

SCHEME OF EXAMINATION

&

SYLLABUS

OF

**B.Sc. IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY**

(2018-21)



COLLEGE OF HOTEL MANAGEMENT

**IIMT UNIVERSITY
MEERUT**

SEMESTER-1



FUNDAMENTALS OF FOOD PRODUCTION – I

(HM 101)

UNIT -1	UNIT -3
<p>INTRODUCTION TO COOKERY</p> <p>A. Levels of skills and experiences</p> <p>B. Attitudes and behaviour in the kitchen</p> <p>C. Personal hygiene</p> <p>D. Cleaning and up keep of working area</p> <p>E. Uniforms & protective clothing</p> <p>Safety procedure in handling equipment</p> <p>CULINARY HISTORY</p> <p>Origin of modern cookery</p> <p>HIERARCHY KITCHEN OF DEPARTMENT</p> <p>A. Classical Brigade</p> <p>B. Modern staffing in various category hotels</p> <p>C. Roles of executive chef</p> <p>D. Duties and responsibilities of various chefs</p> <p>Co-operation with other departments</p> <p>AIMS & OBJECTS OF COOKING FOOD</p> <p>A. Aims and objectives of cooking food</p> <p>B. Techniques used in pre-preparation</p> <p>Techniques used in preparation</p>	<p>BASIC PRINCIPLES OF FOOD PRODUCTION – I</p> <p>VEGETABLE AND FRUIT COOKERY</p> <p>A. Introduction – classification of vegetables</p> <p>B. Cuts of vegetables</p> <p>C. Classification of fruits</p> <p>D. Uses of fruits & vegetables in cookery</p> <p>STOCKS</p> <p>A. Definition of stock</p> <p>B. Types of stock</p> <p>C. Preparation of stock</p> <p>D. Recipes</p> <p>E. Storage of stocks</p> <p>F. Uses of stocks</p> <p>G. Care and precautions</p> <p>SAUCES</p> <p>A. Classification of sauces</p> <p>B. Recipes for mother sauces</p> <p>Storage & precautions</p> <p>CULINARY TERMS</p> <p>A. List of culinary (common and basic) terms</p> <p>Explanation with examples</p>
UNIT -2	UNIT -4
<p>METHODS OF COOKING FOOD</p> <p>A. Roasting, Grilling, Frying, Baking</p> <p>B. Broiling, Poaching , Boiling</p> <ul style="list-style-type: none"> • Principles of each of the above • Care and precautions to be taken <p>Selection of food for each type of cooking</p> <p>SOUPS</p> <p>A. Classification with examples</p> <p>Basic recipes of Consommé with 10 Garnishes</p>	<p>COMMODITIES:</p> <p>i) Shortenings (Fats & Oils)</p> <p>A. Role of Shortenings</p> <p>B. Varieties of Shortenings</p> <p>C. Advantages and Disadvantages of using various</p> <p>D. Shortenings, Fats & Oil – Types, varieties</p> <p>ii) Raising Agents</p> <p>A. Classification of Raising Agents</p> <p>B. Role of Raising Agents</p> <p>C. Actions and Reactions</p> <p>iii) Thickening Agents</p> <p>A. Classification of thickening agents</p>

	B. Role of Thickening agents iv) Sugar - Importance of Sugar Types of Sugar, Cooking of Sugar – various
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REFERENCE BOOK

- Theory of Cookery- K.Arora
- The Art of Culinary Preparations
- Theory of Catering- Kinton & Cessarani

FUNDAMENTALS OF FOOD AND BEVERAGE SERVICE– I

(HM 102)

<p align="center">UNIT-1</p> <p>THE HOTEL & CATERING INDUSTRY</p> <p>A. 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</p> <p>B. Classification of Commercial, Residential/Non-residential</p> <p>C. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. Structure of the catering industry - a brief description of each.</p> <p>DEPARTMENTAL ORGANISATION & STAFFING</p> <p>A. Organisation of F&B department of hotel</p> <p>B. Principal staff of various types of F&B operations</p> <p>C. French terms related to F&B staff</p> <p>D. Duties & responsibilities of F&B staff</p> <p>E. Attributes of a waiter</p> <p>F. Personal hygiene</p> <p>G. Grooming of F & B staff</p> <p>H. Inter-departmental relationships</p>	<p align="center">UNIT-3</p> <p>I FOOD SERVICE AREAS (F & B OUTLETS)</p> <p>A. Specialty Restaurants</p> <p>B. Coffee Shop</p> <p>C. Cafeteria</p> <p>D. Fast Food (Quick Service Restaurants)</p> <p>E. Grill Room</p> <p>F. Banquets</p> <p>G. Bar</p> <p>H. Vending Machines</p> <p>Discotheque</p> <p>II ANCILLIARY DEPARTMENTS</p> <p>A. Pantry</p> <p>B. Food pick-up area</p> <p>C. Store</p> <p>D. Linen room</p> <p>Kitchen stewarding</p>
<p align="center">UNIT-2</p> <p>F & B SERVICE EQUIPMENT</p> <p>Familiarization & Selection factors of: -Cutlery, Crockery, Glassware, Flatware, Hollowware - All other equipment used in F&B Service</p> <p>French terms related to the above</p>	<p align="center">UNIT-4</p> <p>NON-ALCOHOLIC BEVERAGES</p> <p>Classification (Nourishing, Stimulating and Refreshing beverages)</p> <p>A. Tea - Origin & Manufacture, Types & Brands</p> <p>B. Coffee - Origin & Manufacture, Types & Brands</p> <p>C. Juices and Soft Drinks</p> <p>D. Cocoa & Malted Beverages - Origin & Manufacture</p>

REFERENCE BOOKS

1. Food & beverage training manual-Sudhir Andrews
2. The waiter-fuller and curie
3. Food and beverage service-D.R.Lilicrap
4. Modern restaurant service –John fuller

5. Essential table service-John fuller
6. Food and beverage management-Bernard Davis
7. Professional food service management- Habisthayar

FUNDAMENTALS OF FRONT OFFICE OPERATIONS – I

HM 103

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

REFERENCE BOOKS

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

FUNDAMENTALS OF ACCOMMODATION OPERATIONS – I

(HM 104)

<p style="text-align: center;">UNIT-1</p> <p>THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION</p> <p>Role of Housekeeping in Guest Satisfaction and Repeat Business</p> <p>INTER DEPARTMENTAL RELATIONSHIP</p> <p>A. With Front Office</p> <p>B. With Maintenance</p> <p>C. With Security</p> <p>D. With Stores</p> <p>E. With Accounts</p> <p>F. With Personnel</p> <p>Use of Computers in House Keeping department</p>	<p style="text-align: center;">UNIT-3</p> <p>ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT</p> <p>A. Hierarchy in small, medium, large and chain hotels</p> <p>B. Identifying Housekeeping Responsibilities</p> <p>C. Personality Traits of housekeeping Management Personnel.</p> <p>D. Duties and Responsibilities of Housekeeping staff</p> <p>E. Layout of the Housekeeping Department</p> <p>USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT</p>
<p style="text-align: center;">UNIT-2</p> <p>CLEANING ORGANISATION</p> <p>A. Principles of cleaning, hygiene and safety factors in cleaning</p> <p>B. Methods of organising cleaning</p> <p>C. Frequency of cleaning daily, periodic, special</p> <p>D. Design features that simplify cleaning</p> <p>Use and care of Equipment</p> <p>CLEANING AGENTS</p> <p>A. General Criteria for selection</p> <p>B. Classification</p> <p>C. Polishes</p> <p>D. Floor seats</p> <p>E. Use, care and Storage</p> <p>F. Distribution and Controls</p> <p>G. Use of Eco-friendly products in Housekeeping</p>	<p style="text-align: center;">UNIT-4</p> <p>COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES</p> <p>A. Metals</p> <p>B. Glass</p> <p>C. Leather, Leatherites, Rexines</p> <p>D. Plastic</p> <p>E. Ceramics</p> <p>F. Wood</p> <p>G. Wall finishes</p> <p>Floor finishes</p>

REFERENCE BOOKS

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

Functional & Communicative English

IIMT University, MEERUT

English Language Module-Odd semester

Unit-1--Functional Grammar

- **Parts of speech**
- Nouns –Kinds,Number,Gender,Noun and Case
- Adjectives—Kind, Comparative degrees,Formation of adjectives
- Pronouns---Types
- Verbs:Irregular verbs,Three forms of verbs,Auxiliary verbs,Modal auxiliaries
- Adverbs-Types
- Prepositions
- Conjunctions
- Interjections
- Articles
- Time, Tense and Aspect

Resources--- *Explanation and Grammar Worksheets

Unit-2 Vocabulary

- One word substitute Compound Words
- Use of Suffix/Prefix
- Synonymous

Resources---*Paraphrase, *Editing *Understanding of context ,*Worksheets

Unit 3 - Spoken English

- **Extempore:** What is an extempore speech? How to prepare for an extempore speech. Nuances to Extempore speech.
- **Debates:** Types of Debate, Importance of Debate, Debate rules, Debate format,Nuances of Debate with rebuttal strategy.

Resources---* a Conversational situation to be provided to develop, *Topics to be given to speak on recent issues based on contemporary situation.

Unit 4-Soft skills

- **Kinesis** : Introduction, What is Body Language ,
- Major components of Body Language,
- Features of Body Languages,
- Importance of Body Language,
- Proximics: Distances (Intimate Distance, Personal Distance, Social Distance, Public Distance),

Unit 5-Written English

- Do's/dont's of writing
- Application: Application to dean, application for leave, application to bank Manager to sanction loan for education.

Books prescribed :

1. Oxford Guide to writing and speaking , John Seely, O.U.P
2. Effective Technical Communication, M.AsrafRizvi, Tata McGraw Hill
3. English Grammar&composition,Wren& Martin



FOOD NUTRITION HM 106

UNIT-1	UNIT -2
<p>BASIC ASPECTS</p> <p>A. Definition of the terms Health, Nutrition and Nutrients</p> <p>B. Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health.</p> <p>C. Classification of nutrients, Balanced Diet, food Groups</p> <p>BALANCED DIET</p> <ul style="list-style-type: none"> • Definition • Importance of balanced diet • RDA for various nutrients – age, gender, physiological state <p>MACRO NUTRIENTS</p> <p>A. Vitamins</p> <ul style="list-style-type: none"> • Definition and Classification (water and fats soluble vitamins) • Food Sources, function and significance of: <ol style="list-style-type: none"> 1. Fat soluble vitamins (Vitamin A, D, E, K) 2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid) <p>B. MINERALS</p> <ul style="list-style-type: none"> • Definition and Classification (major and minor) • Food Sources, functions and significance of: <p>Calcium, Iron, Sodium, Iodine & Flourine</p> <p>C. Water</p> <ul style="list-style-type: none"> • Definition • Dietary Sources (visible, invisible) • Functions of water <p>Role of water in maintaining health (water balance)</p>	<p>MACRO NUTRIENTS</p> <p>Carbohydrates</p> <ul style="list-style-type: none"> • Definition • Classification (mono, di and polysaccharides) • Dieteary Sources • Functions-Excess <p>Lipids</p> <ul style="list-style-type: none"> • Definition • Classification • Dietary Sources • Functions <p>Proteins</p> <ul style="list-style-type: none"> • Definition • Classification based upon amino acid composition • Dietary sources • Functions • Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins) <p>Energy</p> <p>Definition of Energy and Units of its measurement (Kcal)</p> <ul style="list-style-type: none"> • Energy contribution from macronutrients (Carbohydrates, Proteins and Fat) • Factors affecting energy requirements • Concept of BMR,SDA • Dietary sources of energy • Concept of energy balance and the health hazards associated with Underweight, Overweight <p>Digestion & Absorption</p> <ul style="list-style-type: none"> • Mechanical & Chemical break down of food
<p>UNIT-3</p> <p>MENU PLANNING</p> <ul style="list-style-type: none"> • Planning of nutritionally balanced meals based upon the three food group system 	

- Factors affecting meal planning
 - Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning.
 - Calculation of Proximate principles & energy of 3 Indian & 3 Conti lunch menus.
- Critical evaluation & suggested improvements

REFERENCE BOOKS

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

HM- 107

FUNDAMENTALS OF FOOD PRODUCTION – I (PRACTICAL) PART ‘A’ – COOKERY

<ul style="list-style-type: none"> • i) Equipments - Identification, Description, Uses & handling • ii) Hygiene - Kitchen etiquettes, Practices & knife handling • iii) Safety and security in kitchen 	<ul style="list-style-type: none"> i) Vegetables - classification ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix iii) Preparation of salad dressings
<p>Identification and Selection of Ingredients - Qualitative and quantitative measures – Market Surveys</p> <ul style="list-style-type: none"> i) Stocks - Types of stocks (White and Brown stock) ii) Fish stock 	<ul style="list-style-type: none"> 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)
<p>SAUCES - Basic mother sauces</p> <ul style="list-style-type: none"> • Béchamel ,Espagnole, Veloute, Hollandaise • Mayonnaise, Tomato 	<p>Demonstration & Preparation of simple menu</p>

PART ‘B’ - BAKERY & PATISSERIE

<p>BREAD MAKING</p> <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched bread recipes • Bread Loaf (White and Brown) • Bread Rolls (Various shapes) • French Bread • Brioche 	<p>SIMPLE CAKES</p> <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched Cakes, recipes • Sponge, Genoise, Fatless, Swiss roll • Fruit Cake • Rich Cakes
<p>SIMPLE COOKIES</p> <ul style="list-style-type: none"> • Demonstration and Preparation of simple cookies like 	<p>HOT / COLD DESSERTS</p> <ul style="list-style-type: none"> • Caramel Custard, • Bread and Butter Pudding

<ul style="list-style-type: none"> • Nan Khatai • Melting moments • Cookies 	<ul style="list-style-type: none"> • Soufflé – Lemon / Pineapple • Mousse (Chocolate Coffee) • Diplomat Pudding
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REFERENCE BOOK

Theory of Cookery, the Art of Culinary Preparations

HM- 108 FUNDAMENTALS OF FOOD AND BEVERAGE SERVICE – I (PRACTICAL)

<p>Food Service areas – Induction & Profile of the areas -</p> <p>Ancillary F&B Service areas – Induction & Profile of the areas -</p> <p>Familiarization of F&B Service equipment</p> <p>Care & Maintenance of F&B Service equipment</p>	<p>Cleaning / polishing of EPNS items by:</p> <p>Plate Powder method</p> <p>Polivit method</p> <p>Silver Dip method</p> <p>Burnishing Machine</p>
<p>Basic Technical Skills</p> <p>Task-01: Holding Service Spoon & Fork</p> <p>Task-02: Carrying a Tray / Salver</p> <p>Task-03: Laying a Table Cloth</p> <p>Task-04: Changing a Table Cloth during service •</p> <p>Task-05: Placing meal plates & Clearing soiled plates</p> <p>Task-06: Stocking Sideboard</p> <p>Task-07: Service of Water</p> <p>Task-08: Using Service Plate & Crumbing Down</p> <p>Task-09: Napkin Folds</p> <p>Task-10: Changing dirty ashtray</p> <p>Task-11: Cleaning & polishing glassware</p>	<p>Tea – Preparation & Service</p> <p>Coffee - Preparation & Service</p> <p>Juices & Soft Drinks - Preparation & Service</p> <p>• Mocktails</p> <p>Juices, Soft drinks, Mineral water, Tonic water</p> <p>Cocoa & Malted Beverages – Preparation & Service</p>

REFERENCE BOOKS

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

HM- 109

FUNDAMENTALS OF FRONT OFFICE OPERATIONS – I (PRACTICAL)

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

Role play:

- Reservation
- Arrivals
- Luggage handling
- Message and mail handling

Paging

REFERENCE BOOKS

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

HM-110

FUNDAMENTALS OF ACCOMMODATION OPERATIONS – I (PRACTICAL)

<ul style="list-style-type: none"> • Sample Layout of Guest Rooms Single room, Double room, Twin room 	<p>Guest Room Supplies and Position Standard room, Suite, VIP room special amenities</p>
<ul style="list-style-type: none"> • Cleaning Equipment-(manual and mechanical) • Familiarization • Different parts • Function <p>Care and maintenance</p>	<ul style="list-style-type: none"> • Cleaning Agent • Familiarization according to classification <p>Function</p>
<p>Public Area Cleaning (Cleaning Different Surface)</p> <p>A. WOOD Polished, Painted, Laminated</p> <p>B. SILVER/ EPNS Plate powder method Polivit method Proprietary solution (Silvo)</p> <p>C. BRASS Traditional/ domestic 1 Method Proprietary solution 1 (brasso)</p> <p>D. GLASS Glass cleanser Economical method(newspaper)</p> <p>E. FLOOR - Cleaning and polishing of different types Wooden , Marble , Terrazzo/ mosaic etc.</p> <p>F. WALL - care and maintenance of different types and parts Skirting, Dado</p> <p>Different types of paints(distemper Emulsion, oil paint etc)</p>	<p>Maid’s trolley</p> <ul style="list-style-type: none"> • Contents <p>Trolley setup</p> <p>Familiarizing with different types of Rooms, facilities and surfaces</p> <ul style="list-style-type: none"> • Twin/ double ,Suite <p>Conference etc</p>

REFERENCE BOOKS

Hotel Management and Operations - [Michael J. O'Fallon](#), [Denney G. Rutherford](#)

B.Sc. IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

SECOND SEMESTER



FOOD PRODUCTION – II (HM 201)

UNIT-1	UNIT-2
<p>SOUPS</p> <p>B. Basic recipes other than consommé with menu examples - Broths, Bouillon, Puree, Cream, Veloute, Chowder, Bisque etc Garnishes and accompaniments, International soups</p> <p>SAUCES & GRAVIES</p> <p>C. Difference between sauce and gravy</p> <p>D. Derivatives of mother sauces Contemporary & Proprietary</p> <p>RICE, CEREALS & PULSES</p> <p>A. Introduction, Classification and identification</p> <p>B. Cooking of rice, cereals and pulses Varieties of rice and other cereals</p>	<p>MEAT COOKERY</p> <p>A. Introduction to meat cookery</p> <p>B. Cuts of beef/veal</p> <p>C. Cuts of lamb/mutton</p> <p>D. Cuts of pork</p> <p>E. Variety meats (offals)</p> <p>F. Poultry , (With menu examples of each)</p> <p>FISH COOKERY</p> <p>A. Introduction to fish cookery</p> <p>B. Classification of fish with examples</p> <p>C. Cuts of fish with menu examples</p> <p>D. Selection of fish and shell fish Cooking of fish (effects of heat)</p>
UNIT-3	UNIT-4
<p>BASIC COMMODITIES:</p> <p>i) Milk -Introduction</p> <p>A. Processing of Milk, Pasteurisation –Homogenisation Types of Milk – Skimmed and Condensed, Nutritive Value</p> <p>B. ii) Cream -Introduction, Processing of Cream, Types of Cream</p> <p>C. iii) Cheese – Introduction, Processing of Cheese</p> <p>A. Types of Cheese, Classification of Cheese</p> <p>B. Curing of Cheese, Uses of Cheese</p> <p>iv) Butter -Introduction, Processing of Butter Types of Butter</p> <p>KITCHEN ORGANIZATION AND LAYOUT</p> <p>A. General layout of the kitchen in various organisations</p>	<p>BASIC INDIAN COOKERY</p> <p>i) CONDIMENTS & SPICES</p> <p>A. Introduction to Indian food</p> <p>B. Spices used in Indian cookery</p> <p>C. Role of spices in Indian cookery</p> <p>D. Indian equivalent of spices (names)</p> <p>ii) MASALAS</p> <p>A. Blending of spices</p> <p>B. Different masalas used in Indian cookery</p> <ul style="list-style-type: none"> • Wet masalas • Dry masalas <p>C. Composition of different masalas</p> <p>D. Varieties of masalas available in regional areas Special masala blends</p>

Books recommended:-

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

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

FOOD AND BEVERAGE SERVICE– II (HM 202)

<p style="text-align: center;">UNIT-1</p> <p>MEALS & MENU PLANNING:</p> <p>A. Origin of Menu</p> <p>B. Objectives of Menu Planning</p> <p>C. Types of Menu</p> <p>D. Types of Meals</p> <ul style="list-style-type: none"> • Early Morning Tea <p>Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea</p> <p>Dinner, Supper</p>	<p style="text-align: center;">UNIT-4</p> <p>I PREPARATION FOR SERVICE</p> <p>A. Organising Mise-en-scene</p> <p>B. Organising Mise en place</p> <p>II TYPES OF FOOD SERVICE</p> <p>A. Silver service</p> <p>B. Pre-plated service</p> <p>C. Cafeteria service</p> <p>D. Room service</p> <p>E. Buffet service</p> <p>F. Gueridon service</p> <p>Lounge service</p>
<p style="text-align: center;">UNIT -2</p> <p>CONTROL SYSTEM</p> <p>A. KOT/Bill Control System (Manual)</p> <ul style="list-style-type: none"> • Triplicate Checking System • Duplicate Checking System • Single Order Sheet • Quick Service Menu & Customer Bill <p>B. Making bill</p> <p>C. Cash handling equipment</p> <p>Record keeping (Restaurant Cashier)</p>	<p style="text-align: center;">UNIT-5</p> <p>TOBACCO</p> <p>A. History</p> <p>B. Processing for cigarettes, pipe tobacco & cigars</p> <p>C. Cigarettes – Types and Brand names</p> <p>D. Pipe Tobacco – Types and Brand names</p> <p>E. Cigars – shapes, sizes, colours and Brand names</p> <p>Care and Storage of cigarettes & cigars</p>
<p style="text-align: center;">UNIT-3</p> <p>COURSES OF FRENCH CLASSICAL MENU</p> <ul style="list-style-type: none"> • Sequence • Examples from each course • Cover of each course • Accompaniments <p>French Names of dishes</p>	

REFERENCE BOOKS

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

FRONT OFFICE – II (HM 203)

UNIT-1	UNIT-2
<p>TARIFF STRUCTURE</p> <p>A. Basis of charging</p> <p>B. Plans, competition, customer’s profile, standards of service & amenities</p> <p>C. Hubbart formula</p> <p>D. Different types of tariffs</p> <ul style="list-style-type: none"> • Rack Rate <p>Discounted Rates for Corporates, Airlines, Groups & Travel Agents</p>	<p>RESERVATIONS</p> <p>A. Importance of reservation</p> <p>B. Modes of reservation</p> <p>C. Channels and sources (FITs, Travel Agents, Airlines, GITs)</p> <p>D. Types of reservations (Tentative, confirmed, guaranteed etc.)</p> <p>E. Systems (non automatic, semi automatic fully automatic)</p> <p>Cancellation, Amendments, Overbooking</p>
UNIT-3	UNIT-4
<p>ROOM SELLING TECHNIQUES</p> <p>Up selling, Discounts</p> <p>FRONT OFFICE AND GUEST HANDLING</p> <ul style="list-style-type: none"> • Introduction to guest cycle • Pre arrival, Arrival • During guest stay, Departure <p>After departure</p> <p>FRONT OFFICE CO-ORDINATION</p> <p>With other departments of hotel</p>	<p>ARRIVALS</p> <p>A. Preparing for guest arrivals at Reservation and Front Office</p> <p>B. Receiving of guests</p> <p>C. Pre-registration</p> <p>D. Registration (non automatic, semi automatic and automatic)</p> <p>Relevant records for FITs, Groups, Air crews & VIPs</p> <p>DURING THE STAY ACTIVITIES</p> <p>A. Information services</p> <p>B. Message and Mail Handling</p> <p>C. Key Handling, Room selling technique</p> <p>Hospitality desk, Complaints handling, Guest handling, Guest history</p>

Reference Books

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



ACCOMMODATION OPERATIONS – II

HM -204

ROOM LAYOUT AND GUEST SUPPLIES

- A. Standard rooms, VIP ROOMS
- B. Guest's special requests

AREA CLEANING

- A. **Guest rooms**
- B. Front-of-the-house Areas
- C. Back-of-the house Areas
- D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.

KEYS

- A. **Types of keys**
- B. Computerised key cards
- C. Key control

ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT

- A. **Reporting Staff placement**
- B. Room Occupancy Report
- C. Guest Room Inspection
- D. Entering Checklists, Floor Register, Work Orders, Log Sheet.
- E. Lost and Found Register and Enquiry File
- F. Maid's Report and Housekeeper's Report
- G. Handover Records
- H. Guest's Special Requests Register
- I. Record of Special Cleaning
- J. Call Register
- K. VIP Lists

TYPES OF BEDS AND MATTRESSES

PEST CONTROL

- A. **Areas of infestation**
- B. Preventive measures and Control measure

REFERENCE BOOKS

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

APPLICATION OF COMPUTERS

HM 205

UNIT -1	UNIT-3
<p>COMPUTER FUNDAMENTALS – THEORY INFORMATION CONCEPTS AND PROCESSING</p> <p>A. Definitions B. Need, Quality and Value of Information C. Data Processing Concepts</p> <p>ELEMENTS OF A COMPUTER SYSTEM</p> <p>A. Definitions B. Characteristics of Computers Classification of Computers & Limitations of Computers</p>	<p>HARDWARE FEATURES AND USES</p> <p>A. Components of a Computer B. Generations of Computers C. Primary and Secondary Storage Concepts D. Data Entry Devices E. Data Output Devices</p> <p>SOFTWARE CONCEPTS System Software, Application Software, Language Classification, Compilers and Interpreters</p>
UNIT-2	UNIT-4
<p>OPERATING SYSTEMS/ENVIRONMENTS - THEORY BASICS OF MS-DOS</p> <p>A. Internal commands, External commands</p> <p>INTRODUCTION TO WINDOWS</p> <p>A. GUI/Features, What are Windows and Windows 7 and above? Parts of a Typical Window and their Functions</p>	<p>NETWORKS – THEORY Network Topology, Bus, Star, Ring Network Applications Types of Network</p> <ul style="list-style-type: none"> • LAN • MAN <p>WAN</p>

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

HOTEL ENGINEERING

<p style="text-align: center;">UNIT 1</p> <p>INTRODUCTION TO ENGEERING AND MAINTANENCE</p> <p>a) Definition of maintenance, types of maintenance – daily- schedule, Preventive, breakdown, contract maintenance.</p> <p>b) Department – function, duties and responsibilities, organization structure of hotel Maintenance Department.</p> <p>WATER AND WASTE WATER MANAGEMENT</p> <p>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</p>	<p style="text-align: center;">UNIT 2</p> <p>HEAT, VENTILATION, AIR CONDITIONING AND REFRIGERATION</p> <p>Definition, human comfort standards and index, designing building as to control heat and heat transfer</p> <p>Air conditioning systems- central ac ,split, package window type ,their need and periodic maintenance and cycle of air conditioning systems</p> <p>Ventilation – its need and different types of ventilation</p> <p>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</p>
<p style="text-align: center;">UNIT 3</p> <p>ELECTRICAL SYSTEM AND ENERGY MANAGEMENT</p> <p>a) Electrical terms : volt, ampere, watt, kilo watt/hr, ac, dc systems, single phase and phase, voltage drop and control, fuse and circuit breakers, electricity pricing control, cost control.</p> <p>b) Basic Fuels: Types, Calorific value, comparison on the basis of cost</p> <p>c) Energy Conservation tips for hotel: Front Office, Housekeeping, Kitchens, Food & Beverage outlets and other areas</p> <p>d) Pollution and Pollution Control Definition of pollution, pollutant, classification of pollution, pollution control measures</p>	<p style="text-align: center;">UNIT 4</p> <p>BUILDING TRANSPORTATION</p> <p>a) Stairs</p> <p>b) Elevators – types of elevators (Passenger elevator, Freight elevator, Cable elevator, hydraulic elevator) and basic working, maintenance of elevators</p> <p>c) Escalators – safety requirements, use and basic working</p> <p>d) Moving Walks</p> <p>e) Conveyors</p> <p>f) Fire : Types of fire & classification</p> <p>g) Fire Fighting Equipments</p>

References:-

Tarun Bansal: Hotel Engineering Aman Publishers

HM 207
FOOD PRODUCTION - II (PRACTICAL)
PART A – COOKERY

<ul style="list-style-type: none"> • 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 <p>Salads & soups- Waldorf salad, Fruit salad, Russian salad, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups</p>	<p>Chicken, Mutton and Fish Preparations- Roast chicken, grilled chicken, Leg of Lamb, Fish Preparations</p> <p>Simple potato preparations- Basic potato dishes</p> <p>Vegetable preparations- Basic vegetable dishes</p> <p>Indian cookery- Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations</p>
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PART B - BAKERY & PATISSERIE

<p>PASTRY:</p> <ul style="list-style-type: none"> • Demonstration and Preparation of dishes using varieties of Pastry • Short Crust – Jam tarts, Turnovers • Laminated –Danish Pastry, Puff paste. • Choux Paste – Eclairs, Profiteroles <p>INDIAN SWEETS</p> <ul style="list-style-type: none"> • Simple ones such as gajjar halwa, kheer 	<p>COLD SWEET</p> <ul style="list-style-type: none"> • Butterscotch sponge • Coffee mousse • Lemon sponge • Trifle • Chocolate mousse • Lemon soufflé <p>HOT SWEET</p> <ul style="list-style-type: none"> • Bread & butter pudding • Caramel custard • Albert pudding • Christmas pudding
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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 gastronomique (Himalaya publishing group)

HM 208
FOOD AND BEVERAGE SERVICE - II (PRACTICAL)

REVIEW OF SEMESTER -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
PREPARATION FOR SERVICE (RESTAURANT)	
A.	Organizing Mise-en-scene , Organizing Mise-en-Place
B.	Opening, Operating & Closing duties
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 & Encashing the Bill Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests
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)	
Service of Tobacco <ul style="list-style-type: none"> • Cigarettes & Cigars 	
Restaurant French: To be taught by a professional French language teacher.	
<ul style="list-style-type: none"> • Restaurant Vocabulary (English & French) • French Classical Menu Planning • French for Receiving, Greeting & Seating Guests • French related to taking order & description of dishes 	

REFERENCE BOOKS

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

HM 209
FRONT OFFICE – II (PRACTICAL)

Hot function keys (Modern Pattern of Guest Room keys)
Create and update guest profiles
Make FIT reservation
Send confirmation letters
Printing registration cards
Make an Add-on reservation
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 day use
Check –in a walk-in guest
Maintain guest history
Issue a new key
Verify a key
Cancel a key
Issue a duplicate key
Extend a key
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.

Reference Books

Hotel Front Office Management – James. A .Bardi

BHM0210

ACCOMMODATION OPERATIONS – II (PRACTICAL)

<p>Servicing guest room(checkout/ occupied and vacant) <u>ROOM</u> 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 <u>BATHROOM</u> 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</p> <p>Guest handling</p> <ul style="list-style-type: none"> • Guest request • Guest complaints 	<p>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</p> <p>Records</p> <ul style="list-style-type: none"> • 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
<p>Guest room inspection</p> <p>Mini bar management</p> <ul style="list-style-type: none"> • Issue • stock taking • checking expiry date 	<p>Handling room linen/ guest supplies</p> <ul style="list-style-type: none"> • maintaining register/ record • replenishing floor pantry <p>stock taking</p>

REFERENCE BOOKS

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

BHM -211 APPLICATION OF COMPUTERS (PRACTICAL)

<p>WINDOWS OPERATIONS</p> <p>A. Creating Folders</p> <p>B. Creating Shortcuts</p> <p>C. Copying Files/Folders</p> <p>MS-OFFICE 2007</p> <p>MS WORD</p> <p>CREATING A DOCUMENT</p> <p>A. Entering Text, Saving the Document</p> <p>B. Editing a Document already saved to Disk</p> <p>C. Printing the Document</p> <p>FORMATTING A DOCUMENT</p> <p>A. Justifying Paragraphs, Changing Paragraph Indents</p> <p>B. Setting Tabs and Margins, Formatting Pages and Documents, Using Bullets and Numbering</p> <p>CUT, COPY AND PASTE OPERATION</p> <p>Marking Blocks</p>	<p>MS OFFICE 2007</p> <p>MS-EXCEL</p> <p>A. How to use Excel</p> <p>B. Starting Excel</p> <p>C. Parts of the Excel Screen</p> <p>D. Parts of the Worksheet</p> <p>E. Navigating in a Worksheet</p> <p>F. Getting to know mouse pointer shapes</p> <p>CREATING A SPREADSHEET</p> <p>A. Starting a new worksheet</p> <p>B. Editing data in a worksheet</p> <p>C. Using AutoFill, Blocking data</p> <p>D. Saving a worksheet, Exiting excel</p> <p>A.</p>
<p>MS OFFICE 2007</p> <p>MS-POWER POINT</p> <p>A. Making a simple presentation</p> <p>B. Using Auto content Wizards and Templates</p> <p>C. Power Points five views</p> <p>D. Slides</p> <ul style="list-style-type: none">- Creating Slides, re-arranging, modifying- Inserting pictures, objects- Setting up a Slide Show <p>Creating an Organizational Chart</p> <p>A. Internet & E-mail – PRACTICAL</p>	<p>PRINTING THE WORKSHEET</p> <p>A. Previewing pages before printing</p> <p>B. Printing from the Standard toolbar</p> <p>A. Printing a part of a worksheet</p>

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

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7



THIRD SEMESTER

Subjects	Teaching Scheme		Examination Scheme							
	Theory Hrs	Prac. per week	Theory				Ex Hrs	Practical		
			Sub. Code	Marks				Marks		
				Internal	External	Total		Internal	External	Total
<i>PRACTICAL</i>										
INDUSTRIAL TRAINING	-	-	HM 301	-	-	-	2	50	150	200
TOTAL								50	150	200

HM0301 INDUSTRIAL TRAINING

1. Exposure to Industrial Training is an integral part of the 2nd year curriculum. The class would be divided into two groups or as the case may be. The 22 weeks industrial training would be divided into four/five weeks each in the four key areas of Food Production, Food & Beverage Service, Accommodation Operations & Front Office Operations.
2. Attendance in the 2nd year would be calculated separately for the two components of in-institute training and industrial training as per rules. Industrial Training will require an input of 132 working days i.e. (22 weeks x 06 days = 132 days). A student can avail leave to a maximum of 15% (19 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (10 days) on production of a medical certificate.
3. For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
4. Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.
5. Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

INDUSTRIAL TRAINING (22 WEEKS)

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

1. RESPONSIBILITIES OF THE TRAINEE

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

2. RESPONSIBILITIES OF THE INSTITUTE

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

3. RESPONSIBILITIES OF THE HOTEL

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

Hotels:

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



B.Sc. IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

FOURTH SEMESTER

HM 401

FOOD PRODUCTION OPERATIONS – III

UNIT -1	UNIT-3
<p>QUANTITY FOOD PRODUCTION EQUIPMENT</p> <ul style="list-style-type: none">A. Equipment required for mass/volume feedingB. Heat and cold generating equipmentC. Care and maintenance of this equipmentD. Modern developments in equipment manufacture <p>MENU PLANNING</p> <ul style="list-style-type: none">A. Basic principles of menu planning – recapitulationB. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering UnitsC. Planning menus for Welfare & Commercial cateringD. Nutritional factors for the above	<p>REGIONAL INDIAN CUISINE</p> <ul style="list-style-type: none">A. Introduction to Regional Indian CuisineB. Heritage of Indian CuisineC. Factors that affect eating habits in different parts of the countryD. 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 <hr/>



UNIT-2	UNIT-4
<p>VOLUME FEEDING</p> <p>A. Institutional and Industrial Catering Types of Institutional & Industrial Catering Problems associated with this type of catering Scope for development and growth</p> <p>B. Hospital Catering Highlights of Hospital Catering for patients, staff, visitors Diet menus and nutritional requirements</p> <p>C. 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</p>	<p>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</p> <hr/> <p>DISCUSSIONS Indian Breads, Indian Sweets, Indian Snacks</p>

Books recommended:-

- Gisslen Wayne – Professional Cookery (John Wiley and Sons)
Montage – Larousse gastronomique (Himalaya publishing group)

HM-402
FOOD AND BEVERAGE SERVICES - III

UNIT-1	UNIT-2
<p>ALCOHOLIC BEVERAGE</p> <p>A. Introduction and definition B. Production of Alcohol Fermentation process Distillation process C. Classification with examples</p> <p>DISPENSE BAR</p> <p>A. Introduction and definition B. Bar layout – physical layout of bar C. Bar stock – alcohol & non alcoholic beverages D. Bar equipment</p> <p>BEER</p> <p>A. Introduction & Definition B. Types of Beer C. Production of Beer D. Storage</p>	<p>WINES</p> <p>A. Definition & History B. Classification with examples Table/Still/Natural, Sparkling, Fortified, Aromatized C. Production of each classification D. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) France , Germany, Italy , Spain, Portugal E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) USA , Australia , India ,Chile , South Africa , Algeria New Zealand F. Food & Wine Harmony G. Storage of wines</p>

	H. Wine terminology (English & French)
UNIT-3	UNIT-4
SPIRITS A. Introduction & Definition B. Production of Spirit Pot-still method Patent still method C. Production of Whisky , Rum, Gin , Brandy, Vodka Tequilla D. Different Proof Spirits - American Proof British Proof (Sikes scale) Gay Lussac (OIML Scale)	APERITIFS A. Introduction and Definition B. Types of Aperitifs Vermouth (Definition, Types & Brand names) Bitters (Definition, Types & Brand names) LIQUEURS A. Definition & History B. Production of Liqueurs C. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) D. Popular Liqueurs (Name, colour, predominant flavour & country of origin)

REFERENCE BOOKS:

Modern restaurants service –John fuller

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

HM-403
FRONT OFFICE - III

UNIT-1	UNIT-2
COMPUTER APPLICATION IN FRONT OFFICE OPERATION A. Role of information technology in the hospitality industry B. Factors for need of a PMS in the hotel C. Factors for purchase of PMS by the hotel D. Introduction to Fidelio & Amadeus	FRONT OFFICE (ACCOUNTING) A. Accounting Fundamentals B. Guest and non guest accounts C. 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)
UNIT-3	UNIT-4
CHECK OUT PROCEDURES Guest accounts settlement - Cash and credit - Indian currency and foreign currency - Transfer of guest accounts	FRONT OFFICE & GUEST SAFETY AND SECURITY A. Importance of security systems B. Safe deposit C. Key control

<p>- Express check out</p> <p>BELL DESK/CONCIERGE</p> <ul style="list-style-type: none"> • Duties and responsibilities of Bell Captain • Duties and responsibilities of Bell Boy 	<p>D. Emergency situations (Accident, illness, theft, fire, bomb)</p>
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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

HM -404
ACCOMMODATION OPERATIONS – III

<p>LINEN ROOM</p> <ul style="list-style-type: none"> A. Activities of the Linen Room B. Layout and equipment in the Linen Room C. Selection criteria for various Linen Items & fabrics suitable for this purpose D. Purchase of Linen E. Calculation of Linen requirements F. Linen control-procedures and records G. Stocktaking-procedures and records H. Recycling of discarded linen I. Linen Hire
<p>UNIFORMS</p> <ul style="list-style-type: none"> A. Advantages of providing uniforms to staff B. Issuing and exchange of uniforms; type of uniforms C. Selection and designing of uniforms D. Layout of the Uniform room
<p>SEWING ROOM</p> <ul style="list-style-type: none"> A. Activities and areas to be provided B. Equipment provided
<p>LAUNDRY</p> <ul style="list-style-type: none"> A. Commercial and On-site Laundry B. Flow process of Industrial Laundering-OPL

<ul style="list-style-type: none"> C. Stages in the Wash Cycle D. Laundry Equipment and Machines E. Layout of the Laundry F. Laundry Agents G. Dry Cleaning H. Guest Laundry/Valet service I. Stain removal
<p>FLOWER ARRANGEMENT</p> <ul style="list-style-type: none"> A. Flower arrangement in Hotels B. Equipment and material required for flower arrangement C. Conditioning of plant material D. Styles of flower arrangements E. Principles of design as applied to flower arrangement <p>INDOOR PLANTS</p> <ul style="list-style-type: none"> Selection and care

REFERENCE BOOKS

Hotel Management and Operations - [Michael J. O'Fallon](#), [Denney G. Rutherford](#)

HM-405
FOOD AND BEVERAGE CONTROLS

<p>FOOD COST CONTROL</p> <ul style="list-style-type: none"> A. Introduction to Cost Control B. Define Cost Control C. The Objectives and Advantages of Cost Control D. Basic costing E. Food costing <p>FOOD CONTROL CYCLE</p> <ul style="list-style-type: none"> A. Purchasing Control B. Aims of Purchasing Policy C. Job Description of Purchase Manager/Personnel D. Food Quality Factors for different commodities E. Definition of Yield F. Definition of Standard Purchase Specification G. Advantages of Standard Yield and Standard Purchase Specification H.. Economic Order Quantity 	<p>RECEIVING CONTROL</p> <ul style="list-style-type: none"> A. Aims of Receiving B. Job Description of Receiving Clerk/Personnel C. Equipment required for receiving D. Goods Received Book E. Daily Receiving Report F. Meat Tags G. Receiving Procedure H. Blind Receiving I. Assessing the performance and efficiency of receiving department, Frauds in the Receiving Department ,Hygiene and cleanliness of area
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<p>STORING & ISSUING CONTROL</p> <p>A. Storing Control B. Aims of Store Control I. Stock Control K. Stock Records Maintained Bin Cards (Stock Record Cards/Books) L. Issuing Control M. Requisitions</p>	<p>PRODUCTION CONTROL</p> <p>A. Aims and Objectives B. Forecasting C. 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)</p>
<p>SALES CONTROL</p>	

REFERENCE BOOKS

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

HM 406 HOTEL ACCOUNTANCY

<p style="text-align: center;">UNIT 1</p> <p>INTRODUCTION</p> <p>Meaning and concept of accounting, Principals of Accounting, fundamental & Subsidiaries books of account, journal entries, ledger, cash book (Single, Double & Triple column cash book)</p>	<p style="text-align: center;">UNIT 2</p> <p>FINANCIAL STATEMENTS</p> <p>Trial balance: need, importance, limitations, preparation of trading and P&L account and balance sheet with simple adjustments</p>
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<p>UNIT 3</p> <p>BRS AND DEPRECIATION</p> <p>Bank reconciliation statement, Depreciation: Concept, Rationale and methods.</p>	<p>UNIT 4</p> <p>ANALYSIS OF FINANCIAL STATEMENTS</p> <p>1. Introduction to financial analysis, nature, importance and uses of financial ratios, types of financial ratios: (Liquidity, debt, profitability, coverage and market value ratios etc.)</p> <p>2. Fund flow statement: its meaning, objectives and preparation.</p> <p>3. Cash flow statement: its meaning, objectives, preparation. between cash flow statement and fund flow statement</p>
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REFERENCE BOOK

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

BHM 407 FOOD PRODUCTION – III (PRACTICAL)

Preparations of Menus from following cuisines.

Bengal

Goa

Gujarat

Hyderabad

Kashmiri

Maharastrian

Punjabi

Rajasthan

South Indian

HM-408

FOOD AND BEVERAGE SERVICE – III (PRACTICAL)

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

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

Service of Aperitifs

A. **Hands on practice of computer applications related to Front Office-** Procedures such as Reservation, Registration, Guest History, Telephones, Housekeeping, Daily transactions

Service of Beer

B. Front office accounting procedures - Manual accounting, Machine accounting, Payable, Accounts Receivable, Guest History, Yield Management, Role Play & Situation Handling

Service of Spirits

Hot function keys
Create and update guest profiles
Send confirmation letters
Print registration card

Service of Liqueurs

Make Full reservation & group reservation
Make an ADD-on reservation
Amend a reservation
Cancel a reservation with deposit and without deposit

Wine & Drinks List

Log onto cashier code
Process a reservation deposit

Matching Wines with Food

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

REFERENCE BOOKS:

Modern restaurants service –John fuller

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

BHM 409

FRONT OFFICE OPERATIONS – III (PRACTICAL)

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

HM 410

ACCOMMODATION OPERATIONS – III (PRACTICAL)

Layout Of Linen And Uniform Room/Laundry

Laundry Machinery And Equipment

Cleaning of Offices, Public Areas & Guest Rooms

Stain Removal

Flower Arrangement

Selection And Designing Of Uniforms

