

SYLLABUS FOR Ist SEM

HM – 101 FOOD PRODUCTION

HM - 102 F & B SERVICE

HM – 103 FRONT OFFICE

HM – 104 HOUSEKEEPING

HM – 105 BUSINESS COMMUNICATION

HM -106 NUTRITION

HM – 101 Foundation Course in Food Production-I

OBJECTIVES:

At the end of the course the students should:

- a) Know the history of cooking, its modern developments and develop brief idea of various cuisines;
- b) Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene;
- c) Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and kitchen equipments;
- d) Have through knowledge of methods of cooking and understanding raw materials..

COURSE CONTENT:

UNIT 1

INTRODUCTION TO PROFESSIONAL COOKERY:

- a) Culinary history.
- b) Origins of modern cookery.

KITCHEN & PERSONAL HYGIENE:

- a) Personal Hygiene
- b) Cleanliness of surface & Garbage Disposal

UNIT 2

KITCHEN ORGANIZATION:

- a) kitchen Brigade
- b) Duties and responsibilities of Kitchen Staff
- c) Responsibilities of each section

EQUIPMENT AND TOOLS:

- a) Pre-preparation & Preparation equipments
- b) Ancillary equipments: knives, utensils, pots and pans.
- c) Bakery equipment
- d) Modern Development in Equipments

UNIT 3

BASIC METHODS OF COOKERY:

- a) Modes of Heat Transfer
- b) Various methods of Cooking: Definition, Rules, Associated Terms, Moist Methods: Boiling, Poaching, Steaming, Stewing, Braising.
- c) Dry Methods: Frying, Grilling, Roasting, Broiling, And Baking.
- d) Modern Methods

UNIT-4

UNDERSTANDING RAW MATERIALS:

- a. Understanding of common ingredients, classification and available Forms

- b. Uses and storage
- c. Salt, Liquids, sweetening, Fats, and Oils, Raising or Leavening agents.
- d. Thickening and binding agents, Flavorings and seasoning.

REFERENCE BOOKS:

Sudhir K. Shibal : The Ashok book of Favourite Indian Recipes

Madhur Jaffery's : Cook Book

Chandal Padmanabhan : Dakshin Veg. Delicacies from South India

J. Inder S. Kalra : Prasad Cooking

Jane Grigson : The Book of Ingredients

K.T. Achaya, Oxford : Indian Food

Le rol a. Polsom : The Professional Chef

HM -151 PRACTICALS

1. Demonstration classes to make students familiar with:

The pre-preparation, preparation and method of cookery.

- a) Preparing and cooking vegetables.
- b) Preparing and cooking Fish & Shellfish
- c) Preparing and cooking Poultry
- d) Preparing and cooking Eggs
- e) Preparing and cooking Stocks

HM -102, FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-I

OBJECTIVES:

By the end of the semester the students should be able to:

- a) Develop an -insight -into the growth of catering Industry..
- b) Understand the different components of the catering industry) the functions of various departments of a hotel, and their relationship with Food & Beverage service department, in order to acquire professional competence at basic levels in the principles of Food service and its related activities.
- c) Understand the role of F & B department its functions and staffing.
- d) Understand different non-alcoholic beverages with their preparation and services.
- e) Identify and use the different types of restaurant equipments.
- f) Acquire the requisite technical skills for competent service of Food and Beverage.

COURSE CONTENTS:

UNIT 1

INTRODUCTION TO THE CATERING INDUSTRY:

- a)History of catering Industry
- b) Introduction and growth of catering-industry.
- c) Classification of catering establishments: Commercial, Transport, Welfare, Industrial, & Institutional
- d) A brief description of each type showing the career opportunities in each.

DEPARTMENTAL Organization:

- a) Organization of the star category hotel
- b)Organization of F & B department professional relationship between guest and steward.
- c) Relationship among F & B service department with other departments of the hotel;
- d) Types of F & B outlets
- e) Organization of staff in various F & B Outlets
- f) Duties and responsibilities of all F & B staff
- g) Attributes of a waiter: Effective communication skills, Personal hygiene, physical attributes, work related attributes/professional attributes.

UNIT 2

RESTAURANT EQUIPMENTS:

- a) Crockery.
- b) Glassware, Chinaware.
- c) Cutlery, Flatware, Hollow ware - Silver and stainless steel, disposable, cleaning method polivit, dry powder silver dip. Burnishing method
- d) Linens, Furnishing, fittings, and disposable.
- e) Care and maintenance of restaurant equipment.

ANCILLARY DEPARTMENTS:

Pantry, still room, plate room, hotplate, & kitchen stewarding a brief description.

UNIT-3

NON-ALCOHOLIC BEVERAGES:

- a. Tea & coffee: Types, manufacturing, brand names.
- b. Service
- c. Milk based drinks.
- d. Juices.
- e. Soft drinks.
- f. Mineral Waters spring water, nourishing drinks and tonic water.
- g. Mise-en-place.

UNIT 4

ROOM SERVICE:

- a) Type of Room Service Introduction – Cycle of service / Centralized / Decentralized /forms to formats used in room service, order taking, thumb rules, suggestive selling, guest service Procedure in room service.
- b) List of Equipments
- c) House Rules of Room Service Waiter
- d) Room Service Menu

REFERENCE BOOKS:

Sudhir Andrews: F & B Service Trg. Manual
Denni R. Lillicrap: F & B Service
John Walleg: Professional Restaurant Service
Brian Varghese: Professional F& B Service Management
Brown, Heppner & Deegan: Introduction to F&B Service

HM - 152 PRACTICALS

1. Opening and inspecting cleaning a restaurant: Routine Cleaning & Non-Routine Cleaning
2. Identification of restaurant equipments.
3. Special equipments used in restaurant.
4. Wiping: - Glassware ,Cutlery, Crockery holding are using service gears, carrying plating by using trays & salver ,using service plate, carrying clearance of dirty cutleries & crockery's..
5. Polishing silver, silvo method, burnishing method
6. Arrangement and use of side board - Check list.
7. Laying a table cloth
8. Re-laying a table cloth
9. Using a tray, Salver
10. Procedure for laying table
 - i) Procedure for Laying a la carte & Table D'hote Menu
 - ii) Service of Breakfast- Continental, English & American.
 - iii) Room service tray setup.

HM – 103, FOUNDATION COURSE IN FRONT OFFICE OPERATION – I

OBJECTIVES:

The Student will be aware and get knowledge about:

- a) Classification and categorization of Hotels and its Evolution.
- b) Duties & responsibilities of the staff in the different sections.
- c) Identify Market segment.
- d) Types of rooms, food plan.
- e) Importance, Modes, Tools of reservation.

COURSE CONTENT:

UNIT 1

INTRODUCTION TO FRONT OFFICE

- a. Introduction to hotel industry, Evolution, Definition of modern Hotel, Classification and categorization, Indian concept.
- b. Position, Role and Importance of Front office in the hotel.

UNIT 2

ORGANIZATIONAL STRUCTURE OF FRONT OFFICE

- a. Structure and functions of each section
- b. Duties and responsibilities of Front office staff.
- c. Layout of Front office department.

UNIT 3

ATTRIBUTES OF FRONT OFFICE STAFF AND FRONT OFFICE TERMINOLOGY

- a. Attributes of Front office staff.
- b. Front office terminology regarding guest's plans and different guest rooms.

UNIT 4

RESERVATION OPERATIONS:

- a) The importance of reservation section.
- b) The modes of reservation: C.R.S. and I.R.S.
- c) Various tools of reservation: Room status board.
- d) Reservation form, Advance-letting chart, Density control chart, Hotel Diary, Whitney system of reservation.
- e) Cancellation and amendment procedure.
- f) Various report prepared at front office at the time & reservation..
- g) Group reservation.

HM-153 PRACTICAL

1. Receiving telephone calls.
2. Familiarization of reservation tools.
3. Receiving reservation requests.
4. Finding room availability on Advance letting chart, updating it
5. Finding room availability on Density Control chart, updating it
6. Updating Hotel diary and preparation of movement list.
7. Handling Cancellation and Amendments.

REFERENCE BOOKS:

Dennis L. Foster: Back Office Operation & Admn.

Dennis L. Foster: Front Office Operation & Admn

Sudhir Andrews: Hotel Front Office

Colin Dix & Chirs Baird: Front Operations

Kasavana & Brooks: Managing Front office Operations

HM – 104 FOUNDATION COURSE IN HOUSEKEEPING - I

OBJECTIVES:

The students will get knowledge about:

- a) Organization, function of Housekeeping department and its different sections.
- b) Different departments Housekeeping co-ordinates with
- c) Procedure of cleaning different status of room.
- d) Cleaning equipments and cleaning agent.
- e) Lost and found procedure in the control.

COURSE CONTENT:

UNIT 1

HOUSEKEEPING AS A DEPARTMENT:

- a) Importance of housekeeping
- b) Responsibilities of housekeeping department and housekeeping layout.
- c) Interdepartmental co-operation & co-ordination of Housekeeping.
- d) Different sections of Housekeeping departments.

ORGANISATION STRUCTURE OF HOUSEKEEPING DEPARTMENT:

- a) Small hotels, Medium hotels, large hotels.
- b) Duties & responsibilities of Executive Housekeeper.
- c) Duties & responsibilities of Housekeeping Staff.

UNIT-2

GUEST ROOMS-

- a) Types of guest room with sizes.
- b) Types of Bed & Mattresses
- c) Guest room status report.
- d) Floor rules
- e) Service and facilities offered by various hotel.

UNIT – 3

CLEANING ORGANIZATION

- a) Principles of cleaning
- b) Method of organizing cleaning
- c) Frequency of cleaning daily, periodic and special.
- d) Design features that simplify cleaning.

UNIT 4

CLEANING EQUIPMENT:

- a) General considerations & selections
- b) Classification & Types of equipments, Floor trolley, Vacuum Cleaner etc.
- c) Method of use & mechanism for each type
- d) Care & maintenance.

CLEANING AGENTS:

- a) General criteria for selection
- b) Classification.

REFERENCE BOOKS:

Sudhir Andrews: Hotel Housekeeping
Joan C. Branson: Hotel, Hostel & Hospital Housekeeping
Georgi ra Tucker: The Professional Housekeeper
Rose Mary & Heinemann: Housekeeping Management for Hotels
Devid Allen, Hutchinson: Accommodation & Cleaning Services

HM-154 PRACTICAL

- 1) Introduction, identification, uses and care of hand tools, cleaning Equipments and cleaning agents (Paste chart / drawing as applicable)
- 2) Basic cleaning procedure in Guest room:
 - a) Check-out room
 - b) Occupied room
 - c) Vacant room
 - d) Evening service.
- 3) Procedure for Bed making:
 - a) Day Bed
 - b) Night Bed
- 4) Procedure for cleaning bathrooms.
- 5) Organizing for completing the assigned task, preparing work plan.

HM – 105 BUSINESS COMMUNICATION

OBJECTIVE:

By the end of the course the students should:

- a) b) Understand the Value of Communication
- b) Understand the constituents of technical written communication.
- c) Understand the various forms of verbal and Nonverbal, Formal and Informal communications.
- d) Understand various Etiquette followed in hotel industry

COURSE CONTENT:

UNIT 1

INTRODUCING BUSINESS COMMUNICATION.

Definition, types of business communication their merit and demerits, barriers of communication, importance of communication, media of communication their merits & demerits.

Unit 2

Listening

- A. Definition
- B. Types of Listening
- C. Listening Barriers
- D. Guidelines For Effective Listening

UNIT 3

FORMAL WRITTEN COMMUNICATION:

Official letters, Report writing: Types & format, Memorandums and Circulars, Agenda and minutes, Resume

UNIT 4

FORMAL VERBAL COMMUNICATION:

Group discussion, Interview, Business negotiation, Public Speaking, Meeting, Counseling, Business Presentation.

UNIT 5

Non verbal Communication

Meaning, its importance & Types

Etiquettes

Meaning, Telephone Etiquettes & Hotel Etiquettes

REFERENCE BOOKS:

- Murphy & Peck: Effective Business Communication
Manroe and Ebninged: Speech Communication
Himshreet and Baty: Business Communication
Richard E. Cable: Public relation and Communication
C.B. Gupta: Office Language
Alien Pease: Body Language

HM -106 NUTRITION

OBJECTIVE:

This course is designed to acquaint the students with the basic concept of nutrition which will finally provide support to their knowledge about Food & its preparations. By the end of the semester the students should be able to:

- a. Know the importance of food and nutrition.
- b. Understand the role of various nutrients in our body.
- c. Conceptualize the fundamental of balance diet.
- d. Know the effect of storage, pre-preparation and cooking on nutrients.
- e. Use the knowledge of nutrition for retention of nutrients while preparation of food and during menu planning.

COURSE CONTENT

UNIT 1

INTRODUCTION TO NUTRITION:

Definition of Nutrition; Importance and scope; The various nutrients.

Importance, Function & Scope of Food, Interrelationship between Nutrition & good health.

Definition of Energy, Energy requirement of our body, Factors affecting Energy Requirement in our body, Concept of BMR, SDA, Dietary Sources of energy, Concept of energy balance and the health hazards associated with underweight, overweight.

UNIT 2

ROLE OF NUTRIENTS IN OUR BODY:

Carbohydrates: Classification, functions, Deficiency and excess of carbohydrates, sources.

Fats: Classification of Fats, Functions, deficiency & excess of Fat; sources.

Proteins: Definition, Classification based upon amino acids composition, functions of proteins, Dietary Sources of Protein, deficiency, Protein energy malnutrition (P.E.M.), Methods of improving quality of protein in food (Special emphasis on Soya Protein & Whey Protein)

UNIT 3 ROLE OF NUTRIENTS IN OUR BODY – II

Vitamins: Definition, Classification of vitamins, function, deficiency & excess and sources of all vitamins.

Minerals: Definition, Classification, Sources and functions & deficiency of various minerals – Iron, Calcium, Phosphorous, Sodium & Iodine

Water: Definition, Dietary Sources (Visible & Invisible), Functions of water & Role of water in maintaining Health (water balance)

UNIT 4

BALANCED DIET

Definition, Concept of balanced diet: Menu planning for specific requirements viz. infants, Children, adolescents adult, man & women; nutritional requirements during specific conditions like obesity, diabetic condition & heart diseases.

Factors affecting meal planning, Critical evaluation of few meals serve at the institutes/hotels based on the principle of meal planning

Calculation of nutritive value of dishes /meals

UNIT 5

MASS FOOD PRODUCTION

Effect of Cooking on nutritive value of food

Need for introducing nutritionally balanced and health specific meals

Critical Evaluation of Fast Foods

New Products being launched in the market (nutritional evaluation)

Books for reference

Fundamentals of Food & Nutrition : Mudaambi & Raajgopal

Normal & Therapeutic Nutrition : H. Robinsson

Clinical Dietics & Nutrition : F.P Aanita

SYLLABUS FOR II- SEM

HM – 201

FOOD PRODUCTION

HM - 202

F & B SERVICE

HM – 203

FRONT OFFICE

HM – 204

HOUSEKEEPING

HM – 205

COMPUTER APPLICATION

HM -206

FOOD SCIENCE

HM – 201 FOOD PRODUCTIONS – II

OBJECTIVE:

During the course the students should:

- a. Learn about the various commodities required for food production, their market Forms, selection, storage and use.
- b. Understand the fundamentals of menu planning & standard recipes.
- c. Enhance the basic culinary skills.
- d. Know in detail about Indian cuisine

COURSE CONTENT:

UNIT 1

MENU PLANNING RECIPE FORMULATION:

- a. Menu Planning: Factors affecting menu planning.
- b. Standard Recipes: Definition, writing, format and costing.

BREAKFAST COOKERY

- a. English, American, Indian -regional Breakfast
- b. Eggs, cereals, rolls and other breakfast varieties.

UNIT 2

COMMODITIES

- a. MILK AND MILK PRODUCTS: Composition of milk, storage, types of milk, cream, Butter, curd
- b. CHEESE: Production of cheese, types of cheese.
- c. VEGETABLES: Classification, selection
- d. FRUITS: Classification, selection

UNIT-3

KNOWLEDGE OF INDIAN FOOD:

- a. Ingredients,
- b. Spices & Gravies
- c. Study Of Indian Sweets,
- d. Accompaniments
- e. Indian Breads

UNIT-4

STUDY OF VARIOUS REGIONALS CUISINES

- a) Punjabi
- b) Gujrati
- c) Kashmiri
- d) South Indian
- e) Goan
- f) Bengali
- g) Maharastrian
- h) Moghalai
- i) Rajasthani

PRACTICALS (HM – 251)

1. Various Breakfasts preparations.
2. Preparation of Basic Indian Gravies
3. Menus comprising of five Dishes each to cover Indian Regional Cuisine.

REFERENCE BOOKS:

Larouse Gastronomique-Cookery Encyclopedia, Paul Hamlyn

Professional Baking-Wayne Glasslen

Modern Cookery-Philip E Thangam

Baking-Martha Day

Classical Food Preparation & Presentation-W K H Bode

The Creative Art Of Garnishes-Yvette Stachowiak

HM – 202 FOOD & BEVERAGE SERVICES – II

Objective

By the end of the semester the students should be able to:

- a. Understand various restaurant services.
- b. Understand type of meal and menu.
- c. Develop knowledge of the restaurant control system.
- d. Understand the processing manufacturing and service of cigar and cigarettes.
- e. Acquire the requisite technical skills for competent service of Food & Beverage.

COURSE CONTENT:

UNIT 1

RESTURANT SERVICE:

- a. Forms and methods of services: English; French & Russian
- b. Mise-en- place, side-board, mise-en-scene. Pre-plated etc.
- c. Receiving the Guests & Social Skills
- d. Service of a Table

UNIT 2

TYPE OF MEALS & MENU:

- a. Types of meal: Breakfast Lunch/Dinner/Supper/Brunch/High tea, Afternoon snacks.
- b. Type of Menu: Table d' hote, A la carte, carte-du-jour.
- c. Courses of French classical menu
- d. Fundamental of menu planning Continental, Indian with accompaniments.
- e. Breakfast menu: English, American, Continental, Indian

UNIT 3

RESTAURANT OPERATION CONTROL SYSTEM:

- a. Necessity of good control system.
- b. Functions of control system.
- c. K.O.T./ B.O.T.
- d. Taking order and presenting bills./bills voiding ,cancellation method.
- e. Duplicate and triplicate checking system.
- f. Inter-departmental transfer, summary sheet, control of cash & credit sales.
- g. Volume forecasting.
- h. Control by selling price.

UNIT 4

TOBACCO:

- a. Processing and manufacturing of tobacco cigarettes, cigar & pipe.
- b. Storage and service of cigarettes and cigar, national & international brand name of cigars & cigarettes

PRACTICALS HM - 252

1. Revision of F&B Practical – I.
2. Layout of different food service areas and ancillary departments (Drawing).
3. Various types of napkin folding.
4. Receiving guests.
5. Order taking for food & beverages, preparation for K.O.T.
6. Basic service methods e.g. silver service, American service, Russian service etc.
7. Service of non-alcoholic beverages.
8. Service of cigar & cigarettes.
9. Preparation of bills and its presentation of the guest.
10. Arrangement & use of side board practice of mise-en place & mise-en -scene.

REFERENCE BOOKS:

Sudhir Andrews: F & B Service Trg. Manual

Denni R. Lillicrap: F & B Service

John Walleg: Professional Restaurant Service

Brian Varghese: Professional F& B Service Management

Brown, Heppner & Deegan: Introduction to F&B Service

HM – 203 FRONT OFFICE OPERATIONS – II

OBJECTIVE:

The objective is to make students aware of:

- a. Registration, its types, importance and other aspects.
- b. The components of registration process for individual guest, foreigners and VIP's.
- c. To understand Night Auditing Process

COURSE CONTENT:

UNIT 1

CHECK IN PROCEDURE:

- a. Greeting the guest.
- b. Registration: Types of registration, types of record maintained importance of registration.
- c. Allotment of room's keys
- e. Work flow chart.

CHECK IN PROCEDURES FOR SPECIAL CASES:

- a. Foreigners With details of Form C
- b. VIP's.
- c. Walk-in.
- d. Confirmed reservation

UNIT 2

HANDLING GROUP ARRIVALS:

- a. Types of groups.
- b. Rooming list.
- c. Pre arrival procedures.
- d. Welcoming and handling of group at the time of actual check-in.
- e. Post arrival activities with reference to group types.
- f. Flow chart.
- g. Room change procedure.

UNIT 3

NIGHT AUDIT:

- a. Duties and responsibilities of night auditor.
- b. Process of Night Auditing
- c. Completion of reports and statistics.

- d. Preparation of transcript & various reports
 - e. Occupancy Forecasting
- (Meaning & Different Formulas use for establishing hotel performance)

UNIT 4

Room Tariff Formulation

- a. Factors affecting Room Tariff
- b. Basis for establishing end of the Day
- c. Room Rate Designation
- d. Room Tariff Fixation

PRACTICALS (HM - 253)

1. Recapitulation of the semester – I Practicals.
2. Greeting and receiving the guest.
3. Registration procedure of guests : walk-in, reserved.
4. Allotment of room and handling over keys.
5. Post arrival activities at the reception.
6. Check-in procedures for foreigners.
7. Check-in procedures for VIP.
8. Group check-in.

REFERENCE BOOKS:

Dennis L. Foster: Back Office Operation & Admn.
Dennis L. Foster: Front Office Operation & Admn
Sudhir Andrews: Hotel Front Office
Colin Dix & Chirs Baird: Front Opretions
Kasavana & Brooks: Managing Front office Opretions

HM – 204 HOUSEKEEPING- II

OBJECTIVE:

To complete the student experience of all housekeeping routines including:

- a. Students will get the knowledge about the public area cleaning task & contract cleaning.
- b. Floors – types of floor finishes, methods of cleaning.
- c. Knowledge about wall finishes, their types, uses and cleaning wall covering.
- d. Daily routine of the housekeeping department including clerical job of the Housekeeping.
- e. Learn about inspection of guest room.
- f. Cleaning and care of metals: Brass, silver etc. and their compositions.

COURSE CONTENT:

UNIT 1

Room layout and guest supplies.

- a) Standard room, VIP room, deluxe room, suit room
 - b) Guest special request
- Area of cleaning-
- a) Guest room
 - b) Front of the house
 - c) Back of the house.

Contract Cleaning: Types, Advantages and disadvantages,
Contract Services in Housekeeping.

UNIT 2

WALL FINISHES:

Different wall finishes in rooms, public and back areas,
Wall papers: Uses, merits and demerits.

FLOOR FINISHES:

Classification and characteristics: Hard and soft floor finishes methods of cleaning.

UNIT 3

DAILY ROUTINES & SYSTEMS OF HOUSEKEEPING DEPARTMENT:

Housekeeping - Day

Control Desk Activities, Duty Roasters.

Forms of formats record and registers handling difficult situation.

Guest Room Inspection – Check List

UNIT 4

COMPOSITION, CARE AND CLEANING OF:

Metals, glass, leather, plastic, ceramic and wood.

PRACTICALS (HM – 254)

1. Basic cleaning procedure in guest room:

- a. Check-out room.
- b. Occupied room.
- c. Vacant room.
- d. Evening service.
- e. Clerical jobs to undertaken in the above cases.

2. Public area cleaning programmed:

- a. Regular (Daily)
- b. Periodical (Weekly)
- c. Special (spring)

3. Floor polishing and finishing:

- a. Different stones like granite, marble, sand stone and other hard surfaces.
- b. Wooden
- c. Synthetic flooring
- d. Soft flooring.

4. Cleaning and care of:

- a. Different metals e.g. brass silver and E.P.N.S., stainless steel, copper, iron etc.
- b. Glass
- c. Plastic
- d. Leather
- e. Ceramic

5. Guest room inspection: Check-list

REFERENCE BOOKS:

Sudhir Andrews: Hotel Housekeeping

Joan C. Branson: Hotel, Hostel & Hospital Housekeeping

Rose Mary & Heinemann: Housekeeping Management for Hotels

Devid Allen, Hutchinson: Accommodation & Cleaning Services

HM – 205 COMPUTER APPLICATIONS

OBJECTIVE:

The objective of the course:

- a. Introduce the students to computer and computer hardware.
- b. Systematically develop the computer operating skills.
- c. Knowledge of Operating System MS-DOS.
- d. Knowledge of Word Processing: MS-WORD – 2010
- e. Operating knowledge of Networking, Internet, E-mail

COURSE CONTENT:

UNIT 1

INTRODUCTION TO COMPUTERS

- a. Historical evaluation of computers.
- b. Generation, classification, characteristics & limitation of computers.
- c. Overview of computer architecture and organization.
- d. Networking concepts; LAN, VAN, MAN, Internet.

UNIT 2

AN OVERVIEW OF MS-DOS

- a. Introduction to operating system.
- b. Booting components, internal & external commands and Directory Commands.
- c. File Management Commands.
- d. Disc Management Commands.
- e. Batch Files & Configuring.

UNIT 3

OVERVIEW OF WINDOWS 2010

- a. The user interface.
- b. The Control Panel.
- c. Various Windows Features.
- d. E-mail, Net Meeting, Web Browsing.
- e. Communication & Internet Explorer.

UNIT 4

MS WORD 2010

- a. Basics of Word Processing.
- b. Viewing, Editing, Finding & Replacing Text.
- c. Proofing Documents: Correcting Spell Check, Grammar Command, Auto Commands.
- d. Mail Merge.
- e. Working with Tables & Charts.
- f. Creating Basic HTML Documents.

PRACTICALS (HM - 255)

1. MS-DOS
2. Windows 2010
3. MS-WORD

Books for reference

Fundamentals of computers:V. Rajaraman

Mastering Microsoft office:Lonnie E Moseley & David M.Boobey

HM -206 FOOD SCIENCE

OBJECTIVE:

To give knowledge of food science so that students will be able to apply this Knowledge in producing quality food products.

COURSE CONTENT:

UNIT 1

EFFECT OF HEAT ON FOOD AND ITS NUTRITENTS:

- a. Proteins
- b. Carbohydrate
- c. Fats
- d. Vitamins
- e. Minerals.

UNIT 2

FOOD PROCESSING & PRESERVATION

- a. Definition
- b. Objectives
- c. Types of Treatment
- d. Effect of factors like acid, alkali on food constituents

UNIT 3

EVALUATION OF FOOD

- a. Objectives
- b. Sensory assessment of food quality
- c. Methods
- d. Introduction to proximate analysis of food constituents
- e. Rheological aspects of food

UNIT 4

EMULSIONS & COLLOIDS

- a. Definition
- b. Theory of Emulsification
- c. Types of Emulsions
- d. Emulsifying agents
- e. Role of emulsifying agents in food emulsions
- f. Application of colloid systems in food preparation

UNIT 5

NEW TRENDS IN FOOD

- a. Introduction**
- b. New trends in food Packaging** – Aseptic Packaging, Modified Atmosphere Packaging
Edible films
- c. Food Additives** – Numbering of additives, types of additives
- d. Adulteration** - Definition, common food adulterants & detection of adulterants (Physical & Chemical) in various food groups.

RECOMMENDED BOOKS

1. Food Science & Nutrition – Sunetra Roday
2. Food Science – B. Srilakshami
2. Food & Nutrition (VOL I & II) - Dr. M Swaminathan.
3. Nutrition & Dietetics – Shubhangim A Joshi.

SYLLABUS FOR IIIrd SEM

HM – 301	FOOD PRODUCTION
HM - 302	F & B SERVICE
HM – 303	FRONT OFFICE
HM – 304	HOUSEKEEPING
HM – 305	BASIC ACCOUNTANCY
HM - 306	TOURISM & HOTEL ECONOMICS

HM – 301 FOOD PRODUCTION- III

OBJECTIVE:

To provide an in depth knowledge of various food preparations, apart of this to make students familiar with kitchen layout.

COURSE CONTENT:

UNIT 1

FOUNDATION OF CONTINENTAL COOKERY:

- a) Stock: Definition, Classification and types, Rules for stock preparation, Recipe of Various Stocks.
- b) Soups: Definitions, Classification on soups; Examples.
- c) Sauces: Definition, Use and importance of sauces. Mother sauces- Recipes, Derivative sauces.
- e) Garnishes and Accompaniments.

UNIT 2

FOOD COMMODITY

CEREALS: Sources, variety of cereals, uses, storage.

FATS & OILS: Sources, types (animal and vegetable fats), uses, storage, Hydrogenization and rancidity.

EGGS: Structure of an egg, purchase specifications & quality grading, composition & food value, storage.

Creams: Types and uses

UNIT 3

FISH:

Classification of Fishes , purchasing & selection qualities, handling-scaling, filleting, skinning, pulling bones, fish cuts and uses, storage, application & cooking methods.

POULTRY:

Various Poultry & Games used in cookery, classification, Cuts, Purchasing & Selection qualities, food value, storage, application & cooking methods, cutting, deboning, Trussing & stuffing.

UNIT 4

MEAT:

Types of meats used in cookery, Cuts of meats i.e.(beef, lamb), purchasing and quality grading, factors that gives meat a good quality, handling, knowledge of offal's & other edible parts, food value ,storage, Butchering Procedure, Rigor Mortis, application & cooking methods.

PORK:

Cuts, food value, purchasing, butchering procedure, **Processed Meat**-Ham, Bacon, Sausages, Salami

HM 351 PRACTICALS

FOOD PRODUCTION PRACTICALS

1. Making soups & Stocks.
2. Preparation of Basic sauces & Derivatives.
3. Dishes with accompaniments & sauces.
4. Meat, poultry, Egg & fish dishes (Continental).

RECOMMENDED BOOKS

1. Theory of cookery - Cinton Cesarane.
2. Theory of cookery – Krishna Arora.

HM - 302 F & B SERVICE - III

OBJECTIVE:

- a) Understand the viticulture and Vinification.
- b) Understand different types of Wines, their classification storage & services.
- c) Know about the different wine producing countries, their specialty wine and the wine Quality laws governing the major wine producing countries.
- d) Understand the manufacturing and service of beer.

COURSE CONTENT:

UNIT 1

BEER:

- a. History (A brief description of how beer came into being).
- b. Ingredients.
- c. Brewing process: Bottom fermentation; Top fermentation.
- d. Storage of beer, service of Beer.
- e. Types of beer (ales, lagers, draught, and wheat beers).
- f. Brand Names (National & International)
- g. Service of beer

UNIT 2

WINE:

- a. Introduction to wine, definition of wine.
- b. Viticulture seasons, Quality of soil and of area of production.
- c. Types & Composition of grapes and its effect on the nature of wine, wine makers 'Calendar.
- d. Wine making Methods.
- e. Wine classification & Types: table, fortified & sparkling.
- f. Characteristic of wine, still, sweet, dry, vintage & non-vintage..
- g. Wine Terminology.

UNIT 3.

WINES OF FRANCE:

- a) Different regions, their geographical composition and climate, grape varieties with characteristic of wines from each region.
- b) Special reference of Champagne, its origin, grape varieties and production.

WINES OF OTHER COUNTRIES:

- a. Italy, Germany.
- b. Wine of Spain with special reference to sherry (in detail).
- c. Wine of Portugal with special reference to port & Madeira, Marshala.

INDIAN WINES:

SERVICE OF WINE: Order taking procedure, Service sequence, serving temperature
FOODS AND WINE HARMONY:- In relation to all courses of French classical menu.

UNIT 4

APERITIFS

- a) Classification
- b) Knowledge of production
- c) Varieties and service of aperitifs

HM -352 PRACTICALS

- Revision of First year practicals – table layout and services for different types of meals.
- Beverage order taking and preparation of BOT.
- Familiarization with the glassware, equipments and tools required in relation to Beer & wine services.
- Services of red wine, rose wine, white wine, champagne with all the courses.

Assignments:

a) Preparing Charts

- i) Different regions of France and their characteristics of wine.
- ii) Regions and characteristics wine of two other countries.

b) Collection of Labels

- i) At least fine wines (Indian & Foreign).

TEXT READING

Tom Stevenson - World wine Encyclopedia.

Dennis R. Lillicrap – F & B services.

Jaffrey T. Clarke - Sable & Bar.

HM- 303 FRONT OFFICE OPERATIONS – III

OBJECTIVE:

- a) Understand Computer Reservation System
- a) Handling guest mails, messages and guest enquires.
- b) Describe safety deposit procedure and Out Door Area management.
- c) Outline the tasks performed at bell desk.

COURSE CONTENT:

UNIT 1

COMPUTER BASED RESERVATION SYSTEM

- a. Global Distribution System
 - (i) Amadeus
 - (ii) Sabre
 - (iii) Galileo
- b. Inter Sell Agencies
- c. Central Reservation System (CRS)
- d. Affiliate & Non Affiliate System
- e. Generation of Reports

UNIT 2

HANDLING GUEST MAIL & MESSAGES

Managing various guests' enquiries.

Handling guest mails and messages.

UNIT 3

OTHER INFORMATION AND DESK FUNCTIONS

- a. Room key management.
- b. Safety deposit Locker & Procedure
- c. Wake up calls.
- d. Paging system`.
- e. Guest Complaint & Handling Procedure.

UNIT 4

BLACK LISTING OF GUEST

- Meaning, Reason, Procedure.

BELL DESK MANAGEMENT

- a. Bell Desk Procedures for Check in & Check out.
- b. Left language Procedure
- c. Duties of Bell Boy & Doorman
- d. Responsibilities of Airport representative

HM 353 PRACTICALS

1. Handling various types of enquires.
2. Message and mail handling and books filling up.
3. Bell desk activities during
Check-in.
Check-out.

TEXT READING

1. Dennis L Foster – Back Office operation & Administration.
2. Sudhir Andrews – Hotel Front Office.
3. Bruce Braham – Hotel Front Office.
4. Jatashankar R. Tewari- Hotel Front Office Operations & Management.

Objective**OBJECTIVES –**

The syllabus continues to provide in-depth knowledge about:

- a) Planning and organizing of the linen room and uniform room.
- b) Purchasing cycle and procedure of linen
- c) Activities in sewing room and laundry
- d) Some knowledge about fiber, fabrics and yarn.

UNIT 1**HOTEL LINEN:**

- a. Classification: room linen, F&B linen, miscellaneous linen.
- b. Selection criteria & stock requirements.
- c. Par Stock

LINEN ROOM:

- a. Location.
- b. Equipment.
- c. Storage & section: Stocktaking.
- d. Marking & Monogramming.
- e. Functioning.

Purchasing procedures of linen

Purchasing arrangements

Purchasing Cycle

UNIT 2**SEWING ROOM:**

- a. Activities and area provided.
- b. Equipments.

UNIFORM ROOM:

- a. Purpose of uniforms.
- b. No. of sets issuing procedure & exchange of uniform.
- c. Designing a uniform.
- d. Layout and planning of the uniform room.

UNIT 3**LAUNDRY:**

- a. Duties and responsibilities of laundry staff.
- b. Importance and principles.
- c. Flow process of industrial laundering.
- d. Stages in wash cycle.
- e. Equipment. Layout, planning of laundry.
- f. Dry cleaning.

STAIN REMOVAL:

- a. Different types of stains.
- b. Cleaning methods.
- c. Specific reagents.
- d. Care for colored and delicate fabrics.

UNIT 4

FIBERS AND FABRICS:

- Definition.
- Origin and classification.
- Characteristics of different fibers – cotton, linen, silk, polyester, nylon, acrylic.

YARNS:

- Types.

FINISHES:

Designing, sizing, deguming, weighting, scouring, calendaring, decatizing, tentering, shearing.

Flocking, sanforisation mercerization, napping.

Bleaching, Dyeing, Printing, Singeing.

HM - 354 PRACTICALS

1. Basic cleaning procedure in guest room:

- a) Check-out room.
- b) Occupied room.
- c) Vacant room.
- d) Evening services.

2. Working in linen. Special emphasis on:

- a) Storage.
- b) Stock taking.
- c) Marking and monogramming.
- d) Functioning – clerical jobs in the linen room and uniform room.

3. Laundry:

- a) Identification and operation of different equipments.
- b) Laundry cleaning agents.
- c) Flow process in industrial laundry-layout, planning and operation.
- d) Dry cleaning method.

4. Stain removal: Identification and removal of the stains using the specific methods and reagents.

5. Identification of different weaves.

6. Identification and sampling of different fabrics.

7. Sewing Room – mending and use of sewing kit.

8. Visit to hotel laundry / commercial laundry.

TEXT READINGS

- i) Joan C. Branson - Hotel, Hotel & Hospital Housekeeping.
- ii) Georgira Tucker - The Professional Housekeeper.

HM – 305 BASIC ACCOUNTANCY

OBJECTIVE:

To acquaint the students with the basic concept of accounting double entry system, journal, ledgers, various subsidiary books, cash book and final accounts.

COURSE CONTENT:

UNIT 1:

INTRODUCTION

Meaning and concept of accounting, Principles of Accounting, fundamental & Subsidiaries books of account, journal entries, ledger, cash book (Single, Double & Triple column cash book)

UNIT 2:

FINANCIAL STATEMENTS

Trial balance: need, importance, limitations, preparation of trading and P&L account and balance sheet with simple adjustments.

UNIT 3:

BRS AND DEPRECIATION

Bank reconciliation statement, Depreciation: Concept, Rationale and methods.

UNIT 4:

ANALYSIS OF FINANCIAL STATEMENTS

- a. Introduction to financial analysis, nature, importance and uses of financial ratios, types of financial ratios: (Liquidity, debt, profitability, coverage and market value ratios etc.)
 - b. Fund flow statement: its meaning, objectives and preparation.
 - c. Cash flow statement: its meaning, objectives, preparation.
- Distinction between cash flow statement and fund flow statement

UNIT 5:

APPLICATION OF BASIC ACCOUNTANCY IN HOTELS

- a. Uniform system of accounting
- b. Night Audit and its functions
- c. Visitor tabular ledger & guest folio ledger.
- d. Hotel accounting software.

RECOMMENDED BOOKS

G.S Rawat Elementary of Accountancy.

S.A Siddiqui Comprehensive Accountancy.

J.RBolibo Book-keeping.

Dr R.K Gupta & Vardhaman Book_keeping & Accountancy.

HM - 306 TOURISM & HOTEL ECONOMICS

OBJECTIVE

To give students a basic knowledge of the concepts of economics and its importance to hotel industry, so teacher are advised to explain these concepts with reference to hotel industry

Course Content

UNIT 1

FUNDAMENTALS CONCEPT OF TOURISM

Concept, Definition, Characteristics, Scope and Component of Tourism.

Types Of Tourism

Explaining the Term-Tours, Tourist, Visitor, Excursionist, Pleasure, Relaxation, Tourism Product, Destination and Market.

Inbound and Outbound Tourism

Domestic and International Tourism-feature, pattern of growth and profile.

Definition of Travel agent and Tour operator, Differentiation between travel agent and tour operator, Package tours and Marketing Material

UNIT 2

IMPACT OF TOURISM ON HOTEL INDUSTRY

Economic impact, social impact, environmental impact, travel and Hotel effect on tourism on hotel, threats & obstacles to tourism

Tourism infrastructure development, Local Bodies, tourism department and ministry, different tourism policies

TOURISM MULTIPLIER EFFECT

UNIT 3

FUNDAMENTALS CONCEPT OF ECONOMICS

Meaning of Economics

Macro economics & Micro economics, nature & scope

Meaning of Wants: - Necessaries, Comforts & Luxuries

Value, price and wealth

Factors of production

DEMAND ANALYSIS

Meaning of Demand and demand distinctions, autonomous and derived demand short run and long run demand. Demand for perishable goods and durable goods.

Law of demand-demand schedule and demand curves, assumptions and reason behind law, exception to the law

Elasticity of demand-Types of elasticity

SUPPLY

Meaning of supply, law of supply, determinants of supply, exceptions, elasticity of supply

UNIT 4

COST OUTPUT ANALYSIS

Cost concepts-fixed and variable cost, average and Marginal cost, opportunity cost, past and future costs

REVENUE CONCEPTS

Total Revenue, Average Revenue, Marginal revenue and their relationships

KINDS OF MARKETS

Perfect & Pure competition, Simple monopoly and Monopolistic Competition, Oligopoly

PRICING POLICY

Meaning

General considerations involved in pricing

Objectives of pricing

factors involved in pricing policy

UNIT 5

INDIAN ECONOMY AND HOTEL INDUSTRY

Characteristics of Indian Economy, Tourism & Economic development ,Major issues of growth & development of hotel Industry in India, Relevance of hotel industry in national economy, income generation, employment generation, foreign exchange earnings, Factors Influencing growth of Hotel Industry, , New Industrial Policy-Features & Importance's.

NATIONAL INCOME CONCEPTS AND IMPORTANCE IN TOURISM

Definition & Concepts, Gross National Product (GNP) & Net National Product (NNP), Measurement of National Income.

T OURISM AND BALANCE OF PAYMENT

TEXT READING

A.K. Bhatia	Tourism development
Andrew holden	Tourism studies and social sciences
H L Ahuja	Principle of Economics
Kote Syanis	Micro Economics
D M Mithai	Managerial Economics

SYLLABUS FOR IVth SEM

INDUSTRIAL TRAINING

HM 451/452 - INDUSTRIAL TRAINING

HM 451 – Internal Viva

HM 452 – External Viva

There will be no theory papers in this Semester and students will have to go for mandatory Industrial training in any 3-5 stars Hotel. At the end of Semester, Students will be judged on the basis of performance, feedback from the Hotel , the IT report & log book submitted to the Institute.

INDUSTRIAL TRAINING SCHEME (22 Weeks)

- 1) Exposure to Industrial Training is an integral part of the 4th year curriculum. The 22 weeks industrial training would be divided into five/six weeks each in the four key areas of Food Production, Food & Beverage Service, Accommodation Operations & Front Office Operations.
- 2) 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. **A hard copy of the report along with log book will have to be submitted to the panel. This report will consist of detailed information about the property and its various departments (all major and minor detail about the outlet).**

- 3) A log book is to be maintained for attendance and duties performed on each day. The duties and responsibilities should be mentioned for each day on a single page. For off day, the page should be left blank mentioning OFF-DAY.
- 4) 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.

SYLLABUS FOR Vth SEM

HM – 501	FOOD PRODUCTION - V
HM - 502	F & B SERVICE - V
HM – 503	FRONT OFFICE - V
HM – 504	HOTEL HOUSEKEEPING - V
HM – 505	F & B MANAGEMENT
HM - 506	HUMAN RESOURCE MANAGEMENT

HM – 501 FOOD PRODUCTION - V

OBJECTIVES –

At the end of the semester students are supposed to have developed the Basic Knowledge about Bakery equipments, Ingredients, Various bakery preparations. Learn in detail the bread & cake making process and various pastes.

COURSE CONTENT

UNIT-1

Fundamentals of a Bakery Kitchen

- a) Bakery Kitchen Layout,
- b) Equipments used in bakery
- c) A brief introduction of commercial flour milling process.
- d) Flour Constituent in relation to baking quality.

BRIEF INSIGHT OF: -

- a) Bakery fats.
- b) Flavors used in bakery & Confectionary.

UNIT-2

VARIOUS TYPES OF BASIC PASTE

- a) Choux Paste
- b) Short Crust Paste
- c) Puff Paste
- d) Flaky Paste
- e) Hot Water Paste
- f) Danish Paste

Desserts

- a) Basic custards, cream and puddings
- b) Different deserts sauces.
- c) Soufflés and Mousses, Bavarois
- d) Frozen Desserts – ice creams, Bombes, Sorbets and still frozen desserts
- e) Chocolate tempering and various chocolate desserts
- f) Meringue

UNIT-3

BREAD MAKING

- a) Identification and handling of raw materials -Wheat & wheat flour, sugar, fat, Yeast, water, salt, milk etc.
- b) Functions of ingredients in bakery products.
- c) Method of bread making:
 - (i) Straight dough method,
 - (ii) Sponge and dough method,
 - (iii) Salt delayed method,
 - (iv) Flying ferment method.
- d) Bread faults and remedies
- e) Bread diseases
- f) Bread varieties

UNIT 4

BAKERY SCIENCE CAKE MAKING:

- a) Functions of ingredients.
- b) Cake making methods:
 - (i) Sugar batter method,
 - (ii) Flour batter method,
 - (iii) Blending method,
 - (iv) Boiled method,
 - (v) Sugar Water method,
 - (vi) All in process.
- c) Cake faults and remedies

FORMULA BALANCE IN CAKE

- a) Batter type
- b) Foam type
- c) Pound

HM –551- PRACTICALS

Preparation of various Bakery products

1. Cakes (Fruit cake & Sponge Cake with Icing)
2. Cookies (Sweet & Salted)
3. Ice creams
4. Bakery Desserts
5. Bakery practical to cover the following:
 - a. Bread making straight dough method, breakfast rolls.
 - b. Short crust pastry and its products: Tarts, Pie etc.
 - c. Flaky & Puff, pastry and their products: Patties, palmers, cheese straws, vol-au-vent, cream horns etc.
 - d. Choux pastry and its products: Éclairs, profit rolls.
 - e. Sponge cakes: Genoese sponge, fatless sponge.
 - f. Icing: Butter, icing, glazed, icing.
 - g. Assembling cakes.
 - h. Heavy cake: Pound cake

TEXT READING

Sudhir K. Shibal – The Ashok Book of Favorites Indian Recipes

Khalid Aziz – Indian Cooking

Vimla Patel – Festival Cook Book

S.C. Dubey – Basic Baking

Joseph Amendol – Understanding Baking

HM - 502 F & B SERVICE – V

OBJECTIVES –

- (a) Able to understand the Gueridon service procedure
- (b) Understanding the process of distillation of spirits and the types of stills used for the same.
- (c) Understand cocktails – their preparation – presentation and service.
- (d) Acquire the requisite technical skills for complete competent service of food and beverage.

COURSE CONTENT

UNIT-1

GUERIDON SERVICE:

Gueridon Service: Introduction

Definition & History

General points to be considered while doing Gueridon service

Advantages and disadvantages of Gueridon services

Gueridon equipments and ingredients

Gueridon preparations & service: Crepe Suzette and Banana Flambé

UNIT 2

SPIRITS:

- Definition of spirits
- Distillation process
- Source, production process, varieties, brand name and service of rum, brandy, Gin, whiskey, vodka
- Other spirits – Tequila, Absinthe, Tequila, ouzo, slivovitz, aquavit, Calvados, Fenny, arrack etc.

UNIT 3

COCKTAILS

- Definition, Common cocktails, recipe, methods of preparations and presentation.
- Requisites in preparing cocktails.

UNIT 4

LIQUEURS

- History, definition, manufacture.
- Distillation (Hot Method), cold method, infusion, perforation, aging, Sweetening

HM - 552 PRATICALS

- Gueridon Trolley setup
- Preparation and service of Banana Flambé and Crepe Suzette
- Revision of previous semester practical- table layout and services for various types of meals.
- Beverage order taking and preparation of BOT
- Service of spirits
- Demonstration / Preparation and presentation of one variety of each stirred and Shaken cocktails.

TEXT READING

Tom Stevenson - World wine Encyclopedia.

Dennis R. Lillicrap – F & B services.

Jaffrey T. Clarke - Sable & Bar.

HM -503 FRONT OFFICE OPERATIONS-V

OBJECTIVES

- a) Handling of modern communication facilities
- b) Front Office Coordination
- c) Handling various Situation
- d) Customer care policy
- e) Budgeting & Yield Management

COURSE CONTENTS

UNIT 1

FRONT OFFICE COORDINATION WITH OTHER DEPARTMENTS

- a) Coordination with other departments

HANDLING MODERN COMMUNICATION FACILITIES

- a) E.P.B.A.X
- b) Fax
- c) Internet (email)

UNIT 2

HANDLING SITUATIONS

- a) Dealing with guests of different personalities:-
Fussy guest, irritated guest, timid guest, socializing guest, drunkard guest.
- b) Overbooking
- c) Fire in the Hotel
- d) Theft
- e) Threats

UNIT 3

CUSTOMER CARE

- a) Guest satisfaction and delight
- b) Follow up procedures
- c) Guest history card

ACCESSING THE RESULT OF CUSTOMER CARE POLICY

- a) Questionnaire
- b) Suggestion book
- c) Face to face interview
- d) Feedback form

UNIT 4

BUDGETING & YIELD MANAGEMENT

Meaning, Elements of Yield Management, kinds of Budget, Benefits & Limitation

HM 553 PRATICALS

- a) Handling various types of inquires
- b) Message and mail handling and books filling up
- c) Room key rack management
- d) Wake up calls
- e) Paging systems
- f) Bell desk activities during check in and check out
- g) Handling area management
- h) Handling modern communication activities

TEXT READING

1. Dennis L Foster – Back Office operation & Administration.
2. Sudhir Andrews – Hotel Front Office.
3. Bruce Braham – Hotel Front Office.
4. Jatashankar R. Tewari- Hotel Front Office Operations & Management.

HM – 504 HOUSEKEEPING – V

OBJECTIVES –

The syllabus continues to provide in-depth knowledge about:

- a) Planning and organizing of the department
- b) Safety awareness, accident and first aid box.
- c) Interior decoration and horticulture which includes flower arrangement
- d) Paste and rodent control.
- e) Waste & waste control.

COURSE CONTENT

UNIT 1

PERSONAL QUALITIES OF HOUSEKEEPING STAFF WITH EMPHASIS ON.

- a) Dealing with Emergency situations.
- b) Safety & security awareness and accident prevention
- c) Use of First aid box
- d) Dealing with sick guest and sanitization
- e) Loss prevention

UNIT 2

INTERIOR DECORATION

- a) Color
- b) Light and lightening system
- c) Floor, ceiling and wall covering
- d) Role of accessories
- e) Window & Window Treatment
- f) Furniture

UNIT 3

HORTICULTURE

- a) Landscaping
- b) Types of manures
- c) Simple ways of gardening
- d) Equipment, care & pesticides
- e) In-house herb garden

FLOWER ARRANGEMENT

- a) Equipment and material required, knowledge of varieties of flowers and other decorative material used in flower arrangement
- b) Purpose of flower arrangement, placement and level of placement with relevant examples
- c) Styles and principals of flower arrangement

UNIT 4

a) PEST AND RODENTS CONTROL

1. Definition & Types of Pests & rodents
2. Pests control methods

b) Types of Wastes & Waste Disposal Methods

TEXT READINGS

Mohini Sethi – Catering Management

John C. Branson – Hotel .Hostel & Hospital House Keeping

Georgira Tucker – The Professional Housekeeper

Anne Effelsberg – Flower Arranging

John Ambulan/Andrews – First Aid Manual

HM 554 PRATICALS

1) DEALING WITH EMERGENCY

- a) Event of fire
- b) Event of fumes
- c) Event of gas leakage

2) FIRST AID

- a) Treatment for Minor and Scalds Unconsciousness, Drunkenness, Sun burn
Minor wounds, Choking, Fainting shock, Nose bleeding
- b) Dressings for minor wounds and cuts

3) INTERIOR DECORATION

- Making and display of different miniature of wall covering and floor
Covering, light arrangements using flip charts
- c) Setting of interiors and placements of accessories

4) HORTICULTURE

- a) Identification of different tools in gardening
- b) Different ways of gardening
- c) Different flowers

5) FLOWER ARRANGEMNT

- a) Identification of equipment and material required for flower arrangement
- b) Practice of different styles of flower arrangements

2. Pests control methods

b) Types of Wastes & Waste Disposal Methods

HM – 505 FOOD & BEVERAGE MANAGEMENT

OBJECTIVE

To develop optimum level of knowledge and skills in the students so as they are capable to independently manage various F&B service outlets in Hospitality Industry also to make them aware of cost controls, sales analysis.

COURSE CONTENT

UNIT 1

FOOD & BEVERAGE CONTROL

- a) Definition, Meaning, Objectives, Special Problems in control systems, Phases of control system.
- b) Budgeting (cost profit sales)
- c) Menu Pricing
- d) Menu Engineering
- e) Profit Improvement

UNIT 2

FOOD AND BEVERAGE PURCHASING AND INVENTORY

Food and beverage purchasing, food and beverage inventory, food and beverage receiving and storage, food inventory control, beverage inventory control, F & B Control cycle

FOOD AND BEVERAGE COST CONTROL SYSTEMS

Determining the cost, food cost percentage, evaluating food cost result, food cost control, and beverage cost control.

UNIT 3

FOOD AND BEVERAGE PRODUCTION CONTROL IN SERVICE

K.O.T control system, making bills, cash handling, theft control system, F&B control records and formats.

Four basic phases of control

- a) Production Planning
- b) Standard Yield
- c) Standard Portion Size
- d) Standard Recipe

UNIT 4

FOOD AND BEVERAGE PROMOTIONS

Advertising, identifying the media, promoting festivals, up selling, telephone selling, suggestive selling, Merchandizing & Sales Promotion

UNIT 5

LATEST OF INDUSTRY

Latest systems in Food and Beverage service, latest equipments, latest computer programs, latest trends in Food and Beverage outlets, latest Training needs and procedures, Latest career development

TEXT READING

Levinson	Food and Beverage Operations
Lillycrap	Food and Beverage Service
Chand-Tara	Hotel and Restaurant Management
Cullen	Food and Beverage Manager
Cassel	Management of Food Service Operation
Longman	Food and Beverage Management

HM – 506 HUMAN RESOURCE MANAGEMENT

OBJECTIVES

- a) To develop an insight into meaning nature scope and value of contemporary approach to human resource management in an organization.
- b) To describe organization of a human resource management functionary in an establishment, and to identify attributes of a successful personnel manager.
- c) To impart knowledge and techniques involved in human resource planning, job-analysis, and job-design.
- d) To explain various methods of recruitment, selection, induction and placement.
- e) To develop the importance and methods adopted for training and development of employees in to- days environment in workplace.

COURSE CONTENTS

UNIT 1

INTRODUCTION TO MANAGEMENT CONCEPTS

Definition, Nature, Functions.

History of management thought: Scientific management, Fayols Contribution and Hawthorne experiments. Behavioral approach, system approach and contingency approach.

UNIT 2

HUMAN RESOURCE MANAGEMENT

- a. Meaning and nature of Human Resource Management, Scope, Objectives & Functions of Human Resource management.
- b. Personnel Management – Meaning & features, Functions of Personnel Management, Qualities of Personnel Manager, role of Personnel manager.
- c. Human Resource Development – Meaning, Need of HRD, HRD vs Personnel Management, Task of HRD Department

UNIT 3

STAFFING:

- a. Human Resource Planning- Objectives, Importance, Process of HRP, Problems and Guidelines for Human Resource Planning, Meaning of Job Analysis, Job Description & Job Specification.
- b. Recruitment and Selection- Meaning and process of Recruitment, Sources and techniques of Recruitment. Meaning and process of selection.
- c. Concept and need of training, Importance and objectives of training, Identifying training needs, designing a training program, Methods of training.

UNIT 4

PERFORMANCE APPRAISAL

Concept and objectives, Uses and process, Problems in performance appraisal, Essentials of effective appraisal system, Methods and techniques of appraisal.

TRANSFERS, PROMOTIONS AND SEPARATIONS.

Concept and objectives of transfers. Types of transfer, concept and basis of promotion, Promotion policy, Demotion, Types of Separations.

UNIT 5

MOTIVATION

Definition, Importance, Challenges & Theories of Motivation – Maslow theory, ERG Theory, Achievement Motivation Theory & Expectancy Model

WELFARE ACTIVITIES

Meaning & Definition, Types of Welfare Activities, merits & demerits of welfare measures.

TEXT READINGS

David A Decenzo	Personnel/Human Resource Management
H L Kumar	Personnel Management in Hotel and Catering Industry
Chapman&Hall	Behavioural Studies in Hospitality Management
Dr. C.B.Gupta	Human Resource Management
Mirza S Saiyadain	Human Resource Management
William B Wether	Human Resource and Personnel management

SYLLABUS FOR VIth SEM

BHM – 601	FOOD PRODUCTION
BHM - 602	F & B SERVICE
BHM – 603	FRONT OFFICE
BHM – 604	HOUSEKEEPING
BHM – 605	HOSPITALITY MARKETING
BHM - 606	PROJECT

HM – 601

FOOD PRODUCTION - VI

OBJECTIVE

To provide an in-depth knowledge of purchasing and kitchen management, and also important knowledge of hot and cold desserts

COURSE CONTENT

UNIT 1

KITCHEN MANAGEMENT

Objectives, selection of supplier, purchasing, market study, receiving food, inventory management, store management, indenting, distribution of food and holding food.

KITCHEN RECORDS AND FORMATS

- a) Different records
- b) Registers
- c) Vouchers
- d) Formats
- e) Tags and color-coding

UNIT 2

DEFERENT INTERNATIONAL CUISINES

Basic knowledge of Chinese, Italian, Indonesian, Japanese, Mexican, Middle Eastern, Thai, Spanish and American cuisine

UNIT 3

LARDER

- a) Definition, function, Importance, Layout and planning of LARDER department.
- b) Staff organization.
- c) Cold food presentation.
- d) ASPIC and chaudfroid.
- e) Sandwiches and canapés
- f) Cold Starters.
- g) Charcuterie
- h) Sausage, terrines, galantines, pate, mousses.
- i) Control of expensive commodities meat tag.

UNIT 4

CONVENIENCE FOOD AND FAST FOOD

- a. Characteristics
- b. Types -Indian and western
- c. Menu examples
- d. Role of convenience food in fast food operations
- e. Advantages and disadvantages of convenience food

SANDWICHES, ROLLS, BURGERS, PIZZAS, HOTDOGS, FOOT LONGS

- a. Types
- b. Preparation
- c. Selection of spreads
- d. Various fillings
- e. Presentation style
- f. Appropriate garnishes & accompaniments.

HM 651 PRACTICALS

1. Quality Control Process
2. Kitchen Management
3. International cuisines
4. Preparation of Sandwiches, rolls, burgers, pizzas, hotdogs and foot longs.

Text Reading

1. On Cooking – labensky
2. Theory of Catering- Kinton Cesrani
3. Theory of Catering – K. Arora
4. Menu Planning – Kivela
5. Hotel Management – U.K.Sing
6. International Kitchen – Van Nostrand

HM - 602 F & B SERVICE - VI

Objectives :-

- a. Understand the types of buffet and their service procedure
- b. Types of banquets (formal and informal) and their set up
- c. Requirements for off premises catering establishment

COURSE CONTENTS

UNIT 1

FUNCTION CATERING

- a. Booking Procedure, Function planning, Organizing & Control.
- b. Function Prospectus
- c. Checklist, Documentation & Standard operating procedures (SOPs)
- d. Types of Business Events-workshop, seminar, conference & sales meet

BANQUET MANAGEMENT

History of banquets; types of banquets (formal and informal)

- a) Organization of Banquet Department
- b) Banquet function selling-menus
- c) Sitting plans ,Toasting and sequencing of events

BUFFET MANAGERMENTS

- a) Types of Buffet, buffet setups.
- b) Food & Beverage control-its application and buffet management

OUTDOOR CATERING/OFF PREMISES CATERING

- a) Out Door Catering; Introduction, infrastructure; licenses.
- b) Equipments-preparation, transportation and service equipments
- c) Establishment suppliers, Food purchase storage and handling.
- d) Pricing technique, Menu Balancing for outdoor catering

UNIT-2

RESTAURANT PLANNING AND DESIGNING

- a. Space utilization & management, Floor plan & layout plan (on scale)
- b. Determination of lighting & interior, Designing & Decoration
- c. Planning for equipments and manpower, Menu planning & SOPs

FAST FOOD OPERATION

- a. Study of fast food operation Management
- b. Budgetary control, SOPs.

UNIT 3

INDUSTRIAL/INSTITUTIONAL, HOSPITAL CATERING

- a. Introduction: Institutional Catering and Hospital Catering
- b. Planning, organizing & control.
- c. Role of dietician
- d. Cost calculations & determination of subsidy
- e. Manpower planning
- f. Food Handling-Bonded Area Management

UNIT 4

AIRLINES & CREWLINERS

- a. Introduction
- b. Deck/Cruise Line Food Service Management,
- c. Menu Planning
- d. Ground/Galley Management
- e. Tray/Trolley Set Up

HM -652 PRACTICALS

1. Layout and drawing of the functions prospectus and identifying its appropriate usage
2. Planning of different types of buffet counters and setting the counters
3. Assignment on buffet menu planning
4. Planning the table layouts of different types of banquet function
5. Seating plans of different Banquets. Preparation of charts, Name cards etc.
6. Food and beverage-how to serve in banquets
7. To visit Hotels for Buffet, Banquet and business events
8. Preparation of function checklist of buffet
9. Planning the table layouts of different types of banquet function
10. Seating plans of different Banquets. Preparation of charts, Name cards etc.
9. Visiting hospitals to understand the flow of service of food for patients.
10. To visit fast food outlets of the city and the domestic airport for understanding the catering aspects.

TEXT READINGS

Jaffrey T Clarke

Dennis R Lilicrap

Matt A Casdo

Michael M Coltman

Table and Bar

Food and Beverage Service

Food and Beverage Service

Beverage Management

HM – 603 FRONT OFFICE - VI

OBJECTIVES

- a. Explain the basic Front Office accounting functions and methods of account settlements and check out procedure
- b. Illustrate Foreign Exchange Encashment procedure
- c. Understand Foreign Exchange Procedure
- d. Understand different travel Organization

UNIT 1

GUEST CHECK OUT

- a. **CHECK-OUT PROCEDURE**
- b. Information to concerned Departments
- c. Ending the shift of the Front Office Cashier

MAINTAINING MASTER FOLIO AND MANAGING PROBLEMS THERIN

- a. Vertical tabular ledger
- b. Guest Folio
- c. City Ledger
- d. Departmental Bills
- e. Paid-out vouchers
- f. Miscellaneous charges voucher
- g. Allowances
- h. Advance Voucher
- i. Commission voucher
- j. Problems handling regarding check out

UNIT 2

RECEIVING PAYMENTS (SETTLING GUEST BILLS)

- a. Cash
- b. Credit Card
- c. Bill to Company
- d. Travel Agent Voucher
- e. Travelers Cheques

UNIT 3

FOREIGN EXCHANGE PROCEDURE

- a. **FOREIGN EXCHANGE ENCASHMENT PROCEDURE**
- b. Authorized agencies
- c. Licenses and documents used
- d. Different currencies and their-FOREX RATES
- e. Category of guests entitled
- f. Passport
- g. Visa

UNIT4

Travel Organization- Importance, Functions & Activities

- a. WTO
- b. PATA
- c. IATA
- d. IATO
- e. TAAI

HM – 653 - PRACTICALS

1. Familiarization of various documents used in cashiers desk: VTL, Paid outs, Vouchers, Miscellaneous Charge Voucher, Other Documents
2. Preparation of Bills
3. Checking Out Guests and accepting payments
4. FOREX encashment procedure
5. Handling Problems

TEXT READING

1. Dennis L Foster – Back Office operation & Administration.
2. Sudhir Andrews – Hotel Front Office.
3. Bruce Braham – Hotel Front Office.
4. Jatashankar R. Tewari- Hotel Front Office Operations & Management.

HM – 604 HOUSEKEEPING - VI

OBJECTIVE

The aim of the syllabus is to make the students aware of new concepts of house keeping, handling housekeeping personnel, budget handling etc, beside that making student aware of new environment friendly concept of housekeeping department:

COURSE CONTENT

UNIT 1

MANAGING HOUSEKEEPING PERSONAL

Documents for Personnel Management

Determining Staff Strength – Recruiting, Selection, Hiring, Orienting & Training
Scheduling

Motivating Employees, Performance Appraisal

Time & Motion Studies & Job Analysis

Teamwork & Leadership

Employee Welfare & Discipline

UNIT 2

PLANNING & ORGANISING IN THE HOUSEKEEPING DEPARTMENT

- a. Area Inventory List
- b. Frequency Schedules
- c. Performance Standards
- d. Productivity Standards
- e. Inventory Levels
- f. Standard Operating Procedures & Manuals
- g. Job Allocation
- h. Manpower Planning
- i. Planning Duty Roaster

UNIT 3

HOUSEKEEPING BUDGETING

- a. Concept & Importance
- b. The Budget Process
- c. Operational & Capital Budget
- d. Housekeeping Expenses

RENOVATION OF ROOMS

- a. Reasons to renovate
- b. Types of renovation
- c. Refurbishing

VARIABLES OF OPENING A HOUSEKEEPING DEPARTMENT IN A NEW

UNIT 4

ENERGY CONSERVATION METHODS & ECO FRIENDLY CONCEPT IN HOUSEKEEPING

Ecotels – Certification, Choosing an Eco Friendly Site Hotel Design & Construction

Energy Conservation

Water Conservation

Eco friendly Amenities Products & Processes

Environment friendly House keeping

HM 654- PRATICALS

Designing rooms for different categories of guests

Handicapped , Children & V.I.P, etc.

Coordinate with Hotel Purchase System for ordering

Purchase, storing and inventory controls

To prepare checklist for public and non public areas

Practical training at Training hotel in Housekeeping

Revision and recapulation of previous semesters

Text Reading

i) Joan C. Branson - Hotel, Hotel & Hospital Housekeeping.

ii) Georgira Tucker - The Professional Housekeeper.

HM – 605 HOSPITALITY MARKETING MANAGEMENT

Objective

To make student understand the meaning of marketing, its importance and implementation in hospitality industry. To aware them about segmentation of marketing and various pricing strategies and to give information regarding various sources of promotion and communication and inform them about marketing research, data collection etc.

COURSE CONTENT

UNIT 1

Introduction, meaning marketing vs. selling, 7 ps of marketing

The customer: wants, needs, perception, buying capacity understanding services as

Product: characteristics of services, challenges involved in service marketing. The buying decision process.

THE HOSPITALITY MARKETING FUNCTION

Characteristics of hospitality business.

The concept of marketing Mix

Products life cycle

The Hospitality products/services mix.

UNIT 2

MANAGING THE MARKETING SYSTEM

Strategic Marketing

The concept of strategy

The concept of strategic planning

The strategic Marketing system

Strategy selection

Problems with strategic plan

The Marketing Plan

Marketing Management vs. strategic Planning

Requirements for a marketing plan

Step or Development of a Marketing Plan

The marketing budget

UNIT 3

MARKET SEGMENTATION

What is market segmentation, why segment market

Segment identification

Segment selection

Segment development

Pricing

Factors to consider when setting price
General pricing approaches
Pricing strategies

UNIT 4

MARKETING COMMUNICATION AND PROMOTION

Advertisement: media, frequency and budget Measuring Advertisement effectiveness.
Publicity, Public Relation, Direct/Personal Selling, process of Personal Selling.
E-commerce marketing. Sales Promotion, Merchandizing, Suggestive selling

UNIT 5

Marketing Research

- a. Meaning, Importance, Process of Research
- b. Data Collection – Types of Data, Sources of Data collection
- c. Sampling, Hypotheses – Meaning & Types
- d. Report Writing – Steps involved, Layout of report , precautions while writing research report

TEXT READINGS:

Roberts C. Lewis	Cases in Hospitality Marketing & Management
John Roberts	Marketing for the Hospitality Industry
Robert D. Raid	Hospitality Marketing Management.
Dennis L. Foster	Marketing Hospitality Sales & Marketing for Hotels, Motels & Resorts
Roberts C. Lewis	Marketing Research.

HM - 606 Project work

Students will have to make a project on a topic related to Hospitality Industry.

HM 655 PRACTICAL SESSIONAL EXAMINATION