

BHMCT PROGRAM OUTCOMES

- ❖ **P01** - To Develop leadership and management skills through detailed latest inputs.
- ❖ **P02** - To Enforce the roles and functions of a manager in the hospitality industry
- ❖ **P03** - To Recognize the need of ethical working.
- ❖ **P04** - To Present outstanding guest service quality, server-guest relationships.
- ❖ **P05** - To Furnish the student with hands-on experience in the hospitality industry.
- ❖ **P06** - To provide the students with an experiential learning opportunity at various levels of responsibility
- ❖ **P07** - To apply and improve written, oral, and non-verbal communication skills through Front Office Operations.
- ❖ **P08** - To improve the core competencies of the students in all core departments of trades for industry readiness.

Semester-I

FOOD PRODUCTION AND PATISSERIES FOUNDATION- I1-T-1

Theory – 80
Sessional -20
Total – 100

UNIT	CONTENT	MARKS
I	Introduction to Cookery and Culinary History <ul style="list-style-type: none">• Definition of cooking• Culinary history-Development of the culinary art from the middle ages to modern cookery (Escoffier, Marie Antonie Careme, Michelin Star)• Introduction to Nouvelle cuisine and Professional Cookery and their basic Characteristics• Weight & volumes Equivalent(conversion tables) (American ; British)• Temperature conversion °C to °F. Aims & Objectives Of Cooking Food <ul style="list-style-type: none">• Aims and objectives of cooking food• Various textures and Consistencies• Techniques used in Pre-preparation	16
II	Introduction To Professional Kitchen <ul style="list-style-type: none">• Levels of skills and experiences• Attitudes and behavior in the kitchen• Personal hygiene• Uniforms & protective clothing• Safety procedure in handling equipment	16
III	Hierarchy Area Of Department And Kitchen <ul style="list-style-type: none">• Classical Brigade• Modern staffing in various category hotels• Duties and responsibilities of various Kitchen Personnel• Co-operation with other departments Attitude & Skill in Kitchen.	16
IV	A Classification Of Foundation Materials According To Their Types and Functions <ul style="list-style-type: none">• Foundation material• Salt• Liquid• Sweetening• Fats & Oils• Raising Agents• Thickening Agents	16

	<ul style="list-style-type: none"> • Flavors • Seasonings • Essences, Essences oil 	
V	<p>Basic Methods of Cooking</p> <ul style="list-style-type: none"> • Heat Transfer • Conduction, Convection; Radiation • Methods: Boiling, Baking; Simmering; Stewing; Braising; Broiling; Poaching; Grilling; Roasting; Frying, Steaming. • Advantages and Disadvantages, Principles of each of the above ,Care and precautions to be taken ,Selection of food for each type of cooking <p>Fuels: Advantages & Disadvantage of fuels used in kitchen • Gas • Charcoal • Electricity</p> <ul style="list-style-type: none"> • Tools and utensils used in kitchen 	16

Semester-I
FOOD PRODUCTION AND PATISSERIES FOUNDATION- I
1-T-1

***After completion of the semester students will be able to**

- **CO1:** Understand the basic operations of a professional kitchen with regard to safety procedures and hygiene and claim an insight into the basic hierarchy in the kitchen and their placement in the brigade with regard to their skills and experiences.
- **CO2:** Identify different types of equipment and their safety operating procedures and also to know the various kinds of modern cooking equipment's and their uses in the kitchen.
- **CO3:** Familiarize with various foundation materials & basic bakery, cooking methods with regard to taste and texture and to know the utensils and equipment used in various cooking methods.

Food and Beverage Service Foundation –I

1-T-II

Theory – 80
Sessional -20
Total – 100

Unit	Topics	Marks
I	The Food & Beverage Service Industry <ul style="list-style-type: none">• Introduction to the Food & Beverage Industry• Classification of Catering Establishments (Commercial & Non-Commercial, residential & Non-residential)• Introduction to Food & Beverage Operations (Types of F&B Outlets)• Inter-departmental relationships (Within F&B and other department)	16
II	The Food & Beverage Service Areas <ul style="list-style-type: none">• Restaurant• Coffee shop• Room Service• Bars• Banquets• Snack Bar• Executive Lounges• Discotheque• Night Club• Specialty Restaurant• Cafeteria service• Fast food service Auxiliary areas <ul style="list-style-type: none">• Still Room/Pantry• Store Room/ Silver Room / Plate room• linen room• Kitchen stewarding	16
III	The Food & Beverage Service equipments Types & Usage of Equipments- Furniture, cutlery, flatware, Silverware & Glassware, hollow ware, Linen, Special Equipment Care & maintenance	16
IV	Food & Beverage Service Personnel Food & Beverage Service Organization Structure - Duties & responsibilities of F&B staff Attributes of a waiter Basic Etiquettes	16
V	The Food & Beverage Service Method <ul style="list-style-type: none">• Table Service : Silver, English, American, Russian, French	16

	<ul style="list-style-type: none"> • Self Service : Buffet & Cafeteria • Specialized Service : Gueridon, Lounge & Butler • Single Point Service : Takeaway, Vending, Kiosks, Food Courts & Bars 	
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Books Recommended:

- Food and Beverage Service – Lillicrap. D.R. ; Edward Arnold Ltd. London
- Professional Food and Beverage Service Management – Verghese Brian; Macmillan India Ltd.
- Food and Beverage management and Service –Waiter; Barrie & Jenkins London 1965.
- The Waiter – Fuller John & Currie. A.J ; Hutchinson
- Food and Beverage Service- Dhawan Vijay; Franc Bros & Co.
- The Steward, Dias. P

COURSE OUTCOMES

FOOD & BEVERAGE SERVICE

After completion of the semester students will be able to understand :

- ▮ **CO1:** Identify the role of the Food and Beverage Service department and explain its organization structure and importance.
- ▮ **CO2:** Identify the operational and Auxiliary areas as well as equipments used in the Food and Beverage department.
- ▮ **CO3:** Understand the various service methods and procedures followed in the department.

Hotel Housekeeping Foundation I1-T-III

Theory – 80
Sessional -

1	<p>Introduction</p> <ul style="list-style-type: none"> • Introduction and Importance of Hotel House-Keeping Department • Basic layout of House-keeping Department • Co-ordination of House-Keeping with other departments of the hotel • Organization structure of HK department. (Large / medium/Small) • Aims of professional House keeper • Qualities of House Keeping staff. 	16
2	<p>Housekeeping Desk</p> <ul style="list-style-type: none"> • Importance, Role, Co-ordination, Role during Emergencies. • General operations of control desk(Service by Desk) • Handling telephone calls • Handling Lost & Found – Guest articles & Hotel articles. • Reports, Forms, & Registers maintained at House Keeping desk. • Daily routine and system 	16
3	<p>Cleaning of guest Room and Public Areas</p> <ul style="list-style-type: none"> • Principles of Cleaning • Daily cleaning –(Occupied / Departure / Vacant/ Under Repair /VIP/DND rooms) • Weekly cleaning • Spring cleaning • Public area cleaning (Lobby/cloakroom/Restaurant/ Bar/Banquet Halls / Admin officer lifts & Elevations / staircase /Back areas / Front areas/ Corridor • Definition of Contract cleaning 	16
	<ul style="list-style-type: none"> • Evening Service (Turn down) • Second Service • Individual Cleaning and team (Group) Cleaning. 	
4.	<p>Hotel Guest Room</p> <ul style="list-style-type: none"> • Types of rooms • Basic layout of guest room • Layout of corridor; • Rules on guest floor • Furniture in Guest room • Beds, Mattress and Bedding • Fixture , Fittings Soft furnishings , Accessories • Guest supplies and Amenities in a guest Room • Types of Linen and their sizes • Replacement of Guest supplies and amenities (STD room, VIP room, VVIP room) 	16
5	<p>Cleaning equipments</p> <ul style="list-style-type: none"> • Types of equipments: Manual & Mechanical • Types of trolleys and caddies • Storage, use, upkeep, Maintenance • Selection • Pantry replacement 	16

Books Recommended:-

1. Bansal, T. (2010). *Hotel Facility Planning*. New Delhi: Oxford University Press.
2. Martin, R. (1997). *Professional Management Of Housekeeping Operations*. New York: John Wiley & Sons, Inc.
3. Raghubalan, G. (2011). *Hotel Housekeeping Operations and Management*. New Delhi, India: Oxford University Press.
4. Singh, M. (2012). *Hotel Housekeeping*. New Delhi: Tata McGraw-Hill.

COURSE OUTCOME-

Hotel Housekeeping Foundation –

After completion of the semester students will be able to understand

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- **CO1:** How to organize housekeeping department, Making of guest room, Basic room cleaning ,service & control.
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- **CO2:** Students will learn how to evaluates the work done at housekeeping department technically.
- **CO3:** Understand & learn the technique of the cleaning of public areas..

FRONT OFFICE FOUNDATION-I
1-T-IV

Theory – 80
Sessional -20
TOTAL 100

UNIT	C O N T E N T	MARKS
I	<p>Introduction To Hotel Industry</p> <ul style="list-style-type: none"> • Definition of Hotel • Development of Hotel industry with reference to India and world • Classification of Hotel • Star classification • Locations • Size • Type of Clientele <p>Different Department of Hotel</p> <p>Introduction to Front Office Department Importance of Front Office Department</p> <ul style="list-style-type: none"> • Different sections of front office department • Layout of Front Office (lobby and back office) • Equipments and furniture of Front Office 	16
II	<ul style="list-style-type: none"> • Staff organization of front office (small, medium, large, hotels) • Food Plans • Symbols and abbreviations used operations in Front office operations <ul style="list-style-type: none"> • Importance and Role of Front Office staff. • Personality traits of front office staff • Duties and responsibilities of Receptionist • Job description of front office Manager • Lobby manager • Receptionist • Reservationists 	16
III	<p>Hotel Brochures and Tariffs.</p> <p>Different types of room rates Basis of charging tariffs Use of brochure and tariffs</p> <p>Communication</p> <p>Co-ordination of front office with other departments. Handling of Telephone Manners Front Office responsibilities Communication – internal and interdepartmental. Guest services – basic information.</p>	16
IV	<p>Reservation</p> <ul style="list-style-type: none"> • Meaning and Need of Reservation • Sources of Reservation • Reservation Process • Advance letting out chart • Density chart • Booking diary • Reservation form • Whitney system of Reservation • Whitney rack • Whitney slip • Changing system of reservations 	16

V	Registration <ul style="list-style-type: none"> • Meaning and importance of Registration Procedure – • Arrival stage • Guest with advance reservation • Walk-in guest – • Right for reservation, advance payment policy. • Registration Records – • Registration Form, • Front office terminology. 	16

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COURSE OUTCOME

After of the semester students will b able to understand completion

CO1: Student will learn hospitality industry evolution ,importance, and related industries

CO3: Classification of hotels-on the basis of star rating ,size, location ,type of clientele ,duration not stay, level of service and ownership.

ENGLISH & COMMUNICATION SKILL

1-T-V

Theory – 80
Sessional -20
Total – 100

UNIT	C O N T E N T	Marks
1	<p style="text-align: center;">Listening Skills</p> <p style="text-align: center;"><u>Communication –Types and Process</u></p> <ul style="list-style-type: none"> • Introduction, definition • Process of communication • Direction of communication – up – wards, downward, horizontal, vertical and diagonal • Types of communication – formal, informal, verbal, non-verbal, oral and written • Interpersonal communication – one way / two way elements of communication <p style="text-align: center;">Importance of Listening Skills</p> <p style="text-align: center;">Developing Listening Skills</p> <p style="text-align: center;"><u>Sessional Work</u></p> <p style="text-align: center;">Activities related to Listening Skills</p> <p style="text-align: center;">a)Telephonic conversation</p> <p style="text-align: center;">b)Situational listening Skills(Meeting, Dialogue, Seminars etc)</p>	16
2	<p style="text-align: center;">Effective Public Speaking</p> <p style="text-align: center;">1)Voice training and expression</p> <p style="text-align: center;">2)Presentation Techniques</p> <p style="text-align: center;">3)Non verbal communication:</p> <p style="text-align: center;">Types of NonVerbal Communication:</p> <p style="text-align: center;">Two types of NonVerbal Communication</p> <p style="text-align: center;">Haptics, Chronemics, Kinesis, artefacts, and <u>oculesics</u></p>	16
3	<p style="text-align: center;">Grammar</p> <ol style="list-style-type: none"> 1) Articles 2) Preposition 3) Active and Passive Voice 4) Subject Verb Agreement 5) Tenses 6) Correction of Errors <p style="text-align: center;">GRAMMAR EXERCISE</p>	16
4	<ol style="list-style-type: none"> 1) Paragraph Writing 2) Précis Writing 3) Comprehension Passage 4) Advertisements 	16

5	1) Hotel Related Generic Vocabulary for Eg: amenities, brochures, damage charge, housekeeping, maid, kitchenette, vending machine, wake up call 2) Business Letters <ul style="list-style-type: none"> • Complaint letter • Enquiry letter • E-mail writing • Quotation letter 	16
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Books Recommended:-

1. Wren and Martin – English Grammar
2. Examine your English by Margaret M. Malson, published by Orient Longman
3. Common Mistakes in English by T.J.Fitkies, Published by Orient Longman
4. Developing Communication Skills by Krishna Menon and Meera Banerjee, Published by Macmillan India Ltd.
5. Communications in Tourism and Hospitality, Lynn Van Der Wagen, Hospitality Press.
6. Professional Communication Skills : By Pravin S.R.Bhatia, A.M Sheikh: S.Chand and company
7. English Grammar Composition and Effective Business Communication By M.A. Pink, S.E.Thomas : S.Chand
8. Contemporary English Grammar Structures and Compositions by DavidGreen Macmillan Publication
9. English At The Workplace Department of English, University of Delhi ,Chief Editor: Mukti Sanyal Macmillan Publication
10. Presentations (The Business Skills Series) by Anne Laws OrientBlack Swan
11. Applied English Grammar and Composition Dr. P.C.Das NewCentral Book Agency(P) Ltd
12. Business Benchmark, Upper – Intermediate Student"s Book GuyBrook- Hart Cambridge University Press
13. 7 Habits of Highly effective people :Steven Covey, Effective Technical Communication, M Ashraf Rizvi, Mc Graw Hill Education (India)Pvt. Ltd New Delhi

COURSE OUTCOME

After completion of the semester students will be able to understand :

- 1) The develop knowledge , skill and judgment around human communication that facilitate their ability to work collaboratively with others.
- 2) the practice interview etiquette, techniques and group discussion with involvement of conversation without fear, shy and apprehension.
- 3) the formal, informal, verbal, non-verbal, oral and written communication process used in hotel industry for smooth operations.

Hygiene and Food Safety in Hospitality1-T-6

Theory: 80

Internal: 20

Total: 100

Unit	Content	Marks
I	Introduction To Hygiene in Hospitality Sector <ul style="list-style-type: none"> ➤ Introduction and Importance of hygiene in hotel industry ➤ Personal Hygiene. ➤ Food Hygiene. ➤ Work place Hygiene ➤ Food Safety Management System- food safety elements, implementation of FSMS, Prerequisites 	16
II	Implementing principles of hygiene in the various departments of a hotel <ul style="list-style-type: none"> ➤ Food & Beverage production (Kitchen) ➤ Food & Beverage Service ➤ Housekeeping ➤ Front office ➤ Engineering ➤ Training and HR 	16
III	Purchasing, Receiving And Storage of Foods <ul style="list-style-type: none"> ➤ Procedures while purchasing and receiving foods ➤ Importance of storage of food ➤ Points to be considered while storing food ➤ Classification of food according to ease of spoilage ➤ Storage of leftover food, hot food and cooling of foods ➤ Various storage zones-dry, refrigerator, freezer- special reference to temperatures Sanitary procedure followed while preparing and storing foods 	16
IV	Contamination And Spoilage <ul style="list-style-type: none"> ➤ Contamination and food spoilage ➤ Conditions which lead to spoilage ➤ Signs of spoilage in various foods ➤ Microbes and their role in food spoilage ➤ Factors affecting and controlling microbial growth ➤ Food borne illness and remedies 	16
V	Food laws and regulations <ul style="list-style-type: none"> ➤ The need for food laws, ➤ AGMARK, ISI, ISO ➤ HACCP ➤ The Food Safety and Standards Act-2006 – General Principles of Food Safety, Responsibilities of the food business operator, Enforcement of the Act, Offences and penalties ➤ Codex Alimentarius, 	16

Books Recommended:

1. Jill, T. (1992). *Food hygiene for food handlers- second edition*. . The Macmillan press Ltd.
2. Kinton,R. (2001).*Theory of Catering-Ninth Edittion*. East Lothian, Scotland. Scotprint
3. Roday,S. (2008).*Food Science & Nutrition*.New Delhi. Oxford UniversityPress
4. Roy, H. (1988.). *Safety in Catering - A guide for supervisors and managers*. The Macmillon press Ltd. .
5. Southgate, J. S. (1986). *The science of catering 2nd edition* . Edward Arnold.
6. Sussams, M. C. (1988). *Success in principles of catering second edition*

Course Outcome**Hygiene and food safety in hospitality**

- **CO1:** Students will understand the different types of hygiene and knowledge about how to maintain workplace hygiene
- **CO2:** Knowledge about different types and temperature of storage
- **CO3:** Students will understand about contamination and spoilage of food & food laws and HACCP

FOOD PRODUCTION FOUNDATION1-P-I

PRACTICAL	CONTENT
I	Cut of vegetable 1. intro to equip / Rota / Indenting
II	Indian Menus – 5 (Six Course Menu) <ul style="list-style-type: none"> • Roties - 4 Varieties • Dal - 3 Varieties • Vegetable 3 / Paneer 2 Varieties • Meat 2/Chicken2/Fish2 Varieties • Rice-4 Varieties • Sweets -4 Varieties
III	Continental -4(Six course menu) Soup (Thick, Thin, Cream soups) Main course (Four vegetarian, Four non-vegetarian) Accompaniments(vegetables, salads, potatoes) Desserts (Caramel Custard, Honeycomb mould, coffee mousse)
IV	Snack Menu – 2 South Indian Parathas
V	Quick Bread- Pour batters(waffles/pancakes/popovers) Drop batters (muffins/coffee cakes/biscuits)
VI	Cakes With Shortening – pound cake, cup cake, Un-shortened- Sponge Cake Combination- Chiffon Cake
VII	Cookies Drop Cookies Bagged out cookies Coconut Macaroon

FOOD & BEVERAGE SERVICE FOUNDATION – I1-P-II

<i>Sr.No</i>	<i>Content</i>
1.	Familiarization of F&B Service equipment, Care & Maintenance of F&B Service equipment
2.	Stacking Sideboard
3.	Napkin Folds
4.	Carrying a Tray / Salver
5.	Laying a Table Cloth, Changing a Table Cloth during service
6.	Service of Water
7.	Holding Service Spoon & Fork
8.	Compilation and service of Menu 3 Course 4 Course 5 Course 6 course 7 course
9.	Changing dirty ashtray
10.	Crumbing and clearance

Housekeeping Foundation -I1-P-III

Sr. no	Practical
1	Handling telephone calls Handling of lost and found Filling Forms and registers at the desk
2	Cleaning of room Cleaning of bathroom Making of bed
3	Mechanical cleaning- sweeping, mopping, washing of floors Vacuum cleaning- floors, carpets, upholstery

FRONT OFFICE FOUNDATION-I1-P-IV

SR. No	C O N T E N T
1	Do's and Don'ts of Front desk Back office Front desk
2	Grooming of Front office staff i) General hygiene ii) Posture iii) Personal Grooming
3	Handling of Brochures Handling Tariff cards
4	Industrial Visit to hotel :- Front Office
5	Telephone handling - Telephone manners, How to Handle calls, Screening calls and Transferring calls
6	Information regarding Hotel and facilities offered on telephone and in person.
7	Assignments: Visit to hotels of city and draw the layout of the lobby of the hotel. Collection of tariff card and brochures of the hotel. Tourism information of Indian States and Capital, Railway information. Local City Knowledge. 10 Names of national and international hotel chain with their company name.

COMMUNICATION SKILLS

10 Marks each 1-P-V

- 1) Telephonic conversation
- 2) PPT Presentation
- 3) Grammar
- 4) Advertisement Copy

Hotel Related Generic Vocubular

Semester- II

Semester- II **FOOD PRODUCTION FOUNDATION** **2-T-I**

***After completion of the semester students will be able to**

- **CO1:** Comprehend various types of stocks, and sauces; to know their preparation, storage criteria and their uses in the kitchen.
- **CO2:** Familiarize with basic layout of kitchen section wise and importance of kitchen stewarding.
- **CO3:** Identify types of vegetables & fruit, their selection, storage criteria, pigments, uses in food production and their effects on heat and also classification, cooking, varieties of rice, cereals & pulses.

FOOD PRODUCTION FOUNDATION2-T-I

Theory – 80
Sessional -20
Total – 100

UNIT	CONTENT	MARKS
I	<p>Foundation of continental cookery</p> <ul style="list-style-type: none"> • Stocks: Definitions; classification, Preparation, recipe of 1 lt. storage, uses, care, (7) golden rules of stock making. • Soups : Definitions ; Classification, Consommé (recipe 1 lt.), garnishes for all kinds of soups, accompaniments for soups 	16
II	<p>Foundation of continental cookery</p> <ul style="list-style-type: none"> • Sauces : Definition: Classification/ compositions, recipe of mother sauces – 1 lt. Derivatives- any 7 • Fumets, Glazes, Essences, Aspics 	16
III	<p>Kitchen Layouts</p> <ul style="list-style-type: none"> • Layout of receiving areas. • Layouts of service and wash up. • Butchery and vegetable mis-en place area. • Cold kitchen, Hot kitchen, Garde manger, Bakery and Confectionery <p>Kitchen Stewarding</p> <ul style="list-style-type: none"> • Organization Layout • Equipment required • Importance of kitchen stewarding 	16
IV	<p>Vegetable And Fruit Cookery</p> <ul style="list-style-type: none"> • Introduction – Classification of vegetables • Pigments and color changes • Effects of heat on vegetables and Fruits • Classification of fruits • Uses of fruit &vegetables in cookery 	16
V	<p>Rice, Cereals & Pulses</p> <ul style="list-style-type: none"> • Introduction • Classification and identification • Cooking of rice, cereals and pulses • Varieties of rice and other cereals 	16

FOOD & BEVERAGE SERVICE FOUNDATION-II2-T-II

Theory - 80
Sessional -20
Total - 100

Unit	Topics	Marks
I	Mise-en-Scene <ul style="list-style-type: none"> • Mise-en-place • Receiving the Guest • Points to be remembered while laying a Table • Points to be observed while waiting at a table 	16
II	Non-Alcoholic Beverages Classification (Nourishing, Stimulating and Refreshing beverages) A. Tea - Types & Brands, B. Coffee - Types & Brands, C. Juices, Soft Drinks, Mock tails, mineral water.	16
III	Room Service/ In Room Dining Service Introduction, general principles, pitfalls to be avoided Cycle of Service, scheduling, staffing, Room service menu planning Forms and Formats, thumb rules ,Use of technology for room service Order Taking, Suggestive Selling, breakfast cards, Time management- lead time from order taking to Clearance, amenity vouchers	16
IV	Menu Origin of Menu, Objectives of menu, Types –Ala Carte, Table D"hôtes, carte du jour, plat du jour. Menu Planning, considerations and constraints,13 Course French Classical Menu , French name of dishes Menu terminology Simple control system	16

	Necessity and functions of a control system, Billing Methods – Duplicate & Triplicate System, KOTs & BOTs, Computerized KOTs (Kitchen Order Ticket, Beverage Order Ticket), Presentation of bill.	
V	Tobacco History / Country / Types Cigarettes – Types and Brand names Cigars – shapes, sizes, colors and Brand names Storage of cigarettes & cigars	16

Books Recommended:-

- Andrews, S. (2003). *Food and Beverage Service (Training Manual)*. New Delhi : Tata Mc Graw-hill .
- Dennis Lillicrap, J. C. (2002). *Food and Beverage Service*. London : Hodder and Stoughton Educational.
- Dhawan, V. (2003). *Food & Beverage Service* . New Delhi : Fraank Bros &co. (Publishers) ltd.
- Singaravelavan, R. (2011). *Food and Beveragae Service*. New Delhi : Oxford University press."
- Ahmed, M. (2005). *Food and Beverage Services*. New Delhi : Anmol Publication
- Verghese, B. (1999). *Professional Food and Beverage Service Management*. Bangalore: Macmillan Indian ltd.

COURSE OUTCOME FOOD AND BEVERAGE

- **CO 1** After completing the syllabus the students will be able to gain knowledge about Mise-en-Scene Mise-en-place , Receiving the Guest Points to be remembered while ,Points to be observed while waiting at a table.
- **CO 2** They will also learn about Room Service/ In Room Dining Service Introduction, general principles, pitfalls to be avoided Cycle of Service, scheduling, staffing, Room service menu planning Forms and Formats, thumb rules .
- **CO3** Also they will have vast knowledge about Origin of Menu, Objectives of menu, Types –Ala Carte, Table D’hôte, carte du jour, plat du jour. Menu Planning, considerations and constraints,13 Course French Classical Menu , French name of dishes .Menu terminology

Housekeeping Foundation-II 2-T-III

Theory – 80
Sessional -20
Total – 100

Unit	Contents	Marks
1	Cleaning Agents <ul style="list-style-type: none"> • Types of cleaning agents • Characteristics of good cleaning agent • Ph scale and cleaning with their application • Cleaning products (Domestic / Industrial) • Distribution & Control • Green cleaning • Blue Cleaning 	16
2	Composition ,Care and cleaning of Different surfaces <ul style="list-style-type: none"> • Metals • Glass • Ceramics • Wood • Stone • Leather • Rubber 	16
3.	Textiles <ul style="list-style-type: none"> • Types of Fabrics • Properties of Fabric • Fabric identification • Characteristics of various fabrics Linen Room <ul style="list-style-type: none"> • Types of linen Room • Layout of linen Room • Equipment & accessories in linen Room • Organization (staffing) of linen Room • Storage facilities & conditions • Linen exchange procedure • Selection of linen and purchase of linen • Linen Inventory; par stock – • Factors affecting par stock; calculation 	16
4	Uniform Room <ul style="list-style-type: none"> • Layout of uniform Room • Equipment & accessories required • Organization (staffing) of uniform Room • Storage facilities and conditions • Exchange procedure • Types and selection of uniform • Maintenance and care of uniforms • Inventory; par tock – Factors affecting par stock; calculations. • Uniform designing :- Importance, types, characteristics 	16

	<p>Tailor Room</p> <ul style="list-style-type: none"> • Functions of tailor room, tasks in tailor room • Equipments used in tailor Room • 	
5	<p>Laundry</p> <p>Laundering of Hotel linen</p> <ul style="list-style-type: none"> • In house Vs contracting, merits & Demerits • Equipments used in a Laundry: (Washing machine, Hydro extractor, Tumble, Dryer, calendar or flat work Iron , steam press ,Collar press ,pressing tables.) • Cleaning agents • Dry cleaning • Blueing • Starching • Procedures of a Laundry (work flow) • Wash cycle: Independent, Continuous batch process • Linen and load calculations • Linen life span • Lay out • Stains & stain Removal <p>Laundering of Guest linen</p> <ul style="list-style-type: none"> • Guest Laundry form • Guest laundry handling: collection, delivery cycle, billing, complaints regarding laundry: missing and mending • Care labels 	16

Books Recommended:-

- Bansal, T. (2010). *Hotel Facility Planning*. New Delhi: Oxford University Press.
- Martin, R. (1997). *Professional Management Of Housekeeping Operations*. New York: John Wiley & Sons, Inc.
- Raghubalan, G. (2011). *Hotel Housekeeping Operations and Management*. New Delhi, India: Oxford University Press.
- Singh, M. (2012). *Hotel Housekeeping*. New Delhi: Tata McGraw-Hill.

COURSE OUTCOME Housekeeping Foundation-II III SEMESTER

After completion of the semester students will be able to understand:

- **C01:** The student will be able to explain various operational procedures and formats pertaining to linen, uniforms, and laundry.
- **C02:** The student will be able to create formats and design layouts of linen room, uniform room and laundry.
- **C03:** The student will be able to create Flower Arrangements for various occasions and locations. The student will be able to plan and implement décor for special occasions.

Front Office Foundation-II2-T-IV

Theory – 80
 Sessional -20
 Total – 100

UNIT	C O N T E N T	MARKS
I	<p>Reservations Importance of guest cycle (Various stages, sectional staff in contact during each stage) Modes and sources of reservation. Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats) Computerized system (CRS, Instant reservations) Types of reservation (guaranteed, confirmed, groups, FIT) Procedure for amendments, cancellation and overbooking.</p>	16
II	<p>Pre-Arrival Procedures Pre arrival activities(Preparing an arrival list, notification etc) Procedure for VIP arrival. Procedure for group arrival(special arrangements, meal coupons, etc)</p>	16
III	<p>Guest Arrival Types of registration.(Register, Loose Leaf, Registration Cards) Receiving guests. Arrival procedure for various categories of guests (Foreigners along with C-forms, FITs- walkin , with confirmed reservation) Notification of guest arrival. Criteria for taking advance.(Walk-ins, Scanty Baggage etc) Front office terminology related to : Reservation, Reception and Registration</p>	16
IV	<p>Guest Stay Rooming a guest (introduction to the hotel facilities, orientation of the room) Procedure for room change Safe deposit procedure. Assisting guest with all possible information and help (medical etc.) Handling guest messages.</p>	16

V	Guest Departure Departure notification Task performed at bell desk, cashier /reception. Express check outs Late check outs and charges. Methods of Payment Credit card handling Traveler cheques, Personal checks Handling cash Indian , Foreign currency Other methods of payment [Travel agent , Bill to Company etc-] Front office terminology related to : Reservation Reception Registration	16
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Books Recommended:

- Andrews, S. (1999). *Hotel front office training manual*. New Delhi: TataPublishing Company limited.
- D.Collins. (1967). *Accomodation Operations*. New Delhi: Plymouthmacdonald Evans.
- Jatashankar.R.Tiwari. (2009). *Hotel front Office Operations andManagement*. New Delhi: Oxford University press.
- S.K.Bhatnagar. (2002). *Front Office Management* . New Delhi: FrankBros.& co(publishers)ltd.
- Singh, D. R. (2000). *Front Office management*. New Publication: AmanPublication.

**COURSE OUTCOME
FRONT OFFICE- SEM 11**

- 1) **CO1:** Stages of guest cycle such as pre-arrival , arrival ,stay ,departure , and post departure
- 2) **CO2:** Importance of Reservation -for hotels as well as for guest
- 3) **CO3:** Flow of the registration process such as identifying the guest status ,registration records ,payment mode

Communication, Generic Skills & Personality Development2-T-V

Theory – 80
Sessional -20
Total – 100

Unit I

- 1) Bio-data /Resume
- 2) Job Application
- 3) Technical report writing
Official Report Writing
 - Industrial Visit Report
 - Travel Report
 - Workplace Report
 - Inventory Report
 - Feasibility Report
 - Summer Training
- 4) Creating a write up for an event:
 - 1) Notices
 - 2) Press notes
 - 3) Circulars
 - 4) Memos

Sessional Work

Job Application Report
Writing Notices/
Circulars

Unit II

Grammar Unit

- 1) Correction of Errors
- 2) Direct and Indirect Speech
- 3) Active and Passive Voice
- 4) Transformation of Sentences

Communication and Barriers of Communication

- Non-verbal communication – bar chart, pie chart, organizational chart, the importance of non verbal communication
- Difference between verbal and non-verbal communication
Types of barriers – physical, mechanical, semantic, cultural

Sessional Work

How to overcome barriers of Communication

Unit III

- 1) Dialogue writing
- 2) Group Discussion
- 3) Role Playing

Sessional Work

Dialogue writing
Group Discussion

Unit IV

- 1) Professional Manners and Etiquettes

- 2) Personal Interview Techniques
- 3) Meeting Agendas and Minutes writing

Sessional Work

Role Playing
 Mock personal interviews
 Mock Professional situations

Unit V

Soft Skill Development

- 1) Goal Setting
- 2) Team Building
- 3) Time Management
- 4) Stress Management
- 5) Health and Hygiene

Seminar Presentation Techniques

Sessional Work

Presenting a seminar on a selected topic

Books Recommended

- Professional Communication Skills : By Pravin S.R.Bhatia, A.M Sheikh: S.Chand and company
- English Grammar Composition and Effective Business Communication By M.A. Pink, S.E.Thomas : S.Chand
- Contemporary English Grammar Structures and Compositions by DavidGreen Macmillan Publication
- English At The Workplace Department of English, University of Delhi , ChiefEditor: Mukti Sanyal Macmillan Publication
- Presentations (The Business Skills Series) by Anne Laws Orient Black Swan
- Applied English Grammar and Composition Dr. P.C.Das New Central Book Agency(P) Ltd
- Business Benchmark, Upper – Intermediate Student"s Book Guy Brook- HartCambridge University Press
- 7 Habits of Highly effective people :Steven Covey
 Effective Technical Communication, M Ashraf Rizvi, Mc Graw Hill Education(India) Pvt. Ltd New Delhi

COURSE OUTCOME

After completion of the semester students will be able to understand :

- 1) basic of bio-data writing for job application & report writing.
- 2) the communication way of verbal and non verbal & the barriers come while communication and overcome with the same.
- 3) familiar with facing the interview by mock test, group discussion with adding soft skill techniques.

Food Science & Nutrition 2-T-VI

Theory - 80
Sessional -20
Total - 100

UNIT	C O N T E N T	MARKS
I	<p>NUTRITION. Introduction ,</p> <p>Definition of term "nutrition", nutrients Importance of food - physiological, psychological & sociological importance.</p> <p>Energy, Unit, Factors affecting energy requirements, Dietary sources of energy, and concept of energy balance. Balanced diet , Definition , Importance of balanced diet Basic five food groups. Malnutrition & its prevention. Menu planning - factors affecting meal planning</p>	16
II	<p>Food adulteration Definition ,Its effect on our health.</p> <ul style="list-style-type: none"> • Common adulterants <p>Food additives Need for additives for modification of appearance in food preparation Types of additives (natural and synthetic)</p> <p>Emulsions • Types of emulsions • Emulsifying agents • use of food emulsion with special reference to mayonnaise</p> <p>Browning reaction, causes, desirable and undesirable effects in food preparation, Prevention of undesirable browning.</p>	16
III	<p>Carbohydrates</p> <ul style="list-style-type: none"> • Definition, composition, classification • Functions of carbohydrates in the body • Dietary sources & Daily requirements • Effects of deficiency and excess <p>Lipids Definition , Functions ,Classification: saturated and unsaturated fat. Dietary sources and requirements Effects of deficiency and excess Cholesterol , Effects of increasing in cholesterol contents in the diet factors increasing its level in Blood.</p>	16

IV	<p>Proteins . Definition ,Composition ,Classification based on nutritional quality Mutual supplementation to improve the quality of vegetable proteins with low budget Functions , dietary sources , Requirements; effects of deficiency and excess</p> <p>Vitamins Classification of vitamins Functions, sources and deficiency of fat soluble vitamins – A, D, E, K Functions, sources &- deficiency of water soluble vitamins – Vitamin c, Thiamine, Riboflavin, Niacin, B 12, Folic acid.</p> <p>Minerals. Functions and classification of minerals in general Functions, food sources, requirements of calcium, iron, iodine, fluorine and na (sodium)</p>	16
V	<p>Water ,Importance of water in health ,Water balance ,Dehydration, heat cramps and methods to prevent</p> <p>Nutritional losses upon cooking and the methods to prevent the same [Mechanical , Leaching ,Enzymatic action , Oxidation , Heat ,,Acid and alkalis]</p> <p>Effect of heat on proteins: denaturation, coagulation, Change in starch on cooking • Gelatinization of starch Rancidity: factors affecting rancidity, prevention of rancidity , hydrogenation</p>	16

Books Recommended:

1. Michael Colleer and Coline Sussams, Success in Principles of Catering
2ndedition
(1988)
2. J.A. Stretch and H.A. Southgate, The Science of Catering. 2nd
edition(1986)
3. W.C. Frazier, D.D. Westhoff, Food Microbiology – 3rd edition (1991)
4. Meyer, Food Chemistry.
5. M. Swaminathan- Essentials of food and Nutrition, Volume I and II,
Ganesh
and
Company, Madras.
6. Food and Nutrition- A text book of Home Science for senior students,
AryaPublishing House, New Delhi.
7. Joshi Shubangini, Nutrition and Dietetics; Tata McGraw-Hill Publishing
Company
Limited.
8. C. Gopalan, B.V. Rama Shastri and S.C. Balasubramanian; Nutritive
valueof India Foods, National Institute of Nutrition (ICMR), Hyderabad,
India.

COURSE OUTCOME
FOOD SCIENCE AND NUTRITION

- **CO1:** Students will understand the importance of different types, sources, deficiency, and excess of nutrients.
- **CO2:** Students will understand the different types of adulteration and additives
- **CO3:** Students will understand about browning reaction and emulsions

FOOD PRODUCTION FOUNDATION-II2-P-

1

Term Work Marks-20

Practical – 80 Total-

100

PRACTICAL	CONTENT
I	Indian Menus – 5 (Six Course Menu) <ul style="list-style-type: none">• Roties - 4 Varieties• Dal - 3 Varieties• Vegetable 3 / Paneer 2 Varieties• Meat 2/Chicken2/Fish2 Varieties• Rice-4 Varieties• Sweets -4 Varieties
II	Continental -4(Six course menu) <ul style="list-style-type: none">• Soup (Thick, Thin, Cream soups)• Main course (Four vegetarian, Four non-vegetarian)• Accompaniments(vegetables, salads, potatoes)• Desserts (Sundae, Trifle pudding, fresh fruit platter, Chocolate pudding)
III	Snack Menu –2 <ul style="list-style-type: none">• North Indian• Poha/Cutlet
IV	Cakes <ul style="list-style-type: none">• With Shortening – Fruit cake, Layer cake• Un-shortened- Angel cake
V	Cookies <ul style="list-style-type: none">• Short dough cookies• Rolled Cookies• Ice box Cookies
	Pastries (Demonstrations) <ul style="list-style-type: none">• Short Crust• Danish• Flaky• Choux

FOOD & BEVERAGE SERVICE – II2-P-II

Term Work Marks-20
Practical – 80 Total-
100

Sr.No	Content
1	Dining & Service etiquettes
2	Receiving the guest, presenting the menu, taking orders
3	Compilation and service of French Classical Menu
4	<ul style="list-style-type: none">• Tea Service• Coffee Service• Mock tails- Preparation & Service• Service of Juices, Soft drinks, Mineral water, Tonic water• Cocoa & Malted Beverages Service
5	Cigar Service:- Storage of Cigar, Presentation of Cigar, Cutting of Cigar, Lighting of Cigar
6	Telephone handling in room dining
7	Tray/Trolley Set-Up & Service:- <ul style="list-style-type: none">• Room Service Tray Setup• Room Service Trolley Setup
8	SOP for room service inside the guest room
9	Handling Guest Complaints
10	Table Exhibits/ Layouts & Service <ul style="list-style-type: none">• A La Carte Cover• Table d" Hotel Cover• English Breakfast Cover• Continental Breakfast Cover Afternoon Tea Cover/High Tea Cover
11	Presenting the Bills

Housekeeping Foundation II 2-P-III

Term Work Marks-20
Practical – 80
Total- 100

Sr. no	Practical
1	Metal cleaning Glass cleaning Wood cleaningLeather Rubber
02	Designing uniform For F&B, FO, HHK, FP 7 Bakery, security- for managers, supervisorsand low level management. Understanding equipments used in tailor room
03	Hand washing Machine washingBluing
04	Stain removal

Front Office Foundation -II 2-P-IV

Term Work Marks-20
Practical – 80
Total- 100

S n o	C O N T E N T
	Knowledge of records and formats used in reservation
2	Basic knowledge of records of pre registration and arrival
3	Check in procedures
4	Procedure for room change.
5	Paging.
6	Message handling-in house and out-house
7	Checkout procedures
6	Assignments Knowledge of countries, Capital and currencies, Languages, Music, Dance and festivals Of India. Hotel Chains (National & International)

ENGLISH & GENRIC SKILLS2-P-V

- | | |
|--|---|
| 1) Technical report writing | Theory – 80
Sessional -20
Total – 100 |
| 2) Grammar | |
| 3) Role Playing | |
| 4) Meeting Agendas and Minutes writing | |
| 5) Presenting a seminar on a selected topic | |
| 6) Technical report writing | |
| 7) Grammar | |
| 8) Role Playing | |
| 9) Meeting Agendas and Minutes writing | |
| 10) Presenting a seminar on a selected topIC | |

Semester III

FOOD PRODUCTION OPERATION 3-T-I

UNIT	CONTENT	MARKS
I	<p>Classical Indian National Cookery</p> <ul style="list-style-type: none"> • Introduction to Cuisines of India – Kashmir, UP, Punjab, W.B., Assam, Orissa, Goa, Rajasthan, Maharashtra, Gujarat, Kerala, Tamil Nadu, Andhra Pradesh, Karnataka. • Factors affecting eating habits, geographic location, Historical background & seasonal availability of raw materials • Traditional preparation methods • Utensils, special equipments • Accompaniments & Garnishes; staple diet, Snacks. • Service in that particular state • Sweets • Food Prepared for festivals & special Occasion 	16
II	<p>Basic Spices & Condiments</p> <ul style="list-style-type: none"> • Introduction to Indian Spices • Spices used in Indian cookery • Role of spices in Indian cookery • Indian equivalent of spices (names) <p>Masalas used in Indian Cookery</p> <ul style="list-style-type: none"> • Blending of spices & concept of masala • Different masalas used in Indian cooking -wet & dry - Dhansak, Goda etc. • Composition of above mentioned masala • Varieties of masalas available in different regional areas- • Proprietary masala blends. 	16

III	<p>A. Indian pastes & gravies</p> <ul style="list-style-type: none"> • Basic Indian pastes used in Indian Cookery • Different gravies used in Indian Cookery : Red-Makhani, Kadhai, Green, White, Yellow • Recipes of each Gravy for 100 Pax. • Examples of dishes of each Gravy <p>B. Ethnic traditions of Muslims, Jains, Christians, Parsis, Buddhist, Hindus, Sikhs</p>	16
IV	<p>Kitchen Equipments used in Quantity Cookery</p> <ul style="list-style-type: none"> • Types of the kitchen equipments • Different types of special equipments • Heat generating and Refrigeration equipments • Storage tables and hand tools • Uses, Maintenance, and Criteria for selection <p>Kitchen Equipment used in Quantity Cookery</p>	16
V	<p>Quantity Kitchen Management</p> <ul style="list-style-type: none"> • Layout of (large) Qty Kitchens, Institutional /Industrial & Flt. Kitchen • Work flow in quantity kitchens <p>Parameters for Quantity Menu Planning</p> <ul style="list-style-type: none"> • Canteens for school & college • Philanthropic institution • Industrial canteen • Airlines • Seaways • Hospitals • Function Catering (outdoor Parties) • Menu planning for each of above 	16

Semester- III
FOOD PRODUCTION FOUNDATION

3-T-I

***After completion of the semester students will be able to**

- **CO1:** Familiarize with classical Indian regional cuisine by using blended wet and dry spices/ masala in authentic food with their eating habits, traditional cooking methods, special food for occasion.
- **CO2:** Understand the basic Indian gravies & their uses in dishes for bulk production by ethnic traditions of different religion food of India.
- **CO3:** Understand the quantity menu planning with the layout of kitchen of different parameters, different types of equipment used and their maintenance of equipment with its safety operating procedures.

FOOD & BEVERAGE OPERATION- I 3-T-II

Theory – 80
Sessional -20
Total – 100

Unit	Topics	Marks
I	Alcoholic Beverage (Wines) Introduction, definition, classification; Structure of grapes, Viticulture & Vinification, vine diseases, Consumption – benefits, abuse, sensible drinking	10
II	Wines - Definition & History, Classification with examples Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> • France- Champagne • Germany • Italy- Asti Spumante, Chianti, Marsala • Spain- Sherry • Portugal- Port and Madeira • Australia 	20
III	New World Wines (Principal wine regions, grape varieties and brand names) <ul style="list-style-type: none"> • USA • Australia • India • Chile • South Africa • Algeria • New Zealand Food & Wine Harmony; Storage of wines, Wine terminology (English & French)	14
IV	Aperitifs History / Origin, Definition, Production, Types / classification Name of aperitifs and Liqueurs along with <ul style="list-style-type: none"> • Country of origin • Pre-dominant flavors • Service • Brand names 	20
V	Beer <ul style="list-style-type: none"> • Introduction - • Ingredients • Manufacture • Types & brands – Indian and international, Special beers • Storage & service Brief introduction about Other fermented and brewed beverages – Sake, Cider, Perry Other Alcoholic Beverages- Absinthe, Ouzo, Aquavit, Slivovitz, Arrack	16

COURSE OUTCOMES FOOD & BEVERAGE SERVICE

After completion of the semester students will be able to understand :

- CO1:** Describe the duties and responsibilities of beverage service staff members, and summarize techniques and procedures for responsibly selling and serving beer, and wine.
- CO2:** • Understanding the production process of Beer, Wine.
- CO3:** Understanding the pairing of food & wine, harmony and storage.

Housekeeping Operation – I 3-T-III

Unit	Contents	Marks
1	Interior Designing <ul style="list-style-type: none"> • Objectives of Interior Design • Basic types of design • Elements of design • Principles of design • Units of design 	16
2	Colour <ul style="list-style-type: none"> • Colour wheel • Importance & Characteristics • Colour scheme • Properties of colour • Effects of colour 	16
3	Lighting, Heating and Ventilation : <ul style="list-style-type: none"> • Importance of Lighting • Types (Classification) • Methods of Lighting • Lighting plans Heating and Ventilation	16
4	Floor finishes: <ul style="list-style-type: none"> • Types • Characteristics • maintenance Wall coverings <ul style="list-style-type: none"> • Types • Characteristics • maintenance 	16
5	Window treatment <ul style="list-style-type: none"> • Types of windows • Classification of window treatment • Curtains headings and accessories • Measurement and installation of drapes 	16

Books Recommended:

- Bansal, T. (2010). *Hotel Facility Planning*. New Delhi: Oxford University Press.
- Martin, R. (1997). *Professional Management Of Housekeeping Operations*. New York: John Wiley & Sons, Inc.
- Raghubalan, G. (2011). *Hotel Housekeeping Operations and Management*. New Delhi, India: Oxford University Press.
- Singh, M. (2012). *Hotel Housekeeping*. New Delhi: Tata McGraw-Hill.

COURSE OUTCOME
HOTEL HOUSEKEEPING

After completion of the semester students will be able to understand :

- **C01:** The student will be able understand the concept of interior design of room and housekeeping.
- **C02:** The student will be able to learn housekeeping concept & importance of colour and light in room.
- **C03:** The student will be able to understand the concept of window treatment and flooring technique of rooms.

**FRONT OFFICE OPERATIONS-
I3-T-IV**

Theory - 80
Sessional -20
Total - 100

UNIT	C O N T E N T	MARKS
	<p>Function of Reception</p> <ul style="list-style-type: none"> • Meaning and importance of Reception department • Reception as an art • Handling of mail • Handling of Hotel Mail / staff mail • Hotel Mail and key rack • Handling of guest mail • Message handling • Handling of black list and no shows <p>Other Functions of Reception</p> <ul style="list-style-type: none"> • Key handling and different types of key • Computerized keys • Importance of key control • Paging system • Wake-up calls. • Handling of emergencies • International rules for guest • Handling of guest valuables 	16
II	<p>Bell Desk Operation</p> <p>Importance and base role played by the bell desk, Bell boy, control Handling of luggage, Left luggage ,procedure Handling of group luggage, Bell desk and concierge, Handling of scanty baggage, Paging systems Reservation Activities</p> <ul style="list-style-type: none"> • Group booking procedure • Computerized reservation • Centralized reservation • Complete procedure of Whitney system of reservation. • Guaranteed and Non Guaranteed reservation • Cancellation and Amendments • Overbooking • Forecasting 	16
III	<p>Registration</p> <ul style="list-style-type: none"> • Handling Registration for individuals • Handling Registration for groups • Handling Registration foreigners • Notification slips • Handling of Different types of VIP's • Categories of VIP's • Room change Procedure • Knowledge of passport, VISA for registration purpose. Law of Tenancy Distinction between guest and tenant. 	16

IV	<p>Departure Procedure</p> <ul style="list-style-type: none"> • Meaning of check-out • Procedure of checking out of guest • Express check-out Procedure • Late check-out • Late charges <p>Front Office Billing</p> <ul style="list-style-type: none"> • Introduction to cashier section • Credit in Hotel • Modes of settlement of bills • Settlement of bills by foreigners • Annexure FXA, FXB • Handling of Guest Valuables 	16
V	<p>FRONT OFFICE ACCOUNTING SYSTEM</p> <p>Handling of credit instruments Procedure of Handling of credit cards Handling of foreign exchange Billing procedure Mechanical billing NCR Computerized Billing</p>	16

Books Recommended:

- Andrews, S. (1999). *Hotel front office training manual*. New Delhi: TataPublishing Company limited.
- D.Collins. (1967). *Accomodation Operations*. New Delhi: Plymouthmacdonald Evans.
- Jatashankar.R.Tiwari. (2009). *Hotel front Office Operations andManagement*. New Delhi: Oxford University press.
- S.K.Bhatnagar. (2002). *Front Office Management* . New Delhi: FrankBros.& co(publishers)ltd.
- Singh, D. R. (2000). *Front Office management*. New Publication: AmanPublication

FRONT OFFICE Course Outcome

After the course complete the student will understand -

CO1: Receptionists work within an organization to help it run smoothly. They greet visitors, answer phone calls, and run errands while maintaining professional composure throughout interactions with customers or potential clients.

CO2:Procedures used to prepare, maintain, monitors, record the transactions of guests and groups, and other non-guests using the hotel facilities and services. Departure the guest vacates the room, receives the accurate statement of the settled accounts, returns the room keys and leaves the hotel.

CO3: To handle and distribute mail and message received by the front desk in the absence of the guests to their respective rooms. Also distribution or newspaper and magazines etc. to various rooms and the areas of the hotel and keeping a record of the same is done by the bell desk

FRENCH 3-T-V

Theory – 80
Sessional -20
Total – 100

UNIT	C O N T E N T	MARKS
I	<ul style="list-style-type: none"> • The Alphabets • Accents • Numbers • Articles- Definite/ Indefinite • 	16
II	<ul style="list-style-type: none"> • Days of the week/months/date • Nouns/prepositions • Glossary of general food items Auxiliary Verbs • Adjectives of profession/ nationality • Time 	16
III	<ul style="list-style-type: none"> • Ist Group Verbs • Feminine and Phralisation of nouns • Culinary terms in French • Feminine and Pluralisation of Adjectives • IInd group verb • "Formules de Politesse" 	16
IV	<ul style="list-style-type: none"> • Future and past tense • Currency/weights and measures • Negation & Interrogation • Adverbs and Pronouns • Basic French conversation with guests • IIIrd group Verbs 	16
V	<ul style="list-style-type: none"> • Translation • Glossary terms- Brigade/equipments/ingredients/ classical menus/wine 	16

BHMCT SEM 3 FRENCH Course Outcome

After the course complete the student will understand –

CO1: it is occasionally called hospitality language, there fore most of the linguistic expression concerns and represents the hospitality domain throught the stay of the guest. If any student can speak French, he/she can speak easily with the French guest.

CO2: IF STUDENTS STUDIES FRENCH CULTURE AND ARE FLUENT IN THE LANGUAGE CAN HELP THEM IN THE BOOMING TOURISM INDUSTRY.

CO3: now a days universities have also been encouraged to support students in choosing their preferred programs with 50% of scholarship in taking French lessons in more than 13 cities where students have job opportunities are better then any other non-French spoken students.

HOTEL ENGINEERING & FACILITY PLANNING3-T- VI

Theory – 80
Sessional -20
Total – 100

UNIT	C O N T E N T	MARKS
I	<p>Maintenance Department</p> <ul style="list-style-type: none"> • Definition, scope, objectives • Importance of maintenance dept. in hotel industry • Organization of maintenance dept. in 3/4/5 Star Hotel. • Duties and responsibilities of engineering dept • Types of maintenance <ul style="list-style-type: none"> - Preventive maintenance - Breakdown maintenance - Predictive maintenance - Contract maintenance <p>Energy Management</p> <ul style="list-style-type: none"> <input type="checkbox"/> Importance of energy conservation <input type="checkbox"/> Use of solar energy for various activities <input type="checkbox"/> Energy conservation program for <ul style="list-style-type: none"> o Front office o Kitchen o F and B o Housekeeping o Laundry and Sanitation o Guestrooms 	16
II	<p>Water , Sanitation and Waste treatment</p> <ul style="list-style-type: none"> • Water purification methods • Methods of water softening(Ion exchange, Zeolite process) • Cold and hot water distribution system • Various plumbing fixtures • Types of sanitary traps and their applications • Types of water closets and flushing • Classification of solid waste • Garbage collection and disposal system 	16
III	<p>Electrical Systems</p> <ul style="list-style-type: none"> • Switch, Plug, Socket • AC and DC system. • Single and three phase system • Types of Electrical safety devices <ul style="list-style-type: none"> Fuses Earthing Circuit breakers • Methods of lighting • Calculation of electricity bill 	16

IV	Heating, ventilation, refrigeration and air conditioning <ul style="list-style-type: none"> • Heating system • Heat insulation • Types of ventilation • Definitions –heat, temp, specific heat, sensible heat, latentheat,relative • humidity, dry bulb temp, wet bulb temp ,tons of refrigeration • Refrigerant-types, properties of good refrigerants • Refrigeration cycle • Factors affecting human comfort • Types of ac systems-unitary and centralized • Window AC • Walk in freezer and cold storage 	16
V	Designing of facilities <ul style="list-style-type: none"> • Designing of building and civil infrastructure – Roof, Exterior Walls, Elevator • Shafts and Landscaping • Designing of parking areas – Standard Parking Space allotment, Layout • Considerations • Designing of Lodging Facilities – Designing of Guest Room, Suites,Lobbies, • Recreational facilities • Designing of Food and Beverage area –Concept of Designing Food and Beverage Production and Service Areas 	16

Books Recommended:

Hospitality Facilities Management and Design -David M. Stipanuk, Harold Roffmann; Publication : Educational Institute, AHMA

How Things Work – The Universal Encyclopedia of Machines , Volume 1 and 2

- The Management of Maintenance and Engineering Systems in the Hospitality Industry - Frank D. Borsenik , Alan T. Stutts, John Wiley & Sons Inc., New York.
- Air Conditioning Engineering; W. P. Jones, English Language BookSociety
- Refrigeration and Air Conditioning - Domkundwar
- A Text Book of Hotel Maintenance- Goyal and Arora

**COURSE OUTCOME
HOTEL ENGINEERING- SEM 111**

- 1) **CO1:** to perform routine and preventative maintenance to protect the assets of a hotel and to keep the hotel running
- 2) **CO2:** Duties and responsibilities of maintenance department staff
- 3) **CO3:** Water and sanitation purification methods
- 4) smoothly.

FOOD PRODUCTION OPERATION-I3-P-I

PRACTICAL	CONTENT
	Regional Menues
I	Kashmir(Min. 10 dishes)
II	Uttar Pradesh/ Avadh (Min. 10 dishes)
III	West Bengal(Min. 10 dishes)
IV	Assam (Min. 10 dishes)
V	Goa (Min. 10 dishes)
VI	Kerala (Min. 10 dishes)
VII	Karnataka (Min. 10 dishes)
VIII	Yeast based product
IX	Breakfast – croissants, Danish, Brioche, Sandwich Bread loaf
X	Lunch- Sliced Bread (loaves) / French bread, Brown Bread, Whole wheat bread. Marbled bread, Display of Bread Basket, Rolls – Atleast - 2 Types, Soup / Bread sticks,
	High Tea – Mini croissants Baget

FOOD & BEVERAGE OPERATION – 13-P- II

Sr.No	Content
1.	Planning ,Taking order and service of 13 course French classical menu along with Wines
2.	Special Food Service - (Cover, Accompaniments & Service) Classical Hors d" oeuvre :- <ul style="list-style-type: none"> • Caviar, Smoked Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, • Cheese Dessert (Fresh Fruit & Nuts)
3.	Service of Beer <ul style="list-style-type: none"> • Service of Bottled & canned Beers • Service of Draught Beers
4.	Service of Aperitifs <ul style="list-style-type: none"> • Service styles – neat/on-the-rocks/with cream/en frappe • Service from the Bar
5	Service of Old World Wines <ul style="list-style-type: none"> • Service of Red Wine • Service of White/Rose Wine • Service of Sparkling Wines • Service of Fortified Wines • Service of Aromatized Wines Service of Cider, Perry & Sake

**HOUSEKEEPING OPERATION-I3-P-
III**

Sr.no	Content
01	Colour wheel , At least 5 color schemes to be made for hotel rooms
02	Plan a hotel suite on paper and chalk out a lighting plan for the same
03	At least 5 types of window treatment to be made on 5 types of windows found in hotels.

**FRONT OFFICE OPERATIONS-13-P-
IV**

Sr.no	Content
1	Handling of hotel mail Wake-up call handling Handling of scanty baggage guest Handling of left luggage Reservation Procedures i) On Telephone ii) In person iii) Mail Whitney System Reservation Maintaining and Handling records of reservation and registration Cancellation of reservation Handling of Group Booking Check-in procedure for WALK-IN guests Check in procedure for group Check in procedure for VIP Check in procedure for Foreigners Religion of India Currencies , countries and their capitals Festivals of India Front office emergencies

**FRENCH-13-P-
V**

Sr.	C O N T E N T
I	Self introduction, description of a person, speaking about time, weather, months, season, days and number, family and home colors
II	Role plays (conversation) with guest about room booking at a hotel, table reservation at a restaurant, booking ticket at cinema.
III	Read and translate – English to French and French to English. Topics – menus, recipe, French dishes, wines, cheese and vocabulary based on hotel and restaurant.
IV	Speech on a topic (based on)- - Describe a hotel, restaurant, menu, city and country.

Books Recommended:

- La langue et La civilization Francaises- G. Mauger,; Hachette, 79, Bou levard St.Germain, Paris.
- Le Fran, cais de l'Hotellerie et du Tourisme - Max DANY
- Jean Robert la lay, Hachette (part I part II, all the conversational up to pg. 106. This book is to be used for conversation and translations.)

SEMESTER IV
FOOD PRODUCTION OPERATIONS II
4-T-I

Theory – 80
 Sessional -20
 Total – 100

UNIT	CONTENT	MARKS
I	Egg Cookery <ul style="list-style-type: none"> • Introduction – Classification of Eggs • Structure of an egg • Selection of egg • Methods Of Cooking (Effects of heat) Uses of egg in cookery and bakery	16
II	Fish Cookery <ul style="list-style-type: none"> • 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) 	16
III	Indenting and Stores Indenting, Principles of Indenting Qty. & portions for Bulk production Practical difficulties involves in Indenting <ul style="list-style-type: none"> • Conversion of Recipes Stores <ul style="list-style-type: none"> • Principles of storage, • Types of stores • Layout of Dry and cold room • Staff Hierarchy, • Guidelines for efficient storage • Control procedures • Inventory Procedures • EOQ- Economic order Quantity • Re-order levels • Bin Cards • Form and formats • Function of a store Manager • Computerized store control system. • Standard purchase specification • Dealing with suppliers. 	16
IV	Introduction to Bakery & confectionery <ul style="list-style-type: none"> • Definition of baking • Principles of baking • Bakery Equipment (5 small & 5 large) and Tools Characteristics Functions of ingredients in Bakery & Confectionery <ul style="list-style-type: none"> • Flour, Shortening agents • Sweetening agents • Raising agents 	16

	<ul style="list-style-type: none"> • Dairy products 	
V	Pastries Making <ul style="list-style-type: none"> • Types-Short crust, Laminated, Choux, Hot water/Rough puff • Methods of preparation, Recipes and Evaluation • Differences and faults • Uses of each pastry • Care to be taken while preparing pastry • Temperature of baking pastry 	16

Semester- IV
FOOD PRODUCTION FOUNDATION

4-T-I

*After completion of the semester students will be able to

- CO1: To understand classification, selection, uses, effect of heat & cooking of eggs & fish.
- CO2: Familiarize with baking process by basic ingredient used to prepare, using of special equipments & tools, uses of dairy product and confectionery agents .
- CO3: Understand the importance of indenting and storage inventory of food item in kitchen.

FOOD & BEVERAGE OPERATIONS-II

4-T-II

Theory – 80
Sessional -20
Total – 100

Unit	Topics	Marks
I	Alcoholic beverage - Spirits Introduction & Definition Production of Spirit <ul style="list-style-type: none"> • Pot-still method • Patent still method • Different Proof Spirits: American Proof, British Proof (Sikes scale), Gay Lussac (OIML Scale) 	10
II	Production of spirits (History, Manufacture, Regions, Types and brands) Whisky-Scotch ,Irish, American ,Canadian Rum Brandy	20
III	Production of spirits (History, Manufacture, Regions, Types and brands) Gin Vodka Tequila	20

IV	Liqueurs History / Origin, Definition, Production, Types / classification Name of Liqueurs along with <ul style="list-style-type: none"> • Country of origin • Pre-dominant flavors • Service Brand names	14
V	Cocktails Introduction to Cocktails History, Types and Preparation Classical Cocktails and Innovative cocktails, Recipes of Classical Cocktails – 5 cocktails of each base.	16

COURSE OUTCOMES
FOOD & BEVERAGE MANAGEMENT
V SEMESTER, B.SC. HOSPITALITY STUDENTS

After completion of the semester students will be able to understand :

- **C01:** The basics of alcohol beverage , standard styles of service of Spirits & Cocktails. Students will also learn how to match, recommend food along with beverages hence promoting suggestive selling.
- **C02:** Students get an in-depth knowledge production of spirits, history , manufacture, brands of rum brandy, whisky,gin vodka and tequila
- **C03:** Understanding the process of making cocktail-type, history,types, classical cocktails etc.

- Roger B. Boulton, V. L. (2005). *Principles and Practices of Winemaking*. New York : S.K. Jain for CBS Publisher .
- Broom, D. (2013). *The Complete Bartender's Guide*. china: Carlton Books Limited .
- Cullen, P. (2001). *The Food and Beverage Manaager* . New Delhi: GlobalBooks & Subscription Services.
- Dennis Lillicrap, J. C. (2002). *Food and Beverage Service*. London : Hodder and Stoughton Educational.
- Dhawan, V. (2003). *Food & Beverage Service* . New Delhi : Fraank Bros &co. (Publishers) ltd.
- Singaravelavan, R. (2011). *Food and Beveragae Service*. New Delhi :Oxford University press."
- Jones, P. (1988). *Food Service Operations*. London : Cassell WellingtonHouse.
- Verghese, B. (1999). *Professional Food and Beverage Service Management*. Bangalore: Macmillan Indian ltd.

HOUSEKEEPING OPERATIONS –II

4-T-III

Theory – 80
Sessional -20
Total – 100

Unit	Contents	Marks
1	Furniture <ul style="list-style-type: none"> • Types of furniture • Types of Joints in furniture. • Selection • Materials used • Furniture care & cleaning • Selection of furniture for hotels (Commercial / Resort) • Furniture"s Arrangement in hotels 	16
2	Renovation <ul style="list-style-type: none"> • Reasons to renovate • Types of renovation • Subsidiary processes in Renovation • Refurbishing • Redecoration 	16
3	Flower arrangement <ul style="list-style-type: none"> • Concept and Importance • Types and shapes • Principles • Conditioning of plant material • Tool, equipments and Accessories • Color schemes in Flower Arrangement 	16
4	Housekeeping Supervision <ul style="list-style-type: none"> • Importance of inspection 	

	<ul style="list-style-type: none"> • Checklist for inspection, typical areas usually neglected • Self supervision techniques for cleaning staff 	16
5	Pest control <ul style="list-style-type: none"> • Types of pests • Pest control Goals • Common pests and their control • Integrated Pest management • Methods of Pest Control 	

Books Recommended:

- Bansal, T. (2010). *Hotel Facility Planning*. New Delhi: Oxford University Press.
- Martin, R. (1997). *Professional Management Of Housekeeping Operations*. New York: John Wiley & Sons, Inc.
- Raghubalan, G. (2011). *Hotel Housekeeping Operations and Management*. New Delhi, India: Oxford University Press.
- Singh, M. (2012). *Hotel Housekeeping*. New Delhi: Tata McGraw-Hill.

**COURSE OUTCOME
HOUSEKEEPING MANAGEMENT**

After completion of the semester students will be able to understand :

- **C01:** The room renovation re-fabrication and redecoration of room.
- **C02:** The student will be able to learn role of HK supervisor and how they perform the various task for smooth operation in hotel.
- **C03:** The student will be able to create Flower Arrangements for various occasions and locations. The student will be able to plan and implement décor for special occasions.

FRONT OFFICE OPERATIONS-II4-T-IV

Books

Recommended: Andrews, S. (1999). *Hotel front office*

UNIT	C O N T E N T	MARKS
I	Reports and Statistics • Averages • Occupancy • Guest • Rooms • Graphical representation-1)mean 2)median 3)mode Yield Management	16
II	Cashier and Night Auditing Duties of cashier Job description of Night Auditors Duties of cashier Recapitulation Sheet Transcript Night Receptionist Report	16
III	HOTEL MARKETING • Marketing- meaning, definition • Hotel Marketing • Marketing in Hotel - specific features of Hotel Marketing • Hotel as marketing Product	16
IV	SELLING BY RECEPTION STAFF • Reception as a sales department • Selling techniques for reception • Points for sale • Room assignment • Selling to different type of clientele UPSELLING • Up selling - meaning, qualities to be acquired by Front Office staff for up selling • Up selling- non pressure technique • Selling to different type of clientele, FIT's, Travel Group • Terms and conditions between Travel Agency and Hotels	16
V	UPSELLING • Up selling - meaning, qualities to be acquired by Front Office staff for up selling • Up selling- non pressure technique • Selling to different type of clientele, FIT's, Travel Group • Terms and conditions between Travel Agency and Hotels	16
	PROMOTIONAL ACTIVITY • Meaning and understanding of Promotion • Purpose of promotion • Types of promotional activities • Promotional activities used in general • Promotional activities used by Hotel • In house promotional activities	

Company imited.D.

. (1967). *ions*. New Delhi:

Plymouthmacdonald Evans.

- Jatashankar.R.Tiwari. (2009).

*Hotel front Office Operations
andManagement*. New Delhi:

Oxford University press.

- S.K.Bhatnagar. (2002). *Front Office
Management* . New Delhi: Frank Bros.&
co (publishers)ltd. Singh, D. R. (2000).

Front Office management.

New

Total – 100

FRONT OFFICE Course Outcome

After the course complete the student will understand -

C01:Calculating average, occupancy percentage, and statistical representation of data. Duties and responsibilities of cashier and nigh auditor and various reports created and maintained by them.

C02: The special feature and concept of marketing. Selling of hotel rooms as a product using various selling techniques. Applying selling techniques to different clients for room sales.

C03: The purpose and meaning of promotion using pressure and non-pressure upselling technique.

PRINCIPLES OF MANAGEMENT4-T-V

UNIT	CONTENT	MARKS
I	<p>CONCEPT OF MANAGEMENT Nature , function, definition, Characteristics and importance of management, levels of Management, the process of management:- planning, organizing, staffing, directing and controlling. Is Management a science or art? Management as profession, Management and administration. DEVELOPMENT OF MANAGEMENT THOUGHT Scientific management: contribution of Taylor,Fayol, Drucker.</p>	16
II	<p>PLANNING Meaning, nature and importance of planning, type of plans, characteristics of planning advantages and disadvantages of planning, steps in planning, components of planning. DECISION MAKING Types of decisions, step-by-step decision making process, review of decision. ORGANISATION Meaning, nature and importance of organization, principles of organization, organization charts and manuals, formal and informal organization, types of organization:- functional, line and staff and committee, Span of management, Delegation,-Centralization and decentralization.</p>	16
III	<p>STAFFING Meaning, manpower planning, job analysis, recruitment, selection, training, promotion, performance appraisal, job evaluation and merit rating, DIRECTING: Meaning, nature of directing, characteristics of directing, principles of directing, importance of directing, techniques of directing orders, chain of command, authority-responsibility-accountability relationship, supervision.</p>	16
IV	<p>LEADERSHIP Definition, different styles of leadership, Qualities of leader, difference between leader and manager, Leadership theories. MOTIVATION Meaning, nature and objectives of motivation, benefits of motivation, theories of motivation, Maslow"s theory of need hierarchy. Herzberg"s hygiene-motivation theory. Vroom"s expectancy theory - Mc Gregory"s theory „X" and theory „Y",</p>	16
V	<p>COMMUNICATION Meaning and nature of communication, types of communication: upward / downward, verbal / non-verbal, formal-informal, barriers to communication, communication process. CONTROLLING Meaning, control process, need for control, control techniques, budgetary and non budgetary control, marketing control-production control-quality control, financial control-information control, concept of strategic control, control &</p>	16

Theory - 80 Sessions - 20 Total - 100

Books Recommended:

- Principles of management, Dr(Mrs). Pratibha M. Siriya
- Management – Stoner & Freeman
- Essentials of Management – Koontz & O'donnel
- Management and Organisation – M. Louis Allen
- Management Theory and Practice – Earnest Dale
- Management tasks- Peter F Drucker
- Management Process – Davar R.
- Fundamentals of Management – J.S.
- Principles of management – P.N. Reddy
- Essentials of Management – Chatterji
- Personnel Management & Industrial Relations- Verma & Agarwal

COURSE OUTCOME
PRINCIPLES OF MANAGEMENT

- **CO1:** Students will have a Clear idea about the basic idea of management, its importance and different aspects
- **CO2:** They will have Knowledge about the difference between management and administration ,they will be also aware about scientific management about Nature , function, definition, Characteristics and importance of management, levels of Management,
- **CO3:** They will understand the process of management:- planning, organizing, staffing, directing and controlling

BASIC HOTEL ACCOUNTING 4-T-VI

Theory- 80
Sessional - 20
Total - 100

UNIT	C O N T E N T	MARKS
I	<p>Introduction of Basic Accounts and Journal.</p> <ul style="list-style-type: none"> □ Meaning, Scope (area of application), Objective, Advantages and Disadvantages. □ Book-Keeping and Accountancy: Meaning and their systems with features. □ Double Entry System : Principles, Application, Nature, Advantages and limitations. □ Classification of Accounts, Principles and Rules (simple problems only). • Journal : Meaning of Journal & its Advantages, Format of Journal with the utility of each column. Requirement of Journal entries. (simple problem only) 	16
II	<p>Subsidiary Book, ledger and Trial Balance</p> <ul style="list-style-type: none"> • Meaning and Advantages of subsidiary book Kinds of Subsidiary Book. • Petty Cash Book- Meaning advantages (simple Problems). • Ledger: Meaning of ledger, Division of ledger. Rules of Posting. Balancing of ledgers, Kinds of Balances [simple problem only] • Trial Balance: Meaning, Objectives and Advantages of Trial Balance. System of preparation / Presentation of Trial Balance. Preparation of Trial Balance [Simple problem only] 	16

III	Final Accounts of Hotel Industry : <ul style="list-style-type: none"> • Meaning of Final Account, Need and Advantages. • Component and their importance- Trading Account, Profit and Loss Account, Profit and Loss Appropriation Account & Balance Sheet. Meaning of Adjustments and their Treatment in Final Accounts. • Simple Problems on Final Accounts. 	16
IV	Guest Records and Billing <ul style="list-style-type: none"> • Hotels : Definition, Characteristics, Classification of Hotels, Rooms and Guest : (under different categories) • Departments in a hotel as operating and Non-operating, Revenue Producing and Non-Revenue Producing. • Basis of Charging Room Rates. (Simple Problems Only) • Guest Weekly Bill : Format (Computerized and Manual) (simple problems only) 	16
V	Auditing and Hotel Statistics <ul style="list-style-type: none"> • Meaning, Scope and Advantages of Auditing. • Meaning of Night Auditor, His Duties, Function and Responsibilities. • Various Reports to be prepared by Night Auditor : List and Their Draft (Format) • House Count. Ratios on 1. Occupancy 2. Room Rate –Average per Guest. 3. Covers. 	16

Books Recommended:

1. Hotel Accounting & financial control, Ozi A. D'cunha & Gleson O. D'cunha,;
2. The Dickeys Enterprise, Mumbai,
3. Modern Accountancy (Vol I & II), A. Mukherjee,; Tata-Mc Graw- Hill Publishing company Ltd. Calcutta.
4. Accountancy for C.A. Foundation, P.C. Tulsian,; Tata-Mcgraw-hill publishing company Ltd. New Delhi.

BASIC HOTEL ACCOUNTING

Course Outcome

After the course complete the student will understand -

CO1: the meaning, significance, objectives, advantages & limitations of accounting in the modern economic environment.

CO2: the various terms used in accounting and differentiate between different related terms .

CO3: the meaning of accounting assumptions and the situation in which an assumption is applied during the accounting process..

FOOD PRODUCTION OPERATIONS-II

4-P-I

Term Work Marks -20

Practical-80

Total-100

PRACTICAL	CONTENT
	Regional Menus
I	Punjab (Min. 10 dishes)
II	Orissa (Min. 10 dishes)
III	Rajasthan (Min. 10 dishes)
IV	Maharashtra / Malavani (Min. 10 dishes)
V	Gujrat / Bohri / Parsi (Min. 10 dishes)
VI	Tamil Nadu (Min. 10 dishes)
VII	Andhra Pradesh / Hyderabad (Min. 10 dishes)
IX	Biryanis
X	Fried Snacks
XI	Tandoori Snacks

FOOD & BEVERAGE OPERATIONS-II4- P-II

Term Work Marks -20

Practical-80

Total-100

Sr.No	Content
1.	Service of Spirits Service styles – neat/on-the-rocks/with appropriate mixers <ul style="list-style-type: none">• Service of Whisky• Service of Vodka• Service of Rum• Service of Gin• Service of Brandy
2.	Cocktails demonstration <ul style="list-style-type: none">• Making of 5 cocktail of each base.• Classical / contemporary cocktails
3.	Service of Liqueurs <ul style="list-style-type: none">• Service styles – neat/on-the-rocks/with cream/en frappe• Service from the Bar

COURSE OUTCOMES FOOD & BEVERAGE OPERATIONS

After completion of the semester students will be able to understand :

- **CO1:** The basics of Bar operations, types of Non-alcoholic Beverages, standard styles of service of Spirits & Cocktails. Students will also learn how to match, recommend food along with beverages hence promoting suggestive selling.
- **CO2:** Knowledge of some popular mixed drinks i.e. cocktails and knowledge of the products behind a well stacked bar, basic knowledge of alcohol production and its history.
- **CO3:** Drinking habits; how the alcohol industry has evolved, cocktail evolution. How to apply your taste buds through tasting and making cocktails, knowledge of cocktail ingredients and how to “balance” a good mixed drink.

HOUSEKEEPING OPERATIONS-II4-P-III

Term Work Marks -20
Practical-80Total-100

Sno	Practical
01	Use of checklist by supervisor to check any 5 situations in housekeeping Classification of waste
02	Plan furniture arrangement for 2 types of rooms and public area
03	Western flower arrangement Ikebana - shohin type arrangement

FRONT OFFICE OPERATIONS-II 4-P-IV

Term Work Marks -20
Practical-80
 Total-100

S no	C O N T E N T
1	Handling of different types of guest, Handling of VI P's, Handling a black list
2	Calculation of reports / statistics
3	Preparing of Reports
4	Preparing promotional Material
5	Preparation of final bill
6	Procedure for handling credit card

Assignment:

- 1) Dances of India
- 2) Wild Life sanctuaries of India.

Books Recommended:

- Andrews, S. (1999). *Hotel front office training manual*. New Delhi: Tata Publishing Company limited.
- D.Collins. (1967). *Accommodation Operations*. New Delhi: Plymouth macdonald Evans.
- Jatashankar.R.Tiwari. (2009). *Hotel front Office Operations and Management*. New Delhi: Oxford University press.
- S.K.Bhatnagar. (2002). *Front Office Management*. New Delhi: Frank Bros.& co(publishers)ltd.
- Singh, D. R. (2000). *Front Office management*. New Publication: Aman Publication.

HOTEL ENGINEERING & FACILITY MANAGEMENT

4-P-V

Term Work Marks -10

Practical-40

Total-50

1. Calculation of Electricity Bill
2. Study of Maintenance Schedule of
 - Kitchen
 - Guest Room
 - Refrigerator
 - Fire Extinguisher
 - Housekeeping
3. Electrical Accessories: Fuse, Switch, Socket, Plug etc.
4. Lighting Systems and types of lamps
5. Signs and Symbols
6. Hot and Cold Water Distribution System
7. Plumbing Fixtures
8. Different types of taps: Bib tap, Pillar tap, Waste – not tap
9. Refrigerator / Vapour Compression system in hotel
10. Air Conditioner: Window AC
11. Maintenance Tools: Tester, Screw driver, Wire cutter, Plier, Chisel, Rip saw, Hack saw, Claw hammer

SEMESTER- V
FOOD PRODUCTION MANAGEMENT-I
5-T-I

Theory – 80
 Sessional -20
 Total – 100

UNIT	CONTENT	MARKS
I	International Cooking France, Italy, China, Russia, Spain : Geographical location, historical background, staple food with regional influence, ingredients, methods of Cooking, specialties, special equipment	16
II	Meat Cookery <ul style="list-style-type: none"> • Introduction to meat cookery • Types, Selection and Storage of Meat • Cuts of beef/veal • Cuts of lamb/mutton • Cuts of pork • Variety meats (Offal"s) 	16
III	Poultry <ul style="list-style-type: none"> • Types of Poultry • Cuts of Poultry • Uses of Poultry • Selection and Storage of Poultry Cooking Methods	16
IV	Cake Making <ul style="list-style-type: none"> • Role of ingredients • Recipe balancing • Method of cake making • Cake icing and decoration Faults & remedies Cookies Making <ul style="list-style-type: none"> • Types: Dropped, Piped, Hand rolled, Cutter cut, Sheet, Frozen and cut, Stencil, Sandwich, Festive. • Methods of mixing & Baking • Uses of cookies • Preparation and evaluation • Common Faults 	16
V	Bread Making/Yeast Dough's (Fermented Goods) <ul style="list-style-type: none"> • Role of ingredients • Types – (Rich / lean) • Methods of bread making • Stages in bread making • Effect of over fermentation & under fermentation • Over & under proving of dough"s of bread & fermented goods • Faults and remedies • Bread Disease • Bread Improvers 	

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COURSE OUTCOME
FOOD PRODUCTION FOUNDATION

***After completion of the semester students will be able to**

- **CO1:** Understand the brief description on the culture, eating habits, preparation of popular dishes preparation from the cuisines around the world.
- **CO2:** Familiarize with special meat & poultry preparation with regards to selection, storage, cuts and cooking methods of different cuisine.
- **CO3:** Understand the basic cake, cookies & bread making with the importance role of ingredients used, method of mixing /baking & storing to make good final product

FOOD & BEVERAGE MANAGEMENT-I
5-T-II

Theory – 80
Sessional -20
Total – 100

Unit	Topics	Marks
I	Introduction to Bar <ul style="list-style-type: none"> • Types of bar <ul style="list-style-type: none"> • Cocktail • Dispense • Parts of Bar <ul style="list-style-type: none"> • Front Bar • Back Bar • Under Bar (speed rack, garnish containers, Ice well, etc) 	16
II	Bar Planning & Operation Bar staffing Opening and closing duties <ul style="list-style-type: none"> • Control Methods & Licenses Basic of layout and designs considering such as target clientele, décor, Area size, Location, plumbing, lighting and flooring Requirements of the relevant state / Territory Liquor Act in relation to service of alcohol.	16
III	Equipments and Beverage List Bar equipments and tools Wine service equipment Beer service equipment Cocktail bar equipment Beverage list Planning and designing the Beverage list	16

	Bar accompaniments & garnishes Bar accessories & disposables.	
IV	Beverage Control Objectives of Beverage Control, Purchasing, Receiving, Storing, Issuing control, Standard Drink list, Standard Portion Size, Bar Frauds, Books Maintained.	16
V	Inventory Control Importance, Objectives, Methods, determining stock Levels, Perpetual and Monthly inventory, Pricing of beverages, corkage etc.	16

COURSE OUTCOMES

FOOD & BEVERAGE MANAGEMENT

After completion of the semester students will be able to understand :

- **CO1:** The student will articulate knowledge of the laws and regulations for selling alcoholic beverages to the public by Summarizing local, state, and federal laws pertaining to the service and purchase of alcoholic beverages.
- **CO2:** The student will prioritize the rigorous control systems needed to ensure profitability in the bar and beverage management industry.
- **CO3:** The student will evaluate the ordering, receiving, storage, issuing and pricing of alcoholic beverages. The student will design a beverage operation to ensure optimum efficiency and guest satisfaction

HOUSEKEEPING MANAGEMENT -I5-T-III

Theory – 80
Sessional -20
Total – 100

Unit	Contents	Marks
1	Internal Environment <ul style="list-style-type: none"> • Noise • Air conditioning • Light 	16
2	Contract cleaning <ul style="list-style-type: none"> • Define outsourcing • Considerations for contracts • Contract services in housekeeping • Steps while outsourcing • Contract specification • Pricing contracts • Advantages and Disadvantages of outsourcing 	16
3	Planning and organizing Housekeeping Department <ul style="list-style-type: none"> • Division of work • Area inventory list • Frequency schedules • Performance standards • Productivity standards • Inventory levels – determining par levels, • Work schedules 	16
4	Safeguarding assets <ul style="list-style-type: none"> • Concept of safeguarding Assets • Security from theft – by staff , by guest • Security in Hotel guest rooms 	16
5	Safety awareness & First aid <ul style="list-style-type: none"> • Concept and Importance • Safety : Accidents, Fires (cause, Procedure, Accident report form) <p>First aid: Concept and Emergency Procedures(Heart attack, Artificial Respiration, Burns and scalds, fainting, fracture.)</p>	16

Books Recommended:

1. Bansal, T. (2010). *Hotel Facility Planning*. New Delhi: Oxford University Press.
2. Martin, R. (1997). *Professional Management Of Housekeeping Operations*. New York: John Wiley & Sons, Inc.
3. Raghubalan, G. (2011). *Hotel Housekeeping Operations and Management*. New Delhi, India: Oxford University Press.
4. Singh, M. (2012). *Hotel Housekeeping*. New Delhi: Tata McGraw-Hill.

**COURSE OUTCOME
HOUSEKEEPING MANAGEMENT**

- 1) **CO1:** Understand the steps involved in the planning process and plan the work of housekeeping department using various planning document
- 2) **CO2:** Understand the significance of contract and outsourcing
- 3) **CO3:** Understand the term safety and security.

**FRONT OFFICE MANAGEMENT –I
5-T-IV**

Theory – 80
Sessional -20
Total – 100

UNIT	C O N T E N T	MARKS
I	Environmental Management Environmental and Ecology, Environmental Pollution- air, water Environmental Education and Environmental Legislations Environmental Management in Hospitality Industry Green Practices in Front Office	16
II	Total Quality Management Guests Perception of Quality, Total Quality Management, Practices in Total Quality Management-	16
III	Japanese 5 S Practice, Business Process Re-engineering, Quality Control Circles, Kaizen, Bench Marking Benefits of TQM	16
IV	Budget Types of Budget Budgetary Factors affecting budget	16
V	Sales of Marketing of Hospitality Products Sales and marketing team Sales and marketing techniques New trends in sales	16

Books Recommended:

- Andrews, S. (1999). *Hotel front office training manual*. New Delhi: Tata Publishing Company limited.
 - D.Collins. (1967). *Accommodation Operations*. New Delhi: Plymouthmacdonald Evans.
 - Jatashankar.R.Tiwari. (2009). *Hotel front Office Operations and Management*. New Delhi: Oxford University press.
5. S.K.Bhatnagar. (2002). *Front Office Management* . New Delhi: Frank Bros.& co (publishers) ltd. Singh, D. R. (2000). *Front Office management*.

FRONT OFFICE MANAGEMENT

Course Outcome

After the course complete the student will understand -

CO1:Evaluate all the environmental factors considering with at all points such as technical, social, legal and economical aspect and environmental problems

CO2: To get familiarized with the basic concept and framework of Total Quality management. To grasp the nature and importance of various components that constitute TQM

CO3: Covers basic financial concepts and practices and includes analysis of company resources, types of budget, forecasting and planning methods.Students will master the basic concepts and practices of modern hospitality marketing and apply these concepts to hospitality industry

APPLICATION OF COMPUTER –I 5-T-V

Theory: 80
Sessional : 20
Total 100

UNIT	CONTENT	MARKS
I	Computer Fundamentals and Applications <ul style="list-style-type: none"> ➤ Evolution and development of computer ➤ Understanding the characteristics of computers ➤ Understanding Block Diagram of Computer ➤ Function of each block and its components ➤ Application areas of computer ➤ Benefit and limitations of computers ➤ Types of Computers short introduction 	16
II	Computers Hardware and its Application Various types of input and output devices <ul style="list-style-type: none"> ➤ Keyboard ➤ Mouse ➤ Card Reader ➤ Printer ➤ Monitor ➤ Scanner etc. ➤ Storage devices and its use. 	16
III	Computers Software <ul style="list-style-type: none"> ➤ Operating System Software – Windows and Linux. ➤ Application Software- Ms-Office, PDF Generator ➤ Software used in Hotels. ➤ SPSS for data Analysis. ➤ Antivirus and its types. 	16
IV	Modern Computing <ul style="list-style-type: none"> ➤ Internet. ➤ Browsing. ➤ E-Mail. ➤ Network Topologies. ➤ Threats in new age computing – Spyware, Adware, SPAM and phishing. E-Commerce <ul style="list-style-type: none"> ➤ Introduction to e-Commerce and its types ➤ Business on the net. ➤ Mobile Computing 	16
V	Micro Soft Office-WORD <ul style="list-style-type: none"> ➤ Introduction to word processing. ➤ File Commands, Print, Page Setup. ➤ Editing - Cut, Copy, Paste, Find, Replace, etc. ➤ Formatting Commands – Fonts, Bullets, Borders, 	16

	<p>Columns, Tabs, Indents, Paragraph formatting.</p> <ul style="list-style-type: none"> ➤ Tables, Auto Text, Auto Correct ➤ Using References tools • Hyperlinks 	
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Books Recommended:

1. C.S.V.Murthy. (2001). *Data Communication and Networking*. New Delhi:Himalaya Publishing House.
2. Jawadekar, W. S. (2004). *Management Information System*. New Delhi:Tata McGraw-Hill Publishing Company Limited.
3. L, A., & Leon, M. (2002). *Introduction to Computers*. Chennai: Vijay NicoleImprints Pvt. Ltd.
4. Rajaraman, V. (2004). *Fundamentals of Computer*. New Delhi: Prentice-Hall of India Private Limited.
5. Shroff, R. (2004). *Computer Systems and Applications*. Mumbai: HimalayaPublishing House.
6. Sinha, P. K., & Sinha, P. (2007). *Computer Fundamentals*. New Delhi: BPBPublications. .
7. Lonnie E. Moseley & David M. Boodey. *Mastering MS-OFFICE*. New Delhi:BPB Publication
8. Any other – which are available in the area and city – which the faculty deem fit

COURSE OUTCOMES APPLICATION OF COMPUTER – I

After completion of the semester, the students will be able to understand:

- **CO1:** The Evolution, Block Diagram, Components, Hardware, and Software of the Computer.
- **CO2:**The Concepts of Internet, Browsing, E-mail, Network Topologies, Threats of Internet, and E-Commerce in Hospitality industry.
- **CO3:**The Basic Concepts of Microsoft Office and in Depth knowledge of sub-parts of the Microsoft Office.

Unit & contents	Marks
<p><u>Unit 1. Working Capital & Cash Management:</u> Working Capital: (08 marks)</p> <ul style="list-style-type: none"> ➤ Meaning, Scope and Factors affecting the working capital for Hospitality and Other Industries. Kinds of Working Capital. Meaning, Effects, Remedies and Points of Distinction between Fixed & Working Capital, Over & Under Working Capital. ➤ Problems based on forecasting of working capital (Requirement). <p>Cash Budget: (08 marks)</p>	16
<p>Flexible and Operational Budget: (08 marks)</p> <ul style="list-style-type: none"> ➤ Meaning, Objectives, Functions, Advantages, disadvantages, Limitations and Prerequisites (if any) for Flexible, Production, Purchase & Sales budget. ➤ Simple Problems on Flexible Budgets, Operational / functional Budgets [Production, Purchase & Sales]. 	
<p><u>Unit 3. Process. Service & Operation Costing:</u> Process Cost: (08 marks)</p> <ul style="list-style-type: none"> ➤ Meaning, application, features advantages and disadvantages, Suitability to Hospitality Industry. ➤ Normal and Abnormal Loss and Gains, Wastage and Scrap, By - Product / Joint Product. ➤ Simple Problems on Process Costing. <p>Operation Costing: (08 marks)</p> <ul style="list-style-type: none"> ➤ Meaning, application, features, advantages, disadvantages, Suitability to Hospitality Industry and different methods of allocation. ➤ Classification of cost as Standing, Running and Capital cost/outlay. ➤ Preparation of Hotel, Taxi and Canteen operation cost sheet. 	
<p><u>Unit 4. : Break Even Point [Marginal Costing]:</u> Break Even Point [Cost Volume Profit Analysis]: (16 marks)</p> <ul style="list-style-type: none"> ➤ Meaning of BEP (CVP), P/V Ratio, and Margin of Safety: Objectives, application, assumptions, advantages and Disadvantages. Graphical presentation of CVP / BEP Charts. ➤ Meaning, Necessity, Scope, advantages and disadvantages of Marginal Costing & its Significance to Hospitality Industry. ➤ Computation of P/V Ratio, BEP, MOS, Expected Profit and Expected Sales for desired amount. ➤ Problems on - Make / Hire or Buy. Dropping or choosing a Line / Product. Acceptance of an order at a special Price. Roll of Key / Limiting factor in decisions. 	
<p><u>Unit 5. Variance Analysis (Standard Costing)::</u> Variance Analysis: (16 marks)</p> <ul style="list-style-type: none"> ➤ Meaning, Features, Area of Application, Advantages and Disadvantages. Significance of Variance Analysis to Hospitality Industry. ➤ Points of Distinction between: Standard Cost, Historical Cost and Estimated Cost. Normal Standards and Revised Standards. Controllable and uncontrollable factors / elements. ➤ Problems on Material and Sales Variances only. 	
<ul style="list-style-type: none"> ➤ Nature of cash, Motives for holding cash, Determining optimum cash balance, Methods of accelerating and slowing 	

<p>cash flow. Meaning, Objectives, Functions, Advantages, Limitations and Prerequisites for cash budget [receipt and payment technique].</p> <p>➤ Preparation of cash budget.</p>	
<p>Unit 2. Business Budgets: Budget & Budgetary Control: (08 marks)</p> <p>➤ Meaning of Budget, Features, and Requirements for ideal Budgets (Key Factors). Kinds of Budget with distinction, Advantages and Disadvantages. Significance for Hospitality Industry.</p> <p>➤ Meaning, Objectives, Functions, Advantages, Limitations and Prerequisites or essentials of Budgetary Control.</p>	16

1. D.K. Mittal & Luv Mittal, Cost Accounting; Galgotia Publishing Company, NewDelhi,
R.K. Sharma & Shashi K. Gupta, Management Accounting; Kalyani Publishers, H.O.
- Books Recommended:**
2. Ozi A. D'cunha & Gleson a, Hotel Accounting & Financial Control, TheDicky's Enterprise, Mumbai.
 3. Ludhiana S.C. Kuchhal, Financial Management; Chaitanya Publishing House Allahabad S.C. Kuchhal, Financial Management; Chaitanya Publishing House Allahabad

4. FINANCIAL MANAGEMENT

5 Course Outcome

6 After the course complete the student will understand -

CO1: the need for management accounting information used in hotel organization.

CO2: familiar with brief historical description of management accounting.

CO3: The emerging themes of management accounting and the role of management accounts in an organization.

FOOD PRODUCTION MANAGEMENT-I5-P-I

PRACTICAL	CONTENT
	International cuisine (Six Course Menus)
I	France – 2 menus
II	Italy – 2 menus
III	China – 2 menus
IV	Russia – 1 menu
V	Fatless sponge- Black forest, pineapple sponge, Sponge Fruit Flan
VI	Fatless sponge- Chocolate Pyramid, Angel Food Cake
VII	Butter sponge - Check-mate Gateau, Caramel chip Gateau, Banana Bread,
VIII	Butter sponge - Brownies, Novelty Cake made using Victoria sponge.

FOOD & BEVERAGE MANAGEMENT – I5-P-II

Sr. No	Content
1.	Planning different types of bar for different occasions
2.	Different bar equipment – care and use
3.	Setting a Bar for Wine service, Beer service, Cocktail demonstration, etc along with their specific equipment
4.	Dispense Bar <ul style="list-style-type: none"> • Function / Operation • Storage of Alcoholic Beverage • Service from Dispense Bar
5.	Taking Inventory

HOUSEKEEPING MANAGEMENT-I5-P-III

01	Learning about recent security systems used in hotels. (either by visit /internet usage/ magazines)
02	List of 5 leading organizations of India which take contracts for at least 5 Services
03	First aid in collaboration with any Doctor.

FRONT OFFICE MANAGEMENT-I5-P- IV

S no	C O N T E N T
1	Inovative sales technique
2	Task for sales team
3	Preparing Budget
4	TQM
5	Evaluation of guest satisfaction

APPLICATION OF COMPUTER -I5-P- V

PRACTICAL / ASSIGNMENTS

INTERNET:-

To search and download information from the internet as a topic and submit (Hard / Soft copy).

Create email id, send mail to friends as an assignment.

WORD: -

Type recipe of any dish, with its image, with ingredients in a table.

Different formats used in hotels.

Students' Resumes with students' photograph. (WORD)

Writing of Resume, Bio-Data and CV.

SEMESTER VI

FOOD PRODUCTION MANAGEMENT-II 6-T-I

Theory – 80
Sessional -20
Total – 100

UNIT	CONTENT	MARKS
I	Pasta <ul style="list-style-type: none">• Types, storage, manufacture of pasta• Methods of cooking• Accompanying sauces used	16
II	Desserts <ul style="list-style-type: none">• Classification of Hot and Cold Desserts• Hot Desserts: Hot Puddings, Soufflés, Tarts and Pies, Crapes and Pancakes, Laminated Pastries and Fruit based hot desserts.• Cold Desserts: Cold Puddings, Fruit Based, Custard and Cream Based Tarts, Pies and Flans, Jellies, Sponges and Yeast Leavened Desserts, Meringue based Desserts. <p>Presentation of dessert</p> Ice creams and frozen desserts <ul style="list-style-type: none">• Churn frozen desserts• Still frozen desserts• Bombe, Mousses, Soufflés & Bavarois• Classical frozen desserts• Equipments used in Frozen Desserts• Storage and service of Frozen Desserts.	16
III	Sandwiches <ul style="list-style-type: none">○ Parts of Sandwiches○ Types of Bread○ Types of filling – classification○ Spreads and Garnishes○ Types of Sandwiches○ Making of Sandwiches○ Storing of Sandwiches	16
IV	<ul style="list-style-type: none">• Appetizers & Garnishes<ul style="list-style-type: none">○ Classification of Appetizers○ Examples of Appetizers○ Historic importance of culinary Garnishes○ Explanation of different Garnishes• Quenelles, Parfaits, Roulades<ul style="list-style-type: none">○ Preparation of Quenelles, Parfaits and Roulades	16
V	Modern Techniques in preparation <ul style="list-style-type: none">• Microwave• Infra-red• Vacuum reduction	

	<ul style="list-style-type: none"> • Cook chill & Cook freeze • Rechaffe cookery 	
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Semester- VI
FOOD PRODUCTION FOUNDATION
6-T-I

***After completion of the semester students will be able to**

- **CO1:** Understand the different pasta ingredient and dishes used in continental kitchen with regards to making, storing and cooking.
- **CO2:** Understand the basic concept of different dessert ,ice cream & frozen dessert making & modern technique used in preparation.

CO3: Familiarize with different making of appetizer, sandwiches with regards to classification, types, making and also use of minced or processed meat product.

**FOOD & BEVERAGE SERVICE
MANAGEMENT –II**
6-T-II

Theory – 80
Internal -20
Total – 100

Unit	CONTENT	
I	SALES CONTROL <ul style="list-style-type: none"> • Procedure of Cash Control • Machine System • ECR • NCR • Preset Machines • POS • Reports • Thefts • Cash Handling 	16
II	Banquets History, Types, Organization of Banquet department, Duties & responsibilities of Banquet staff, Booking procedure, Tentative and Guaranteed bookings, Function Prospectus/ Banquet Performa/ Banquet Event order, Letter of agreement, registration and confirmation forms.	16
III	Banquet protocol Space / Area requirement, Table plans/ Seating arrangement ,	16

	<p>Misc-en-place , Service , Toasting, Toast master & Toast procedures</p> <p>Informal Banquet</p> <ul style="list-style-type: none"> • Reception • Cocktail parties • Convention • Seminar • Exhibition • Fashion shows • Trade Fair • Wedding • Outdoor catering 	
IV	<p>Buffets</p> <p>Introduction, Types of Buffet, Popular buffets, different Factors to consider while planning buffets, Space and staff requirement, Sequence of food, Menu planning, Equipment and buffet presentation , Supplies, Check list, Place cards/ Signages, Pre and post event duties of the waiting staff.</p>	16
V	<p>Outdoor Catering/ Off Premises Catering</p> <p>History, Types, speculative business nature, Preliminary survey to be taken for an outdoor catering, Equipment, Supplies, use of Check list, problems of outdoor catering.</p>	16

COURSE OUTCOMES FOOD & BEVERAGE OPERATIONS

After completion of the semester students will be able to understand :

- **CO1:** Introduce cost control practices for the hospitality industry, Identify cost control as an important operational function for F & B operations, Calculate cost of sales, food cost percentage, and determine costs based on pricing formulas.
- **CO2:** Students get an in-depth knowledge on planning related to buffet management. Students will get an understanding about various forms of catering In detail off shore• catering and Outdoor catering are taught.
- **CO3:** Understanding the process of specialized Service, their need etc. the students will come to know about the importance of *buffet & Banquet management*

HOUSEKEEPING MANAGEMENT-II

6-T-III

Theory - 80
Internal -20
Total - 100

Unit	Contents	Marks
1	Housekeeping in other Areas <ul style="list-style-type: none"> • Airlines • Malls • Hospitals • Cruises • Hostels 	16
2	Housekeeping in Leisure facilities <ul style="list-style-type: none"> • Swimming pool • Spa & Sauna • Gymnasiums • Health Clubs • Safety in leisure facilities 	16
3	Facilities for physically challenged guest <ul style="list-style-type: none"> • Introduction • Types of physically challenged guests • Guidelines for planning Facilities for different types of physically challenged guests:- public entrance, interior, bathroom, WC. 	16
4	Horticulture and landscaping <ul style="list-style-type: none"> • Essential components of Horticulture • Landscaping • Indoor plants • Bonsai in Hotel properties 	16
5	Purchasing in Housekeeping <ul style="list-style-type: none"> • Principles of purchasing • Stages in Purchasing • Types of purchasing • Annual Purchases –of guestroom supplies, cleaning supplies and linen 	16

Books Recommended:

1. Bansal, T. (2010). *Hotel Facility Planning*. New Delhi: Oxford University Press.
2. Martin, R. (1997). *Professional Management Of Housekeeping Operations*. New York: John Wiley & Sons, Inc.
3. Raghubalan, G. (2011). *Hotel Housekeeping Operations and Management*. New Delhi, India: Oxford University Press.
4. Singh, M. (2012). *Hotel Housekeeping*. New Delhi: Tata McGraw-Hill

**COURSE OUTCOME
HOUSEKEEPING MANAGEMENT**

- 1) **CO1:** To learn the essential components of horticulture
- 2) **CO2:** Types of purchasing and its procedures for various inventory items in housekeeping department
- 3) **CO3:** Various leisure facilities

IV

Theory – 80
Internal -20
Total – 100

UNIT	C O N T E N T	MARKS
I	Computer Application in front office Property management system ,PMS- Application in front office Reservation module Front desk module	16
II	Room module Back office module Different property management system Micros, Amadeus PMS, IDS Fortune, ShawMan, and modern software"s	16
III	Evaluating Hotel Performance Methods of measuring Hotel Performance, Occupancy Ratios, Average Daily Rate per guest, Revenue per available room(Rev- Par), Evaluation of Hotels by Guests	
IV	Yield Management and Forecasting Yield Management- Measuring Yield in Hotel Industry, Yield Management in Hotel Industry, Elements and Benefits of Yield Management, Yield Management Strategies	16
V	Forecasting Benefits of Forecasting Room Availability and forecasting Factors affecting forecasting	

FRONT OFFICE MANAGEMENT Course Outcome

After the course complete the student will understand -

CO 1: The importance and use of property management system with the various PMS brands use in hotels and their features/ Modules.

CO 2:To evaluate hotel performance using various formulas. Measuring the yield and formulating forecasting strategies to increase the business revenue.

CO 3:To understand the benefits of forecasting and the factors affect the forecasting and room availability.

**CATION OF
COMPUTER -II6-T-**

UNIT	CONTENTS	MARKS
I	Management Information System <ul style="list-style-type: none"> ➤ Concept of MIS ➤ Definition of MIS ➤ Role of MIS ➤ Impact of MIS ➤ MIS and It"s USERS 	16
II	Hotel Information System <ul style="list-style-type: none"> ➤ PMS ➤ Front office and Back Office Uses of PMS ➤ Application in other areas of hotel ➤ Advantages and Limitations. 	16
III	Micro Soft Office EXCEL <ul style="list-style-type: none"> ➤ Introduction to excel, its features and Applications, ➤ Auto Fill, Custom Lists etc. ➤ Cell Reference – Relative & Absolute (\$) 	16
	<ul style="list-style-type: none"> ➤ Formulae, Functions (Math/Stats, Text, Date, IF) ➤ Charts – Types, Parts of the Chart ➤ Databases (Create, Sort, AutoFilter, Sub Total) 	
IV	Micro Soft Office POWERPOINT <ul style="list-style-type: none"> ➤ Introduction to presentation concept ➤ Different Slide Layouts and views of slides. ➤ Inserting ClipArt, Pictures, Organizational Chart, Graphs and Tables. ➤ Custom Animations, Slide Timings, Slide Show. ➤ Using Multimedia in Presentation. 	16
V	Multimedia <ul style="list-style-type: none"> ➤ Understanding Multimedia ➤ Multimedia and computer system ➤ Multimedia components <ul style="list-style-type: none"> ○ Text ○ Graphics ○ Animation ○ Audio ○ Video ➤ Multimedia applications 	16

COURSE OUTCOMES
APPLICATION OF COMPUTER – II
6TH SEM
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

After completion of the semester, the students will be able to understand:

- **CO1:**Management Information System & Property Management System to understandorganizing, scheduling and performing the day-to-day functions and transactions involved in accommodations businesses. Also to understand the Need, Impact, and Support of MIS and PMS in Hospitality industry.
- **CO2:** To gain in depth knowledge of Microsoft Excel & PowerPoint by learning the shortcuts, commands, formulae, and to acquire the creativity, for the presentations with the tools available.

CO3: The concepts, components, applications of Multimedia in Computer System

HOSPITALITY MARKETING

6-T-VI

Theory -80
Sessional-20
Total - 100

UNIT	C O N T E N T	MARKS
I	<p>Market & Marketing</p> <ul style="list-style-type: none"> • Market- Meaning ,Definition ,Types • Marketing- Meaning and Definition Origin of Marketing Marketing Concept Marketing Process • Marketing Mix -Meaning and Definition 4 P"s of Marketing mix 7 P's of Services marketing • Marketing Environment- Meaning ,Definition, Types • Market Analysis- Meaning, Definition 	16
II	<ul style="list-style-type: none"> • Marketing Strategy Meaning ,Definition Market segmentation, Criteria for Segmentation Hotel Market Target Market, Developing Target Market Strategy Positioning- Meaning ,Definition • Marketing Research Concept ,Meaning , Process, Need ,Method, Scope 	16
III	<ul style="list-style-type: none"> • Consumer Behaviour and Consumer Goods • Consumer Behaviour Buyer Behaviour and psychology Buyer Motives Buying Decision Making Process • Consumer Goods -Definition, Classification of consumer goods Product Planning, concept, Development Product Life Cycle Channels of distribution – Meaning and types Storages and ware houses – storages situation, Advantages and essentials of good storages 	16
IV	<ul style="list-style-type: none"> • Sales Management and Promotion Sales Management -Meaning and definitions of sales management Nature and importance of sales management Importance of sales manager • Sales Promotion Meaning and definition Objectives of promotion Relation between promotion and marketing mix elements Sales promotion tools – coupons, brochures, point of 	16

	purchase display	
V	<ul style="list-style-type: none"> • Sales Organization Introduction to sales organization Need and Importance of sales organization Functions of sales organization Types of sales organization • Budget Benefits of budgeting Budget for sales department activities The budgeting process Flexibility in budgeting 	16

COURSE OUTCOME HOSPITALITY MARKETING

- **CO 1** After completing the syllabus the students will be able to gain knowledge about Market- Meaning ,Definition ,Types Marketing- Meaning and Definition & Marketing Marketing Concept Marketing Process Marketing Mix .
- **CO2** Also they will have vast knowledge about Marketing Environment- Meaning, Definition, Types Market Analysis- Meaning, Definition Marketing Strategy Meaning ,Definition Market segmentation, Criteria for Segmentation Hotel Market Target Market, Developing Target Market Strategy Positioning- Meaning ,Definition Marketing Research Concept ,Meaning , Process, Need ,Method, Scope
- **CO3** They will learn about Consumer Goods –Definition, Classification of consumer goods Product Planning, concept, Development Product Life Cycle Channels of distribution – Meaning and types of Storages and ware houses – storages situation, Advantages and essentials of good storages

**FOOD PRODUCTION MANAGEMENT-II6-
P-I**

Term Work Marks -20

Practical-80

Total-100

PRACTICAL	CONTENT
	International cuisine (Six Course Menus)
I	France – 2 menus
II	Italy – 2 menus
III	China – 1 menus
IV	Spain – 1 menus
V	Pastries (4 Varieties each)
VI	Flaky Pastry – Palmiers, Turn overs, Vol-au-vents, Cream horns
VII	Short crust pastry – Banquette, Chocolate meringue pie,

	Mushroom quiche
VIII	Choux Pastry – Chocolate éclairs. Creams puff, Profit rolls, Pyramid
IX	Rough Puff Pastry - One variety

FOOD & BEVERAGE SERVICE MANAGEMENT- II6-P- II

Term Work Marks -20
Practical-80Total-
100
-

Sr. No	Content
1.	Function organization of banquet
2.	Planning & Operating Food & Beverage Outlets <ul style="list-style-type: none">• Case study of Food & Beverage outlets - Hotels & Restaurants
3.	Function Catering – Banquets <ul style="list-style-type: none">• Planning & organizing Formal & Informal Banquets• Planning & organizing Outdoor caterings
4.	Function Catering – Buffets <ul style="list-style-type: none">• Planning & organizing various types of Buffet Compiling menu for special occasion Like corporate, association, social
5.	Drawing of table plan
6.	Seating arrangement
7.	Clearance and rearranging
8.	Calculation of Crockery for banquets as per menu and service
9.	Use of checklist for outdoor catering

HOUSEKEEPING MANAGEMENT -II6-P- III

Term Work Marks -20
Practical-80Total-
100

Sno	Practical
01	Report on any 2 other than hotel areas where housekeeping is carried out (gymnasium/ airlines/ malls/ cruises/Hostels)
02	Landscape designing
03	Report on facilities for physically challenged guest in any one mall / hotel in the city

Front Office Management-II6-P- IV

Term Work Marks -20
Practical-80Total-
100

UNIT	C O N T E N T
I	Computer Application in FO-- PMS
II	Yield management and Forecasting
III	Green practices in front office
IV	Selling by front office Staff,
V	Up Selling Techniques used by front office staff
VI	Handling Complaints
VII	Promotion and marketing of hotel

Assignments:

- 1) Beaches of India
- 2) Hill Stations of IndiaBooks

Recommended:

APPLICATION OF COMPUTER –II6-P-V

Term Work Marks -20
Practical-80Total-
100

SUGGESTED PRACTICAL / ASSIGNMENTS

EXCEL:-

- List of employees, with salary and other details.
- KOT,
- Different formats used in hotels.
- Report Card with Pass / Fail Result,
- Bills with details of Hotel Rooms,
- Charts.

POWERPOINT:-

- To present the above information as a presentation as an assignment.
- Use different layouts, organizational chart, design templates, in the presentation.
- Using audio and video in presentations.

SEMESTER VII

FOOD PRODUCTION MANAGEMENT III 7-T-I

Theory – 80
Sessional -20
Total – 100

UNIT	CONTENT	MARKS
I	<p>International Cuisine</p> <ul style="list-style-type: none">• Thai, Mexican, Greek, German, Great Britain, Lebanese (Mediterranean); Geographical location, historical background, staple food with regional influence, ingredients, methods of Cooking, specialties, special equipment.• Menu Examples of Japanese cuisine (Only theory) Snacks & Fast Food	16
II	<p>Larder Organization</p> <ul style="list-style-type: none">• Introduction of Larder Work<ul style="list-style-type: none">○ Definition○ Equipments used in the larder○ Layout of a typical larder with equipment and various sections• Terms & Larder Control<ul style="list-style-type: none">○ Common terms used in the Larder and Larder control○ Essentials of Larder Control○ Importance of Larder Control• Duties And Responsibilities Of The Larder Chef<ul style="list-style-type: none">○ Functions of the Larder○ Hierarchy of Larder Staff○ Sections of the Larder○ Duties & Responsibilities of larder Chef <p>Hors d'oeuvres, Salads, Cold buffet, Farcis and terrines, Cold sauces and dips.</p> <p>Non-Edible Display :Ice-carving, Tallow sculpture, fruit & vegetable display</p>	16
III	<p>Charcuterie</p> <ul style="list-style-type: none">• Sausage :<ul style="list-style-type: none">○ Introduction to Charcuterie○ Sausage: Types & Varieties○ Casings: Types & Varieties○ Fillings :Types & Varieties o Additives & Preservatives• Forcemeats<ul style="list-style-type: none">○ Types of Forcemeats○ Preparation of Forcemeats○ Uses of Forcemeats• Brines, Cures & Marinades<ul style="list-style-type: none">○ Types of Brines○ Preparation of Brines	16

	<ul style="list-style-type: none"> ○ Methods of Curing ○ Types of Marinades ○ Uses of Marinades ○ Difference between Brines, Cures & Marinades 	
IV	<ul style="list-style-type: none"> ● Ham, Bacon & Gammon <ul style="list-style-type: none"> ○ Cuts of Ham, Bacon & Gammon. ○ Differences between Ham, Bacon & Gammon ○ Processing of Ham & Bacon ○ Green Bacon o Uses of different cuts GALANTINES ○ Making of galantines 	16
V	<ul style="list-style-type: none"> ● Pates <ul style="list-style-type: none"> ○ Types of Pate ○ Pate de foie gras ○ Making of Pate ○ Commercial pate and Pate Maison ○ Truffle – Sources, Cultivation and uses and Types of truffle. ● Mousse & Mousseline <ul style="list-style-type: none"> ○ Types of mousse ○ Preparation of mousse ○ Preparation of mousseline ○ Difference between mousse and mousseline ● Chaud Froid <ul style="list-style-type: none"> ○ Meaning of Chaud froid ○ Making of Chaud froid & Precautions ○ Types of Chaud froid ○ Uses of Chaud froid ● Aspic & Gelee <ul style="list-style-type: none"> ○ Definition of Aspic and Gelee ○ Difference between the two ○ Making of Aspic and Gelee ○ Uses of Aspic and Gelee 	16

Semester- VII
FOOD PRODUCTION FOUNDATION
7-T-I

***After completion of the semester students will be able**

- **CO1:** Understand the brief description on the culture, Geographical location, historical background eating habits, preparation of popular dishes preparation from the cuisines of around the world.
- **CO2:** Understand the working of larder department in hotel food production with regard to safety procedures , hygiene and the basic hierarchy of the larder kitchen by creative and innovative food making for restaurant buffets.
- **CO3:** Familiarize with prepared cured meat products & marinades, their uses , types & preparation.

Food & Beverage Service Management III7-T-II

Theory – 80
Sessional -20
Total – 100

Unit	CONTENT	MARKS
I	Gueridon Service Introduction, History, Definition, Staffing, Equipment used, General Principles of operations, Advantages & Disadvantages, Factors to create impulse buying, Types of trollies used in Gueridon service, open kitchen, Use of liquor in Gueridon service, Complete procedure of Gueridon service.	20
II	Kitchen Stewarding Importance, Opportunities in kitchen stewarding, Record maintaining, Machine used for cleaning and polishing.	10
III	Planning & Operating Various F&B Outlet Such As Commercial Restaurants, Fast Food Outlets, Mobile Catering On The Basis Of Physical layout ,Objectives , Steps in planning, Factors to be considered while planning, Calculating space requirement, Various set ups for seating, Planning staff requirement, Menu planning, Selecting and planning of heavy duty and light equipment, Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. Suppliers & manufacturers, Décor, furnishings, fixtures etc.	20
IV	Menu Management (Menu Merchandising And Menu Engineering) Menu control, Menu structure, methods of pricing menus, Basic criteria and General Presentation of menu, Menu as a In house Marketing tool, Menu Fatigue. Menu Engineering- Definition and Objectives, methods and advantages.	20
V	Hazards In Bars , Restaurants, Stewarding And Cellar Structure and Environment, Machinery and equipments, Glassware, Handling and lifting, Inspection checklist	10

Semester- VII
Food and beverage
7-T-I

***After completion of the semester students will be able**

- **CO1:** Understand the service of gueridon service in hotel restaurants to guest .
- **CO2:** Understand the working of commercial restaurant, QSR and mobile catering with their layout and role of kitchen stewarding of restaurant.
- **CO3:** Familiarize with menu management and menu engineering with their standard operating process.

Dhawan, V. (2003). *Food & Beverage Service* . New Delhi : Fraank Bros & co.(Publishers) ltd.

Singaravelavan, R. (2011). *Food and Beveragae Service*. New Delhi : Oxford University press.

Tharakan, Y. G. (2004). *A Guide to Food & Beverage* . Bangalore: Tata McGraw-Hill .

Jones, P. (1988). *Food Service Operations*. London : Cassell Wellington House.

HOUSEKEEPING MANAGEMENT III7-T-

III

Theory – 80
Sessional -20
Total – 100

Unit	Contents	Marks
1	Ergonomics in Housekeeping <ul style="list-style-type: none">• Definition• Principles• Significance and need of Ergonomics in Housekeeping• Analysis of risk factor in Housekeeping• Mitigation of risk factor in Housekeeping•	16
2	Full Circle of management <ul style="list-style-type: none">• Problem solving• Managerial styles• Development of others• Personal development• Housekeeping managers of the future•	16
3	Standard operating Procedures <ul style="list-style-type: none">• Standardisation• Structured versus Unstructured operations• Suitable subjects for standard operating procedures in hotels• Examples of standard operating procedures.	16
4	Ecotels <ul style="list-style-type: none">• Ecotel certification• Choosing eco-friendly site• Energy conservation• Water conservation• Waste management• Environment friendly housekeeping	16
5	Electronic Housekeeping & Software's used in Housekeeping <ul style="list-style-type: none">• IT –savvy Housekeeping• Managing Labour costs with Technology• Accounting and Budgeting with Technology	16

Books Recommended:

- Bansal, T. (2010). *Hotel Facility Planning*. New Delhi: Oxford University Press.
 Martin, R. (1997). *Professional Management Of Housekeeping Operations*. New York: John Wiley & Sons, Inc.
 Raghubalan, G. (2011). *Hotel Housekeeping Operations and Management*. New Delhi, India: Oxford University Press.
 Singh, M. (2012). *Hotel Housekeeping*. New Delhi: Tata McGraw-Hill.

COURSE OUTCOME
HOUSEKEEPING MANAGEMENT- SEM VII

- 1) **CO1:** Understand the meaning and significance of ergonomics at workplace.
- 2) **CO2:** To understand the Importance of energy and water conservation and compare various methods of conserving energy.
- 3) **CO3:** To understand the information technology in the housekeeping department.

Public Relations
7-T-IV

Theory – 80
 Internal -20
 Total – 100

UNIT	C O N T E N T	MARKS
I	Evolution of Public relation • Definition of Public relation • Growth of public relation	16
II	Importance of Public relation • Qualities of public relation personnel • Public relation in an organization	16
III	Tools of Public Relation Advertising , publicity, publication , oral communication,	16
IV	Public relation & internal publics Public relation & communication Public relation & external publics Public relation in crisis	16
V	Public relation management Ethics of PR Organization public relation Public relation and communication Public relation and advertising Purpose of public relation advertising Public relation and publicity department Planning of public relation Public relation and communication Public relation and advertising Purpose of public relation advertising Public relation and publicity Budgeting of public relation	16

Books Recommended:

- Iqbal.s.Sachdeva. (2009). *Public Relations Principles and Practices*. New Delhi: Oxford University Press.
- Sam, B. (1970). *Practical Public Relation*. New Delhi: Sir Issar Pitman and SonsLtd
- Glenn.F.Ross. (1998). *The Psychology Of Tourism*. New delhi: Hospitality Press, Victoria, Australia.
- S.K.Bhatnagar. (2002). *Front Office Management* . New Delhi: Frank Bros.& co (publishers)ltd.

BHMCT SEM 7PUBLIC RELATIONS Course Outcome

After the course complete the student will understand -

CO 1:The history, theory, and models of corporate public relations. The role of the public relations professional in the corporate environment. & Effective oral presentation skills to convey information in a logical, concise manner. Students will be able to display critical thinking skills in an effort to solve a problem.

CO 2:The strategies, tactics, and techniques of public relations programs. Develop an understanding of the various writing tasks for specific audiences and purposes anddevelop a basic communications plan.

CO 3:Students will be immersedin critical thinking, analysis, and writing opportunities to refine their understanding ofmajor concepts and theories associated with Public Relations trends and initiatives.

ENTREPRENEURSHIP DEVELOPMENT

7-T-V

Theory – 80
Internal -20
Total – 100

Units	Content	Marks
1.	Meaning, characteristics, functions and types of entrepreneur. Entrepreneurship scope, role in economical development, barriers and obstacles to Entrepreneur development. Factors affecting Entrepreneurship growth.	20
2.	ENTREPRENEURSHIP DEVELOPMENT PROGRAMMES (EDPs) <ul style="list-style-type: none"> • Need of EDPs • Objectives of EDPs • Role and problem of SSI in India • Franchising dealership Forms of commercial organization, sale trades, proprietorship, partnership and joint stock companies.	20
3.	PROJECT IDENTIFICATION AND SELECTION (PIS) <ul style="list-style-type: none"> • Meaning of project • Project identification • Project selection 	08
4.	PROJECT FORMULATION AND PROJECT APPRAISAL <ul style="list-style-type: none"> • Meaning of project report • Significance of project report • Contents of a project report • Formulation of a project report • Specimen of a project report • Common errors in project formulation • Concept of project appraisal • Method of project appraisal 	16
5.	FINANCING OF ENTERPRISE Need for financial planning Sources of finance Capital structure Term-Loans Sources of short-Term finance INSTITUTIONAL FINANCE TO ENTREPRENEURS Industrial development Bank of India (IDBI) Industrial finance cooperation of India (IFCI) Industrial credit and investment corporation of India (ICICI) Industrial reconstruction bank of India (IRBI) Life insurance corporation of India (LIC) Unit trust of India (UTI) State financial corporation"s (SFCs)	16

Books Recommended

- Entrepreneurship Development- S.S. Khanka, S Chand & Company Ltd.
- Dynamics of Entrepreneurial Development and Management- VasantDesai, Himalaya Publishing House
- Entrepreneurship-Rajeev Roy, Oxford University Press

COURSE OUTCOMES

ENTREPRENEURSHIP DEVELOPMENT

After completion of the semester students will be able to understand :

CO1: To explain concepts of Entrepreneurship and build an understanding about business situations in which entrepreneurs act

CO2: To explain classification and types of entrepreneurs and the process of entrepreneurial project development.

CO3: To discuss the steps in venture development and new trends in entrepreneurship.

RESEARCH METHODOLOGY

7-T-VI

Theory – 80

Internal -20

Total –

100

Units	Content	Marks
1	1. Meaning, and definition of Research statement of research problem and research objectives Selection of title Application of Research 2. Research Design and Data Collection 3. Sampling Plan → i) Sampling unit ii) Sampling selection process 4. Data Analysis 5. Report writing	16
2	ED and Research Project Introduction i) Meaning & definition of Research ii) Statement of Research problem and Research objectives iii) Selection of title iv) Application of Research	16
3	Research Design and data collection i) Primary Research ii) Secondary Research iii) Research approaches –observation, Experiment, survey iv) Research Instrument – Questionnaire, Mechanical	16
4	Sampling Plan i) Sampling unit ii) Sampling size iii) Sample selection process Data Analysis i) Classification ii) Tabulation iii) Analysis and Interpretation	16
5	Report Writing i) Report Format ii) Executive Summary, iii) Literature of review iv) Finding v) Conclusions & Recommendations	16
	vi) Bibliography	

COURSE OUTCOMES
RESEARCH METHODOLOGY

After completion of the semester students will be able to understand :

- **CO1:** Develop the ability to apply the methods while working on a research project work.
- **CO2:** Describe the appropriate statistical methods required for a particular research design.
- **CO3:** Choose the appropriate research design and develop appropriate research hypothesis for a research project & Develop a appropriate framework for research studies.

FOOD PRODUCTION MANAGEMENT- III7-P-I

PRACTICAL	CONTENT
I	Microwave Menu (6 Course)- 2 menus
II	Snacks & fast Food - 2 menus
III	Breakfast Cookery -2menus
IV	Bread -Enriched Dough
V	Pizzas - 2 varieties
VI	Cold Buffet - 2 menus(include Cold cuts , Canapes, Terrines& Galantine)
VII	Demo on Non- Edible display
VII	Chocolate - Filled Chocolates& Chocolate Decoration
VIII	Marzipan -Almond paste, Marzipan shapes
IX	Fondant – as icing, and as filling
X	Meringue – as icing and used as/in product
XI	Sugar boiled candies - 5 Varieties

FOOD & BEVERAGE SERVICE MANAGEMENT- III7- P-II

UNIT	Content
1.	Equipment for Gueridon service – care and use
2.	Gueridon Service <ul style="list-style-type: none"> • Organizing Mis-en-place for Gueridon Service • Preparation of Following Dishes • Crepe suzette • Banana au Rhum • Peach Flambé • Rum Omelette • Steak Diane • Pineapple flambé
3.	Designing different types of Menu card for service purpose <ul style="list-style-type: none"> • Psychology • Graphic Design
4.	HACCP practices inside Bar and Restaurant Hazardous materials:- <ul style="list-style-type: none"> • Inspection checklist • Hazards & dealing with hazardous materials

Housekeeping Management -III7- P-III

Sno	Practical
01	Design a questionnaire for hotel housekeepers to analyze work place pain and hazards
02	Developing SOP for any 2 activities of housekeeping
03	Enlist electronic facilities in housekeeping (through internet/ magazines/ visits)

Public Relation
7-P-IV

UNIT	C O N T E N T
I	Developing Corporate communication skills
II	Group Discussion and personal interview techniques
III	Developing presentation skills and C.V.
IV	Organizing press conference
V	Preparation of promotional brochures.
VI	Crisis handling in PR

COMPUTER BASED TRAINING
PRESENTATION 7-P-V

The training presentation has to be a Multimedia PowerPoint presentation using a computer or a laptop connected to LCD / projection system depending upon the available resources. The students could show it in their personal laptop also. Log book shall also be evaluated. The training report will be evaluated.

The seminar will be scheduled by the college based on the training report and the final viva-voce will be commenced.

SEMESTER- VIII
ADVANCE FOOD PRODUCTION
8-T-I

Theory – 80
 Sessional -20
 Total – 100

UNIT	CONTENT	MARKS
I	Food presentation principles <ul style="list-style-type: none"> • The Concept of Plate Presentation <ul style="list-style-type: none"> ○ Colour ○ Garnish (Unconventional garnishes, Role & uses of garnishes Food Styling) ○ Cooking Method ○ Plate Selection ○ Arranging Food • Merging of Flavors, Shapes, and Textures on the Plate • Emerging Trends in Food Presentation • Food photography & problems there in 	16
II	Research and Product Development <ul style="list-style-type: none"> • Testing New Equipment • Developing New Recipes • Food Trials • Evaluating A Recipe • Organoleptic Sensory Evaluation 	16
III	Food safety & hygiene <ul style="list-style-type: none"> • HACCP Principles • HACCP Specialization • HACCP Certification 	16
IV	Breakfast <ul style="list-style-type: none"> • International and Indian menus, • Preparations of traditional / classical items, • „Power breakfast“ & „Brunch“ concept Convenience foods – Role of convenience foods in fast food operations, advantages & disadvantages of Convenience foods. Labor & cost saving aspect of Convenience foods. New Concepts <ul style="list-style-type: none"> • Slow food movement • Molecular Gastronomy • Genetically Modified Foods • Organic Foods • Vegan cuisine • Use of non-edible components 	16
V	Confectionery <ul style="list-style-type: none"> • Meringues – Making, factors affecting stability, cooking, types & uses. 	16

	<ul style="list-style-type: none"> • Chocolate work • Fondant • Marzipan • Ice-Creams & Sorbets <p>Sugar</p> <ul style="list-style-type: none"> • Types of sugar & Sugar boiled icings <p>Other sundry material & mixtures used in confectionery such as jam, jellies, curds, creams, custards, gelatin, agar-agar, pectin, gums (Arabic, Tracanth) dextrin</p>	
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Semester- VIII
FOOD PRODUCTION FOUNDATION
8-T-I

***After completion of the semester students will be able**

- **CO1:** Understand the concept of food presentation principle and new trend of plating with regards of research and product development.
- **CO2:** Familiarize with the principle of HACCP concept of food industries.
- **CO3:** Understand the international and national breakfast & confectionery served in hotels and with the new modern cooking concept used to make convenience food for food industries.

ADVANCE FOOD & BEVERAGE SERVICE

8-T-II

Theory – 80
Sessional -20
Total – 100

Unit	Content	Marks
I	Recent Concerns And Trends Future Of Quick Service Restaurants Technology In Food And Beverage Industry	16
II	Planning And Organizing The Food And Beverage Service Department Developing a good F&B Team ,Performance and productivity standards ,Time and motion study in Food and Beverage operations,	16
III	Planning And Organizing The Food And Beverage Service Personnel Job procedures(Task analysis), Job allocation and work schedules, Calculating staff strength & planning duty rosters, team work , training and leadership in food and beverage department , devising training programs for F&BS staff, Performance measures, Customer relations, sales promotions	16
IV	Food And Beverage Management Introduction, Objectives of F&B Management, Responsibilities of F&B Management, Constraints to F&B Management, Managing quality in F&B operations.	16
V	Marketing and sales in restaurant <ul style="list-style-type: none">• Introduction• Catering consideration• Types of menu / product• Marketing banquet facilities• Marketing Plan	16

COURSE OUTCOMES ADVANCE FOOD & BEVERAGE SERVICE

After completion of the semester students will be able to understand :

- **CO1:** Knowledge of quick service restaurants and different self service outlets working and culture. Use of technology adopted for quick services of food and beverages.
- **CO2:** Students get an in-depth knowledge on how the F&B associate is trained, the measurement of performance and impact of mapping of the skills on the sales of the food and beverage department.
- **CO3:** Understanding the process of marketing, including latest trends adopted. The strategies adopted to increase sales and how to produce sales leads by customizing the product/ menu/banquets, etc.

Advance Accommodation Management8-T-III

Theory - 80
Sessional -20
Total - 100

S.no	Contents	Marks
1	Managing HK personnel <ul style="list-style-type: none"> • Documents for personnel Management • Determining Staff Strength • Recruiting • Selecting • Hiring • Orienting 	16
2	Training <ul style="list-style-type: none"> • Training employees • Steps in Planning a training programme • Benefits of training • Types of training 	16
3	Scheduling <ul style="list-style-type: none"> • Parameter to consider • Work schedules • Planning Duty rosters • Advantages of a duty rosters 	16
4	Housekeeping Budgeting <ul style="list-style-type: none"> • Types of Budgets • House Keeping Expenses • Budget planning process • Income Statement of Rooms Division • Controlling expenses 	16
5	New property Operations <ul style="list-style-type: none"> • Introduction • Starting up housekeeping • System and procedures • Countdown Changing trends in Housekeeping <ul style="list-style-type: none"> • Hygiene not just Cleanliness • New scientific techniques 	16

Books Recommended:

Bansal, T. (2010). *Hotel Facility Planning*. New Delhi: Oxford University Press.
 Martin, R. (1997). *Professional Management Of Housekeeping Operations*. New York: John Wiley & Sons, Inc.
 Negi, D. J. (2000). *Human Resorce Development and Management in Hotel Industry*. New Delhi: Frank Bros. & Co.
 Rao, P. (2004). *Personnel and Human Resource Management*. Mumbai: Himalaya Publishing Centre. W.F.Casio. (1998). *Managing Human Resources*. Boston: McGraw-Hill.

COURSE OUTCOME
HOUSEKEEPING MANAGEMENT- SEM VIII

- 1) **CO1:** Understand the concept of budget and the advantages of preparing a budget.
- 2) **CO2:** To understand the planning and organize staff ,material resources and housekeeping procedures for a new property .
- 3) **CO3:** To understand the emerging trends in housekeeping at hospitality properties .

Travel & Tourism
8-T-IV

Theory - 80

Internal -20
Total - 100

UNIT	C O N T E N T	MARKS
I	Tourism through Centuries (India and World), Ancient, and Medieval and Modern history of tourism Factors influencing the growth of tourism, Globalization and Tourism.	16
II	Significance of Tourism, social, economic cultural – Definition of travel, Traveller, Visitor, Excursionist, Tourist, Picnic – Concept, leisure and business.	16
III	Typology and forms of tourism – International, Inbound, Outbound, interregional, intra regional, domestic, International, national and other forms Social tourism.	16
IV	Tourism an overview – components (5A"s Attraction, Accessibility, Accommodation, Amenities and Activities), Tourism system and Elements of tourism (Leeper"s Model) – Characteristics of Tourism, (Intangibility, Perishability, Varability, Inseparability, Heterogeneous, Characteristics of tourism products.	16
V	Tourism as an Industry: Multi-sectoral and multifaceted nature of tourism business – Linkages of tourism with other industries/Sectors. Roles of Government and Private sector in tourism development – Hospitality Industry, Skills / attributes required for successful Tourism and Hospitality Career.	16
	Brief introduction to tourism Suppliers: Accommodation, Travel, and Transportation industries. Role of Travel Agents, Tour Operators, NTOs, Information Centers – Career opportunities in Travel Tourism	

Books Recommended:

- Cooper, F. (2000). *Tourism principles and Practices*. New delhi: Pitman.
- Sunetra Roday, A. B. (2009). *Tourism Operations & Mnagement*. New Delhi: oxford University Press.
- Glenn.F.Ross. (1998). *The Psychology Of Tourism*. New delhi: Hospitality Press, Victoria, Australia.

TRAVEL & TOURISM

Course Outcome

After the course complete the student will understand –

CO 1: Display an understanding of the production, implementation, and impacts of tourism development locally, nationally, and internationally.

CO 2: The terminologies used in travel & tourism and the components, elements and characteristics of tourism.

CO 3: Demonstrate commitment to ethical practices of tourism. Work collaboratively in groups, both as a leader and a team member, in diverse environments, learning from and contributing to the learning of others. Identify and assess relationships and networks relative to building tourism capacity.

HUMAN RESOURCE MANAGEMENT

8-T-V

Theory 80
Sessional 20
Total - 100

UNIT	C O N T E N T	MARKS
I	<p>Concept of Human Resource Management</p> <ul style="list-style-type: none">• Personnel Management- Definition, Objective, Function, Importance• Difference Between Personnel Management and Human Resource Management• Human Resource Management- Definition, Objective, Function, Importance, Scope, Functions of HR Manager	16
II	<ul style="list-style-type: none">• Human Resource Planning• Career Planning• Recruitment- Sources• Selection Process• Interviews• Placement• Induction and Orientation• Training• Promotions• Demotions• Transfers• Absentism• Replacement	16
III	<ul style="list-style-type: none">• Job Analysis- Job Description and Specification,• Job evaluation techniques• Management Development; Performance appraisals-Objective, Process, Methods• Grievance Handling (PONJ)• Compensation Management, Wage and Salary Administration	16
IV	<ul style="list-style-type: none">• Industrial Psychology and Behavioral Science• Leadership: Role, Types, style, importance and qualities of a leader• Motivating Human Resource• Quality of Work Life<ul style="list-style-type: none">○ Quality of Work○ Morale○ Job Satisfaction○ Social Security○ Health and Safety○ Labour Welfare	16

V	<ul style="list-style-type: none"> • Current Trends of HR Systems in Hospitality Industry • Industrial Relations - Meaning & Characteristics Industrial Relations - Nature of Trade Unions - Problems of Trade Union • Industrial Disputes - Settlement of Industrial Disputes. • Collective Bargaining - Features - Pre-requisite of Collective Bargaining - 	16
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Books Recommended:

A.M.Sharma. (2003). *Personnel and Human Resource Management*. Mumbai: Himalaya Publishing House.

C.B. Mamoria, S. G. (2004). *Human Resource Management*. Mumbai: Himalaya Publishing House.

Dwivedi, R. (2001). *Managing Human Resources Personnel Management in Indian Enterprises*. Delhi: Galgotia Publishing Company.

COURSE OUTCOME HUMAN RESOURCE MANAGEMENT

- **CO 1** After completing the syllabus the students will be able to gain knowledge about Concept of Human Resource Management Personnel Management- Definition, Objective, Function, Importance Difference Between Personnel Management and Human Resource Management Human Resource Management- Definition, Objective, Function, Importance, Scope, Functions of HR Manager
- **CO 2** They will also learn about Human Resource Planning Career Planning Recruitment- Sources Selection Process Interviews Placement Induction and Orientation Training Promotions Demotions Transfers Absenteeism Replacement
- **CO3** Also they will have vast knowledge about Job Analysis- Job Description and Specification, Job evaluation techniques Management Development; Performance appraisals-Objective, Process, Methods Grievance Handling Compensation Management, Wage and Salary Administration Industrial Psychology and Behavioral Science Leadership: Role, Types, style, importance and qualities of a leader Motivating Human Resource Quality of Work Life Quality of Work Morale Job Satisfaction Social Security Health and Safety Labour Welfare

HOSPITALITY LAWS & LICENSES 8-T-VI

Theory 80
Sessional 20
Total - 100

UNIT	CONTENT	MARKS
I	<p>Introduction to law:</p> <ul style="list-style-type: none"> ➤ Meaning & Definition of Law ➤ Objects of Law ➤ Importance of studying Law <p>Indian Contract Act</p> <ul style="list-style-type: none"> ➤ Definition of Contract, Proposal, Agreement, Consideration, etc. Essentials of Valid contract ➤ Competent Parties ➤ Types of Contracts – valid, void and voidable. ➤ Performance of Contract ➤ Discharge of Contract ➤ Remedies for Breach of Contract ➤ Indemnity and Guarantee 	16
II	<p>Licenses And Permits</p> <ul style="list-style-type: none"> ➤ Licenses and permits for hotels and catering establishments-procedure for procurement, bye laws of hotels & restaurant under municipal corporation ➤ Renewal suspension and termination of licenses. <p>Food Legislation</p> <ul style="list-style-type: none"> ➤ Principles of food laws-acts regarding prevention of food adulteration, definition, authorities under the act, procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time. ➤ Essential commodities Act <p>Liquor Legislation-</p> <ul style="list-style-type: none"> ➤ Bombay Prohibition Act ➤ Possession of Indian liquor 	16

	<ul style="list-style-type: none"> ➤ Possession of foreign liquor ➤ Law for Indian made foreign liquor 	
III	Industrial Legislation <ul style="list-style-type: none"> ➤ Factories Act, ➤ Payment of Wages Act, ➤ Industrial Disputes Act, ➤ Apprentices Act, ➤ Provident Fund Act, ➤ Trade Unions Act (each Act with reference to hotel industry) 	16
IV	Law Of Tenancy Rent control act, distinction between guest and tenant, inn keeper, guest relationship, inn-keeper"s lien, bye laws as affecting catering establishments. Consumer Protection Act consumer protection councils, procedure for redressal of grievances	16
V	Payment of Wages Act, 1936: <ul style="list-style-type: none"> ➤ Important Definitions under the Act ➤ Rules relating to wage TEACHING SCHEME, time & mode of wage ➤ Payment ➤ Authorized Deductions Workmen's Compensation Act, 1923: <ul style="list-style-type: none"> ➤ Important Definitions under the Act ➤ Partial & Total Disablement ➤ Accident ➤ Accident arising out of an employment ➤ Accident „in the course of an employment ➤ Employer"s liability to pay compensation ➤ Amount of compensation payable by an employer 	16

COURSE OUTCOME

After completion of the semester students will be able to understand :

- 1) the basic law definition, objective and importance of law study for hotel industry
- 2) the legal documents required for food and hotel industry like licenses ,permits, legislations for food and liquor.
- 3) familiar with payment of wages act and the law of tenancy acts of hotel industry.

**ADVANCE FOOD PRODUCTION
8-P-I**

Term Work Marks -20
Practical-80
Total-100

PRACTICAL	CONTENT
I	Thai Menu (6 Course) -2 menus
II	Mexican Menu (6 Course)- 2 menus
III	Greek Menu (6 Course) -2 menus
IV	German Menu (6 Course)- 2 menus
V	Great Britain Menu (6 Course) -2 menus
VI	Lebanese (Mediterranean) (6 Course)-1 menu
VII	Display of Plate Presentation - (10 Dishes)
VII	Ice-cream – 5 varieties
VIII	Sorbets – 5 varieties
IX	Mousse/ Souffles/ Bavarois – 5 varieties each

ADVANCE FOOD & BEVERAGE SERVICE8-P-II

Term Work Marks -20
Practical-80Total-
100

UNIT	Content
1.	F & B Staff Organization Developing Organization Structure of various Food & Beverage Outlets Determination of Staff requirements in all categories Making Duty Roster Preparing Job Description & Specification
2.	Supervisory Skills Conducting Briefing & Debriefing - Restaurant, Bar, Banquets & Special events
3.	Drafting Standard Operating Systems (SOPs) for various F & B Outlets Supervising Food & Beverage operations Preparing Restaurant Log
4.	Handling of emergency situation

Advance Accommodation Service Management8-P-III

Term Work Marks -20
Practical-80Total-
 100

S. no	Practical
01	Making schedules for 100 room, 200 room and 300 room properties for morning , evening and night shift
02	Making roster for for 100 room, 200 room and 300 room properties for morning , evening and night shift with occupancy percentage. Making roster for villa type hotels, resorts
03	Making tent cards to train guest for conserving energy.

Public Relation & Travel & Tourism8-P-IV

Term Work Marks -20
Practical-80Total-
 100

C O N T E N T	
I	Types of Tourism – Assignments and presentation
II	Preparation of itinerary – National & International – Presentation
III	Package tours
IV	Most popular tourism destination in India and aboard
V	Latest trends in tourism
VI	Current affairs related to travel and tourism

Project Work & Training Presentation8-P-V

Term Work Marks -
 i) Project work – 10
 ii) Training Presentation – 10
Practical
 i) Project work – 40
 ii) Training Presentation – 40
Total-100

i) Project Work

Project should be carried out in the following manner

- ED and Research Project
Introduction
 - i) Meaning & definition of Research
 - ii) Statement of Research problem and Research objectives
 - iii) Selection of title
 - iv) Application of Research

- Meaning, and definition of Research statement of research problem and research objectives
 1. Selection of title Application of Research
 2. Research Design and Data Collection
 3. Sampling Plan
 - i) Sampling unit
 - ii) Sampling selection process
 4. Data Analysis
 5. Report writing

Every student shall select a research project from the Hospitality Industry. The nature of the product shall be based on the synthesis of their experience and knowledge gained from allied subjects. Subject of the project shall be approved by the department at the commencement of the session. The research project will be guided by the faculty of the department/college. The students will be required to submit the project report on a prescribed date.

Comprehensive Viva-Voce/ Seminar based on Project

The seminar will be scheduled by the college or the department based on the Project and the final vice-voce will be commenced on the day and date prescribed by the university in the presence of External & Internal Examiner.

ii) Training Presentation

The training presentation has to be a Multimedia PowerPoint presentation using a computer or a laptop connected to LCD / projection system depending upon the available resources. The students could show it in their personal laptop also. Log book shall also be evaluated. The training report will be evaluated.

The presentation will be scheduled by the college based on the training report and the final viva-voce will be commenced on the day and date prescribed by the university in the presence of External & Internal Examiner.