CURRICULUM

For

UNDERGRADUATE DEGREE COURSE IN

# BACHELOR OF SCIENCE (HOTEL MANAGEMENT)

## [W.E.F. 2019-20]

**CHOICE BASED CREDIT SYSTEM**



**IIMT University, Meerut**

**(Established by Govt. of U.P. vide U.P Act No. 32 of 2016)**

**FUNDAMENTALS OF FOOD PRODUCTION – I**

**(HM-111)**

**Course Objective:-**

The Student will get knowledge about:

1. Know the history of cooking, its modern developments and develop brief idea of various cuisines;
2. Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene;
3. Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and kitchen equipments;
4. Have through knowledge of methods of cooking and understanding raw materials.
5. Know in detail about Indian cuisine.

**Learning outcome:-**

At the end of course the student should know about:-

1. History of cooking, its modern developments.
2. Kitchen and personal hygiene.
3. Kitchen organization.
4. Methods of cooking, knowledge of raw materials
5. Detailed Indian cuisine.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **INTRODUCTION TO COOKERY**   1. Levels of skills and experiences, Attitudes and behaviour in the kitchen, Personal hygiene, Cleaning and up keep of working area, Uniforms & protective clothing, Safety procedure in handling equipment   **CULINARY HISTORY**  Origin of modern cookery  **HIERARCHY OF KITCHEN DEPARTMENT**   1. Classical Brigade ,modern staffing in various category hotels 2. Roles of executive chef, Duties and responsibilities of various chefs, Co-operation with other departments   **AIMS & OBJECTS OF COOKING FOOD**   1. Aims and objectives of cooking food, Techniques used in pre-preparation, Techniques used in preparation | 15 |
| 2 | **METHODS OF COOKING FOOD**   * + Roasting, Grilling, Frying, Baking, Broiling, Poaching , Boiling, Principles of each of the above, Care and precautions to be taken, Selection of food for each type of cooking   **SOUPS**   1. Classification with examples, Basic recipes of Consommé with 10 Garnishes | 10 |
| 3 | **BASIC PRINCIPLES OF FOOD PRODUCTION – I**  **VEGETABLE AND FRUIT COOKERY**   1. Introduction – classification of vegetables, Cuts of vegetables, Classification of fruits, Uses of fruits & vegetables in cookery   **STOCKS**   1. Definition of stock, Types of stock, Preparation of stock, Recipes ,Storage of stocks, Uses of stocks Care and precautions   **SAUCES**   1. Classification of sauces ,Recipes for mother sauces ,Storage & precautions   **CULINARY TERMS**   1. List of culinary (common and basic) terms ,Explanation with examples | 10 |
| 4 | **COMMODITIES:**  i) **Shortenings (Fats & Oils)**   1. Role of Shortenings , Varieties of Shortenings , Advantages and Disadvantages of using various ,Shortenings, Fats & Oil – Types, varieties   ii) **Raising Agents**   1. Classification of Raising Agents , Role of Raising Agents 2. Actions and Reactions   iii) **Thickening Agents**  A. Classification of thickening agents , B. Role of Thickening agents  iv) **Sugar -** Importance of Sugar , Types of Sugar, Cooking of Sugar – various | 10 |

**REFERENCE BOOKS:**

Theory of Cookery- K.Arora

The Art of Culinary Preparations

Theory of Catering- Kinton & Cessarani

**FUNDAMENTALS OF FOOD AND BEVERAGE SERVICE– I**

**(HM-112)**

**Course Objective:-**

The Student will get knowledge about:

1. Develop an insight into the growth of Catering Industry. In the world from medieval period

till recent times.

2. 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.

3. Acquire the requisite technical skills for competent service of Food and Beverage

4. Understand different non-alcoholic beverages with their preparation and services.

**Learning outcome:-**

At the end of course the student should know about:-

1. Understand the role of F & B department its functions and staffing

2. Identify and use the different types of restaurant equipment’s.

3. Understand the Professional attributes of F& B staff.

4. Understand the role of Ancillary deportment in F&B

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **THE HOTEL & CATERING INDUSTRY**   1. Introduction to the Hotel Industry and Growth of the hotel Industry in India. Role of Catering establishment in the travel/tourism industry. Types of F&B operations 2. Classification of Commercial, Residential/Non-residential 3. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. Structure of the catering industry - a brief description of each.   **DEPARTMENTAL ORGANISATION & STAFFING**   1. Organisation of F&B department of hotel, Principal staff of various types of F&B operations, French terms related to F&B staff 2. Duties & responsibilities of F&B staff, Attributes of a waiter 3. Personal hygiene, Grooming of F & B staff 4. Inter-departmental relationships | 10 |
| 2 | **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  **SOUPS**   1. Classification with examples, Basic recipes of Consommé with 10 Garnishes | 10 |
| 3 | **I FOOD SERVICE AREAS (F & B OUTLETS)**   1. Specialty Restaurants, Coffee Shop, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Banquets, Bar, Vending Machines 2. Discotheque   **II ANCILLIARY DEPARTMENTS**   1. Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding | 10 |
| 4 | **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 | 15 |

**REFERENCE BOOKS**

1. Food & beverage training manual- Sudhir Andrews

2. The waiter-fuller and curie

3. Food and beverage service-D.R. Liilicrap

4. Modern restaurant service –John fuller

**FUNDAMENTALS OF FRONT OFFICE OPERATIONS – I**

**HM-113**

**Course Objective:-**

The Student will get knowledge about:

1. Classification and categorization of Hotels and its Evolution.
2. Duties & responsibilities of the staff in the different sections.
3. Types of rooms, food plan, Tariff and room rent.
4. Importance, Modes, Tools of reservation.
5. Basic Terminologies of front office

**Learning outcome:-**

By the end of this course student would be able to:

1. Understand the evolution, meaning and classifications of Hotel.
2. Understand the various layouts of Front office in the Hotel.
3. He would become aware of attributes and hierarchy of front office staff.

Understand and able to handle guest reservations.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY**  Tourism and its importance, Hospitality and its origin  Hotels, their evolution and growth | 05 |
| 2 | **CLASSIFICATION OF HOTELS**   1. Size, Star, Location & clientele, Ownership ,basis, Independent hotels 2. Management contracted hotel ,Chains, Franchise/Affiliated, Supplementary accommodation 3. Time shares and condominium   **TIME SHARE & VACATION OWNERSHIP**   1. What is time share? Referral chains & condominiums 2. How is it different from hotel business? 3. Classification of timeshares   Types of accommodation and their size | 10 |
| 3 | **TYPES OF ROOMS**   1. Single, Double, Twin, Suites | 05 |
| 4 | **FRONT OFFICE ORGANIZATION**   1. Brief Introduction to hotel core area with a special reference to Front office. 2. Function areas, Front office hierarchy, Duties and responsibilities, Personality traits, Layout 3. Front office equipment (non-automated, semi-automated and automated) 4. Functions   Procedures and records | 10 |

**REFERENCE BOOKS**

Hotel Front Office Management – James.A. Bardi

Front Office Management – S.K. Bhatnagar

**FUNDAMENTALS OF ACCOMODATION OPERATIONS – I**

**HM-114**

**Course Objective:-**

The students will get knowledge about**:**

1. Organization, function of Housekeeping department and its different sections.

2. Different departments Housekeeping co-ordinates with.

3. Procedure of cleaning different status of room.

4. Cleaning equipments and cleaning agent.

**Learning outcome:-**

By end of this semester students able to know about**:**

1. Understand the structure function, Importance and different section of housekeeping department.

2. Co-ordination with other department of hotel.

3. Perform different types of cleaning.

4. Handling of cleaning equipment & cleaning agents.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **Housekeeping As A Department:**  Importance of housekeeping.  Responsibilities of housekeeping department and housekeeping layout.  Interdepartmental co-operation & co-ordination of Housekeeping.  Different sections of Housekeeping departments.  **Organization Structure Of Housekeeping Department:**  Small hotels, Medium hotels, large hotels.  Duties & responsibilities of Executive Housekeeping.  Duties & responsibilities of Housekeeping Staff. | 10 |
| 2 | **Guest Rooms-**  Types of guest room with sizes. Guest room status report.  Floor rules,Service and facilities offered by various hotel. | 05 |
| 3 | **Cleaning Organization**  Principles of cleaning ,Method of organizing cleaning  Frequency of cleaning daily, periodic and special.  Design features that simplify cleaning. | 05 |
| 4 | **Cleaning equipment:**  General considerations & selections, Classification & Types of equipment’s, Floor trolley, Vacuum Cleaner etc.  Method of use & mechanism for each type, Care & maintenance.  **Cleaning agents:**  General criteria for selection , Classification. | 10 |

**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

G. Raghubalan – Hotel Housekeeping

**ENGLISH COMMUNICATION**

**NHU-111**

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **Introduction to Communication**   * Nature and Process of Communication * Levels of Communication * Language as a tool of Communication | 05 |
| 2 | **Language of Communication**   * Verbal and Non-Verbal * Spoken and Written * Personal, Social and Business * Barriers to Communication (Intra-personal, Inter-personal and Organizational communication) | 05 |
| 3 | **Speaking Skills**   * Monologue * Dialogue * Group Discussion (Methodology & Guidelines) * Interview (Types & Frequently Asked Questions) * Public Speaking (Dos & Don'ts) | 05 |
| 4 | **Reading and Understanding**   * Reading Comprehension * Difference between Abstract & Summary * Paraphrasing * Precis Writing | 05 |
| 5 | **Writing Skills**   * Notices, Agenda , Minutes of Meeting * Letter writing (Formal & Informal) * Email Writing   Report Writing (Kinds, Structure) | 10 |

**Recommended Readings:**

1. Fluency in English- Part II, Oxford University Press, 2006.
2. Business English, Pearson, 2008.
3. Language, Literature and Creativity,Orient Blackswan, 2013.
4. Language through Literature (forthcoming)ed.Dr.GauriMishra,Dr Ranjana Kaul, Dr Brati Biswas
5. Oxford Guide to writing and speaking , John Seely, O.U.P
6. Effective Technical Communication, M.Asraf Rizvi, Tata McGraw Hill
7. English Grammar & composition,Wren & Martin
8. Technical Communication, Meenakshi Raman & Sangeeta Raman

**FOOD SCIENCE AND NUTRITION**

**HM –115**

**Course Objective:-**

The student will get knowledge about

1. The significance of food in his daily life

2. The terms like food, health, nutrition, malnutrition, and nutritional status.

3. Calculation of recommended dietary allowances

4. Understand the relationship of macro & micro nutrients to health

**Learning outcome:-**

By the end of this course student would be able to

1. Understand the importance of nutrition and good health in his day to day life.

2. Know the composition, functions sources of nutrients.

3. Understand the effects of excess & deficiency of nutrients.

4. Modify attitudes and practices of use existing nutrition

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **BASIC ASPECTS** Definition of the terms Health, Nutrition and Nutrients  1. Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health. 2. Classification of nutrients, Balanced Diet, food Groups   **BALANCED DIET**   * Definition * Importance of balanced diet   RDA for various nutrients – age, gender, physiological state  **MACRO NUTRIENTS**  **A. Vitamins** Definition and Classification (water and fats soluble vitamins)  * Food Sources, function and significance of:   1. Fat soluble vitamins (Vitamin A, D, E, K)   2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid   B. **MINERALS**   * Definition and Classification (major and minor) * Food Sources, functions and significance of :   Calcium, Iron, Sodium, Iodine & Flourine  **C. Water**   * Definition * Dietary Sources (visible, invisible) * Functions of water   Role of water in maintaining health (water balance) | 10 |
| 2 | **MACRO NUTRIENTS**  C**arbohydrates**   * Definition * Classification ( mono, di and polysaccharides) * Dietary Sources * Functions-Excess  Lipids  * Definition * Classification * Dietary Sources * Functions   **Proteins**   * 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)   **Energy** 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   **Digestion & Absorption**  Mechanical & Chemical break down of food | 10 |
| 3 | **MENU PLANNING**   * 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 | 10 |

**REFERENCE BOOKS**

1. Food Science & Nutrition – Sunetra Roday

2. Food hygiene and Sanitation - Sunetra Roda

3. Food Science- Potter and Hotchkin

**FUNDAMENTALS OF FOOD PRODUCTION LAB-I**

**HM –IIIP**

**Learning outcome:-**

**Course Objective:-**

The student will get knowledge about:-

* + 1. Identification of various kitchen equipments.
    2. Preparation of various kind of stock.
    3. Identification of cooking ingredients.

**Learning outcome:-**

By the end of this course student would be able to:-

1. Identify various equipment’s used in kitchen.
2. Preparation of various vegetable cuts.
3. Basic preparation technIques.

.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | * i) Equipments - Identification, Description, Uses & handling * ii) Hygiene - Kitchen etiquettes, Practices & knife handling   iii) Safety and security in kitchen | 05 |
| 2 | i) Vegetables - classification  ii) Cuts - julienne, jardinière, Macedonia’s, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix  iii) Preparation of salad dressings | 05 |
| 3 | Identification and Selection of Ingredients - Qualitative and quantitative measures – Market Surveys  i) Stocks - Types of stocks (White and Brown stock)  ii) Fish stock | 05 |
| 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) | 05 |
| 5 | **SAUCES** - Basic mother sauces   * Béchamel ,Espagnole, Veloute, Hollandaise * Mayonnaise, Tomato | 05 |
| 6 | **BREAD MAKING**   * Demonstration & Preparation of Simple and enriched bread recipes, Bread Loaf (White and Brown) , Bread Rolls (Various shapes) ,French Bread, Brioche | 05 |

**REFERENCE BOOKS**

Theory of Cookery, the Art of Culinary Preparations

**FUNDAMENTALS OF FOOD AND BEVERAGE SERVICE LAB-I**

**HM-112P**

**Learning outcome:-**

**Course Objective:-**

The student will get knowledge about:-

* + - 1. Various equipmentS used in restaurant service.
      2. Various cleaning and polishing methods.
      3. Basic service techniques.

**Learning outcome:-**

By the end of this course student would be able to:-

1. Use various equipments and their proper use.
2. Do service of various service forms.
3. Prepare various napkin folds.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **Food Service areas** – Induction & Profile of the areas  Ancillary F&B Service areas – Induction & Profile of the areas  Familiarization of F&B Service equipment  Care & Maintenance of F&B Service equipment | 03 |
| 2 | **Cleaning / polishing of EPNS items by:**   * Plate Powder method, Polivit method, Silver Dip method, Burnishing Machine | 02 |
| 3 | **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 | 05 |
| 4 | Tea – Preparation & Service  Coffee - Preparation & Service  Juices & Soft Drinks - Preparation & Service ,Mocktails  Juices, Soft drinks, Mineral water, Tonic water  Cocoa & Malted Beverages – Preparation & Service | 05 |

**REFERENCE BOOKS**

1. Mastering restaurant service-H.L.craschnell and Nobis

2. Food abd beverage training manual-Sudhir Andrews

3. The waiter-fuller and curie

4. Food and beverage service-D.R.Liilicrap

5. Modern restaurant service –John fuller

6.Essential table service-John fuller

**FUNDAMENTALS OF FRONT OFFICE OPERATIONS LAB-I**

**HM-113P**

**Learning outcome:-**

**Course Objective:-**

The student will get knowledge about:-

1. SOP for left luggage.
2. Process and working of cashier desk.
3. Working of bell desk.

**Learning outcome:-**

By the end of this course student would be able to:-

1. Fill various Performa’s of front office.
2. Welcome guest.
3. Handle telephone at front desk.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | Know about Various provisions adjacent to front desk.  Concierge  Bell Desk  Cashier desk  Left Luggage  Appraisal of Front Office equipment and furniture  Rack, Front desk counter & bell desk  Filling up of various Performa  Welcoming of guest  Telephone handling | 10 |
| 2 | **Role play:**   * Reservation * Arrivals * Luggage handling * Message and mail handling   Paging | 05 |

**REFERENCE BOOKS**

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

**FUNDAMENTALS OF ACCOMMODATION OPERATIONS LAB-I**

**HM-114P**

**Learning outcome:-**

**Course Objective:-**

The student will get knowledge about:-

1. Layout of various rooms.
2. Standard supplies and amenities in various rooms.
3. Care and maintenance of various surfaces.

**Learning outcome:-**

By the end of this course student would be able to:-

1. Do bed making and room layout.
2. Prepare trolley setup for various types of rooms.
3. Classify various types of cleaning agents.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | Sample Layout of Guest Rooms   * Single room, Double room, Twin room, **Suite** | 02 |
| 2 | Guest Room Supplies and Position  Standard room, Suite, VIP room special amenities  Cleaning Equipment-(manual and mechanical)   * Familiarization, Different parts, Function | 03 |
| 3 | **Care and maintenance**  Cleaning Agent   * Familiarization according to classification   **Function**  Public Area Cleaning (Cleaning Different Surface)   1. **WOOD**   Polished, Painted, Laminated   1. **SILVER/ EPNS**   Plate powder method, Polivit method, Proprietary solution (Silvo)   1. **BRASS** 2. Traditional/ domestic 1 Method, Proprietary solution 1 (brasso) 3. **GLASS**   Glass cleanser, Economical method(newspaper)   1. **FLOOR** - Cleaning and polishing of different types   Wooden, Marble , Terrazzo/ mosaic etc.   1. **WALL** - care and maintenance of different types and parts   Skirting, Dado  **Different types of paints(distemper Emulsion, oil paint etc)**  Maid’s trolley   * Contents   **Trolley setup**  Familiarizing with different types of Rooms, facilities and surfaces, win/ double ,Suite  **Conference etc** | 10 |

**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

Second Semester

**FOOD PRODUCTION-II**

**HM-121**

**Course Objective:-**

The Student will get knowledge about:

1. The various commodities required for food production, their market forms, selection, storage and use.
2. The fundamentals of menu planning & standard recipes
3. The basic culinary skills
4. The bread& cake making process and various pastes

**Learning outcome:-**

At the end of course the student should know about:-

1. Various commodities.
2. Menu planning and standard recipe.
3. Culinary skills.
4. Bakery science.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **SOUPS**   1. Basic recipes other than consommé with menu examples - Broths, Bouillon, Puree, Cream, Veloute, Chowder, Bisque, etc. Garnishes and accompaniments, International soups   **SAUCES & GRAVIES**   1. Difference between sauce and gravy, Derivatives of mother sauces, Contemporary & Proprietary   **RICE, CEREALS & PULSES**   1. Introduction, Classification and identification ,Cooking of rice, cereals and pulses, Varieties of rice and other cereals | 10 |
| 2 | **MEAT COOKERY**   1. Introduction to meat cookery, Cuts of beef/veal , Cuts of lamb/mutton, Cuts of pork, Variety meats (offal’s), Poultry , (With menu examples of each)   **FISH COOKERY**   1. Introduction to fish cookery, Classification of fish with examples, Cuts of fish with menu examples, Selection of fish and shell fish, Cooking of fish (effects of heat) | 10 |
| 3 | **BASIC COMMODITIES:**  **i) Milk -**Introduction   1. Processing of Milk, Pasteurisation –Homogenisation, Types of Milk – Skimmed and Condensed, Nutritive Value   ii) **Cream** -Introduction, Processing of Cream, Types of Cream  iii) **Cheese** – Introduction, Processing of Cheese   1. Types of Cheese, Classification of Cheese, Curing of Cheese, Uses of Cheese   iv) **Butter** –Introduction, Processing of Butter, Types of Butter  **KITCHEN ORGANIZATION AND LAYOUT**   1. General layout of the kitchen in various organisations | 10 |
| 4 | **BASIC INDIAN COOKERY**  **i) CONDIMENTS & SPICES**   1. Introduction to Indian food, Spices used in Indian cookery 2. Role of spices in Indian cookery, Indian equivalent of spices (names)   **ii) MASALAS**   1. Blending of spices, Different masalas used in Indian cookery 2. Wet masalas, Dry masalas, Composition of different masalas 3. Varieties of masalas available in regional areas, Special masala blends | 15 |

**Books recommended:-**

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

**FOOD AND BEVERAGE SERVICE-II**

**HM - 122**

**Course Objective:-**

The Student will get knowledge about:

1. Understand various restaurant services.

2. Understand type of meal and menu.

3. Develop knowledge of the restaurant control system.

4. Understand the processing manufacturing and service of cigar and cigarettes.

**Learning outcome:-**

At the end of course the student should know about

1. Understand the difference among various services Eg. American Service, Russian Service, English Service, French Service.

2. Understand the various types of standard Menus used in star hotels

3. Understand the Food & Beverages Outlets Operation Control System.

4. Understand about the tobacco products that are used in the star hotels.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **MEALS & MENU PLANNING:**   1. Origin of Menu, Objectives of Menu Planning  * Types of Menu, Types of Meals, Early Morning Tea, Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea Dinner, Supper | 10 |
| 2 | **CONTROL SYSTEM**   1. KOT/Bill Control System (Manual)    * Triplicate Checking System, Duplicate Checking System, Single Order Sheet, Quick Service Menu & Customer Bill 2. Making bill, Cash handling equipment   Record keeping (Restaurant Cashier) | 10 |
| 3 | **COURSES OF FRENCH CLASSICAL MENU**  Sequence, Examples from each course, Cover of each course  Accompaniments, French Names of dishes | 10 |
| 4 | **I PREPARATION FOR SERVICE**   1. Organising Mise-en-scene 2. Organising Mise en place   **II TYPES OF FOOD SERVICE**   1. Silver service, Pre-plated service, Cafeteria service 2. Room service, Buffet service 3. Gueridon service   Lounge service | 10 |
| 5 | **TOBACCO**   1. History, Processing for cigarettes, pipe tobacco & cigars 2. Cigarettes – Types and Brand names 3. Pipe Tobacco – Types and Brand names 4. Cigars – shapes, sizes, colours and Brand names   Care and Storage of cigarettes & cigars | 20 |

**REFERENCE BOOKS**

1. Mastering restaurant service-H.L.craschnell and Nobis

2. Food and beverage training manual- Sudhir Andrews

3. The waiter-fuller and curie

**Front Office-II**

**HM-123**

**Course Objective:-**

The Student will get knowledge about:

1. Registration, its types, importance and other aspects.

2. Check in procedure for various categories of guest.

3. Meaning and Procedure of Night Auditing.

4. Room Tariff Fixation.

**Learning outcome:-**

By the end of this course student would be able to

1. Understand and handle FIT & GIT guest arrival.
2. Understand the procedure of Night Auditing and various reports prepared by night auditor
3. Understand various types of Tariff found in Hotels.
4. Understand Room Keys Handling

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **TARIFF STRUCTURE**   1. Basis of charging Plans, competition, customer’s profile, standards of service & amenities, Hubbart formula    * Different types of tariffs, Rack Rate   Discounted Rates for Corporates, Airlines, Groups & Travel Agents | 05 |
| 2 | **RESERVATIONS**   1. Importance of reservation, Modes of reservation 2. Channels and sources (FITs, Travel Agents, Airlines, GITs) 3. Types of reservations (Tentative, confirmed, guaranteed etc.) 4. Systems (non-automatic, semi-automatic fully automatic)   Cancellation, Amendments, Overbooking | 05 |
| 3 | **ROOM SELLING TECHNIQUES**  Up selling, Discounts  **FRONT OFFICE AND GUEST HANDLING**   * Introduction to guest cycle * Pre arrival, Arrival * During guest stay, Departure   After departure  **FRONT OFFICE CO-ORDINATION**  With other departments of hotel | 10 |
| 4 | **ARRIVALS**   1. Preparing for guest arrivals at Reservation and Front Office 2. Receiving of guests 3. Pre-registration 4. Registration (non-automatic, semi-automatic and automatic)   Relevant records for FITs, Groups, Air crews & VIPs  **DURING THE STAY ACTIVITIES**   1. Information services 2. Message and Mail Handling 3. Key Handling, Room selling technique   Hospitality desk, Complaints handling, Guest handling, Guest history | 10 |

**Reference Books**

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

**ACCOMMODATION OPERATION - II**

**HM-124**

**Course Objective:-**

The students will get knowledge about:

1. The public area cleaning task.

2. Floors – types of floor finishes, methods of cleaning.

3. Learn about inspection of guest room.

4. Cleaning and care of metals: Brass, silver etc. and their compositions.

**Learning outcome:-**

By end of this semester students able to know about:-

1. The different area of hotel and their cleaning process.

2. Wall and floor finishes and their use in hotel.

3. Experience of all housekeeping routines system.

4. The uses and composition metal, leather glass, wood etc.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **ROOM LAYOUT AND GUEST SUPPLIES**   1. Standard rooms, VIP ROOMS, Guest’s special requests | 05 |
| 2 | **AREA CLEANING** Guest rooms  1. Front-of-the-house Areas ,Back-of-the house Areas 2. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.   **KEYS** Types of keys, Computerised key cards, Key control | 10 |
| 3 | **ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT** Reporting Staff placement  1. Room Occupancy Report, Guest Room Inspection 2. Entering Checklists, Floor Register, Work Orders, Log Sheet. 3. Lost and Found Register and Enquiry File, Maid’s Report and Housekeeper’s Report, Handover Records, Guest’s Special Requests Register, Record of Special Cleaning, Call Register, VIP Lists | 10 |
| 4 | **TYPES OF BEDS AND MATTRESSES** PEST CONTROLAreas of infestation Preventive measures and Control measure | 05 |

**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

**APPLICATION OF COMPUTERS**

**HM - 125**

**Course Objective:-**

The student will get knowledge about

1. Computer fundamentals

2. Basics of DOS

3 Operating systems

**Learning outcome:-**

By the end of this course student would be able to Know

1. Classification of Computers

2. components and generations of computer

3. . Various networking concepts

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **COMPUTER FUNDAMENTALS – THEORY**  INFORMATION CONCEPTS AND PROCESSING   1. Definitions, Need, Quality and Value of Information 2. Data Processing Concepts   **ELEMENTS OF A COMPUTER SYSTEM**   1. Definitions, Characteristics of Computers   Classification of Computers & Limitations of Computers |  |
| 2 | **OPERATING SYSTEMS/ENVIRONMENTS - THEORY**  BASICS OF MS-DOS   1. Internal commands, External commands   INTRODUCTION TO WINDOWS   1. GUI/Features, What are Windows and Windows 7 and above?   Parts of a Typical Window and their Functions |  |
| 3 | **HARDWARE FEATURES AND USES**   1. Components of a Computer 2. Generations of Computers 3. Primary and Secondary Storage Concepts 4. Data Entry Devices, Data Output Devices   **SOFTWARE CONCEPTS**  System Software, Application Software, Language Classification, Compilers and Interpreters |  |
| 4 | **NETWORKS – THEORY**   1. Network Topology, Bus, Star, Ring 2. Network Applications 3. Types of Network  * LAN,MAN,WAN |  |

**Reference Books: Management Information Systems, Effy Oz.**

**The Complete Reference 2000.**

**HOTEL ENGINEERING**

**HM-125**

**Course Objective:-**

The student will get knowledge about

1. Overview of hotel Maintenance Department

2. Basic knowledge of working of air conditioner.

3 Basic knowledge of escalator, moving walkS.

**Learning outcome:-**

By the end of this course student would be able to know:

1. Hierarchy of hotel maintenance department

2. Working of various equipments

3. Concept of heat removal

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **INTRODUCTION TO ENGEERING AND MAINTANENCE**   1. Definition of maintenance, types of maintenance – daily- schedule, Preventive, breakdown, contract maintenance. 2. Department – function, duties and responsibilities, organization structure of hotel Maintenance Department.   **WATER AND WASTE WATER MANAGEMENT**  Water quality standards, treatment of water for hotel use, hot and cold drinking water requirement, supply and standard, waste water, disposal system adopted and different types of traps, plumbing work, removal of hardness.  (Water treatment, Reverse Osmosis(RO) water Filter systems, Swimming Pool maintenance | 10 |
| 2 | **HEAT, VENTILATION, AIR CONDITIONING AND REFRIGERATION**  Definition, human comfort standards and index, designing building as to control heat and heat transfer  Air conditioning systems- central ac ,split, package window type ,their need and periodic maintenance and cycle of air conditioning systems  Ventilation – its need and different types of ventilation  Refrigeration – types of refrigeration, their need and periodic maintenance, difference between air conditioning and refrigeration, types of refrigeration system and refrigerants, walk in coolers, deep freezers, fresh food refrigerators and chill units | 05 |
| 3 | **ELECTRICAL SYSTEM AND ENERGY MANAGEMENT**  **Electrical terms** : volt, ampere, watt, kilo watt/hr, ac, dc systems, single phase andphase, voltage drop and control, fuse and circuit breakers, electricity pricing control, cost control.  **Basic Fuels**: Types, Calorific value, comparison on the basis of cost  **Energy Conservation tips for hotel:** Front Office, Housekeeping, Kitchens, Food &Beverage outlets and other areas  **Pollution and Pollution Control**  Definition of pollution, pollutant, classification of pollution, pollution control measures. | 05 |
| 4 | **BUILDING TRANSPORTATION**   * 1. Stairs   2. Elevators – types of elevators (Passenger elevator, Freight elevator, Cable elevator, hydraulic elevator) and basic working, maintenance of elevators  1. Escalators – safety requirements, use and basic working 2. Moving Walks 3. Conveyors 4. Fire : Types of fire & classification  * Fire Fighting Equipments | 10 |

**References:-**

**Tarun Bansal: Hotel Engineering Aman Publishers**

**FOOD PRODUCTION –LAB II**

**HM – 121P**

**Course Objective:-**

The student will get knowledge about

1. Identification of various types of fish.

2. Identification of various cuts of meat.

3 Preparation of various salads and soups.

**Learning outcome:-**

By the end of this course student should be able to:

1. Prepare various cuts of fish.
2. Prepare various salads.
3. Prepare various pastries.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | * **Meat** – Identification of various cuts, Carcass demonstration * Fish-Identification & Classification   Cuts and Folds of fish   * **Identification, Selection and processing of Meat,** Fish and poultry, Slaughtering and dressing, Preparation of menu   **Salads & soups**- waldrof salad, Fruit salad, Russian salad,  Cream (Spinach, Vegetable, Tomato),Puree (Lentil, Peas Carrot), International soups | 10 |
| 2 | **Chicken, Mutton and Fish Preparations**-  Roast chicken, grilled chicken,  Leg of Lamb, Fish Preparations  **Simple potato preparations-**  Basic potato dishes  **Vegetable preparations**-  Basic vegetable dishes  **Indian cookery**-  Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations | 10 |
| 3 | **PASTRY:**  Demonstration and Preparation of dishes using varieties of Pastry ,Short Crust – Jam tarts, Turnovers   * Laminated –Danish Pastry, Puff paste.   Choux Paste – Eclairs, Profiteroles  **INDIAN SWEETS**  Simple ones such as gajjar halwa, kheer | 10 |

**Books recommended:-**

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

Philip Thangam- Modern cookery for teaching & The trade.

**FOOD AND BEVERAGE SERVICE –LAB II**

**HM-122P**

**Course Objective:-**

The student will get knowledge about

1. Table layout for various types of breakfasts.

2. Opening and Closing procedures of a restaurant.

3. Handling guest complaints.

**Learning outcome:-**

By the end of this course student should be able to:

1. Setup room service trolley and trays.
2. Take orders for food and process it to the kitchen.
3. Serve Cigarettes & Cigars to guest.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **TABLE LAY-UP & SERVICE**  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  **TRAY/TROLLEY SET-UP & SERVICE**  Task-01: Room Service Tray Setup  Task-02: Room Service Trolley Setup | 05 |
| 2 | **PREPARATION FOR SERVICE (RESTAURANT)**   1. Organizing Mise-en-scene , Organizing Mise-en-Place   Opening, Operating & Closing duties | 03 |
| 3 | **PROCEDURE FOR SERVICE OF A MEAL**  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 & En cashing the Bill  Task-07: Presenting & collecting Guest comment cards  Task-08: Seeing off the Guests | 03 |
| 4 | **Social Skills**  Task-01: Handling Guest Complaints  Task-02: Telephone manners  Task-03: Dining & Service etiquettes  Task-04: Cheese  Task-05: Dessert (Fresh Fruit & Nuts) | 02 |
| 5 | **Service of Tobacco**  Cigarettes & Cigars | 02 |

**REFERENCE BOOKS**

1. Mastering restaurant service-H.L.craschnell and Nobis

2. Food and beverage training manual-Sudhir Andrews

3. The waiter-fuller and curie

**FRONT OFFICE LAB-II**

**HM – 123P**

**Course Objective:-**

The student will get knowledge about

1. Basic idea about the function of front office.

2. reading and updating guest’s profile in reservation.

3 Assisting the guest during check-in.

**Learning outcome:-**

By the end of this course student would be able to know:

1. Creating reservations and updating guest profile.

2. Message and email handling for guest.

3. . issuing key, and understanding the functions of key.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | Hot function keys (Modern Pattern of Guest Room keys), Create and update guest profiles, Make FIT reservation, Send confirmation letters, Printing registration cards, Log onto cashier code | 05 |
| 2 | Process a reservation deposit, Pre-register a guest, Put message and locator for a guest | 03 |
| 3 | Put trace for guest, Check in a reserved guest, Check in day use, Check –in a walk-in guest | 03 |
| 4 | Maintain guest history. Issue a new key, Verify a key, Cancel a key, Issue a duplicate key, Extend a key | 02 |
| 5 | Programme keys continuously, Re-programme keys, Programme one key for two rooms, Use of recent technologies in Guest Reservation process, use of Internet & software in Hospitality sector | 02 |

**Reference Books**

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

**ACCOMMODATION OPERATION-LAB II**

**HM-124P**

**Course Objective:-**

The student will get knowledge about

1. Servicing of guest rooms

2. Different types of beds used in housekeeping department.

3 Various records maintained in housekeeping.

**Learning outcome:-**

By the end of this course student would be able to know:

1. Prepare guest room.

2. Execute different style of bed making.

3. Maintain and prepare various records.

|  |  |
| --- | --- |
| **Servicing guest room(checkout/ occupied and vacant)**  ***ROOM***  Task 1- open curtain and adjust lighting  Task 2-clean ash and remove trays if any  Task 3- strip and make bed  Task 4- dust and clean drawers and replenish supplies  Task 5-dust and clean furniture, clockwise or anticlockwise  Task 6- clean mirror  Task 7- replenish all supplies  Task 8-clean and replenish minibar  Task 9-vaccum clean carpet  Task 10- check for stains and spot cleaning  ***BATHROOM***  Task 1-disposed soiled linen  Task 2-clean ashtray  Task 3-clean WC  Task 4-clean bath and bath area  Task 5-wipe and clean shower curtain  Task 6- clean mirror  Task 7-clean tooth glass  Task 8-clean vanitory unit  Task 9- replenish bath supplies  Task 10- mop the floor  Guest handling   * Guest request   Guest complaints | **Bed making supplies (day bed/ night bed)**  Step 1-spread the first sheet(from one side)  Step 2-make miter corner (on both corner of your side)  Step 3- spread second sheet (upside down)  Step 4-spread blanket  Step 5- Spread crinkle sheet  Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)  Step 7- tuck the folds on your side  Step 8- make miter corner with all three on your side  Step 9- change side and finish the bed in the same way  Step 10- spread the bed spread and place pillow  **Records**   * Room occupancy report * Checklist, Floor register * Work/ maintenance order] * Lost and found, Maid’s report * Housekeeper’s report * Log book * Guest special request register * Record of special cleaning * Call register * VIP list * Floor linen book/ register |
| Guest room inspection  Mini bar management   * Issue , stock taking   checking expiry date | Handling room linen/ guest supplies   * maintaining register/ record * replenishing floor pantry   stock taking |

Third Semester

**Industrial Training Viva**

**HM - 231**

**Course Objective:**

The Student will get knowledge about:

1. All the sections of Hotel Operations and its functionary.

**Learning outcome:-**

By the end of this course student would be able to:

1. Perform the duties of various department of the Hotel and able to select the right department for his career.

|  |  |  |
| --- | --- | --- |
| **S.No** | **Course Topics** | **Total Hours** |
| 1 | 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. She/he has to submit IT report, log book and training certificate Institute.  **Industrial Training Scheme (15 Weeks)**  1) Exposure to Industrial Training is an integral part of the 2nd year curriculum. The 15 weeks industrial training would be divided into five/six weeks each in the four key areas of Food Production, Food & Beverage Service, and 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.  3) 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. | 375 |

Fourth Semester

**FOOD PRODUCTION-III**

**HM-241**

**Course Objective:-**

The Student will get knowledge about:

1. The various types of soups, sauces and stocks.
2. Food commodities.
3. Fish and poultry.
4. Meat and pork

**Learning outcome:-**

At the end of course the student will have the knowledge about:-

1. Basics of continental cookery.
2. Soups, sauces and stocks.
3. Various food commodities.
4. Deep knowledge of fish, poultry, meat, pork, their cuts and usage

|  |  |  |
| --- | --- | --- |
| **Module** | **Course Topics** | **Total Hours** |
| 1 | **QUANTITY FOOD PRODUCTION**  **EQUIPMENT**  Equipment required for mass/volume feeding, Heat and cold generating equipment, Care and maintenance of this equipment ,Modern developments in equipment manufacture  **MENU PLANNING**  Basic principles of menu planning – recapitulation, Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units, Planning menus for Welfare & Commercial catering, Nutritional factors for the above | 15 |
| 2 | **VOLUME FEEDING**  Institutional and Industrial Catering ,Types of Institutional & Industrial Catering, Problems associated with this type of catering, Scope for development and growth , Hospital Catering ,Highlights of Hospital Catering for patients, staff, visitors , Diet menus and nutritional requirements , Off Premises Catering , Reasons for growth and development , Menu Planning and Theme Parties, Concept of a Central Production Unit, Problems associated with off-premises catering | 10 |
| 3 | **REGIONAL INDIAN CUISINE**  Introduction to Regional Indian Cuisine, Heritage of Indian Cuisine  Factors that affect eating habits in different parts of the country, Cuisine and its highlights of different states/regions/communities to be discussed under: Geographic location, Historical background, Seasonal availability  Special equipment  Staple diets , Specialty cuisine for festivals and special occasions | 10 |
| 4 | **STATES (Regional Cuisines)**  Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal | 10 |

**Books recommended:-**

Gisslen Wayne – Professional Cookery (John Wiley and Sons)

Montage – Larousse gasrtronomique (Himalaya publishing group)

**FOOD AND BEVERAGE SERVICE–III**

**HM-242**

**Course Objective:-**

The Student will get knowledge about:

1. Understand the viticulture and Vinification.

2. Understand different types of Wines, Their classification storage & services.

3. Know about the different wine producing countries, their specialty wine

4. The wine quality laws governing the major wine producing countries.

**Learning outcome:-**

At the end of course the student will have the knowledge about:-

1. Understand the making process of Beer.

2. Understand the making and service process of National & International Wines.

3. Understand the Wine law of Wine producing Countries.

4. Understand the Food and matching wine service harmony.

|  |  |  |
| --- | --- | --- |
| **Module** | **Course Topics** | **Total Hours** |
| 1 | **ALCOHOLIC BEVERAGE**  Introduction and definition , Production of Alcohol, Fermentation process, Distillation process , Classification with examples  **DISPENSE BAR**  Introduction and definition, Bar layout – physical layout of bar, Bar stock – alcohol & nonalcoholic beverages, Bar equipment  **BEER**  Introduction & Definition, Types of Beer, Production of Beer, Storage | 10 |
| 2 | **WINES**  Definition & History, Classification with examples, Table/Still/Natural, Sparkling, Fortified, Aromatized, Production of each classification, Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names)  France , Germany, Italy , Spain, Portugal , New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names)  USA , Australia , India ,Chile , South Africa , Algeria ,New Zealand , Food & Wine Harmony , Storage of wines, Wine terminology (English & French) | 15 |
| 3 | **SPIRITS**  Introduction & Definition, Production of Spirit, Pot-still method, Patent still method , Production of Whisky , Rum, Gin ,Brandy, Vodka ,Tequilla  Different Proof Spirits - American Proof , British Proof (Sikes scale)  Gay Lussac (OIML Scale) | 10 |
| 4 | **APERITIFS**  Introduction and Definition, Types of Aperitifs, Vermouth (Definition, Types & Brand names) , Bitters (Definition, Types & Brand names)  **LIQUEURS**  Definition & History, Production of Liqueurs  Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) Popular Liqueurs (Name, colour, predominant flavour & country of origin) | 10 |

**REFERENCE BOOKS:**

Modern restaurants service –John fuller

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

**FRONT OFFICE MANAGEMENT**

**HM-243**

**Course Objective:-**

The Student will get knowledge about:

1. Handling guest mails, messages, enquires and guest complains.

2. Safety deposit & Wake-up Call procedure

3. The tasks performed at bell desk.

4. Meaning and reason of Black listing the guest

**Learning outcome:-**

By the end of this course student would be able to:

1. Handle various guest services.

2. Handle various jobs performed at Bell Desk

3. Understand the Job profile of Door man and Parking Attendant

4. Understand the activities performed by Receptionist during various shifts.

|  |  |  |
| --- | --- | --- |
| **Module** | **Course Topics** | **Total Hours** |
| 1 | **COMPUTER APPLICATION IN FRONT OFFICE OPERATION**  Role of information technology in the hospitality industry  Factors for need of a PMS in the hotel  Factors for purchase of PMS by the hotel  Introduction to Fidelio & Amadeus | 08 |
| 2 | **FRONT OFFICE (ACCOUNTING)**  Accounting Fundamentals  Guest and non-guest accounts  Accounting system  Non automated – Guest weekly bill, Visitors tabular ledger ,Semi automated , Fully automated  **CONTROL OF CASH AND CREDIT**  **NIGHT AUDITING**  A. Functions  B. Audit procedures (Non automated, semi-automated and fully automated) | 10 |
| 3 | **CHECK OUT PROCEDURES**  Guest accounts settlement  - Cash and credit - Indian currency and foreign currency  - Transfer of guest accounts  - Express check out  **BELL DESK/CONCIERGE**   * Duties and responsibilities of Bell Captain   Duties and responsibilities of Bell Boy. | 06 |
| 4 | **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). | 06 |

**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.

**ACCOMMODATION OPERATION– III**

**HM-244**

**Course Objective:-**

The students will get knowledge about**:-**

1. Planning and organizing of the linen room and uniform room.

2. Purchasing cycle and procedure of linen

3. Activities in sewing room and laundry

4. Some knowledge about fiber, fabrics and yarn.

**Learning outcome:-**

By end of this semester students able to know about:**-**

1. Different types of linen and their purchasing procedure.

2. Sewing room activities and managing uniform room.

3. Different types of laundry and stain removal procedure.

4. Fiber, fabrics, yarn and their uses in hotel

|  |  |  |
| --- | --- | --- |
| **Module** | **Course Topics** | **Total Hours** |
| 1 | **LINEN ROOM**  Activities of the Linen Room , Layout and equipment in the Linen Room  Selection criteria for various Linen Items & fabrics suitable for this purpose Purchase of Linen , Calculation of Linen requirements , Linen control-procedures and records , Stocktaking-procedures and records  Recycling of discarded linen, Linen Hire | 10 |
| 2 | **UNIFORMS**  Advantages of providing uniforms to staff, Issuing and exchange of uniforms; type of uniforms , Selection and designing of uniforms  Layout of the Uniform room | 05 |
| 3 | **SEWING ROOM**  Activities and areas to be provided , Equipment provided | 02 |
| 4 | **LAUNDRY**  Commercial and On-site Laundry, Flow process of Industrial Laundering-OPL , Stages in the Wash Cycle , Laundry Equipment and Machines  Layout of the Laundry, Laundry Agents, Dry Cleaning , Guest Laundry/Valet service , Stain removal | 08 |
| 5 | **FLOWER ARRANGEMENT**  Flower arrangement in Hotels, Equipment and material required for flower arrangement , Conditioning of plant material, Styles of flower arrangements Principles of design as applied to flower arrangement  **INDOOR PLANTS**  Selection and care | 08 |

**REFERENCE BOOKS**

**Hotel Management and Operations -** [Michael J. O'Fallon](http://www.google.co.in/search?tbo=p&tbm=bks&q=inauthor:%22Michael+J.+O%27Fallon%22), [Denney G. Rutherford](http://www.google.co.in/search?tbo=p&tbm=bks&q=inauthor:%22Denney+G.+Rutherford%22)

**FOOD AND BEVERAGE CONTROLS**

**HM – 245**

**Course Objective:-**

The student will get knowledge about

1. The term, importance and relation to nutrition

2. The composition and nutritive value of food items

3. Know the changes occurring in various foodstuffs as a result of processing and cooking.

4. Different methods for improving the quality of food preparations

**Learning outcome:-**

By the end of this course student would be able to

1. Understand and define the relevant terms in food preparation

2. Compare the nutritive value of food stuffs

3. Understand effect of various cooking methods and processing on nutritive value of food stuffs

4. Improve the quality of foods by using germination, supplementation, and fortification

|  |  |  |
| --- | --- | --- |
| **Module** | **Course Topics** | **Total Hours** |
| 1 | **FOOD COST CONTROL**  Introduction to Cost Control, Define Cost Control, The Objectives and Advantages of Cost Control , Basic costing, Food costing  **FOOD CONTROL CYCLE**  Purchasing Control, Aims of Purchasing Policy, Job Description of Purchase Manager/Personnel , Food Quality Factors for different commodities , Definition of Yield , Definition of Standard Purchase Specification Advantages of Standard Yield and Standard Purchase Specification. Economic Order Quantity | 05 |
| 2 | **RECEIVING CONTROL**  Aims of Receiving, Job Description of Receiving Clerk/Personnel  Equipment required for receiving , Goods Received Book , Daily Receiving Report , Meat Tags , Receiving Procedure, Blind Receiving , Assessing the performance and efficiency of receiving department, Frauds in the Receiving Department ,Hygiene and cleanliness of area | 10 |
| 3. | **STORING & ISSUING CONTROL**  Storing Control , Aims of Store Control , Stock Control , Stock Records Maintained Bin Cards (Stock Record Cards/Books) , Issuing Control  Requisition | 10 |
| 4. | **PROUCTION CONTROL**  Aims and Objectives , Forecasting , Fixing of Standards -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)  **SALES CONTROL** | 05 |

**REFERENCE BOOKS**

1. Mastering restaurant service-H.L. Craschnell and Nobis

2. Food abd beverage training manual-Sudhir Andrews

**Human Values and Professional Ethics**

**HM–246A**

**Course Objective:**

The Student will get knowledge about:

1. To help students distinguish between values and skills, and understand the need, basic guidelines, content and process of value education.
2. To help students initiate a process of dialog within themselves to know what they ‘really want to be’ in their life and profession
3. To help students understand the meaning of happiness and prosperity for a human being.
4. To facilitate the students to understand harmony at all the levels of human living, and live accordingly.
5. To facilitate the students in applying the understanding of harmony in existence in their profession and lead an ethical life

**Learning outcome:-**

By the end of this course student would be able to

On completion of this course, the students will be able to

1. Understand the significance of value inputs in a classroom, distinguish between values and skills, understand the need, basic guidelines, content and process of value education, explore the meaning of happiness and prosperity and do a correct appraisal of the current scenario in the society
2. Distinguish between the Self and the Body, understand the meaning of Harmony in the Self the Co-existence of Self and Body.
3. Understand the value of harmonious relationship based on trust, respect and other naturally acceptable feelings in human-human relationships and explore their role in ensuring a harmonious society
4. Understand the harmony in nature and existence, and work out their mutually fulfilling participation in the nature.

Distinguish between ethical and unethical practices, and start working out the strategy to actualize a harmonious environment wherever they work.

|  |  |  |
| --- | --- | --- |
| **Module** | **Course Topics** | **Total Hours** |
| 1 | Course Introduction - Need, Basic Guidelines, Content and Process for Value Education Understanding the need, basic guidelines, content and process for Value Education, Self-Exploration–what is it? - its content and process; ‘Natural Acceptance’ and Experiential Validation- as the mechanism for self-exploration, Continuous Happiness and Prosperity- A look at basic Human Aspirations, Right understanding, Relationship and Physical Facilities- the basic requirements for fulfillment of aspirations of every human being with their correct priority, Understanding Happiness and Prosperity correctly- A critical appraisal of the current scenario, Method to fulfill the above human aspirations: understanding and living in harmony at various levels. | 05 |
| 2 | Understanding Harmony in the Human Being - Harmony in Myself Understanding human being as a co-existence of the sentient ‘I’ and the material ‘Body’, Understanding the needs of Self (‘I’) and ‘Body’ - Sukh and Suvidha, Understanding the Body as an instrument of ‘I’ (I being the doer, seer and enjoyer), Understanding the characteristics and activities of ‘I’ and harmony in ‘I’, Understanding the harmony of I with the Body: Sanyam and Swasthya; correct appraisal of Physical needs, meaning of Prosperity in detail, Programs to ensure Sanyam andSwasthya. | 10 |
| 3 | Understanding Harmony in the Family and Society- Harmony in Human-Human Relationship Understanding harmony in the Family- the basic unit of human interaction , Understanding values in human-human relationship; meaning of *Nyaya* and program for its fulfillment to ensure *Ubhay-tripti*; Trust (*Vishwas*) and Respect (*Samman*) as the foundational values of relationship, Understanding the meaning of *Vishwas*; Difference between intention and competence, Understanding the meaning of *Samman*, Difference between respect and differentiation; the other salient values in relationship, Understanding the harmony in the society (society being an extension of family): *Samadhan*, *Samridhi*, *Abhay*, *Sah-astitva* as comprehensive Human Goals, Visualizing a universal harmonious order in society- Undivided Society (*AkhandSamaj*), Universal Order (*SarvabhaumVyawastha* )- from family to world family | 10 |
| 4 | Understanding Harmony in the Nature and Existence - Whole existence asCo-existence Understanding the harmony in the Nature, Interconnectedness and mutual fulfillment among the four orders of nature- recyclability and self-regulation in nature, Understanding Existence as Co-existence (*Sah-astitva*) of mutually interacting units in all-pervasive space, Holistic perception of harmony at all levels of existence | 10 |
|  | Implications of the above Holistic Understanding of Harmony on Professional EthicsNatural ac acceptance of human values, Definitiveness of Ethical Human Conduct, Basis for Humanistic Education, Humanistic Constitution and Humanistic Universal Order, Competence in Professional Ethics: a) Ability to utilize the professional competence for augmenting universal human order, b) Ability to identifythescopeandcharacteristicsofpeople-friendlyandeco-friendly production systems, technologies and management models, Case studies of typical holistic technologies, management models and production systems, Strategy for transition from the present state to Universal Human Order: a) At the level of individual: as socially and ecologically responsible engineers, technologists and managers, b) At the level of society: as mutually enriching institutions and organizations. |  |

**INDIAN HERITAGE**

**HM-246B**

**Course Objective:-**

The Student will get knowledge about:

1. To understand the Evolution of Indian culture.

2. Knowledge about various scriptures.

3. Knowledge about various Indian performing arts.

4. Understanding various Indian paintings.

**Learning outcome:-**

By the end of this course student would be able to

1. Understand our cultural values.
2. Understand Indian history
3. Understand various dance forms, art and sculptures.

|  |  |  |
| --- | --- | --- |
| **Module** | **Course Topics** | **Total Hours** |
| 1 | Historical perspective - Indian History - Scope and objective - Evolution of culture – Ancient, Medieval and modern | 05 |
| 2 | Great scriptures – Upanishads – Sankya – Darshans – Ramayana – Mahabharata – Bhagavad-Gita – Buddhism – Tripitakas - Jainism – Puranas  I. Assessing the performance and efficiency of receiving department, Frauds in the Receiving Department ,Hygiene and cle | 10 |
| 3 | Indian performing arts – Bharatanatyam - Kuchupudi – Kathak – Odissi – Kath kali – Mohiniattam – Folk theater and performances and its role in promoting Indian tourism | 05 |
| 4 | Indian Painting – Evolution of Indian painting – Ajanta – Ellora – Mysore paintings – M. F. Hussein: A portrait. | 05 |
| 5 | Art Sculpture & Craft – Indians Sculptures – Scope – Famous temples & monuments – Handicrafts – Puppetry – jewelries – textiles. | 05 |

Books for Reference: 1. Ram Acharya – Tourism and cultural heritage of India

2. S. Radha Krishnan – Indian philosophy

3. Ananda k. Kumara swami – Indian and south east Asian architecture

4. R. Shamashastry – History of the Dharma sastras.

**FOOD PRODUCTION LAB-III**

**HM-241P**

**Course Objective:-**

The Student will get knowledge about:

1. Regional cuisine.
2. Core ingredients of various cuisines.
3. Food presentation.

**Learning outcome:-**

By the end of this course student would be able to

1. Prepare various regional cuisines.
2. Garnish and plating of food.
3. Presentation of food.

|  |  |  |
| --- | --- | --- |
| **Module** | **Course Topics** | **Total Hours** |
| 1 | Preparations of Menus from following cuisines.  **Bengal**  **Goa**  **Gujarat**  **Hyderabad**  **Kashmiri**  **Maharashtrian**  **Punjabi**  **Rajasthan**  **South Indian** | 10 |

**Books recommended:-**

Gisslen Wayne – Professional Cookery (John Wiley and Sons)

Montage – Larousse gasrtronomique (Himalaya publishing group)

**FOOD AND BEVERAGE SERVICE LAB-III**

**HM-242P**

**Course Objective:-**

The Student will get knowledge about:

1. Service of Wine.
2. Service of Beer.
3. Service of Spirits and Liqueurs.

**Learning outcome:-**

By the end of this course student would be able to

1. Serve red wine, white wine and champagne.
2. Serve beer.
3. Serve Whiskey, Rum, Vodka ,brandy etc
4. Match Wine with food.

|  |  |  |
| --- | --- | --- |
| **Module** | **Course Topics** | **Total Hours** |
| 1 | **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 |
| 2 | **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 |
| 3 | **Service of Aperitifs**  Task-01 Service of Bitters Task-02 Service of Vermouths | 02 |
| 4 | **Service of Beer**  Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers | 02 |
| 5 | **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 | 03 |
| 6 | **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 | 02 |
| 7 | **Matching Wines with Food**  Task-01 Menu Planning with accompanying Wines  Continental Cuisine  Indian Regional Cuisine Task-02 Table laying & Service of menu with  accompanying Wines  Continental Cuisine  Indian Regional Cuisine | 01 |

**REFERENCE BOOKS:**

Modern restaurants service –John fuller

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

**FRONT OFFICE MANAGEMENT LAB**

**HM -243P**

**Course Objective:-**

The Student will get knowledge about:

1. In depth knowledge about how Hotel function in regards to front office.
2. Situation handling with problems solving skills for guest satisfaction.
3. Depth knowledge about the hotel’s reservation and registration process.

**Learning outcome:-**

By the end of this course student would be able to:-

1. How to take check-in and maintain the guest records.
2. Processing with amending guest reservation.
3. Updating the guest profile with all the tracks with records for further reference.

|  |  |  |
| --- | --- | --- |
| **Module** | **Course Topics** | **Total Hours** |
| 1 | 1. **Hands on practice of computer applications related to Front Office**- Procedures such as Reservation, Registration, Guest History, Telephones, Housekeeping, Daily transactions 2. Front office accounting procedures - Manual accounting, Machine accounting, Payable, Accounts Receivable, Guest History, Yield Management , Role Play & Situation Handling ,Create and update guest profiles, Hot function keys, Send confirmation letters, Print registration card, Make FIT reservation & group reservation, Make an ADD- on reservation | 05 |
| 2 | Amend a reservation, Cancel a reservation-with deposit and without deposit, Log onto cashier code, Process a reservation deposit, Pre-register a guest, Put message and locator for a guest, Put trace for guest, Check in a reserved guest, Check-in a walk –in guest, Maintain guest history, Make sharer reservation, Add a sharer to a reservation, Make A/R account, Take reservation through Travel Agent/Company/ Individual or Source, Make room change | 10 |

**REFERENCE BOOKS:**

Modern restaurants service –John fuller

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

**ACCOMMODATION OPERATION LAB-III**

**HM-244P**

**Course Objective:-**

The Student will get knowledge about:

1. Laundry Operations.
2. How to remove stains.
3. Knowledge about different types of flowers.

**Learning outcome:-**

By the end of this course student would be able to:-

1. Types of laundry layout of different hotels.
2. Different types of satin.
3. Different types of flower arrangements.

|  |  |  |
| --- | --- | --- |
| **Module** | **Course Topics** | **Total Hours** |
| 1 | Layout Of Linen And Uniform Room/Laundry  Laundry Machinery And Equipment  Cleaning of Offices, Public Areas & Guest Rooms  Stain Removal  Flower Arrangement   1. Selection And Designing Of Uniforms | 15 |

**REFERENCE BOOKS**

**Hotel Management and Operations -** [Michael J. O'Fallon](http://www.google.co.in/search?tbo=p&tbm=bks&q=inauthor:%22Michael+J.+O%27Fallon%22), [Denney G. Rutherford](http://www.google.co.in/search?tbo=p&tbm=bks&q=inauthor:%22Denney+G.+Rutherford%22)

Fifth Semester

**ADVANCED FOOD PRODUCTION OPERATIONS – I**

**HM-351**

**Course Objective:-**

The Student will get knowledge about:

1. Various types of quantity kitchen
2. Convenience food and fast food
3. Bakery kitchen
4. Desserts

**Learning outcome:-**

By the end of this course student would be able to:

1. The management and functioning of Quantity Kitchen.
2. Various convenience foods and fast foods.
3. Functioning of bakery kitchen.
4. Knowledge of basic desserts.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **LARDER**  **LAYOUT & EQUIPMENT**  Introduction of Larder Work, Definition, Equipment found in the larder , Layout of a typical larder with various sections  **DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF**  Functions of the Larder, Hierarchy of Larder Staff , Sections of the Larder, Duties & Responsibilities of larder Chef | 12 |
| 2 | **CHARCUTIERIE**  **I. SAUSAGE**  A. Introduction to charcutierie- Sausage – Types & Varieties, Casings – Types & Varieties ,Fillings – Types & Varieties  **II. FORCEMEATS**  Types of forcemeats, Preparation of forcemeats , Uses of forcemeats | 12 |
| 3 | **HAM, BACON & GAMMON**  Cuts of Ham, Bacon & Gammon, Differences between Ham, Bacon & Gammon ,Processing of Ham & Bacon, Uses of different cuts  **PATES,**  Types of Pate, Pate de foie gras  **CHAUD FROID**  Meaning of Chaudfroid, Making of chaudfrod & Precautions, Types of chaudfroid, ses of chaudfroid  **ASPIC & GELEE**  Definition of Aspic and Gelee, Uses of Aspic and Gelee | 12 |
| 4 | **SANDWICHES**  Parts of Sandwiches, Types of Bread, Types of filling – classification  Spreads and Garnishes, Types of Sandwiches, Making of Sandwiches | 09 |

**Books recommended:-**

Gisslenwayne – professional cookery (john wiley and sons)

Montage – Larousse gasrtronomique (Himalaya publishing group)

**ADVANCED FOOD AND BEVERAGE SERVICE**

**HM-352**

**Course Objectives:-**

The student will get knowledge about:

1. Understanding the process of distillation of spirits and the types of stills used for the same.
2. Acquire the requisite technical skills for complete competent service of Alcoholic beverages and specially based on spirits
3. Understand cocktails – their preparation – presentation and service.

**Learning Outcome:-**

By the end of this course student would be able to:

1. Define spirits and classify them.
2. Understand distillation Process.
3. Understand various production processes of spirits (Whisky, Brandy, Gin, Vodka& Rum) and their characteristics with brands.
4. Understand traditional spirits (Tequila, Absinthe, Tiquira, Ouzo etc).
5. Understand the production of liqueurs.
6. Able to know the flavor, base and colour of liqueurs.
7. Understand the various methods of making cocktails.
8. Understand the points while making the cocktails.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **LANNING & 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. | 12 |
| 2 | **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 | 15 |
| 3 | **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 | 10 |
| 4 | **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  **KITCHEN STEWARDING**  A. Importance  B. Opportunities in kitchen stewarding  C. Record maintaining  D. Machine used for cleaning and polishing  E. Inventory. | 12 |

**REFERENCE BOOKS:**

Modern restaurants service –John fuller

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

**FRONT OFFICE MANAGEMENT – I**

**HM-353**

**Course Objective:-**

The Student will get knowledge about:-

1. Check out procedure followed in the hotel
2. Illustrate Foreign Exchange Encashment procedure
3. Different methods of settlement – Cash & Credit.
4. Different types of accounts, folios, vouchers prepared at front desk.

**Learning outcome:-**

By the end of this course student would be able to:-

* 1. Understand and handle check-out procedure.
  2. Understand the procedure of settling guest bills.
  3. Understand Forex exchange encashment procedure.
  4. Understand front office accounting procedure and the formats which are prepared at front office.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **CHECK-OUT PROCEDURE**  TheGuestDeparture Procedure andPost DepartureActivitiesat Front Desk – Guest History Card.  Information to concerned Departments - Interdepartmental Coordination.  Problems during Guest Check out and their solutions | 10 |
| 2 | **MODES OF SETTLEMENT**  **Receiving Payments/Settling Bills Through**  a. Cash  b. Credit Card  c. Bill to Company  d. Travel Agent Voucher  e. Travelers Cheques | 05 |
| 3 | **FOREIGN EXCHANGE**  Foreign Exchange Encashment Procedure  Authorized agencies, Licenses and documents used, Category of guest entitled.  Different currencies and their-Forex rates | 05 |
| 4 | **FRONT OFFICE ACCOUNTING**  Different types of Accounts, Ledgers, Folios & Vouchers prepared at Front Desk.  Guest Accounting Cycle | 10 |

**Reference books:**

Dennis L. Foster: Back Office Operation &Admn.

Sudhir Andrews: Hotel Front Office

Kasavana& Brooks: Managing Front office Operations

Jatashankar R. Tewari- Hotel Front Office Operations & Management

**ACCOMMODATION MANAGEMENT -I**

**HM - 354**

**Course Objective:-**

The Student will get knowledge about:

1. Managing housekeeping personal
2. Planning and organizing of the department
3. Safety awareness, accident and first aid box.
4. Budgeting and Store room control
5. Understanding the significance of contracts and Outsourcing

**Learning outcome:-**

By the end of this course student would be able to:

1. Gain an insight into the process of recruitment, hiring, selection, orientation, training, motivation etc
2. Understanding the steps involved in the planning process.
3. Understanding the concept preparing, outline housekeeping different expanses.
4. Understanding the concept of par stock and par level.
5. The types of contracts and various services offered on contract basis in housekeeping.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **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 | 10 |
| 2 | **HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS**  **CONTRACT SERVICES**  A. Types of contract services  B. Guidelines for hiring contract services  C. Advantages & disadvantages of contract services | 10 |
| 3 | **ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS** | 05 |
| 4 | **FIRST AID** | 05 |

**Text Reading**

Sudhir Andrews: Hotel Housekeeping

Joan C. Branson: Hotel, Hostel & Hospital Housekeeping

Georgira Tucker: The Professional Housekeeper

Rose Mary & Heinemann: Housekeeping Management for Hotels

G. Raghubalan – Hotel Housekeeping

**BHM-355**

**Generic elective to be decided by university**

**ADVANCED FOOD PRODUCTION LAB-I**

**HM-351P**

**Course objective:-**

The students will get the knowledge of:

1. Various types of appetizers and their garnishes.
2. Varieties of sandwiches.
3. Assorted bakery desserts.

.

**Learning outcome:-**

By the end of this course student would be able to:

1. Prepare various appetizers with appropriate garnish.
2. Prepare various breads.
3. Prepare exotic bakery desserts.

|  |  |  |
| --- | --- | --- |
| **1** | **APPETIZERS & GARNISHES**  **HORSDEOUVRES**  **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  **USE OF SPICES AND HERBS IN COOKING**  A. Ideal uses of wine in cooking  B. Classification of herbs  C. Ideal uses of herbs in cooking | **10** |
| 2 | 1 Brioche  Baba au Rhum  2 Soft Rolls  Chocolate Parfait  3 French Bread  TarteTartin  4 Garlic Rolls  Crêpe Suzette | 05 |

**Books recommended:-**

Gisslenwayne – professional cookery (john wiley and sons)

Montage – Larousse gasrtronomique (Himalaya publishing group)

**ADVANCE FOOD AND BEVERAGE SERVICE LAB-I**

**HM-352P**

**Course objective:-**

The students will get the knowledge of:

1. Various activities involved in planning banquets.
2. Various seating layouts for banquets.
3. Gueridon Service.

**Learning outcome:-**

By the end of this course student would be able to:.

1. Plan and organizes various types of banquets.
2. Brief team about the function.
3. Prepare various dishes on gueridon.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **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 | 10 |
| 2 | **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 | 05 |

**REFERENCE BOOKS:**

Modern restaurants service –John fuller

**FRONT OFFICE MANAGEMENT LAB-I**

**HM-353P**

**Course objective:-**

The students will get the knowledge of:

1. In depth knowledge about hotel PMS system.
2. Understanding the billing and Forex exchange.
3. Crisis management in terms of sudden system shutdown.

**Learning outcome:-**

By the end of this course student would be able to:.

1. The working and operating of PMS system.
2. Checking out the gust with the complete billing process.
3. Planning and management during system shutdown.

|  |  |
| --- | --- |
| Totals hours : 15 | |
| 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  19 How to print guest folio  20 How to make sharer reservation  21 How to feed remarks in guest history  22 How to add a sharer  23 How to make add on reservation  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

**ACCOMMODATION MANAGEMENT LAB-I**

**HM-354P**

**Course objective:-**

The students will get the knowledge of:

1. To know about team cleaning.
2. How to make checklist.
3. Bed making.

**Learning outcome:-**

By the end of this course student would be able to:

1. Different work in a team.
2. Types of checklist.
3. How many types of bed making.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **Team cleaning**  Planning  Organizing  Executing  Evaluating | 05 |
| 2 | **Inspection checklist**  **Time and motion study**  Steps of bed making  Steps in servicing a guest room etc | 05 |
| 3 | **Devising/ designing training module**  Refresher training (5 days)  Induction training (2 days)  Remedial training (5 days) | 05 |

**REFERENCE BOOKS**

**Hotel Management and Operations -** [Michael J. O'Fallon](http://www.google.co.in/search?tbo=p&tbm=bks&q=inauthor:%22Michael+J.+O%27Fallon%22), [Denney G. Rutherford](http://www.google.co.in/search?tbo=p&tbm=bks&q=inauthor:%22Denney+G.+Rutherford%22)

Sixth Semester

**ADVANCED FOOD PRODUCTION-II**

**HM - 361**

**Course Objective:-**

The Student will get knowledge about:

1. Kitchen Management
2. Quality Control
3. Records And Formats
4. Herbs And Wines Used In Cooking
5. Salads

**Learning outcome:-**

By the end of this course student would be able to:

1. The management and functioning of Kitchen.
2. Various kitchen records and formats.
3. Control of quality in kitchen.
4. Knowledge of herbs and wines
5. In- depth knowledge of salads

|  |  |  |
| --- | --- | --- |
| **Module** | **Course Topics** | **Total Hours** |
| 1 | **INTERNATIONAL CUISINE**  Geographic location , Historical background , Staple food with regional Influences , Specialities, Recipes, Equipment in relation to:  Great Britain ,France ,Italy,Spain&Portugal,Germany ,Mexican  **CHINESE**  Introduction to Chinese foods, Historical background, Regional cooking styles, Methods of cooking, Equipment & utensils  **FRENCH**  Culinary French & cooking methods & Preparations. | 10 |
| 2 | **BAKERY & CONFECTIONERY**  **ICINGS & TOPPINGS**  A. Varieties of icings B. Using of Icings C. Difference between icings & Toppings D. Recipes  **FROZEN DESSERTS**   1. Types and classification of Frozen desserts B. Ice-creams – Definitions C. Methods of preparation D. Additives and preservatives used in Ice-cream manufacture   **MERINGUES**  Making of Meringues, Factors affecting the stability, Cooking Meringues Types of Meringues, Uses of Meringues | 20 |
| 3 | **PRODUCTION MANAGEMENT**  Kitchen Organisation, Allocation of Work – Job Description, Duty Rosters  Production Planning, Production Scheduling, Production Quality & Quantity Control , Forecasting & Budgeting G. Yield Management  **PRODUCT & RESEARCH DEVELOPMENT**  Testing new equipment, Developing new recipes, Food Trails  Organoleptic & Sensory Evaluation | 20 |
| 4 | **BREAD MAKING**  Role of ingredients in bread Making, Bread Faults, Bread Improvers  **CAKE MAKING**  Role of ingredients in bread Making, Types of cake & methods of cake making | 10 |

**Books recommended:-**

K.Arora&K.N.Gupta – Theory of cookery

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

Gisslenwayne – professional cookery (john wiley and sons)

**ADVANCED FOOD AND BEVERAGE SERVICE-II**

**HM -362**

**Course Objectives:-**

The student will get knowledge about**:**

1. Understanding the process of specialized Service like gueridon service and their need etc.
2. The students will come to know about the importance of buffet & Banquet management in Hospitality Industry.
3. The students will come to know the handling ODC &managing event.
4. Acquire the requisite technical skills for complete competent service of food and beverage.

**Learning Outcome:-**

By the end of this course student would be able to:

1. Understand gueridon service in restaurants.
2. Have knowledge the name of equipments used on guerdon trolley.
3. Understand the food preparation technique for gueridon service
4. Understand the recipes of dishes like Crepe Suzette, Banana Flambe etc.
5. Have knowledge about the buffet set up and sequencing of dish at buffet.
6. Understand the difference between formal and informal banquet.
7. Understand banquet protocol and toast procedure.
8. Prepare seating Plans.
9. Execute outdoor catering functions.

|  |  |  |
| --- | --- | --- |
| **Module** | **Course Topics** | **Total Hours** |
| 1 | **FOOD & BEVERAGE STAFF ORGANISATION**  A. Categories of staff B. Hierarchy C. Job description and specification D. Duty roaster  **MANAGING FOOD & BEVERAGE OUTLET**  A. Supervisory skills B. Developing efficiency C. Standard Operating Procedure | 05 |
| 2 | **BAR OPERATIONS**  Types of Bar, Cocktail ,Dispense, Area of Bar ,Front Bar, Back Bar  Under Bar (Speed Rack, Garnish Container, Ice well etc.), Bar Stock  Bar Control , Bar Staffing , Opening and closing duties | 10 |
| 3 | **SALES PROMOTION**  Food festivals- loyalty programs - Wine dinners or whisky dinners -Happy hours ( ladies night, DJ night )- Corporate discounts **-**  Partnership with Social media & home delivery services Applications | 05 |
| 4 | COCKTAILS & MIXED DRINKSDefinition and history – classification – Recipe, Preparation and service of Popular Cocktails Martini—Dry & Sweet – Manhattan –Dry& Sweet – Dubonnet – Rob-Roy, Bronx – White lady – Pink Lady – Side  Catr – Bacardi – Alexandra – John Collins – Tom Collins – Gin Fizz – Pimms Cup no 1,2,3,4,5 – Flips – Noggs – Champagne Cocktail, Between the Sheets, Daiquiri, Bloody Mary, Screw Driver, Tequila 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 – innovative cocktails & latest trend in Cocktail making | 10 |

**References:-**

Dennis R Lilicrap Food and Beverage Service

Matt A Casdo Food and Beverage Service

Michael M Coltman Beverage Management

**FRONT OFFICE-II**

**HM-363**

**Course Objective:-**

The Student will get knowledge about:-

1. To associate the Yield Management concept
2. To understand the Timeshare and Vacation Ownership concept
3. To be aware of the essentials of Spa & Salon Management
4. To understand the fundamentals of Human Resource Management.

**Learning outcome:-**

By the end of this course student would be able to:-

1. Elements of yield Management
2. Human resource Developmemt
3. Measuring yield (formulas)

|  |  |  |
| --- | --- | --- |
| **Module** | **Course Topics** | **Total Hours** |
| 1 | **Yield Management:-** Concept of yield management– benefits of yield management - Strategies used for increasing revenue of a hotel (Overbooking and capacity management, duration control, market segment pricing and discount allocation) - Measuring Yield (Formulas) | 05 |
| 2 | Elements of Yield Management - Potential High and Low Demand Tactics - Yield Management Software - Yield Management Team–Yield Management Meeting | 05 |
| 3 | **Timeshare and Vacation Ownership:-**Definition and Types of Timeshare Options - Advantages and Disadvantages of Timeshare business - Exchange Companies – Resort Condominium International - Intervals International- AIRDA advantages – role of government and industry. | 05 |
| 4 | **Spa & Salon Management:-**Definition & Types of Salons & Spa - Ownership & Franchised - Hierarchy in Spa - Facilities offered in Spa. | 05 |
| 5 | **Human Resource Management:-** Human Resource Planning (Forecasting, Inventorying, Planning) - Human Resource Development - Job Analysis (Job Description, Job Specification, Purpose) – Recruitment - Selection – Orientation - Challenges in the Hospitality Industry - Employee Motivation - Employee Retention. | 05 |

**Reference books:**

Dennis L. Foster: Back Office Operation &Admn.

Sudhir Andrews: Hotel Front Office

Kasavana& Brooks: Managing Front office Operations

**ACCOMMODATION MANAGEMENT-II**

**HM - 364**

**Course Objective:-**

The Student will get knowledge about:-

1. Apply the elements of art in designing interiors.
2. Interior decoration and horticulture which includes flower arrangement.
3. Importance of renovation in housekeeping.

**Learning outcome:-**

By the end of this course student would be able to:-

1. Principle of design while coordinating interiors.
2. The significant role played by color, light, floor finishes, wall covering, various kind of window treatments.
3. The different types of renovation differentiate between refurbishing and redecoration.

|  |  |  |
| --- | --- | --- |
| **Module** | **Course Topics** | **Total Hours** |
| 1 | **INTERIOR DECORATION**  Elements of design; Principles of design; Colour and its role in décor –types of colour schemes; Windows and window treatment; Lighting and lighting fixtures; Carpets;  **SPECIAL DECORATION**  Occasion For Special Decoration; Materials Used; Theme Decoration. | 05 |
| 2 | **FACILITY PLANNING AND FACILITY MANGEMENT**  Role of facility manger, factors considered in planning and designing of hospitality facilities, common services provided by facility management, components of facility management. | 05 |
| 3 | **NEW PROPERTY COUNTDOWN**  Starting up Housekeeping; Responsibility of Housekeeper  **LAYOUT OF GUEST ROOMS**  A. Sizes of rooms, sizes of furniture, furniture arrangement  B. Principles of design C. Refurbishing and redecoration | 05 |
| 4 | **NEW PROPERTY COUNTDOWN**  **REFURBISHING AND REDECORATION**  Reasons to Renovate; Types Of Renovation; Subsidiary Process in Renovation, snag list  **CHANGING TRENDS IN HOUSEKEEPING**  Eco-friendly Amenities, Products & Process; Training and Motivation | 05 |

**TEXT READINGS**

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

Georgira Tucker – The Professional Housekeeper

Anne Effelsberg – Flower Arranging

John Ambulan/Andrews – First Aid Manual

Sudhir Andrews: Hotel Housekeeping

G. Raghubalan – Hotel Housekeeping Joan C. Branson: Hotel, Hostel & Hospital Housekeeping

**FOOD & BEVERAGE MANAGEMENT**

**HM-365A**

**Objectives:-**

The student will get knowledge about:-

1. To develop optimum level of knowledge and skills in the students so as they are capable to independently manage F & B Service outlet in Hospitality Industry.
2. To make them aware of Portion control, cost controls and sales analysis.
3. To make them aware about Menu Merchandising.
4. To teach about different types of formats used in Inventory.

**Learning Outcome:-**

By the end of this course student would be able to:-

1. Understand different types of purchase and purchasing procedures.
2. Understand the importance of receiving, issuing and storing control.
3. Understand food &beverage operation control system (K.O.T., B.O.T., Billing etc.).
4. Understand inventory management system.

|  |  |  |
| --- | --- | --- |
| **Module** | **Course Topics** | **Total Hours** |
| 1 | **FOOD AND BEVERAGE COST CONTROL SYSTEMS**  Introduction to Food & Beverage Management, Objective of F & B Management.  **Food Control**:- Food Purchasing Control, Food receiving Control, Food storing & issuing control ,Food Production control, Food Cost control, Food sales Control.  **Beverage Control:-** Beverage Purchasing Control, Beverage receiving Control, Beverage storing & issuing control, Beverage Production control, Beverage Cost control, Beverage sales Control.  Standard portion size, Standard recipe, Standard yield, Cost/Volume/Profit Relationship (Break-even Analysis).  Definition of Cost, Elements and classification of cost, Food & Beverage cost percentage, evaluating food & Beverage cost result. | 05 |
| 2 | **FOOD AND BEVERAGE OPERATION CONTROL SYSTEM**  K.O.T control system, F&B control cycle, making bills, Cash handling,  Theft control system, Prevention of Frauds, F&B control records and formats.  **INVENTORY MANAGEMENT**  Food and beverage inventory, Types of Inventory – Physical & Perpetual Inventory,  Various formats used in Inventory, food & beverage inventory control.  Menu Merchandising & Menu Engineering. | 05 |
| 3 | **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 | 05 |
| 4 | **COST DYNAMICS**  Elements of Cost B. Classification of Cost  **SALES CONCEPTS**  Various Sales Concept, Uses of Sales Concept  **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 | 05 |

**References:-**

Levinson, Food and Beverage Operations

Lillycrap, Food and Beverage Service

Food & Beverage Management,Bernand Davis

Food and Beverage Cost Control,[Lea R. Dopson](http://as.wiley.com/WileyCDA/Section/id-302477.html?query=Lea+R.+Dopson)

**FACIITY PLANNING**

**HM – 365B**

**Course Objective:-**

The Student will get knowledge about:-

1. Hotel design considerations
2. Illustrate facility planning in hotels
3. Summarize the star classification of hotel
4. Making the students aware of restaurant and kitchen planning.
5. Project management

**Learning outcome:-**

By the end of this course student would be able to:-

1. Understand and design considerations and thumb rule.
2. Understand the procedure of SLP.
3. Understand and able to evaluate star classification.
4. Understand planning and designing of restaurant and kitchen and project Mgt.

|  |  |  |
| --- | --- | --- |
| **Module** | **Course Topics** | **Total Hours** |
| 1 | **HOTEL DESIGN**  Design Considerations:  • Attractive Appearance • Efficient Plan • Good Location • Suitable Material • Suitable Workmanship • Sound Financing • Competent Management, Evaluation of accommodation needs thumb rules  **FACILITIES PLANNING**  The systematic layout planning pattern (SLP); Planning Consideration, Flow process and flow diagram.  Procedure for determining space, ways of determining space requirements space relationship, Difference between carpet area and plinth area, Approximate cost of construction estimation.  Approximate operating areas in budget type/5 star type hotel and approximate other operating areas per guest room.  **STAR CLASSIFICATION OF HOTEL**  Architectural feature, facilities and service in star category Hotel, Heritage and Apartment Hotel  a. Criteria for star classification of Hotel.  b. Criteria for classification of Heritage Hotel.  c. Criteria for classification of apartment Hotel. d. Hotel evaluation sheet for awarding category. | 15 |
| 2 | **PLANNING FOR FOOD AND BEVERAGE OUTLETS**  Types of restaurants, Designing and planning a restaurant  Layout of commercial kitchen, key steps for designing a kitchen  Planning of various supporting services: Kitchen stewarding, Storage Facilities.  **PROJECT MANAGEMENT**  a. Network analysis.  b. Basic rules and procedure for network analysis.  c. Definition, scope, merits & demerits of CPM & PERT.  d. Network crashing, determining crash cost, normal cost. | 15 |

**Reference books:**

Tarun Bansal—Hotel Facility Planning

**ADVANCED FOOD PRODUCTION LAB-II**

**HM-361P**

**Course Objective**

**The students will get knowledge about:**

1. Various international cuisines
2. Preparation of various breads.
3. Preparation of various sponges and cakes.

**Learning outcome**

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

1. Prepare various international cuisines.
2. Prepare various kinds of breads.
3. Prepare various sponges and cakes.
4. Prepare various bakery desserts.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | INTERNATIONAL CUISINES MENUS | 05 |
| 2 | Croissants  Black Forest Cake  Pizza base  Danish Pastry  Cold Cheese Cake  Soup sticks  Chocolate Truffle cake  Garlic Bread | 10 |

**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)

**ADVANCED FOOD AND BEVERAGE SERVICE LAB-II**

**HM-362P**

**Course Objective**

**The students will get knowledge about:**

1. How to prepare duty roasters in context with restaurant.

2. How to draft standard operating systems for various operations.

3. How to prepare job analysis and job description.

**Learning outcome**

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

1. Conduct briefing and de briefing.

2. Prepare duty roaster for various outlets.

3. Supervise food and beverage operations.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **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 | 05 |
| 2 | **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 | 05 |
| 3 | **Bar Operations**  Designing & Setting the bar Preparation & Service of Cocktail & Mixed Drinks | 05 |

**References:-**

Dennis R Lilicrap Food and Beverage Service

Matt A Casdo Food and Beverage Service

Michael M Coltman Beverage Management

**FRONT OFFICE MANAGEMENT LAB-II**

**HM-363P**

**Course Objective**

**The students will get knowledge about:**

1. Various mathematical equations and calculations in front office.
2. Occupancy forecast report for establishing yield management.
3. Various vouchers in front office.

**Learning outcome**

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

1. Prepare various reports and vouchers in front office.
2. Prepare night auditor’s report.
3. Various reports generated by night receptionist.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | To practice the mathematical equations and calculations as regard to the ARR/ARPP/% of foreigners/Indian /Other nationalities. | 05 |
| 2 | To practice Occupancy forecast reports for establishing yield management, Room discrepancy report, OOO report, % of occupancy report, Night receptionist’s night reports, Guest arrival report and Night audit reports. | 05 |
| 3 | Amenity vouchers, allowance voucher , miscellaneous charge voucher, Petty cash voucher their usage in the operations. | 05 |

**References:-**

Dennis R Lilicrap Food and Beverage Service

Matt A Casdo Food and Beverage Service

Michael M Coltman Beverage Management

**ACCOMODATION MANAGEMENT LAB-II**

**HM-364P**

**Course Objective**

**The students will get knowledge about:**

1. Various standard operating procedures for skill oriented tasks.
2. Indenting and costing for various themes related to hospitality industry.
3. Various furniture’s and fixtures for guest room layout.

**Learning outcome**

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

1. Execute various standard operating procedures.
2. Handle and perform fire fighting drill.
3. Perform basic first aid tasks.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **Standard operating procedure**  skill oriented task (e.g. cleaning and polishing glass, brass etc) | 05 |
| 2 | **First aid**  **F**irst aid kit ,dealing with emergency situation , maintaining records  **Fire safety fire fighting**  Safety measures ,fire drill (demo) | 05 |
| 3 | **Special decoration (theme related to hospitality industry)**  indenting ,costing ,planning with time split ,executing  **Layout of guest room**  To the scale ,To earmark pillars  specification of colors, furniture, fixture, fitting, soft furnishing and accessories etc used | 05 |

**References:-**

**TEXT READINGS**

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

Georgira Tucker – The Professional Housekeeper

Anne Effelsberg – Flower Arranging

John Ambulan/Andrews – First Aid Manual