE 2007 MS WORD</p> <p>CREATING A DOCUMENT</p> <ul style="list-style-type: none">A. Entering TextB. Saving the DocumentC. Editing a Document already saved to DiskD. Getting around the DocumentE. Find and Replace OperationsF. Printing the Document <p>FORMATTING A DOCUMENT</p> <ul style="list-style-type: none">A. Justifying ParagraphsB. Changing Paragraph IndentsC. Setting Tabs and MarginsD. Formatting Pages and DocumentsE. Using Bullets and NumberingF. Headers/FootersG. .Pagination <p>SPECIAL EFFECTS</p> <ul style="list-style-type: none">A. Print Special Effects e.g. Bold, Underline, Superscripts, SubscriptB. Changing FontsC. .Changing Case <p>CUT, COPY AND PASTE OPERATION</p> <ul style="list-style-type: none">A. Marking BlocksB. Copying and Pasting a BlockC. Cutting and Pasting a BlockD. Deleting a BlockE. Formatting a BlockF. Using Find and Replace in a Block <p>USING MS-WORD TOOLS</p> <ul style="list-style-type: none">A. Spelling and GrammarB. Mail MergeC. .Printing Envelops and Labels

	<p>TABLES</p> <ul style="list-style-type: none"> A. Create B. Delete C. Format <p>GRAPHICS</p> <ul style="list-style-type: none"> A. Inserting Clip arts B. Symbols (Border/Shading) C. Word Art <p>PRINT OPTIONS</p> <ul style="list-style-type: none"> A. Previewing the Document B. Printing a whole Document C. Printing a Specific Page D. Printing a selected set E. Printing Several Documents F. Printing More than one Copies
03	<p>MS OFFICE 2007 MS-EXCEL</p> <ul style="list-style-type: none"> A. How to use Excel B. Starting Excel C. Parts of the Excel Screen D. Parts of the Worksheet E. Navigating in a Worksheet F. Getting to know mouse pointer shapes <p>CREATING A SPREADSHEET</p> <ul style="list-style-type: none"> A. Starting a new worksheet B. Entering the three different types of data in a worksheet C. Creating simple formulas D. Formatting data for decimal points E. Editing data in a worksheet F. Using AutoFill G. Blocking data H. Saving a worksheet I. Exiting excel <p>MAKING THE WORKSHEET LOOK PRETTY</p> <ul style="list-style-type: none"> A. Selecting cells to format B. Trimming tables with Auto Format C. Formatting cells for: <ul style="list-style-type: none"> - Currency - Comma - Percent - Decimal - Date D. Changing columns width and row height E. Aligning text <ul style="list-style-type: none"> - Top to bottom

- Text wrap
 - Re ordering Orientation
- F Using Borders

GOING THROUGH CHANGES

- A. Opening workbook files for editing
- B. Undoing the mistakes
- C. Moving and copying with drag and drop
- D. Copying formulas
- E. Moving and Copying with Cut, Copy and Paste
- F. Deleting cell entries
- G. Deleting columns and rows from worksheet
- H. Inserting columns and rows in a worksheet
- I. Spell checking the worksheet

PRINTING THE WORKSHEET

- A. Previewing pages before printing
- B. Printing from the Standard toolbar
- C. Printing a part of a worksheet
- D. Changing the orientation of the printing
- E. Printing the whole worksheet in a single pages
- F. Adding a header and footer to a report
- G. Inserting page breaks in a report
- H. Printing the formulas in the worksheet

ADDITIONAL FEATURES OF A WORKSHEET

- A. Splitting worksheet window into two four panes
- B. Freezing columns and rows on-screen for worksheet title
- C. Attaching comments to cells
- D. Finding and replacing data in the worksheet
- E. Protecting a worksheet
- F. Function commands

MAINTAINING MULTIPLE WORKSHEET

- A. Moving from sheet in a worksheet
- B. Adding more sheets to a workbook
- C. Deleting sheets from a workbook
- D. Naming sheet tabs other than sheet 1, sheet 2 and so on
- E. Copying or moving sheets from one worksheet to another

CREATING GRAPHICS/CHARTS

- A. Using Chart wizard
- B. Changing the Chart with the Chart Toolbar
- C. Formatting the chart's axes
- D. Adding a text box to a chart
- E. Changing the orientation of a 3-D chart
- F. Using drawing tools to add graphics to chart and worksheet
- G. Printing a chart with printing the rest of the worksheet data

EXCEL's DATABASE FACILITIES

	<ul style="list-style-type: none"> A. Setting up a database B. Sorting records in the database
04	MS OFFICE 2007 MS-POWER POINT <ul style="list-style-type: none"> A. Making a simple presentation B. Using Auto content Wizards and Templates C. Power Points five views D. Slides <ul style="list-style-type: none"> - Creating Slides, re-arranging, modifying - Inserting pictures, objects - Setting up a Slide Show E. Creating an Organizational Chart
05	Internet & E-mail – PRACTICAL

**Reference Books: Management Information Systems, Effy Oz.
The Complete Reference 2000.**

DEGREE THIRD SEMESTER

Subjects	Teaching Scheme		Examination Scheme							
	The ory Hrs	Pra c. per wee k	Sub. Code	Theory			E x H o u r s	Practical		
				Marks				Marks		
				Inte rna l	Ext ern al	Total		Inte rna l	Ext ern al	Total
<u>PRACTICAL</u>										
INDUSTRIAL TRAINING	-	-	BHM 0301	-	-	-	2	50	150	200

BHM0301

INDUSTRIAL TRAINING

1. Exposure to Industrial Training is an integral part of the 2nd year curriculum. The class would be divided into two groups or as the case may be. The 17 weeks industrial training would be divided into four/five weeks each in the four key areas of Food Production, Food & Beverage Service, Accommodation Operations & Front Office Operations.
2. Attendance in the 2nd year would be calculated separately for the two components of in-institute training and industrial training as per rules. Industrial Training will require an input of 102 working days i.e. (17 weeks x 06 days = 102 days). A student can avail leave to a maximum of 15% (15 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (10 days) on production of a medical certificate.
3. For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
4. Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.
5. Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

INDUSTRIAL TRAINING (17 WEEKS)

Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

1. RESPONSIBILITIES OF THE TRAINEE

- 1 should be punctual.
- 2 should maintain the training logbook up-to-date.
- 3 should be attentive and careful while doing work.
- 4 should be keen to learn and maintain high standards and quality of work.
- 5 should interact positively with the hotel staff.
- 6 should be honest and loyal to the hotel and towards their training.
- 7 should get their appraisals signed regularly from the HOD's or training manager.
- 8 gain maximum from the exposure given, to get maximum practical knowledge and skills.
- 9 should attend the training review sessions / classes regularly.
- 10 should be prepared for the arduous working condition and should face them positively.
- 11 should adhere to the prescribed training schedule.
- 12 should take the initiative to do the work as training is the only time where you can get maximum exposure.
- 13 should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

2. RESPONSIBILITIES OF THE INSTITUTE

- 1 should give proper briefing to students prior to the industrial training
- 2 should make the students aware of the industry environment and expectations.
- 3 should notify the details of training schedule to all the students.
- 4 should coordinate regularly with the hotel especially with the training manager.
- 5 should visit the hotel, wherever possible, to check on the trainees .
- 6 should sort out any problem between the trainees and the hotel.
- 7 should take proper feedback from the students after the training.
- 8 should brief the students about the appraisals , attendance, marks, logbook and training report.
- 9 should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- 10 should ensure that change of I.T. batch is not permitted.
- 11 should ensure trainees procure training completion certificate from the hotel before joining institute.

3. RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and – in all probability – their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. **If on the other hand, first managers/supervisors help trainees**

achieve maximum potential, they will build the foundations for a successful career.

Hotels:

1. should give proper briefing session/orientation/induction prior to commencement of training.
2. should make a standardized training module for all trainees.
3. should strictly follow the structured training schedule.
4. should ensure cordial working conditions for the trainee.
5. should co-ordinate with the institute regarding training programme.
6. should be strict with the trainees regarding attendance during training.
7. should check with trainees regarding appraisals, training report, log book etc.
8. should inform the institute about truant trainees.
9. should allow the students to interact with the guest.
10. should specify industrial training's "Dos and Don'ts" for the trainee.
11. should ensure issue of completion certificate to trainees on the last day of training.

Industrial Training

Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve progressively.	5
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PERFORMANCE APPRAISAL FORM(PAF) Institutes of Hotel Management & catering Technology

Name of student: -----	
Institute :IHM -----	Duration:4weeks(24 working days)
Name of the Hotel: -----	From ----- To -----
Department : F&BS / FP / HK /FO	

Appearance

Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2
Dirty / dishevelled, Long / unkempt hair, Dirty hands & long nails	1

Punctuality / Attendance (____ days present out of 30 days)

On time, Well Prepared, Ready to commence task, Attendance Excellent 100%	5
On time, Lacks some preparation but copes well, Attendance Very good 90%	4
On time, Some disorganized aspects-just copes, Attendance Regular 80%	3
Occasionally late, Disorganized approach, Attendance irregular	2
Frequently late, Not prepared, Frequently absent without excuse 50%	1

Ability to Communicate (Written / Oral)

Very confident, demonstrates outstanding confidence & ability both spoken/written	5
Confident, Delivers information	4
Communicates adequately, but lacks depth and confidence	3
Hesitant, lacks confidence in spoken / written communication	2
Very inanimate, unable to express in spoken or written work	1

Attitude to Colleagues / Customers

Wins / retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, considerate and firm, well liked.	4
Gets on well with most colleagues, Handles customers well.	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & customers	1

Attitude to Supervision

Welcomes criticism, Acts on it, very co-operative	5
Readily accepts criticism and is noticeably willing to assist others.	4
Accepts criticism, but does not necessarily act on it.	3
Takes criticism very personally, broods on it.	2
Persistently disregards criticism and goes own way.	1

Shows ready appreciation and willingness to tackle problem	Positively seeks to improve knowledge and performance	4
Usually grasps points correctly.	Shows interest in all work undertaken.	3
Slow on the uptake.	Is interested only in areas of work preferred	2
Rarely grasps points correctly.	Lacks drive and commitment.	1

Initiative / Motivation

Reliability / Comprehension

Responsibility

Is totally trust worthy in any working situation? Understands in detail, why and how the job is done	5
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done.	4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	3
Cannot be relied upon to work without supervision. Comprehends only after constant explanation.	2
Requires constant supervision. Lacks any comprehension of the application.	1

Quality of Work

Actively seeks responsibility at all times	5
Very willing to accept responsibility.	4
Accepts responsibility as it comes.	3
Inclined to refer matters upwards rather than make own decision.	2
Avoids taking responsibility.	1

Exceptionally accurate in work, very thorough usually unaided.	5
Maintains a high standard of quality	4
Generally good quality with some assistance.	3
Performance is uneven.	2
Inaccurate and slow at work.	1

Quantity of work

Outstanding in output of work.	5
Gets through a great deal.	4
Output satisfactory.	3
Does rather less than expected.	2
Output regularly insufficient	1

Total _____ / 50

Stipend Paid: Rs. _____ per month.

Name of Appraiser: _____ **Signature:**

Designation of Appraiser: _____ **Date :**

Signature of Student: _____ **Date :** _____

DEGREE FOURTH SEMESTER

Subjects	Teaching Scheme		Examination Scheme							
	Theory Hrs	Prac. per week	Sub. Code	Theory			Ex H o u r s	Practical		
				Marks				Marks		
				Internal	External	Total		Internal	External	Total
<i>THEORY</i>										
FOOD PRODUCTION OPERATIONS – III	2	-	BHM 0401	25	75	100	3	-	-	-
FOOD AND BEVERAGE OPERATIONS – III	2	-	BHM 0402	25	75	100	3	-	-	-
FRONT OFFICE MANAGEMENT – III	2	-	BHM 0403	25	75	100	3	-	-	-
ACCOMMODATION MANAGEMENT – III	2	-	BHM 0404	25	75	100	3	-	-	-
FOOD AND BEVERAGE CONTROLS	3	-	BHM 0405	25	75	100	3	-	-	-
HOTEL ACCOUNTANCY	3	-	BHM 0406	25	75	100	3	-	-	-
FOOD SAFETY AND QUALITY	3	-	BHM 0407	15	35	50	2	-	-	-
HUMAN RIGHTS AND RELATIONS EDUCATION	2	-	BHM 0408	15	35	50	2	-	-	-
<i>PRACTICAL</i>										
FOOD PRODUCTION OPERATIONS - III (PRACTICAL)	-	8	BHM 0409	-	-	-	3	25	75	100
FOOD AND BEVERAGE OPERATIONS - III (PRACTICAL)	-	4	BHM 0410	-	-	-	3	25	75	100
FRONT OFFICE OPERATIONS - III (PRACTICAL)	-	2	BHM 0411	-	-	-	3	25	75	100
ACCOMMODATION OPERATIONS - III (PRACTICAL)	-	2	BHM 0412	-	-	-	3	25	75	100

BHM0401

FOOD PRODUCTION OPERATIONS – III

S.N O	TOPIC
01	<p>QUANTITY FOOD PRODUCTION EQUIPMENT</p> <p>A. Equipment required for mass/volume feeding B. Heat and cold generating equipment C. Care and maintenance of this equipment D. Modern developments in equipment manufacture</p> <p>MENU PLANNING</p> <p>A. Basic principles of menu planning – recapitulation B. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units C. Planning menus for</p> <ul style="list-style-type: none">• School/college students• Industrial workers• Hospitals• Outdoor parties• Theme dinners• Transport facilities, cruise lines, airlines, railway <p>D. Nutritional factors for the above</p>
02	<p>INDENTING</p> <ul style="list-style-type: none">• Principles of Indenting for volume feeding• Portion sizes of various items for different types of volume feeding• Modifying recipes for indenting for large scale catering• Practical difficulties while indenting for volume feeding <p>PLANNING</p> <p>Principles of planning for quantity food production with regard to</p> <ul style="list-style-type: none">• Space allocation• Equipment selection• Staffing
03	<p>VOLUME FEEDING</p> <p>A. Institutional and Industrial Catering</p> <ul style="list-style-type: none">• Types of Institutional & Industrial Catering• Problems associated with this type of catering• Scope for development and growth <p>B. Hospital Catering</p> <ul style="list-style-type: none">• Highlights of Hospital Catering for patients, staff, visitors• Diet menus and nutritional requirements <p>C. Off Premises Catering</p> <ul style="list-style-type: none">• Reasons for growth and development• Menu Planning and Theme Parties• Concept of a Central Production Unit

	<ul style="list-style-type: none"> • Problems associated with off-premises catering <p>D. Mobile Catering</p> <ul style="list-style-type: none"> • Characteristics of Rail, Airline (Flight Kitchens and Sea Catering) • Branches of Mobile Catering <p>E. Quantity Purchase & Storage</p> <ul style="list-style-type: none"> • Introduction to purchasing • Purchasing system • Purchase specifications • Purchasing techniques • Storage
04	<p>REGIONAL INDIAN CUISINE</p> <p>A. Introduction to Regional Indian Cuisine</p> <p>B. Heritage of Indian Cuisine</p> <p>C. Factors that affect eating habits in different parts of the country</p> <p>D. Cuisine and its highlights of different states/regions/communities to be discussed under:</p> <ul style="list-style-type: none"> • Geographic location • Historical background • Seasonal availability • Special equipment • Staple diets • Specialty cuisine for festivals and special occasions
05	<p>STATES</p> <p>Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal</p> <p>COMMUNITIES</p> <p>Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri</p> <p>DISCUSSIONS</p> <p>Indian Breads, Indian Sweets, Indian Snacks</p>

Books recommended:-

Gisslen wayne – professional cookery (john wiley and sons)

Montage – Larousse gastronomie (Himalaya publishing group)

BHM0402

FOOD AND BEVERAGE OPERATIONS – III

S.N O	TOPIC
01	ALCOHOLIC BEVERAGE A. Introduction and definition B. Production of Alcohol <ul style="list-style-type: none">• Fermentation process• Distillation process C. Classification with examples DISPENSE BAR A. Introduction and definition B. Bar layout – physical layout of bar C. Bar stock – alcohol & non alcoholic beverages D. Bar equipment
02	WINES A. Definition & History B. Classification with examples <ul style="list-style-type: none">• Table/Still/Natural• Sparkling• Fortified• Aromatized C. Production of each classification D. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none">• France• Germany• Italy• Spain• Portugal E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none">• USA• Australia• India• Chile• South Africa• Algeria• New Zealand F. Food & Wine Harmony G. Storage of wines H. Wine terminology (English & French)
03	BEER A. Introduction & Definition

	<p>B. Types of Beer C. Production of Beer D. Storage</p>
04	<p>SPIRITS A. Introduction & Definition B. Production of Spirit <ul style="list-style-type: none"> • Pot-still method • Patent still method C. Production of <ul style="list-style-type: none"> • Whisky • Rum • Gin • Brandy • Vodka • Tequilla D. Different Proof Spirits <ul style="list-style-type: none"> • American Proof • British Proof (Sikes scale) • Gay Lussac (OIML Scale) </p>
05	<p>APERITIFS A. Introduction and Definition B. Types of Aperitifs <ul style="list-style-type: none"> • Vermouth (Definition, Types & Brand names) • Bitters (Definition, Types & Brand names) LIQUEURS A. Definition & History B. Production of Liqueurs C. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) D. Popular Liqueurs (Name, colour, predominant flavour & country of origin)</p>

REFERENCE BOOKS:

Modern restaurants service –John fuller

Food and beverage service-Dennis R.Lillicrap and John cousins

BHM0403

FRONT OFFICE MANAGEMENT – III

S.N O	TOPIC
01	COMPUTER APPLICATION IN FRONT OFFICE OPERATION A. Role of information technology in the hospitality industry B. Factors for need of a PMS in the hotel C. Factors for purchase of PMS by the hotel D. Introduction to Fidelio & Amadeus
02	FRONT OFFICE (ACCOUNTING) A. Accounting Fundamentals B. Guest and non guest accounts C. Accounting system <ul style="list-style-type: none">• Non automated – Guest weekly bill, Visitors tabular ledger• Semi automated• Fully automated
03	CHECK OUT PROCEDURES <ul style="list-style-type: none">• Guest accounts settlement<ul style="list-style-type: none">- Cash and credit - Indian currency and foreign currency- Transfer of guest accounts- Express check out BELL DESK/CONCIERGE <ul style="list-style-type: none">• Duties and responsibilities of Bell Captain• Duties and responsibilities of Bell Boy
04	CONTROL OF CASH AND CREDIT NIGHT AUDITING A. Functions B. Audit procedures (Non automated, semi automated and fully automated)
05	FRONT OFFICE & GUEST SAFETY AND SECURITY A. Importance of security systems B. Safe deposit C. Key control D. Emergency situations (Accident, illness, theft, fire, bomb) FRENCH A. Expressions de politesse et les commander et Expressions d'encouragement B. Basic conversation related to Front Office activities such as <ul style="list-style-type: none">• Reservations (personal and telephonic)• Reception (Doorman, Bell Boys, Receptionist etc.)• Cleaning of Room & change of Room etc.

REFERENCE BOOKS

1. Principles of Front Office Operations – Sue Baker
2. Front Office Management – S.K. Bhatnagar
3. Front Office Procedures – Michael. L. Kasavana
4. Hotel Front Office Management – James. A. Bardi

BHM0404

ACCOMMODATION MANAGEMENT – III

S.NO	TOPIC
01	LINEN ROOM A. Activities of the Linen Room B. Layout and equipment in the Linen Room C. Selection criteria for various Linen Items & fabrics suitable for this purpose D. Purchase of Linen E. Calculation of Linen requirements F. Linen control-procedures and records G. Stocktaking-procedures and records H. Recycling of discarded linen I. Linen Hire
02	UNIFORMS A. Advantages of providing uniforms to staff B. Issuing and exchange of uniforms; type of uniforms C. Selection and designing of uniforms D. Layout of the Uniform room
03	SEWING ROOM A. Activities and areas to be provided B. Equipment provided
04	LAUNDRY A. Commercial and On-site Laundry B. Flow process of Industrial Laundering-OPL C. Stages in the Wash Cycle D. Laundry Equipment and Machines E. Layout of the Laundry F. Laundry Agents G. Dry Cleaning H. Guest Laundry/Valet service I. Stain removal
05	FLOWER ARRANGEMENT A. Flower arrangement in Hotels B. Equipment and material required for flower arrangement C. Conditioning of plant material D. Styles of flower arrangements E. Principles of design as applied to flower arrangement INDOOR PLANTS Selection and care

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G. Rutherford

BHM0405

FOOD AND BEVERAGE CONTROLS

S.N O	TOPIC
01	FOOD COST CONTROL A. Introduction to Cost Control B. Define Cost Control C. The Objectives and Advantages of Cost Control D. Basic costing E. Food costing FOOD CONTROL CYCLE A. Purchasing Control B. Aims of Purchasing Policy C. Job Description of Purchase Manager/Personnel D. Types of Food Purchase E. Quality Purchasing F. Food Quality Factors for different commodities G. Definition of Yield H. Tests to arrive at standard yield I. Definition of Standard Purchase Specification J. Advantages of Standard Yield and Standard Purchase Specification K. Purchasing Procedure L. Different Methods of Food Purchasing M. Sources of Supply N. Purchasing by Contract O. Periodical Purchasing P. Open Market Purchasing Q. Standing Order Purchasing R. Centralised Purchasing S. Methods of Purchasing in Hotels T. Purchase Order Forms U. Ordering Cost V. Carrying Cost W. Economic Order Quantity X. Practical Problems
02	RECEIVING CONTROL A. Aims of Receiving B. Job Description of Receiving Clerk/Personnel C. Equipment required for receiving D. Documents by the Supplier (including format) E. Delivery Notes F. Bills/Invoices G. Credit Notes H. Statements I. Records maintained in the Receiving Department J. Goods Received Book K. Daily Receiving Report

	<p>L. Meat Tags M. Receiving Procedure N. Blind Receiving O. Assessing the performance and efficiency of receiving department, Frauds in the Receiving Department ,Hygiene and cleanliness of area</p>
03	<p>STORING & ISSUING CONTROL A. Storing Control B. Aims of Store Control C. Job Description of Food Store Room Clerk/personnel D. Storing Control E. Conditions of facilities and equipment F. Arrangements of Food G. Location of Storage Facilities H. Security I. Stock Control J. Two types of foods received – direct stores (Perishables) K. Stock Records Maintained Bin Cards (Stock Record Cards/Books) L. Issuing Control M. Requisitions N. Transfer Notes O. Perpetual Inventory Method P. Monthly Inventory/Stock Taking Q. Pricing of Commodities R. Stock taking and comparison of actual physical inventory and Book value S. Stock levels T. Practical Problems U. Hygiene & Cleanliness of area</p>
04	<p>PRODUCTION CONTROL A. Aims and Objectives B. Forecasting C. Fixing of Standards <ul style="list-style-type: none"> • Definition of standards (Quality & Quantity) • Standard Recipe (Definition, Objectives and various tests) • Standard Portion Size (Definition, Objectives and equipment) • Standard Portion Cost (Objectives & Cost Cards) D. Computation of staff meals</p>
05	<p>SALES CONTROL A. Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price B. Matching costs with sales C. Billing procedure – cash and credit sales D. Cashier's Sales summary sheet</p>

REFERENCE BOOKS

1. Mastering restaurant service-H.L.craschnell and G>Nobis
2. Food abd beverage training manual-Sudhir Andrews

**BHM 0406
HOTEL ACCOUNTANCY**

S.N O	TOPIC
01	<p>UNIFORM SYSTEM OF ACCOUNTS FOR HOTEL</p> <p>A. Introduction to Uniform system of accounts B. Contents of the Income Statement C. Practical Problems D. Contents of the Balance Sheet (under uniform system) E. Practical problems</p>
02	<p>Departmental Income Statements and Expense statements (Schedules 1 to 16) B. Practical problems</p>
03	<p>INTERNAL CONTROL</p> <p>A. Definition and objectives of Internal Control B. Characteristics of Internal Control C. Implementation and Review of Internal Control</p>
04	<p>INTERNAL AUDIT AND STATUTORY AUDIT</p> <p>A. An introduction to Internal and Statutory Audit B. Distinction between Internal Audit and Statutory Audit C. Implementation and Review of internal audit</p>
05	<p>DEPARTMENTAL ACCOUNTING</p> <p>A. An introduction to departmental accounting B. Allocation and apportionment of expenses C. Advantages of allocation D. Draw-backs of allocation E. Basis of allocation F. Practical problems</p>

REFERENCE BOOK

Hotel Accounting & Financial Control-Ozi D' Chunha & Gleson Ozi d' Chunha

BHM0407

FOOD SAFETY AND QUALITY

S.N O	TOPIC
01	<p>Basic Introduction to Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene</p> <p>MICRO-ORGANISMS IN FOOD</p> <p>A. General characteristics of Micro-Organisms based on their occurrence and structure.</p> <p>B. Factors affecting their growth in food (intrinsic and extrinsic)</p> <p>C. Common food borne micro-organisms:</p> <ul style="list-style-type: none">a. Bacteria (spores/capsules)b. Fungic. Virusesd. Parasites
02	<p>FOOD SPOILAGE & FOOD PRESERVATION</p> <p>A. Types & Causes of spoilage</p> <p>B. Sources of contamination</p> <p>C. Spoilage of different products (milk and milk products, cereals and cereal products, meat, eggs, fruits and vegetables, canned products)</p> <p>D. Basic principles of food preservation</p> <p>E. Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation)</p> <p>BENEFICIAL ROLE OF MICRO-ORGANISMS</p> <p>A. Fermentation & Role of lactic and bacteria</p> <p>B. Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages)</p> <p>C. Miscellaneous (Vinegar & anti-biotics)</p>
03	<p>FOOD BORNE DISEASES</p> <p>A. Types (Infections and intoxications)</p> <p>B. Common diseases caused by food borne pathogens</p> <p>C. Preventive measures</p>

	<p>FOOD ADDITIVES</p> <p>A. Introduction</p> <p>B. Types (Preservatives, anti-oxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers)</p> <p>FOOD CONTAMINANTS & ADULTERANTS</p> <p>A. Introduction to Food Standards</p> <p>B. Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material)</p> <p>C. Common adulterants in food</p> <p>D. Method of their detection (basic principle)</p>
04	<p>FOOD LAWS AND REGULATIONS</p> <p>A. National – PFA Essential Commodities Act (FPO, MPO etc.)</p> <p>B. International – Codex Alimentarius, ISO</p> <p>C. Regulatory Agencies – WTO D. Consumer Protection Act</p> <p>QUALITY ASSURANCE</p> <p>A. Introduction to Concept of TQM, GMP and Risk Assessment</p> <p>B. Relevance of Microbiological standards for food safety</p> <p>C. HACCP (Basic Principle and implementation)</p>
05	<p>HYGIENE AND SANITATION IN FOOD SECTOR</p> <p>A. General Principles of Food Hygiene</p> <p>B. GHP for commodities, equipment, work area and personnel</p> <p>C. Cleaning and disinfection (Methods and agents commonly used in the hospitality industry)</p> <p>D. Safety aspects of processing water (uses & standards)</p> <p>E. Waste Water & Waste disposal</p> <p>RECENT CONCERNS</p> <p>A. Emerging pathogens</p> <p>B. Genetically modified foods</p> <p>C. Food labelling</p> <p>D. Newer trends in food packaging and technology</p> <p>E. BSE (Bovine Serum Encephalopathy)</p>

REFERENCES:

- i. Modern Food Microbiology by Jay. J.
- ii. Food Microbiology by Frazier and Westhoff
- iii. Food Safety by Bhat & Rao
- iv. Safe Food Handling by Jacob M.
- v. Food Processing by Hobbs Betty
- vi. PFA Rules

BHM0408

HUMAN RIGHTS AND RELATIONS EDUCATION

Introduction:

- Definition of Human Rights & Human Relations.
- Scope of Human Rights – Need for the study of Human Rights.
- Categories of Human relations and Human rights.

Human Rights Institutions – International & National:

United Nations Human Rights Commission – National Human Rights Commission – State Human Rights Commission.

Civil and Political rights – Economic Relations & Human Rights, Social Relations & Human Rights.

UDHR, International convention on civil and political rights, International convention on economic and social rights

National Human rights act – National Commission for minorities, S.C, S.T and Woman.

REFERENCE BOOKS:

1. UNDHP – Program – annual reports.
2. Human Rights and Social Movements – Aravind Kumar.
3. Human Rights under the Indian Constitution – P.L Mehta Meena Urma.
4. National Human Rights Commission of India – Arun Kumar Pillai.

BHM0409

FOOD PRODUCTION OPERATIONS – III (PRACTICAL)

Each institute to formulate 36 set of menus from the following cuisines.

- Awadh
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharashtra
- Punjabi
- Rajasthan
- South India (Tamilnadu, Karnataka, Kerala)

SUGGESTED MENUS

MAHARASTRIAN

- MENU 01 Masala Bhat
 Kolhapuri Mutton
 Batata Bhajee
 Masala Poori
 Koshimbir
 Coconut Poli
- MENU 02 Moong Dal Khichdee
 Patrani Macchi
 Tomato Saar
 Tilgul Chapatti
 Amti
 Basundi

AWADH

- MENU 01 Yakhni Pulao
 Mughlai Paratha
 Gosht Do Piazza
 Badin Jaan
 Kulfi with Falooda
- MENU 02 Galouti Kebab
 Bakarkhani
 Gosht Korma
 Paneer Pasanda
 Muzzafar

BENGALI

- MENU 01 Ghee Bhat
Macher Jhol
Aloo Posto
Misti Doi
- MENU 02 Doi Mach
Tikoni Pratha
Baigun Bhaja
Payesh
- MENU 03 Mach Bhape
Luchi
Sukto
Kala Jamun
- MENU 04 Prawan Pulao
Mutton Vidalloo
Beans Foogath
Dodol

GOAN

- MENU 01 Arroz
Galina Xacutti
Toor Dal Sorak
Alle Belle
- MENU 02 Coconut Pulao
Fish Caldeen
Cabbage Foogath
Bibinca

PUNJABI

- MENU 01 Rada Meat
Matar Pulao
Kadhi
Punjabi Gobhi
Kheer
- MENU 02 Amritsari Macchi
Rajmah Masala
Pindi Chana
Bhaturas
Row Di Kheer

MENU 03 Sarson Da
Saag Makki Di Roti
Peshawari Chole
Motia Pulao
Sooji Da Halwa

MENU 04 Tandoori Roti
Tandoori Murg
Dal Makhani
Pudinia Chutny
Baingan Bhartha
Savian

SOUTH INDIAN

MENU 01 Meen Poriyal
Curd Rice
Thorani
Rasam
Pal Payasam

MENU 02 Lime Rice
Meen Moilee
Olan
Malabari
Pratha Parappu
Payasam

MENU 03 Tamarind Rice
Kori Gashi
Kalan
Sambhar
Savian Payasam

MENU 04 Coconut Rice
Chicken Chettinad
Avial
Huli
Mysore Pak

RAJASTHANI

MENU 01 Gatte Ka Pulao
Lal Maas
Makki Ka Soweta
Chutny (Garlic)
Dal Halwa

MENU 02 Dal
Batti

Churma
Besan Ke Gatte
Ratalu Ki Subzi
Safed Mass

GUJRATI

MENU 01 Sarki
Brown Rice
Salli Murg
Gujrati Dal
Methi Thepla
Shrikhand

MENU 02 Gujrati Khichadi
Oondhiyu
Batata Nu Tomato
Osaman
Jeera Poori
Mohanthal

HYDERABADI

MENU 01 Sofyani Biryani
Methi Murg
Tomato Kut
Hare Piaz ka Raita
Double Ka Meetha

MENU 02 Kachi Biryani
Dalcha
Mirchi Ka Salan
Mix Veg. Raita
Khumani Ka Meetha

KASHMIRI

Two menus may be formed out of the Dishes given as under:

Rice and Bread Preparations: Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

Meat Preparations: Gushtaba ,Rista ,Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh

Vegetables and Potato: Ruwangan chaman, Choek wangan, Chaman Qaliyan Alleh Yakhean, Dum Aloo Kashmiri ,Nader Palak, Razma Gogji

Sweet Dishes: Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa

Chutneys: Mujeh cheten, Ganda Cheten, Dween cheten, Aleh cheten (pumpkin chutney)

Note: In addition to above each institute to formulate 08 (eight) set of regional menus including snacks, sweets etc.

Books recommended:-

Gisslen wayne – professional cookery (john wiley and sons)

Montage – Larousse gasrtronomique (Himalaya publishing group)

BHM0410

FOOD AND BEVERAGE OPERATIONS – III (PRACTICAL)

S.N	TOPIC
01	Dispense Bar – Organizing Mise-en-place Task-01 Wine service equipment Task-02 Beer service equipment Task-03 Cocktail bar equipment Task-04 Liqueur / Wine Trolley Task-05 Bar stock - alcoholic & non-alcoholic beverages Task-06 Bar accompaniments & garnishes Task-07 Bar accessories & disposables
02	Service of Wines Task-01 Service of Red Wine Task-02 Service of White/Rose Wine Task-03 Service of Sparkling Wines Task-04 Service of Fortified Wines Task-05 Service of Aromatized Wines Task-06 Service of Cider, Perry & Sake
03	Service of Aperitifs Task-01 Service of Bitters Task-02 Service of Vermouths
04	Service of Beer Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers
05	Service of Spirits Task-01 Service styles – neat/on-the-rocks/with appropriate mixers Task-02 Service of Whisky Task-03 Service of Vodka Task-04 Service of Rum Task-05 Service of Gin Task-06 Service of Brandy Task-07 Service of Tequila
06	Service of Liqueurs Task-01 Service styles – neat/on-the-rocks/with cream/enfrappe Task-02 Service from the Bar Task-03 Service from Liqueur Trolley
07	Wine & Drinks List Task-01 Wine Bar, Beer Bar, Cocktail Bar
08	Matching Wines with Food Task-01 Menu Planning with accompanying Wines <ul style="list-style-type: none">• Continental Cuisine• Indian Regional Cuisine Task-02 Table laying & Service of menu with accompanying Wines <ul style="list-style-type: none">• Continental Cuisine• Indian Regional Cuisine

REFERENCE BOOKS:

Modern restaurants service –John fuller

Food and beverage service-Dennis R.Lillicrap and John cousins

BHM0411

FRONT OFFICE OPERATIONS – III (PRACTICAL)

- A. Hands on practice of computer applications related to Front Office procedures such as
 - Reservation,
 - Registration,
 - Guest History,
 - Telephones,
 - Housekeeping,
 - Daily transactions
- B. Front office accounting procedures
 - Manual accounting
 - Machine accounting
 - Payable, Accounts Receivable, Guest History, Yield Management
- C. Role Play
- D. Situation Handling

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S.NO	TOPIC
1	Hot function keys
2	Create and update guest profiles
3	Send confirmation letters
4	Print registration card
5	Make FIT reservation & group reservation
6	Make an ADD-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cashier code
10	Process a reservation deposit
11	Pre-register a guest
12	Put message and locator for a guest
13	Put trace for guest
14	Check in a reserved guest
15	Check In a day use
16	Check-in a walk -in guest
17	Maintain guest history
18	Make sharer reservation
19	Add a sharer to a reservation
20	Make A/R account
21	Take reservation through Travel Agent/Company/ Individual or Source
22	Make room change
23	Make check and update guest folios
24	Process charges for in-house guests and non-resident guests.
25	Handle allowances and discounts and packages
26	Process advance for in-house guest
27	Put routing instructions

28	Print guest folios during stay
29	Processing foreign currency exchange/ cheque exchange
30	Process guest check out by cash and credit card
31	Check out without closing folio-Skipper accounts
32	Handle paymaster folios
33	Check out using city ledger
34	Print guest folio during check out
35	Close bank at end of each shift
36	Check room rate and variance report
37	Tally Allowances for the day at night
38	Tally paid outs for the day at night
39	Tally forex for the day at night
40	Credit check report

REFERENCE BOOKS

1. Principles of Front Office Operations – Sue Baker
2. Front Office Management – S.K. Bhatnagar
3. Front Office Procedures – Michael. L. Kasavana
4. Hotel Front Office Management – James. A. Bardi

BHM0412

ACCOMMODATION OPERATIONS – III (PRACTICAL)

LAYOUT OF LINEN AND UNIFORM ROOM/LAUNDRY
LAUNDRY MACHINERY AND EQUIPMENT
STAIN REMOVAL
FLOWER ARRANGEMENT
SELECTION AND DESIGNING OF UNIFORMS

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G.
Rutherford

DEGREE FIFTH SEMESTER

Subjects	Teaching Scheme		Examination Scheme							
	Theory Hrs	Prac. per week	Sub. Code	Theory Marks			Ex H ours	Practical Marks		
				Internal	External	Total		Internal	External	Total
<i>THEORY</i>										
ADVANCED FOOD PRODUCTION OPERATIONS – IV	2	-	BHM 0501	25	75	100	3	-	-	-
ADVANCED FOOD AND BEVERAGE OPERATIONS – IV	3	-	BHM 0502	25	75	100	3	-	-	-
FRONT OFFICE MANAGEMENT – IV	3	-	BHM 0503	25	75	100	3	-	-	-
ACCOMMODATION MANAGEMENT – IV	3	-	BHM 0504	25	75	100	3	-	-	-
FINANCIAL MANAGEMENT	4	-	BHM 0505	25	75	100	3	-	-	-
STRATEGIC MANAGEMENT	2	-	BHM 0506	15	35	50	2	-	-	-
TOURISM MARKETING	2	-	BHM 0507	15	35	50	2	-	-	-
<i>PRACTICAL</i>										
ADVANCE FOOD PRODUCTION - IV (PRACTICAL)	-	8	BHM 0508	-	-	-	3	25	75	100
ADVANCE FOOD AND BEVERAGE OPERATIONS - IV (PRACTICAL)	-	4	BHM 0509	-	-	-	3	25	75	100
FRONT OFFICE MANAGEMENT – IV (PRACTICAL)	-	2	BHM 0510	-	-	-	3	25	75	100
ACCOMMODATION MANAGEMENT - IV (PRACTICAL)	-	2	BHM 0511	-	-	-	3	25	75	100

BHM0501

ADVANCED FOOD PRODUCTION OPERATIONS – IV

UNIT-I

LARDER

I. LAYOUT & EQUIPMENT

- A. Introduction of Larder Work
- B. Definition
- C. Equipment found in the larder
- D. Layout of a typical larder with equipment and various sections

II. TERMS & LARDER CONTROL

- A. Common terms used in the Larder and Larder control
- B. Essentials of Larder Control
- C. Importance of Larder Control
- D. Devising Larder Control Systems
- E. Leasing with other Departments
- F. Yield Testing

III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF

- A. Functions of the Larder
- B. Hierarchy of Larder Staff
- C. Sections of the Larder
- D. Duties & Responsibilities of larder Chef

UNIT- II

CHARCUTIERIE

I. SAUSAGE

- A. Introduction to charcuterie
- B. Sausage – Types & Varieties
- C. Casings – Types & Varieties
- D. Fillings – Types & Varieties
- E. Additives & Preservatives

II. FORCEMEATS

- A. Types of forcemeats
- B. Preparation of forcemeats
- C. Uses of forcemeats

III. BRINES, CURES & MARINADES

- A. Types of Brines
- B. Preparation of Brines
- C. Methods of Curing
- D. Types of Marinades
- E. Uses of Marinades

F. Difference between Brines, Cures & Marinades

UNIT-III

IV. HAM, BACON & GAMMON

- A. Cuts of Ham, Bacon & Gammon.
- B. Differences between Ham, Bacon & Gammon
- C. Processing of Ham & Bacon
- D. Green Bacon
- E. Uses of different cuts

V. GALANTINES

- A. Making of galantines
- B. Types of Galantine
- C. Ballotines

VI. PATES

- A. Types of Pate
- B. Pate de foie gras
- C. Making of Pate
- D. Commercial pate and Pate Maison
- E. Truffle – sources, Cultivation and uses and Types of truffle.

VII. MOUSE & MOUSSELINE

- A. Types of mousse
- B. Preparation of mousse
- C. Preparation of mousseline
- D. Difference between mousse and mousseline

UNIT-IV

VIII. CHAUD FROID

- A. Meaning of Chaud froid
- B. Making of chaud froid & Precautions
- C. Types of chaud froid
- D. Uses of chaud froid

IX. ASPIC & GELEE

- A. Definition of Aspic and Gelee
- B. Difference between the two
- C. Making of Aspic and Gelee
- D. Uses of Aspic and Gelee

X. QUENELLES, PARFAITS, ROULADES

Preparation of Quenelles, Parfaits and Roulades

UNIT-V

XI. NON EDIBLE DISPLAYS

- A. Ice carvings
- B. Tallow sculpture

- C. Fruit & vegetable Displays
- D. Salt dough
- E. Pastillage
- F. Jelly Logo
- G. Thermacol work

APPETIZERS & GARNISHES

- A. Classification of Appetizers
- B. Examples of Appetizers
- C. Historic importance of culinary Garnishes
- D. Explanation of different Garnishes

SANDWICHES

- A. Parts of Sandwiches
- B. Types of Bread
- C. Types of filling – classification
- D. Spreads and Garnishes
- E. Types of Sandwiches
- F. Making of Sandwiches
- G. Storing of Sandwiches

USE OF WINE AND HERBS IN COOKING

- A. Ideal uses of wine in cooking
- B. Classification of herbs
- C. Ideal uses of herbs in cooking

Books recommended:-

- Gisslen wayne – professional cookery (john wiley and sons)
- Montage – Larousse gastronomie (Himalaya publishing group)

BHM0502

ADVANCED FOOD AND BEVERAGE OPERATIONS – IV

UNIT-I PLANNING & OPERATING VARIOUS F&B OUTLET

- A. Physical layout of functional and ancillary areas
- B. Objective of a good layout
- C. Steps in planning
- D. Factors to be considered while planning
- E. Calculating space requirement
- F. Various set ups for seating
- G. Planning staff requirement
- H. Menu planning
- I. Constraints of menu planning
- J. Selecting and planning of heavy duty and light equipment
- K. Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc.
- L. Suppliers & manufacturers
- M. Approximate cost
- N. Planning Décor, furnishing fixture etc.

UNIT-II

FUNCTION CATERING BANQUETS

- A. History
- B. Types
- C. Organisation of Banquet department
- D. Duties & responsibilities
- E. Sales
- F. Booking procedure
- G. Banquet menus

BANQUET PROTOCOL

- Space Area requirement
- Table plans/arrangement
- Misc-en-place
- Service
- Toast & Toast procedures

INFORMAL BANQUET

- Réception
- Cocktail parties
- Convention
- Seminar
- Exhibition
- Fashion shows
- Trade Fair
- Wedding
- Outdoor catering

UNIT-III

FUNCTION CATERING BUFFETS

- A. Introduction
- B. Factors to plan buffets
- C. Area requirement
- D. Planning and organisation
- E. Sequence of food
- F. Menu planning
- G. Types of Buffet
- H. Display
- I. Sit down
- J. Fork, Finger, Cold Buffet
- K. Breakfast Buffets
- L. Equipment
- M. Supplies
- N. Check list

UNIT-IV

GUERIDON SERVICE

- A. History of gueridon
- B. Definition
- C. General consideration of operations
- D. Advantages & Dis-advantages
- E. Types of trolleys
- F. Factor to create impulse, Buying – Trolley, open kitchen
- G. Gueridon equipment
- H. Gueridon ingredients

UNIT-V

KITCHEN STEWARDING

- A. Importance
- B. Opportunities in kitchen stewarding
- C. Record maintaining
- D. Machine used for cleaning and polishing
- E. Inventory

REFERENCE BOOKS:

Modern restaurants service –John fuller

Food and beverage service-Dennis R.Lillicrap and John cousins

BHM0503

FRONT OFFICE MANAGEMENT – IV

UNIT- I

PLANNING & EVALUATING FRONT OFFICE OPERATIONS

A. Setting Room Rates (Details/Calculations thereof) - Hubbart Formula, market condition approach & Thumb Rule - Types of discounted rates – corporate, rack etc.

B. Forecasting techniques

C. Forecasting Room availability

UNIT- II

D. Useful forecasting data

- % of walking

- % of overstaying

- % of under stay

E. Forecast formula

F. Types of forecast

G. Sample forecast forms

H. Factors for evaluating front office operations

UNIT- III

BUDGETING

A. Types of budget & budget cycle

B. Making front office budget

C. Factors affecting budget planning

D. Capital & operations budget for front office

UNIT- IV

E. Refining budgets, budgetary control

F. Forecasting room revenue

G. Advantages & Disadvantages of budgeting

UNIT-V

PROPERTY MANAGEMENT SYSTEM

A. Fidelio / IDS / Shawman

B. Amadeus

REFERENCE BOOKS

Principles of Front Office Operations – Sue Baker

Front Office Management – S.K. Bhatnagar

Front Office Procedures – Michael. L. Kasavana

Hotel Front Office Management – James. A. Bardi

BHM0504

ACCOMMODATION MANAGEMENT – IV

UNIT - I

PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT

- A. Area inventory list
- B. Frequency schedules
- C. Performance and Productivity standards
- D. Time and Motion study in House Keeping operations
- E. Standard Operating manuals – Job procedures
- F. Job allocation and work schedules
- G. Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping
- H. Training in HKD, devising training programmes for HK staff
- I. Inventory level for non recycled items J. Budget and budgetary controls
- K. The budget process
- L. Planning capital budget
- M. Planning operation budget
- N. Operating budget – controlling expenses – income statement
- O. Purchasing systems – methods of buying
- P. Stock records – issuing and control

UNIT- II

HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS

UNIT- III

CONTRACT SERVICES

- A. Types of contract services
- B. Guidelines for hiring contract services
- C. Advantages & disadvantages of contract services

UNIT- IV

ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS

UNIT- V

FIRST AID

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G. Rutherford

BHM0505

FINANCIAL MANAGEMENT

UNIT-I

FINANCIAL MANAGEMENT MEANING & SCOPE

- A. Meaning of business finance
- B. Meaning of financial management
- C. Objectives of financial management**

FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION

- A. Meaning and types of financial statements
- B. Techniques of financial analysis
- C. Limitations of financial analysis
- D. Practical problems

UNIT-II

RATIO ANALYSIS

- A. Meaning of ratio
- B. Classification of ratios
- C. Profitability ratios
- D. Turnover ratios
- E. Financial ratios
- F. Du Pent Control Chart
- G. Practical Problems

UNIT-III

FUNDS FLOW ANALYSIS

- A. Meaning of funds flow statement
- B. Uses of funds flow statement
- C. Preparation of funds flow statement
- D. Treatment of provision for taxation and proposed dividends (as non-current liabilities)
- E. Practical problems

CASH FLOW ANALYSIS

- A. Meaning of cash flow statement
- B. Preparation of cash flow statement
- C. Difference between cash flow and funds flow analysis
- D. Practical problems

UNIT-IV

FINANCIAL PLANNING MEANING & SCOPE

- A. Meaning of Financial Planning
- B. Meaning of Financial Plan
- C. Capitalisation
- D. Practical problems

CAPITAL EXPENDITURE

- A. Meaning of Capital Structure
- B. Factors determining capital structure
- C. Point of indifference
- D. Practical problems

UNIT-V

WORKING CAPITAL MANAGEMENT

- A. Concept of working capital
- B. Factors determining working capital needs
- C. Over trading and under trading

BASICS OF CAPITAL BUDGETING

- A. Importance of Capital Budgeting
- B. Capital Budgeting appraising methods
- C. Payback period
- D. Average rate of return
- E. Net Present Value
- F. Profitability index
- G. Internal rate of return
- H. Practical problems

REFERENCE BOOK

Hotel Accounting & Financial Control-Ozi D' Chunha & Gleson Ozi d' Chunha

BHM0506

STRATEGIC MANAGEMENT

UNIT-I

ORGANISATIONAL STRATEGY

A. MISSION

- Mission Statement Elements and its importance

B. OBJECTIVES

- Necessity of formal objectives • Objective Vs Goal

C. STRATEGY

- DEVELOPING STRATEGIES - Adaptive Search - Intuition search - Strategic factors - Picking Niches
- Entrepreneurial Approach

UNIT-II

ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS

A. NEED FOR ENVIRONMENTAL ANALYSIS

B. KEY ENVIRONMENTAL VARIABLE FACTORS

C. OPPORTUNITIES AND THREATS • Internal resource analysis

D. FUNCTIONAL AREAS RESOURCE DEVELOPMENT MATRIX

E. STRENGTHS AND WEAKNESSES

- Marketing • Finance • Production • Personnel • Organisation

UNIT-III

STRATEGY FORMULATION

A. STRATEGY (GENERAL) ALTERNATIVES

- Stability Strategies • Expansion Strategies • Retrench Strategies • Combination Strategies

B. COMBINATION STRATEGIES

- Forward integration • Backward integration • Horizontal integration • Market penetration • Market development • Product development • Concentric diversification • Conglomerate diversification
- Horizontal diversification • Joint Venture
- Retrenchment • Divestiture • Liquidation • Combination

UNIT-IV

STRATEGIC ANALYSIS AND CHOICE (ALLOCATION OF RESOURCES)

A. FACTORS INFLUENCING CHOICE

- Strategy formulation

B. INPUT STAGE

- Internal factor evaluation matrix • External factor evaluation matrix • Competitive profile matrix

C. MATCHING STAGE

- Threats opportunities – weaknesses – strengths matrix (TOWS) • Strategic position and action evaluation matrix (SPACE) • Boston consulting group matrix (BCGM) • Internal – External matrix
 - Grand Strategy matrix
- D. DECISION STAGE
- Quantitative Strategic Planning matrix (QSPM)

UNIT-V

POLICIES IN FUNCTIONAL AREAS

- A. POLICY
- B. PRODUCT POLICIES
- C. PERSONNEL POLICIES
- D. FINANCIAL POLICIES
- E. MARKETING POLICIES
- F. PUBLIC RELATION POLICIES

STRATEGIC IMPLEMENTATION REVIEW AND EVALUATION

- A. MCKINSEY 7-S FRAMEWORK
- B. LEADERSHIP AND MANAGEMENT STYLE
- C. STRATEGY REVIEW AND EVALUATION
 - Review underlying bases of Strategy
 - Measure Organisational Performance
 - Take corrective actions

REFERENCE BOOK

Strategic Management: Concepts and Cases - Fred R. David

BHM0507

TOURISM MARKETING

This course familiarises the students with Marketing concepts, techniques and skills as required in the marketing of tourism products and attractions.

Syllabus Block-1

Understanding Entrepreneurship and Management

Unit 1 Introduction to Tourism Marketing – Approaches, Relevance and Role

Unit 2 Market Segmentation

Unit 3 Tourism Markets: International and Domestic

Block-2 Market Analysis

Unit 4 Marketing Research

Unit 5 Competitive Analysis and Strategies

Unit 6 Forecasting for Tourism and its Products

Unit 7 Role of Technology in Tourism Marketing

Block-3 Developmental Role of Marketing

Unit 8 Role of Public Organizations

Unit 9 Role of Local Bodies

Unit 10 Role of NGOs

Unit 11 Socially Responsible Marketing

Unit 12 Social Marketing

Block-4 Marketing Mix

Unit 13 Product Designing

Unit 14 Pricing Strategies

Unit 15 Promotion Strategies

Unit 16 Distribution Strategies

Unit 17 The Fifth P: People, Process and Physical Evidence

Block-5 Marketing Mix: Specific Situations

Unit 18 Familiarization Tours

Unit 19 Seasonal Marketing

Unit 20 Tourism Fairs and Travel Markets

Block-6 Destination Marketing

Unit 21 Regions, Cities, Leisure Spots

Unit 22 Events, Activities, Individuals

Unit 23 Shopping, Education and Culture

Unit 24 Marketing Local Foods

Block-7 Accommodation Marketing

Unit 25 Star Category Hotels

Unit 26 Alternate' Accommodation

Unit 27 Supplementary Accommodations

Unit 28 Linkages in the Trade

Block-8 Transport and Travel Services Marketing

Unit 29 Air lines Marketing

Unit 30 Tourist Transport Marketing

Unit 31 Travel Agency Marketing

Unit 32 Tour Operators Marketing

REFERENCE BOOK

Journal of Travel & Tourism Marketing - Rout ledge

BHM0508

ADVANCE FOOD PRODUCTION - IV (PRACTICAL)

PART- A

UNIT-I

LARDER

I. LAYOUT & EQUIPMENT

- A. Introduction of Larder Work
- B. Definition
- C. Equipment found in the larder
- D. Layout of a typical larder with equipment and various sections

II. TERMS & LARDER CONTROL

- A. Common terms used in the Larder and Larder control
- B. Essentials of Larder Control
- C. Importance of Larder Control
- D. Devising Larder Control Systems
- E. Leasing with other Departments
- F. Yield Testing

III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF

- A. Functions of the Larder
- B. Hierarchy of Larder Staff
- C. Sections of the Larder
- D. Duties & Responsibilities of larder Chef

UNIT-II

CHARCUTIERIE

I. SAUSAGE

- A. Introduction to charcuterie
- B. Sausage – Types & Varieties
- C. Casings – Types & Varieties
- D. Fillings – Types & Varieties
- E. Additives & Preservatives

II. FORCEMEATS

- A. Types of forcemeats
- B. Preparation of forcemeats
- C. Uses of forcemeats

III. BRINES, CURES & MARINADES

- A. Types of Brines
 - B. Preparation of Brines
- C. Methods of Curing
- D. Types of Marinades
- E. Uses of Marinades
- F. Difference between Brines, Cures & Marinades

UNIT-III

IV. HAM, BACON & GAMMON

- A. Cuts of Ham, Bacon & Gammon.
- B. Differences between Ham, Bacon & Gammon
- C. Processing of Ham & Bacon
- D. Green Bacon
- E. Uses of different cuts

V. GALANTINES

- A. Making of galantines
- B. Types of Galantine
- C. Ballotines

VI. PATES

- A. Types of Pate
- B. Pate de foie gras
- C. Making of Pate
- D. Commerical pate and Pate Maison
- E. Truffle – sources, Cultivation and uses and Types of truffle.

VII. MOUSE & MOUSSELINE

- A. Types of mousse
- B. Preparation of mousse
- C. Preparation of mousseline
- D. Difference between mousse and mousseline

UNIT-IV

VIII. CHAUD FROID

- A. Meaning of Chaud froid
- B. Making of chaud frod & Precautions
- C. Types of chaud froid
- D. Uses of chaud froid

IX. ASPIC & GELEE

- A. Definition of Aspic and Gelee
- B. Difference between the two
- C. Making of Aspic and Gelee
- D. Uses of Aspic and Gelee

X. QUENELLES, PARFAITS, ROULADES

Preparation of Quenelles, Parfaits and Roulades

UNIT-V

XI. NON EDIBLE DISPLAYS

- A. Ice carvings
- B. Tallow sculpture
- C. Fruit & vegetable Displays
- D. Salt dough E. Pastillage
- F. Jelly Logo
- G. Thermacol work

APPETIZERS & GARNISHES

- A. Classification of Appetizers
- B. Examples of Appetizers
- C. Historic importance of culinary Garnishes
- D. Explanation of different Garnishes

SANDWICHES

- A. Parts of Sandwiches
- B. Types of Bread
- C. Types of filling – classification
- D. Spreads and Garnishes
- E. Types of Sandwiches
- F. Making of Sandwiches
- G. Storing of Sandwiches

USE OF WINE AND HERBS IN COOKING

- A. Ideal uses of wine in cooking
- B. Classification of herbs
- C. Ideal uses of herbs in cooking

ADVANCE FOOD PRODUCTION OPERATIONS – I (PRACTICAL)

PART B – BAKERY & PATISSERIE

1 Brioche

Baba au Rhum

2 Soft Rolls

Chocolate Parfait

3 French Bread

Tarte Tartin

4 Garlic Rolls

Crêpe Suzette

5 Harlequin Bread

Chocolate Cream Puffs

6 Focaccia

Crème Brûlée

7 Vienna Rolls

Mousse Au Chocolat

8 Bread Sticks

Souffle Milanaise

9 Brown Bread

Pâte Des Pommes

10 Clover Leaf Rolls
Savarin des fruits

11 Whole Wheat Bread
Charlotte Royal

12 Herb & Potato Loaf
Doughnuts

13 Milk Bread
Gateaux des Peache

14 Ciabatta
Chocolate Brownie

15 Buffet desserts
Modern Plating Styles

Books recommended:-

Gisslen wayne – professional cookery (john wiley and sons)

Montage – Larousse gasrtronomique (Himalaya publishing group)

BHM0509

ADVANCE FOOD AND BEVERAGE OPERATIONS - IV (PRACTICAL)

Planning & Operating Food & Beverage Outlets

Class room Exercise • Developing Hypothetical Business Model of Food & Beverage Outlets • Case study of Food & Beverage outlets - Hotels & Restaurants

Function Catering – Banquets

- Planning & organizing Formal & Informal Banquets • Planning & organizing Outdoor caterings

Function Catering – Buffets

Planning & organizing various types of Buffet

Gueridon Service

- Organizing Mise-en-place for Gueridon Service • Dishes involving work on the Gueridon

Task-01

Crepe suzette

Task-02

Banana au Rum

Task-03

Peach Flambé

Task-04

Rum Omelette

Task-05

Steak Diane

Task-06

Pepper Steak

Kitchen Stewarding

- Using & operating Machines • Exercise – physical inventory

REFERENCE BOOKS:

Modern restaurants service –John fuller

Food and beverage service-Dennis R.Lillicrap and John cousins

BMH0510

FRONT OFFICE MANAGEMENT - IV (PRACTICAL)

Hands on practice of computer applications on PMS front office procedures such as:

- Night audit,
- Income audit,
- Accounts
- Situation handling – handling guests & internal situations requiring management tactics/strategies

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S.No.	Topic
01	HMS Training – Hot Function keys
02	How to put message
03	How to put a locator
04	How to check in a first time guest
05	How to check in an existing reservation
06	How to check in a day use
07	How to issue a new key
08	How to verify key
09	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
13	How to programme keys continuously
14	How to programme one key for two rooms
15	How to re-programme a key
16	How to make a reservation
17	How to create and update guest profiles
18	How to update guest folio
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21	How to feed remarks in guest history
22	How to add a sharer
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24	How to amend a reservation
25	How to cancel a reservation
26	How to make group reservation
27	How to make a room change on the system
28	How to log on cashier code
29	How to close a bank at the end of each shift
30	How to put a routing instruction
31	How to process charges
32	How to process a guest check out
33	How to check out a folio
34	How to process deposit for arriving guest
35	How to process deposit for in house guest
36	How to check room rate variance report

- 37 How to process part settlements
- 38 How to tally allowance for the day at night
- 39 How to tally paid outs for the day at night
- 40 How to tally forex for the day at night
- 41 How to pre-register a guest
- 42 How to handle extension of guest stay
- 43 Handle deposit and check ins with voucher
- 44 How to post payment
- 45 How to print checked out guest folio
- 46 Check out using foreign currency
- 47 Handle settlement of city ledger balance
- 48 Handle payment for room only to Travel Agents
- 49 Handle of banquet event deposits
- 50 How to prepare for sudden system shutdown
- 51 How to checkout standing batch totals
- 52 How to do a credit check report
- 53 How to process late charges on third party
- 54 How to process late charges to credit card
- 55 How to check out during system shut down
- 56 Handling part settlements for long staying guest
- 57 How to handle paymaster folios
- 58 How to handle bills on hold

REFERENCE BOOKS

Principles of Front Office Operations – Sue Baker
Front Office Management – S.K. Bhatnagar
Front Office Procedures – Michael. L. Kasavana
Hotel Front Office Management – James. A. Bardi

BHM0511

ACCOMMODATION MANAGEMENT - IV (PRACTICAL)

Team cleaning

- Planning
- Organizing
- Executing
- Evaluating

Inspection checklist

Time and motion study

- Steps of bed making
- Steps in servicing a guest room etc

Devising/ designing training module

- Refresher training (5 days)
- Induction training (2 days)
- Remedial training (5 days)

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G. Rutherford

DEGREE SIXTH SEMESTER

Subjects	Teaching Scheme		Examination Scheme							
	Theory Hrs	Prac. per week	Sub. Code	Theory			Ex H ours	Practical		
				Marks				Marks		
				Internal	External	Total		Internal	External	Total
<i>THEORY</i>										
ADVANCED FOOD PRODUCTION OPERATIONS – V	2	-	BHM 0601	25	75	100	3	-	-	-
ADVANCED FOOD AND BEVERAGE OPERATIONS – V	3	-	BHM 0602	25	75	100	3	-	-	-
FRONT OFFICE MANAGEMENT – V	3	-	BHM 0603	25	75	100	3	-	-	-
ACCOMMODATION MANAGEMENT – V	3	-	BHM 0604	25	75	100	3	-	-	-
FOOD AND BEVERAGE MANAGEMENT	3	-	BHM 0605	25	75	100	3	-	-	-
FACILITY PLANNING	3	-	BHM 0606	25	75	100	3	-	-	-
HAZARD ANALYSIS CRITICAL CONTROL POINT	2	-	BHM 0607	15	35	50	2	-	-	-
<i>PRACTICAL</i>										
ADVANCE FOOD PRODUCTION - V (PRACTICAL)	-	8	BHM 0608	-	-	-	3	25	75	100
ADVANCE FOOD AND BEVERAGE OPERATIONS - V (PRACTICAL)	-	4	BHM 0609	-	-	-	3	25	75	100
FRONT OFFICE MANAGEMENT – V (PRACTICAL)	-	2	BHM 0610	-	-	-	3	25	75	100
ACCOMMODATION MANAGEMENT – V (PRACTICAL)	-	2	BHM 0611	-	-	-	3	25	75	100
RESEARCH PROJECT	-	3	BHM 0612				3	25	75	100

BHM0601

ADVANCED FOOD PRODUCTION OPERATIONS – V

UNIT-I

INTERNATIONAL CUISINE

- A. Geographic location
- B. Historical background
- C. Staple food with regional Influences
- D. Specialities
- E. Recipes
- F. Equipment in relation to:
 - Great Britain • France • Italy • Spain & Portugal • Scandinavia • Germany • Middle East • Oriental
 - Mexican • Arabic

CHINESE

- A. Introduction to Chinese foods
- B. Historical background
- C. Regional cooking styles
 - D. Methods of cooking
- E. Equipment & utensils

UNIT-II

BAKERY & CONFECTIONERY

I. ICINGS & TOPPINGS

- A. Varieties of icings B. Using of Icings C. Difference between icings & Toppings D. Recipes

II. FROZEN DESSERTS

- E. Types and classification of Frozen desserts B. Ice-creams – Definitions C. Methods of preparation D. Additives and preservatives used in Ice-cream manufacture

III. MERINGUES

- A. Making of Meringues
- B. Factors affecting the stability
- C. Cooking Meringues
 - D. Types of Meringues
- E. Uses of Meringues

UNIT-III

IV. BREAD MAKING

- A. Role of ingredients in bread Making
- B. Bread Faults
- C. Bread Improvers

V. CHOCOLATE

- A. History B. Sources C. Manufacture & Processing of Chocolate D. Types of chocolate E. Tempering of chocolate F. Cocoa butter, white chocolate and its applications

UNIT-IV

PRODUCTION MANAGEMENT

- A. Kitchen Organisation
- B. Allocation of Work – Job Description, Duty Rosters
- C. Production Planning
- D. Production Scheduling
- E. Production Quality & Quantity Control
- F. Forecasting & Budgeting G. Yield Management

PRODUCT & RESEARCH DEVELOPMENT

- A. Testing new equipment,
- B. Developing new recipes
- C. Food Trails
- D. Organoleptic & Sensory Evaluation

UNIT-V

FRENCH

- Culinary French
- Classical recipes (recettes classique)
- Historical Background of Classical Garnishes
- Offals/Game
- Larder terminology and vocabulary

Note: Should be taught along with the relevant topics

Books recommended:-

- K.Arora& K.N.Gupta – Theory of cookery
- Philip Thangam – Modern cookery for teaching &The Trade (Orient Longmans ltd)
- Gisslen wayne – professional cookery (john wiley and sons)
- Montage – Larousse gasrtronomique (Himalaya publishing group)

BHM0602

ADVANCED FOOD AND BEVERAGE OPERATIONS – V

UNIT-I

FOOD & BEVERAGE STAFF ORGANISATION

A. Categories of staff B. Hierarchy C. Job description and specification D. Duty roster

UNIT-II

MANAGING FOOD & BEVERAGE OUTLET

A. Supervisory skills B. Developing efficiency C. Standard Operating Procedure

UNIT-III

BAR OPERATIONS

A. Types of Bar

- Cocktail • Dispense

B. Area of Bar C. Front Bar

D. Back Bar

E. Under Bar (Speed Rack, Garnish Container, Ice well etc.)

F. Bar Stock

G. Bar Control

H. Bar Staffing

I. Opening and closing duties

COCKTAILS & MIXED DRINKS

A. Definition and History

B. Classification

C. Recipe, Preparation and Service of Popular Cocktails

- Martini – Dry & Sweet

- Manhattan – Dry & Sweet

- Dubonnet

- Roy-Roy

- Bronx - White Lady

- Pink Lady

- Side Car

- Bacardi

- Alexandra

- John Collins

- Tom Collins

- Gin FIZZ

- Pimm's Cup – no. 1,2,3,4,5

- Flips

- Noggs

- Champagne Cocktail

Between the Sheet

- Daiquiri

- Bloody Mary
- Screw Driver
- Tequilla Sunrise
- Gin-Sling
- Planters Punch
- Singapore Sling
- Pinacolada
- Rusty Nail
- B&B
- Black Russian
- Margarita
- Gimlet – Dry & Sweet
- Cuba Libre
- Whisky Sour
- Blue Lagoon
- Harvey Wall Banger
- Bombay Cocktail

REFERENCE BOOKS:

Modern restaurants service –John fuller

Food and beverage service-Dennis R.Lillicrap and John cousins

BHM0603

FRONT OFFICE MANAGEMENT – V

YIELD MANAGEMENT

- A. Concept and importance
- B. Applicability to rooms division
 - Capacity management • Discount allocation • Duration control
- C. Measurement yield
- D. Potential high and low demand tactics
- E. Yield management software
- F. Yield management team

TIMESHARE & VACATION OWNERSHIP

- Definition and types of timeshare options
- Difficulties faced in marketing timeshare business
- Advantages & disadvantages of timeshare business
- Exchange companies -Resort Condominium International, Intervals International
- How to improve the timeshare / referral/condominium concept in India- Government's role/industry role

FRENCH

Conversation with guests

- Providing information to guest about the hotel, city, sight seeing, car rentals, historical places, banks, airlines, travel agents, shopping centres and worship places etc.
- Departure (Cashier, Bills Section and Bell Desk)

REFERENCE BOOKS

1. Principles of Front Office Operations – Sue Baker
2. Front Office Management – S.K. Bhatnagar
3. Front Office Procedures – Michael. L. Kasavana
4. Hotel Front Office Management – James. A. Bardi

BHM0604

ACCOMMODATION MANAGEMENT – V

UNIT-I

SAFETY AND SECURITY

- A. Safety awareness and accident prevention
- B. Fire safety and fire fighting
- C. Crime prevention and dealing with emergency situation

UNIT-II

INTERIOR DECORATION

- A. Elements of design
- B. Colour and its role in décor –types of colour schemes
- C. Windows and window treatment
- D. Lighting and lighting fixtures

UNIT-III

- E. Floor finishes
- F. Carpets
- G. Furniture and fittings
- H. Accessories

UNIT-IV

LAYOUT OF GUEST ROOMS

- A. Sizes of rooms, sizes of furniture, furniture arrangement
- B. Principles of design C. Refurbishing and redecoration

UNIT-V

NEW PROPERTY COUNTDOWN

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G. Rutherford

BHM0605

FOOD AND BEVERAGE MANAGEMENT

UNIT-I

COST DYNAMICS

A. Elements of Cost B. Classification of Cost

UNIT-II

SALES CONCEPTS

A. Various Sales Concept B. Uses of Sales Concept

UNIT-III

INVENTORY CONTROL

A. Importance B. Objective C. Method D. Levels and Technique E. Perpetual Inventory F. Monthly Inventory G. Pricing of Commodities H. Comparison of Physical and Perpetual Inventory

BEVERAGE CONTROL

A. Purchasing B. Receiving C. Storing D. Issuing E. Production Control F. Standard Recipe G. Standard Portion Size H. Bar Frauds I. Books maintained J. Beverage Control

SALES CONTROL

A. Procedure of Cash Control B. Machine System C. ECR D. NCR E. Preset Machines F. POS G. Reports H. Thefts I. Cash Handling

BUDGETARY CONTROL

A. Define Budget B. Define Budgetary Control
C. Objectives D. Frame Work E. Key Factors F. Types of Budget G. Budgetary Control

UNIT-IV

VARIANCE ANALYSIS

A. Standard Cost B. Standard Costing C. Cost Variances D. Material Variances E. Labour Variances F. Overhead Variance G. Fixed Overhead Variance H. Sales Variance I. Profit Variance

BREAKEVEN ANALYSIS

A. Breakeven Chart B. P V Ratio C. Contribution D. Marginal Cost
E. Graphs

UNIT-V

MENU MERCHANDISING

A. Menu Control B. Menu Structure C. Planning D. Pricing of Menus E. Types of Menus F. Menu as Marketing Tool G. Layout H. Constraints of Menu Planning

MENU ENGINEERING

A. Definition and Objectives B. Methods C. Advantages

MIS

A. Reports B. Calculation of actual cost C. Daily Food Cost D. Monthly Food Cost E. Statistical Revenue Reports F. Cumulative and non-cumulative

REFERENCE BOOKS

Food and beverage management-Bernard Davis
Professional food service management- Habisthayar

BHM0606

FACILITY PLANNING

UNIT-I

HOTEL DESIGN

- A. Design Consideration
- Attractive Appearance
 - Efficient Plan
 - Good location
 - Suitable material
 - Good workmanship
 - Sound financing
 - Competent Management

UNIT-II

FACILITIES PLANNING

The systematic layout planning pattern (SLP)

Planning consideration

- A. Flow process & Flow diagram
B. Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel

Architectural consideration

- A. Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas) B. Approximate cost of construction estimation C. Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room D. Approximate requirement and Estimation of water/electrical load gas, ventilation

UNIT-III

STAR CLASSIFICATION OF HOTEL

Criteria for star classification of hotel (Five, four, three, two, one & heritage)

KITCHEN

- A. Equipment requirement for commercial kitchen
- Heating - gas/electrical
 - Cooling (for various catering establishment)
- B. Developing Specification for various Kitchen equipments
C. Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities)

UNIT-IV

KITCHEN LAY OUT & DESIGN

- A. Principles of kitchen layout and design
B. Areas of the various kitchens with recommended dimension C. Factors that affect kitchen design D. Placement of equipment E. Flow of work F. Space allocation G. Kitchen equipment, manufacturers and

selection H. Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen) I. Budgeting for kitchen equipment

KITCHEN STEWARDING LAYOUT AND DESIGN

A. Importance of kitchen stewarding B. Kitchen stewarding department layout and design C. Equipment found in kitchen stewarding department

UNIT-V

STORES – LAYOUT AND DESIGN

A. Stores layout and planning (dry, cold and bar) B. Various equipment of the stores C. Work flow in stores 04 05% 08

ENERGY CONSERVATION

A. Necessity for energy conservation B. Methods of conserving energy in different area of operation of a hotel C. Developing and implementing energy conservation program for a hotel

CAR PARKING

Calculation of car park area for different types of hotels

PLANNING FOR PHYSICALLY CHALLENGED

PROJECT MANAGEMENT

- A. Introduction to Network analysis
- B. Basic rules and procedure for network analysis
- C. C.P.M. and PERT
- D. Comparison of CPM and PERT
- E. Classroom exercises
- F. Network crashing determining crash cost, normal cost

REFERENCE BOOKS

Facilities Planning - James A. Tompkins

BHM0607

HAZARD ANALYSIS CRITICAL CONTROL POINT

Unit-I

HACCP-Introduction

Unit-II

Critical control points

- Menu Planning
- Purchasing
- Receiving
- Storing
- Issuing
- Preparation
- Cooking
- Holding
- Service
- Cleaning & Maintenance

Unit-III

- Who is Responsible for HACCP
- HACCP Process
- HACCP Terminology
- HACCP Principles
- Conduct Hazard Analysis
- Some Hazards

Unit-IV

- Critical Control Points
- Critical limits
- Monitoring CCPS
- Corrective Action
- Verification
- Record Keeping
- Key terms

Unit-V

- HACCP and Hotel Industry
- Advantages & Disadvantages of HACCP

Reference Book

Haccp: A Practical Approach - Sara Mortimore, Carol Wallace

BHM0608

ADVANCE FOOD PRODUCTION - V (PRACTICAL)

(COOKERY PRACTICAL)

CHINESE

MENU 01

- Prawn Ball Soup • Fried Wantons • Sweet & Sour Pork • Hakka Noddles

MENU 02

- Hot & Sour soup • Beans Sichwan • Stir Fried Chicken & Peppers • Chinese Fried Rice

MENU 03

- Sweet Corn Soup • Shao Mai • Tung-Po Mutton • Yangchow Fried Rice

MENU 04

- Wonton Soup • Spring Rolls • Stir Fried Beef & Celery • Chow Mein

MENU 05

- Prawns in Garlic Sauce • Fish Szechwan • Hot & Sour Cabbage • Steamed Noddles

INTERNATIONAL

SPAIN

MENU 06

- Gazpacho • Pollo En Pepitoria • Paella • Fritata De Patata • Pastel De Mazaana

ITALY

- **MENU 07** • Minestrone • Ravioli Arabeata • Fettocine Carbonara • Pollo Alla Cacciatore

- Medanzane Parmigiane 4

GERMANY

MENU 08

- Linsensuppe • Sauerbaaten • Spatzale • German Potato Salad •

U.K.

MENU 09

- Scotch Broth • Roast Beef • Yorkshire Pudding • Glazed Carrots & Turnips • Roast Potato

GREECE

MENU 10

- Soupe Avogolemeno • Moussaka A La Greque • Dolmas • Tzaziki

DEMONSTRATION OF

- Charcuterie Galantines • Pate • Terrines • Mousselines New Plating Techniques

**ADVANCE FOOD PRODUCTION OPERATIONS – I
(BAKERY PRACTICAL)**

1 Grissini

Tiramisu

2 Pumpernickle

Apfel Strudel

3 Yorkshire Curd Tart

Crusty Bread

4 Baklava

Harlequin Bread

5 Baugette

Crepe Normandy

6 Crossiants

Black Forest Cake

7 Pizza base

Honey Praline Parfait

8 Danish Pastry

Cold Cheese Cake

9 Soup Rolls

Chocolate Truffle cake

10 Ginger Bread

Blancmange

11 Lavash

Chocolate Parfait

12 Cinnamon & Raisin Rolls

Souffle Chaud Vanille

13 Fruit Bread

Plum Pudding

14 Demonstration of

- Meringues

- Icings & Toppings

15 Demonstration of

- Wedding Cake & Ornamental cakes

Books recommended:-

K.Arora& K.N.Gupta – Theory of cookery

Philip Thangam – Modern cookery for teaching &The Trade (Orient Longmans ltd)

Gisslen wayne – professional cookery (john wiley and sons)

Montage – Larousse gasrtronomie (Himalaya publishing group)

BHM0609

ADVANCE FOOD AND BEVERAGE OPERATIONS – V (PRACTICAL)

UNIIT-I

F&B Staff Organization

Class room Exercise (Case Study method)

- Developing Organization Structure of various Food & Beverage Outlets
- Determination of Staff requirements in all categories
- Making Duty Roster
- Preparing Job Description & Specification

UNIIT-II

Supervisory Skills

- Conducting Briefing & Debriefing – Restaurant, Bar, Banquets & Special events • Drafting Standard Operating Systems (SOPs) for various F & B Outlets • Supervising Food & Beverage operations
- Preparing Restaurant Log

UNIIT-III

Bar Operations

- Designing & Setting the bar • Preparation & Service of Cocktail & Mixed Drinks

REFERENCE BOOKS:

Modern restaurants service –John fuller

Food and beverage service-Dennis R.Lillicrap and John cousins

BHM0610

FRONT OFFICE MANAGEMENT - V (PRACTICAL)

Hands on practice of computer application (Hotel Management System) related to front office procedures such as • Night audit, • Income audit, • Accounts • Yield Management • Situation handling – handling guests & internal situations requiring management tactics/strategies

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S.No.	Topic
01	HMS Training – Hot Function keys
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38	How to tally allowance for the day at night
39	How to tally paid outs for the day at night

- 40 How to tally forex for the day at night
- 41 How to pre-register a guest
- 42 How to handle extension of guest stay
- 43 Handle deposit and check ins with voucher
- 44 How to post payment
- 45 How to print checked out guest folio
- 46 Check out using foreign currency
- 47 Handle settlement of city ledger balance
- 48 Handle payment for room only to Travel Agents
- 49 Handle of banquet event deposits
- 50 How to prepare for sudden system shutdown
- 51 How to checkout standing batch totals
- 52 How to do a credit check report
- 53 How to process late charges on third party
- 54 How to process late charges to credit card
- 55 How to check out during system shut down
- 56 Handling part settlements for long staying guest
- 57 How to handle paymaster folios
- 58 How to handle bills on hold

REFERENCE BOOKS

1. Principles of Front Office Operations – Sue Baker
2. Front Office Management – S.K. Bhatnagar
3. Front Office Procedures – Michael. L. Kasavana
4. Hotel Front Office Management – James. A. Bardi

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ACCOMMODATION MANAGEMENT – V (PRACTICAL)

1 Standard operating procedure

- skill oriented task (e.g. cleaning and polishing glass, brass etc)

2 First aid

- first aid kit • dealing with emergency situation • maintaining records

3 Fire safety fire fighting

- safety measures • fire drill (demo)

4 Special decoration (theme related to hospitality industry)

- indenting • costing • planning with time split • executing

5 Layout of guest room

- to the scale • earmark pillars • specification of colours, furniture, fixture, fitting, soft furnishing and accessories etc used

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G. Rutherford

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RESEARCH PROJECT

1. Statement of purpose: tell the reader what you're going to say.
2. Main body of the paper: say it
3. Summary and conclusion: tell the reader what you've said.
4. Stick to the point, avoid digression. State each major idea quickly and then develop it through examples and explanations.
5. Include concrete examples, illustrations, and factual details to back up your generalizations.
6. Criticize, evaluate, illustrate, attack, or defend where appropriate to your topic. Show you've been thinking.
7. As you write, indicate your information source (by # of card or author's name) in the margin beside ideas. You can return later to complete the documenting of your references.
8. Unless your professor has specified otherwise, be sure to introduce quotations and show how they fit in with your position. Don't use them as filler.
9. Read it out loud to check for flow and awkward language. Read for clarity and logical progression and smooth transitions.
10. Find alternate words for ones you are using too often (check a Thesaurus).
11. Check for mechanical errors such as misspelled words, inaccurate punctuation, incorrect grammar, etc.
12. Watch carefully to prevent plagiarism. Be absolutely certain that your documentation gives full credit for all materials used not only in quotations but in paraphrased form.
13. Revise and polish your tentative draft for final project
14. Type the final version of your report. Double space and allow for proper margins.
15. Follow the exact format prescribed by your instructor for the title page, bibliography and documentation. This may vary from topic to topic, so be sure to check if you're in doubt.
16. Double check your documentation against your alphabetized bibliography. Make certain that all of your documentation is accurately tied to the references listed in your bibliography.
17. After typing, be sure to proofread for typos and other errors.
18. Hand your paper in!!

Remember all research is expected to show originality as it provides significant contribution to enhancing knowledge. Do give reference of ideas, quotes etc. in your paper from wherever it has been borrowed. The research paper must be accompanied by a certificate to the affect that it is an original piece of work. If at any stage it is found that the research paper has been copied, in part or full, it is likely to be cancelled and the student failed in the subject.