

**MRSPTU BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY  
SYLLABUS 2016 BATCH ONWARDS UPDATED ON 17.2.2018 (4 YEARS)**

Semester 1 <sup>st</sup>		Contact Hrs.			Marks			Credits
Subject Code	Subject Name	L	T	P	Int.	Ext.	Total	
BHOM2-101	Foundation Course in Food Production	3	0	0	40	60	100	3
BHOM2-102	Foundation Course in Food & Beverage Service	3	0	0	40	60	100	3
BHOM2-103	Foundation Course in Front Office	3	0	0	40	60	100	3
BHOM2-104	Foundation Course in Accommodation Operations	3	0	0	40	60	100	3
BHOM2-105	Foundation Course in Food Production Lab.	0	0	6	60	40	100	3
BHOM2-106	Foundation Course in Food & Beverage Service Lab.	0	0	4	60	40	100	2
BHOM2-107	Foundation Course in Front Office Lab.	0	0	2	60	40	100	1
BHOM2-108	Foundation Course in Accommodation Operations Lab.	0	0	2	60	40	100	1
<b>Departmental Elective-I (Select any one)</b>		3	0	0	40	60	100	3
BHOM2-156	Principles of Food Science							
BHOM2-157	Application of Computers							
BHOM2-158	Executive communication							
BHOM2-159	Introduction to Event Management							
<b>Total</b>		<b>15</b>	<b>0</b>	<b>14</b>	<b>440</b>	<b>460</b>	<b>900</b>	<b>22</b>

Semester 2 <sup>nd</sup>		Contact Hrs.			Marks			Credits
Subject Code	Subject Name	L	T	P	Int.	Ext.	Total	
BHOM2-209	Foundation Course in Food Production-II	3	0	0	40	60	100	3
BHOM2-210	Foundation Course in Food & Beverage Service-II	3	0	0	40	60	100	3
BHOM2-211	Foundation Course in Front Office	3	0	0	40	60	100	3
BHOM2-212	Foundation Course in Accommodation Operations-II	3	0	0	40	60	100	3
BESE0-101	Environment Science	2	0	0	40	60	100	2
BHOM2-213	Foundation Course in Food Production Lab.-II	0	0	6	60	40	100	3
BHOM2-214	Foundation Course in Food & Beverage Service Lab.-II	0	0	4	60	40	100	2
BHOM2-215	Foundation Course in Front Office - Lab	0	0	2	60	40	100	1
BHOM2-216	Foundation Course in Accommodation Operations Lab.-II	0	0	2	60	40	100	1
<b>Departmental Elective-II (Select any one)</b>		3	0	0	40	60	100	3
BHOM2-260	Nutrition							
BHOM2-261	Basics of Tourism							
BHOM2-262	Accounting for Managers							
<b>Total</b>		<b>17</b>	<b>0</b>	<b>14</b>	<b>480</b>	<b>520</b>	<b>1000</b>	<b>24</b>

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Semester 3 <sup>rd</sup>		Contact Hrs.			Marks			Credits
Subject Code	Subject Name	L	T	P	Int.	Ext.	Total	
BHOM2-317	Food Production Operations	3	0	0	40	60	100	3
BHOM2-318	Food & Beverage Service Operations	3	0	0	40	60	100	3
BHOM2-319	Front Office Operations	3	0	0	40	60	100	3
BHOM2-320	Accommodation Operations	3	0	0	40	60	100	3
BHOM2-321	Food Production Operations Lab.	0	0	6	60	40	100	3
BHOM2-322	Food & Beverage Service Operations Lab.	0	0	2	60	40	100	1
BHOM2-323	Front Office Operations Lab.	0	0	2	60	40	100	1
BHOM2-324	Accommodation Operations Lab.	0	0	2	60	40	100	1
BHOM2-325	Workshop on Research Methodology	1	0	0	Non Evaluative			0
<b>Departmental Elective-III (Choose any one subject)</b>		3	0	0	40	60	100	3
BHOM2-363	Food & Beverage Controls							
BHOM2-364	Food Safety & Quality							
<b>Departmental Elective-IV (Choose any one subject)</b>		3	0	0	40	60	100	3
BHOM2-365	Management in Tourism							
BHUM0-101	Communication Skills In English							
<b>Total</b>		<b>19</b>	<b>0</b>	<b>12</b>	<b>480</b>	<b>520</b>	<b>1000</b>	<b>24</b>

Semester 4 <sup>th</sup>		Marks				Credits	
Subject Code	Subject Name	External			Internal		Total
BHOM2-426	20-Weeks Industrial Exposure Training	50 Training Report	50 Training Report	50 Viva Voce	50 Log Book	200	20
<b>Total</b>		<b>50</b>	<b>50</b>	<b>50</b>	<b>50</b>	<b>200</b>	<b>20</b>

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Semester 5 <sup>th</sup>		Contact Hrs.			Marks			Credits
Subject Code	Subject Name	L	T	P	Int.	Ext.	Total	
BHOM2-527	Advanced Food Production Operations	3	0	0	40	60	100	3
BHOM2-528	Advanced Food & Beverage Operation	3	0	0	40	60	100	3
BHOM2-529	Room Division Operations	3	0	0	40	60	100	3
BHOM2-530	Food & Beverage Management	3	0	0	40	60	100	3
BHOM2-531	Principles of Management	3	0	0	40	60	100	3
BHOM2-532	Advanced Food Production Operations Lab.	0	0	4	60	40	100	2
BHOM2-533	Advanced Food & Beverage Operation Lab.	0	0	4	60	40	100	2
BHOM2-534	Room Division Operation Lab.	0	0	2	60	40	100	1
<b>Departmental Elective-V (Choose any one subject)</b>		3	0	0	40	60	100	3
BHOM2-566	Financial Management							
BHOM2-567	Bar and Beverage Operations							
BHOM2-568	Business Ethics							
<b>Total</b>		<b>18</b>	<b>0</b>	<b>10</b>	<b>420</b>	<b>480</b>	<b>900</b>	<b>23</b>

Semester 6 <sup>th</sup>		Contact Hrs.			Marks			Credits
Subject Code	Subject Name	L	T	P	Int.	Ext.	Total	
BHOM2-635	International Cuisines	3	0	0	40	60	100	3
BHOM2-636	Restaurant Planning & Management	3	0	0	40	60	100	3
BHOM2-637	Room Division Management	3	0	0	40	60	100	3
BHOM2-638	Entrepreneurship Development	3	0	0	40	60	100	3
BHOM2-639	Principles of Marketing	3	0	0	40	60	100	3
BHOM2-640	International Cuisines Lab.	0	0	6	60	40	100	3
BHOM2-641	Restaurant Planning & Management Lab.	0	0	4	60	40	100	2
BHOM2-642	Room Division Management Lab.	0	0	2	60	40	100	1
BHOM2-643	Research Project Viva Voce	0	0	0	60	40	100	2
<b>Departmental Elective-VI (Choose any one subject)</b>		3	0	0	40	60	100	3
BHOM2-669	Aviation and Cruise Line Management							
BHOM2-670	Personality Development and Soft Skills							
BHOM2-671	Gastronomic Tourism							
<b>Total</b>		<b>18</b>	<b>0</b>	<b>12</b>	<b>480</b>	<b>520</b>	<b>1000</b>	<b>26</b>

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Semester 7 <sup>th</sup>		Contact Hrs.			Marks			Credits
Subject Code	Subject Name	L	T	P	Int.	Ext.	Total	
<b>Specialization 1: Food and Beverage Division</b>								
<b>BHOM2-744</b>	Advanced Culinary Operations	3	0	0	40	60	100	3
<b>BHOM2-745</b>	Advanced Food & Beverage Skills	3	0	0	40	60	100	3
<b>BHOM2-746</b>	Advanced Culinary Operations Lab.	0	0	8	60	40	100	4
<b>BHOM2-747</b>	Advanced Food & Beverage Operation Lab.	0	0	4	60	40	100	2
<b>Specialization 2: Rooms Division</b>								
<b>BHOM2-748</b>	Advanced Front Office Management	3	0	0	40	60	100	3
<b>BHOM2-749</b>	Advanced Accommodation Management	3	0	0	40	60	100	3
<b>BHOM2-750</b>	Advanced Front Office Management Lab.	0	0	8	60	40	100	4
<b>BHOM2-751</b>	Advanced Accommodation Management Lab.	0	0	4	60	40	100	2
<b>Compulsory Subjects for both Specializations</b>								
<b>BHOM2-752</b>	Project Report :Market Feasibility And Finality Viability of proposed hotels/restaurant	0	0	4	0	100	100	2
<b>BHOM2-753</b>	Strategic Management	3	0	0	40	60	100	3
<b>BHOM2-754</b>	Human Resource Management	3	0	0	40	60	100	3
<b>BHOM2-755</b>	Facility Planning	3	0	0	40	60	100	3
<b>Total</b>		<b>15</b>	<b>0</b>	<b>16</b>	<b>320</b>	<b>480</b>	<b>800</b>	<b>23</b>

Semester 8 <sup>th</sup>		Marks			Credits
Subject Code	Subject Name	Int.	Ext.	Total	
<b>BHOM2-856</b>	16 weeks Specialized Hospitality Training	0	100	100	12
<b>BHOM2-857</b>	5 Lectures on Project Report on emerging trends in hospitality Industry	0	100	100	6
<b>Total</b>		<b>0</b>	<b>200</b>	<b>200</b>	<b>18</b>

1. Each candidate will have to prepare a log book and training report of the day to day activities of his 16 Weeks on the job training duly supported by charts, diagrams, photos and tables. The report will be submitted in duplicate copy to the head of department.
2. After the completion of the training students will come back to the Institute for one week to attend 5 lectures to know how to make specialized project report in consultation with the allocated guide/supervisor

**Total Credits = 22 + 24 + 24 + 20 + 23 + 26 + 23 + 18 = 180**

**FOUNDATION COURSE IN FOOD PRODUCTION**

**Subject Code: BHOM2-101**

**L T P C**  
**3 0 0 3**

**Duration: 45 Hrs.**

**Course Objectives:** This paper will give the basic knowledge of cooking to the beginners. They will get versed with meaning, aims, objectives, kitchen organisation structure, different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, various cuts of vegetables.

**UNIT-I (12 Hrs.)**

**Introduction to Cookery:** Levels of skills and experiences, Attitudes and behaviour in the kitchen, Personal hygiene, Uniforms & protective clothing, Safety procedure in handling equipment.

**Culinary History:** Origin of modern cookery Classical and New World Cuisine, Different styles cookery: oriental, European, Continental, Pan American.

**Hierarchy Area of Department and Kitchen:** Classical Brigade, Modern staffing in various category hotels, Roles of executive chef, Duties and responsibilities of various chefs, Co-operation with other departments General Layout of the kitchen in organisations, layout of receiving areas, layout of service & wash up.

**Culinary Terms:** List of culinary (common and basic) terms, Explanation with examples.

**Aims & Objects of Cooking Food:** Aims and objectives of cooking food, Various textures, Various consistencies, Techniques used in pre-preparation, Techniques used in preparation.

**HACCP - Practices in food handling & storage.**

**Conversion Tables:** American, British measures and its equivalents.

**UNIT-II (10 Hrs.)**

**Fuels Used In Catering Industry:** Types of fuel used in catering industry; calorific value; comparative study of different fuels, Calculation of amount of fuel required and cost.

**Gas:** Method of transfer, LPG and its properties; principles of Bunsen burner, precautions to be taken while handling gas; low and high-pressure burners, Gas bank, location, different types of manifolds

**Fire Prevention and Fire Fighting System:** Classes of fire, methods of extinguishing fires (Demonstration), Fire extinguishers, portable and stationery, Fire detectors and alarm, Automatic fire detectors cum extinguishing devices, Structural protection, Legal requirements

**Methods of Cooking Food:** Roasting, Grilling, Frying, Baking, Broiling, Poaching, boiling: Principles of each of the above, Care and precautions to be taken, Selection of food for each type of cooking.

**UNIT-III (12 Hrs.)**

**Basic Principles of Food Production**

**Vegetable and Fruit Cookery:** Introduction – classification of vegetables, Pigments and colour changes, Effects of heat on vegetables, Cuts of vegetables, Classification of fruits, Uses of fruit in cookery.

**Stocks:** Definition of stock, Types of stock, Preparation of stock, Recipes, Storage of stocks, Uses of stocks, Care and precautions.

**Sauces:** Classification of sauces, Recipes for mother sauces, Storage & precautions.

**Soups:** Classification with examples, Basic recipes of Consommé with 10 Garnishes and other soups.

**Egg Cookery:** Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery.

**Salads and Sandwiches:** Salads & its compositions Types of Lettuce, Types of Dressing, Emerging trends in salad making, Sandwiches History origin and its Different types.

**UNIT-IV (11 Hrs.)**

**Commodities:**

a) **Shortenings (Fats & Oils):** Role of Shortenings, Varieties of Shortenings.

b) Advantages and Disadvantages of using various Shortenings, Fats & Oil – Types, varieties.

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- c) **Raising Agents:** Classification of Raising Agents, Role of Raising Agents, Actions and Reactions.
- d) **Thickening Agents:** Classification of thickening agents, Role of Thickening agents.
- e) **Herbs & Spices:** Uses its Importance & it's different types.
- f) **Kitchen Organisation and Layout:** General layout of Kitchen in various organisations, layout of receiving areas, layout of service and wash-up areas.

**Recommended Books**

- 1. Le Rol A.Polsom, 'The Professional Chef', 4<sup>th</sup> Edn.
- 2. Bo Friberg, 'The Professional Pastry Chef', 4<sup>th</sup> Edn. Wiley & Sons INC.
- 3. Kinton & Cessarani, 'Theory of Catering'.
- 4. K. Arora, 'Theory of Cookery', Frank Brothers.
- 5. S.C. Dubey, 'Bakery & Confectionery', Society of Indian Bakers.
- 6. Philip E. Thangam, 'Modern Cooker' (Vol-I), Orient Longman.
- 7. Kinton & Cessarani, 'Practical Cookery'.

**FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE**

**Subject Code: BHOM2-102**

**L T P C**

**Duration: 45 Hrs.**

**3 0 0 3**

**Course Objectives:** The course aims to inculcate knowledge of food service principles, functions, procedures among trainees.

**UNIT-I (10 Hrs.)**

**Introduction to Food and Beverage Industry** - Introduction to Food & Beverage Service Industry, Types of catering operations– commercial, welfare, transport, others. Role of catering establishment in the hospitality industry.

**UNIT-II (11 Hrs.)**

**Food Service Areas (F & B Outlets)** - Restaurants, Coffee Shop, Bar, Banquet, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Vending Machines, Discothèque.

**Ancillary Departments:** - Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding.

**UNIT-III (12 Hrs.)**

**Departmental Organisation & Staffing:** Organization of F&B department of hotel, Principal staff of various types of F&B operations, Job Descriptions & Job Specifications of F& B Service Staff, French terms related to F&B staff, Attributes of F&B Personnel, Inter and Intra departmental relationship.

**UNIT-IV (12 Hrs.)**

**F & B Service Equipment:** Familiarization & Selection factors of: - Cutlery, Crockery, Glassware, Flatware, Hollowware, all other equipment used in F&B Service, French terms related to the above.

**Preparation for Service:** Organising Mise-en-scene, Organising Mise- en- place.

**Non-Alcoholic Beverages:** Classification (Nourishing, Stimulating and Refreshing), Tea- Origin, Manufacture, Types & Brands, Coffee- Origin, Manufacture, Types & Brands, Juices and Soft Drinks, Cocoa & Malted Beverages - Origin & Manufacture.

**Recommended Books**

- 1. Bobby George & Sandeep Chatterjee, 'Food & Beverage Service', Jaico Publishing House.
- 2. R. Singaravelavan, 'Food & Beverage Service', Oxford University Press, New Delhi.
- 3. Dennis R. Lillicrap. & John.A. Cousins, 'Food & Beverage Service', ELBS.
- 4. Sudhir Andrews, 'Food & Beverage Service Training Manual', Tata McGraw Hill.
- 5. Graham Brown, 'The Waiter Handbook', Global Books & Subscription Services New Delhi.

**FOUNDATION COURSE IN FRONT OFFICE**

**Subject Code: BHOM2-103**

**L T P C  
3 0 0 3**

**Duration: 45 Hrs.**

**Course Objectives:** The course is aimed at familiarising the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills

**UNIT-I (11 Hrs.)**

**Introduction to Hospitality Industry:** Hospitality and its origin, Tourism and hotel Industry, its importance, and scope, Evolution of Tourism and Hotel Industry, Introduction of World's leading Hotel Operators and their brands, Introduction to Indian leading and emerging Hotel Operators and their brands, Role of Tourism industry in Indian economy with a special emphasis on Hotel Industry.

**UNIT-II (12 Hrs.)**

**Classification of Hotels**

A brief introduction to hotel core areas.

Classification of Hotels on the basis of Size, Location, Type of guest, Length of stay of guest.

Ownership basis: Independent Hotels, Chain Hotels, Franchise and Management Contracts Hotels, Marketing/Retailing/Consumer's Co-operatives/Referral Groups with examples, Vacation ownership/Time share and Condominium Hotels with examples of hotel groups involved in this business concept.

**Star Classification of Hotels**

Government's Classification Committee, Star ratings and Heritage Classifications adopted in India, Basis on which Star ratings are granted along with the Performa of Star Classification.

**Overview of Other Concepts**

Spa, Boutique hotels, All Suite, Budget Hotels, Green Hotels, Ecotels etc., Supplementary/Alternative Accommodations, examples of National and International Hotels with its type, category and classification.

**UNIT-III (11 Hrs.)**

**Front Office Organization**

Introduction to Front Office in Hotels, Types of Rooms, Sub-sections/Function areas in Front Office Department and their functions in Front Office and hotel in details, Layout of Front Office Department.

**Front Office Personnel**

Personality traits, Duties and Responsibilities, Hierarchy/ Organizational chart of Front Office Department – Large, Medium and Small Hotels/Resorts/Spa.

**UNIT-IV (10 Hrs.)**

**Vacation Ownership and Condominiums**

Vacation Ownership/Timeshare, Condominium, how are they different from Hotel business? Deeded ownership and Right to use ownership Types of timeshares/Vacation ownerships, Examples with list of hotel operating companies offering vacation ownerships and Condominium concepts.

Front Office Equipment: automated, semi-automated, non-automated.

**Bell Desk:** Functions Procedures and Formats.

**French:** To be taught by professional French language teacher, Understanding and uses of accents, orthographic signs and punctuation, knowledge of cardinaux and ordinaux (Ordinal and cardinal), Days, Dates, Time, Months and Seasons.

**Recommended Books**

1. Sudhir Andrews, 'Front Office Training Manual'.
2. Jatashankar R. Tewari, 'Front office Operations and Management'.
3. Colin Dix, Chris Baird, 'Front Office Operations'.
4. Anutosh Bhakta, 'Professional Hotel Front Office Management'.

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5. James. A. Bardi, 'Hotel Front Office Management'.
6. S.K. Bhatnagar, 'Front Office Operation Management'.
7. Micheal Kasavana and Brooks, 'Managing Front Office Operations'.
8. Sue Baker & Jermy Huyton, 'Principles of Front Office Operations'.

**FOUNDATION COURSE IN ACCOMMODATION OPERATIONS**

**Subject Code: BHOM2-104**

**L T P C  
3 0 0 3**

**Duration: 45 Hrs.**

**Course Objectives:** The course familiarizes students with the organization of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness.

**UNIT-I (11 Hrs.)**

**The Role of Housekeeping in Hospitality Operation:** Role of Housekeeping in Guest Satisfaction and Repeat Business, Personality Traits of housekeeping Management Personnel, Layout of the Housekeeping Department overview of sub section of housekeeping department, Role of housekeeping in other institutes. (from 2<sup>nd</sup> unit to 1<sup>st</sup>).

**UNIT-II (10 Hrs.)**

**Organization Chart of the Housekeeping Department:** Hierarchy in small, medium, large and chain hotels, (from 1<sup>st</sup> to 2<sup>nd</sup>) Identifying Housekeeping Responsibilities, Duties and Responsibilities of Housekeeping staff, Different types of room in a hotel along with their status, standard supplies & amenities of a guest room. (New).

**UNIT-III (12 Hrs.)**

**Cleaning Organisation:** Principles of cleaning, hygiene and safety factors in cleaning, Methods of organizing cleaning, Frequency of cleaning daily, periodic, special, Design features that simplify cleaning, Use and care of Equipment.

**Cleaning of Guest Room:** type of soil, nature of soil, standard of cleaning, Cleaning of public area,

**Housekeeping Inventories:** equipment, agents, supplies, linen, uniform (new).

**UNIT-IV (12 Hrs.)**

**Pest Control:** Areas of infestation, Preventive measures and Control measure (Sem. 2 to Sem. 1)

**Waste Disposal and Pollution Control:** Solid and liquid waste, sullage and sewage, disposal of solid waste, Sewage treatment, Pollution related to hotel industry, Water pollution, sewage pollution, Air pollution, noise pollution, thermal pollution, Legal Requirements

**Inter Departmental Relationship:** With Front Office, With Maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in House Keeping department.

**Recommended Books**

1. Joan C. Branson & Margaret, 'Hotel Hostel and Hospital Housekeeping'.
2. 'Lennox', ELBS with Hodder & Stoughten Ltd.
3. Sudhir Andrews, 'Hotel House Keeping a Training Manual', Tata McGraw Hill.
4. Raghubalan, 'Hotel Housekeeping Operations & Management', Oxford University Press.
5. H. Burstein, 'Management of Hotel & Motel Security (Occupational Safety and Health)', CRC Publisher.
6. Robert J. Martin & Thomas J.A. Jones, 'Professional Management of Housekeeping Operations', John Wiley Publications.
7. Tucker Schneider, 'The Professional Housekeeper', Wiley Publications.
8. Manoj Madhukar, 'Professional Management of Housekeeping', Rajat Publications.



**FOUNDATION COURSE IN FOOD PRODUCTION LAB.**

**Subject Code: BHOM2-105**

**L T P C**

**0 0 6 3**

**EXPERIMENTS  
PART-A**

<b>S. NO.</b>	<b>TOPICS</b>	<b>METHODS</b>
1	i) Equipment - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstrations & simple applications
2	i) Vegetables - classification ii) Cuts - julienne, jardinière, macedoines, brunoise, paysane, mignonette, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students
3	Identification and Selection of Ingredients - Qualitative and quantitative measures.	Market survey/tour
4	i) Basic Cooking methods and pre-preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)	Demonstrations & simple applications by students
5	i) Stocks - Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungi stock	Demonstrations & simple applications by students
6	Sauces - Basic mother sauces Béchamel Espagnole Volute Hollandaise Mayonnaise Tomato	Demonstrations & simple applications
7.	Egg cookery - Preparation of variety of egg dishes Boiled (Soft & Hard) Fried (Sunny side up, Single fried, Bull's Eye, Double fried) Poaches Scrambled Omelette (Plain, Stuffed, Spanish) En cocotte (eggs Benedict)	Demonstrations & simple applications by students
8.	Simple Salads:	Demonstration by instructor and

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	<p>Cole slaw,          Potato salad,          Beet root salad,          Green salad,          Fruit salad,          Consommé          Simple Egg preparations:          Scotch egg,          Assorted omelettes,          Oeuf Florentine          Oeuf Benedict          Oeuf Farci          Oeuf Portugese          Oeuf Deur Mayonnaise          Soups Preparations:          Cream Soups          Puree Soups          Consomme          Simple potato preparations          Baked potatoes          Mashed potatoes          French fries          Roasted potatoes          Boiled potatoes          Lyonnais potatoes          Allumettes          Vegetable preparations          Boiled vegetables          Glazed vegetables          Fried vegetables          Stewed vegetables.          Sandwiches          Open          Club          Closed          Canapé          Zukuskis          Pin wheel          Checkers board</p>	<p>applications by students</p>
<p>9.</p>	<p>Demonstration &amp; Preparation of simple menu</p>	<p>Demonstrations &amp; simple applications by students</p>

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**PART-B**

<b>S. NO.</b>	<b>TOPICS</b>	<b>METHOD</b>
10	Equipment Identification Uses and handling Ingredients - Qualitative and quantitative measures	Demonstration by instructor and applications by students
11	<b>BREAD MAKING</b> Demonstration & Preparation of Simple and enriched bread recipes Bread Loaf (White and Brown) Bread Rolls (Various shapes) French Bread Brioche	Demonstration by instructor and applications by students
12	<b>SIMPLE CAKES</b> Demonstration & Preparation of Simple and enriched Cakes, recipes Sponge, Genoise, Fatless, Swiss roll Fruit Cake Rich Cakes Dundee Madeira	
13	<b>SIMPLE COOKIES</b> Demonstration and Preparation of simple cookies like Nan Khatai Golden Goodies Melting moments Swiss tart Tri colour biscuits Chocolate chip Cookies Chocolate Cream Fingers Bachelor Buttons.	Demonstration by instructor and applications by students
14	<b>HOT / COLD DESSERTS</b> Caramel Custard, Bread and Butter Pudding Queen of Pudding Soufflé – Lemon / Pineapple Mousse (Chocolate Coffee) Bavaroise Diplomat Pudding Apricot Pudding Steamed Pudding - Albert Pudding, Cabinet Pudding	Demonstration by instructor and applications by students

**FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE LAB.**

**Subject Code: BHOM2 - 106**

**L T P C  
0 0 4 2**

1. Familiarization of F&B Service equipment
2. Basic Technical Skills
  - a) Task-01: Holding Service Spoon & Fork
  - b) Task-02: Carrying a Tray / Salver
  - c) Task-03: Laying a Table Cloth
  - d) Task-04: Changing a Table Cloth during service
  - e) Task-05: Placing meal plates & Clearing soiled plates
  - f) Task-06: Stocking Sideboard
  - g) Task-07: Service of Water
  - h) Task-08: Using Service Plate & Crumbing Down
  - i) Task-09: Napkin Folds
  - j) Task-10: Changing dirty ashtray
  - k) Task-11: Wiping of Tableware, Chinaware, Glassware
3. **Preparation for Service (restaurant)**
  - a) Organizing Mise-en-scene
  - b) Organizing Mise-en-Place
  - c) Opening, Operating & Closing duties
4. Briefing/debriefing
5. Tea & Coffee Service

**FOUNDATION COURSE IN FRONT OFFICE LAB.**

**Subject Code: BHOM2-107**

**L T P C  
0 0 2 1**

1. a) Grooming and Hospitality etiquettes.  
b) Personality traits of front office personnel
2. a) Identification of equipment and furniture used in Front Office Department  
b) Front Desk Counter and Bell Desk
3. Countries, their capitals, currencies, airlines and their flags
4. Role Play
  - a) Reservations: FIT, Corporate guest and group.
  - b) Luggage Handling: FIT, Walk-in, Scanty Baggage, regular, crew and group
5. Great Personalities of Hotel Industry (min 3 personalities to be given as assignment).

**FOUNDATION COURSE IN ACCOMMODATION OPERATIONS LAB.**

**Subject Code: BHOM2-108**

**L T P C  
0 0 2 1**

1. Cleaning Equipment (manual and mechanical)
  - a) Familiarization
  - b) Different parts
  - c) Function
  - d) Care and maintenance

2. Cleaning Agent
  - a) Familiarization according to classification
  - b) Function
3. Maid's trolley
  - a) Contents
  - b) Trolley setup
4. Sample Layouts of Guest Rooms
  - a) Single room
  - b) Double room
  - c) Twin room
  - d) Suite
5. Guest Room Supplies and Position
  - a) Standard room
  - b) Suite
  - c) VIP room special amenities
6. Public Area Cleaning Procedure

**Silver/ Epns**

- a) Plate powder method
- b) Polivit method
- c) Proprietary solution (Silvo)

**Brass**

- a) Traditional/ domestic 1 Method
- b) Proprietary solution 1 (brasso)

**Glass**

- a) Glass cleanser
- b) Economical method(newspaper)

**Wall-** care and maintenance of different types and parts

- a) Skirting
- b) Dado
- c) Different types of paints (distemper Emulsion, oil paint etc.)

**PRINCIPLES OF FOOD SCIENCE**

**Subject Code: BHOM2-156**

**L T P C**  
**3 0 0 3**

**Duration: 40 Hrs.**

**Course Objectives:** The course is aimed at preparing student to fully understand importance of healthy diet in commercial catering and procedures used therein.

**UNIT-I (11 Hrs.)**

Definition and scope of food science and Its inter-relationship with food chemistry, food microbiology and food processing.

**Carbohydrates:** Introduction, Effect of cooking (gelatinization and retro gradation), Factors affecting texture of carbohydrates (Stiffness of CHO gel & dextrinization, Uses of carbohydrates in food preparations

**Fat & Oils:** Classification (based on the origin and degree of saturation), Autoxidation (factors and prevention measures), Flavour reversion, Refining, Hydrogenation & winterisation, Effect of heating on fats & oils with respect to smoke point, Commercial uses of fats (with emphasis on shortening value of different fats)

**UNIT-II (10 Hrs.)**

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

**UNIT-III (09 Hrs.)**

**Food Processing:** Definition, Objectives, Types of treatment, Effect of factors like heat, acid, alkali on food constituents.

**Evaluation of Food:** Objectives, Sensory assessment of food quality, Methods, Introduction to proximate analysis of Food constituents, Rheological aspects of food.

**UNIT-IV (10 Hrs.)**

**Emulsions:** Theory of emulsification, Types of emulsions, Emulsifying agents, Role of emulsifying agents in food emulsions.

**Colloids:** Definition, Application of colloid systems in food preparation.

**Flavour:** Definition, Description of food flavours (tea, coffee, wine, meat, fish spices).

**Browning:** Types (enzymatic and non-enzymatic), Role in food preparation, Prevention of undesirable browning.

**Recommended Books**

1. C.H. Robinson, M.R. Lawlar, W.L. Chenoweth and A.E. Garwick, 'Normal and Therapeutic Nutrition', Macmillan Publishing Co., 1986.
2. M.S. Swaminathan, 'Essentials of Food and Nutrition VI: Fundamental Aspects VII Applied Aspects', **1985.**
3. O. Hughes and M. Bennion, 'Introductory Foods', Macmillan Company, 1970.
4. S.R. Williams, 'Nutrition and Diet Therapy', C.V. Mosby Co., 1989.
5. H. Guthrie, 'Introductory Nutrition', C.V. Mosby Co., 1986.

**APPLICATIONS OF COMPUTERS**

**Subject Code: BHOM2-157**

**L T P C  
3 0 0 3**

**Duration: 40 Hrs.**

**Course Objectives:** The objective of this course is to make students acquaint with the information technology will help in developing contemporary skills.

**UNIT-I (09 Hrs.)**

**Automation in The Hospitality Industry:**

Information Concepts and Processing: Definitions, Need, Quality and Value of Information, Data Processing Concepts.

Elements of Computer System-Definition, Characteristics of Computers & Limitations.

Generations of Computers and Types of computers.

Computer & its Application in the Hospitality Industry.

**UNIT-II (11 Hrs.)**

**Essentials of Computer Systems:**

Components of Computers- Input/output Units, Keyboards, Touch screen terminals, Other Input devices, Monitors, Printers, Common I/O units in the hospitality industry.

The central processing unit, Read Only Memory (ROM), Random access Memory (RAM)

External storage devices- Magnetic tapes, USB Drives, hard Drives, CD Technology and Virtual Storage.

Computer Security: Computer Virus and Antivirus.

**UNIT-III (10Hrs.)**

**Basics of Computer Software:**

Meaning of Software, Relationship between Hardware and Software.

Types of Software- Meaning of System, Application and Service Software.

Basics of Microsoft Office- Word, Excel, Publisher and power point (Meaning & Importance) & Its Applications in Tourism and Hospitality Industry

**UNIT-IV (10 Hrs.)**

**Network:**

World Wide Web; The Internet & The Hospitality Industry, Email, Browsing & Searching.

Networks Types– LAN, MAN, WAN and their Comparisons.

Network Topologies-Bus, Star, Ring, Tree, Mash &Hybrid.

Guided Media-Fiber Optics Cables, Twisted Cables, Co-axial Cables.

**PRACTICALS**

**Word Processing, Spread Sheets and Presentations**

- a) Generic application software in hospitality -Word processing software, working with soft copy, on-screen editing techniques, formatting documents, special features, Use of word processors in preparing simple forms, printing of documents
- b) Electronic spreadsheet software, spreadsheet design, creating a spreadsheet, updating data & recalculations, common spreadsheet commands, graphics capability, special features, use of spreadsheet in hospitality business transaction in maintaining accounts
- c) Power point presentations
- d) Internet usage
- e) Audio visual equipment: Various audio visual equipment used in hotel, Care and cleaning of overhead projector, slide projector, LCD and power point presentation units, Maintenance of computers, Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops, Sensors – Various sensors used in different locations of a hotel – type, uses and cost effectiveness.

**Recommended Books**

1. Thomas Bartee, 'Digital Computer Design'.
2. V. Rajaraman, 'Introduction to Computer Science'.
3. B. B. Beyer, 'Flowcharting, Programming, Software, Designing and Computer Problem Solving'.
4. R.K. Taxali, 'PC Software Made Simple', Tata McGraw Hill.
5. V. Raganeman, 'Analysis & Designing Information System', Prentice Hall of India.

**EXECUTIVE COMMUNICATION**

**Subject Code: BHOM2-158**

**L T P C**

**Duration: 40 Hrs.**

**3 0 0 3**

**Course Objectives:** The primary objective of Executive Communications to introduce the student to various forms of written and oral communication that are necessary in real-life business situations, perfecting verbal and non-verbal communication skills. Further this course will try to develop overall personality of students.

**UNIT-I (09 Hrs.)**

Meaning, types, barriers and mechanism of communication, Non-verbal communication, organizational setting of executive communication, Face to face conversation.

**UNIT-II (11 Hrs.)**

Professional use of telephone, interviews, group discussion and presentations. Office Correspondence: Note Taking, Different Forms of Written Communication: Memos, Agenda, Minutes of a meeting, etc. Formal

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Letters – Invitations, Request, Complaints, Orders and Thanks, Questionnaires / Comment Cards / Feedback forms.

**UNIT-III (10 Hrs.)**

Customer care, appropriate mannerism, handling customers, nature of complaint, handling objections, responding to a complaint & negotiation, resolving conflict.

**UNIT-IV (10 Hrs.)**

Basic personality traits - dress, address, gestures and manners; self-evaluation and development - identification of strength & weaknesses; overcoming hesitation & fear of facing public; corrective & developmental exercises - confidence building, mock interviews, role plays.

**Recommended Books**

1. Lynn Vander Wagen, 'Communication, Tourism & Hospitality', Hospitality Press Pvt. Ltd.
2. M.D. Jitendra, 'Organizational Communication', Rajat Publications.
3. Jon & Lisa Burton, 'International Skills in Travel & Tourism', Longman Group Ltd.
4. Rayon, V. Lesikar, John D. Petit, J.R. Richard D. Irwin, 'Business Communication', INC.

**INTRODUCTION TO EVENT MANAGEMENT**

**Subject Code: BHOM2-159**

**L T P C  
3 0 0 3**

**Duration: 40 Hrs.**

**Course Objectives:** The purpose of this course is to acquire knowledge about the specialized field of "event management" and to become familiar with management techniques and strategies required for successful planning, promotion, implementation and evaluation of special events.

**UNIT-I (11 Hrs.)**

Why Event Management, Requirement of Event Manager, Analysing the events, Scope of the Event, Decision-makers, Technical Staff, Developing Record-Keeping Systems, Establishing Policies & Procedures.

**UNIT-II (10 Hrs.)**

Preparing a Planning Schedule, Organizing Tasks, Assigning Responsibility, and Communicating, Using the Schedule Properly, The Budget, Overall Planning tips, Checklists, Expert Resources, Computer Software Required.

**UNIT-III (10 Hrs.)**

Who are the people on the Event, Locating People, Clarifying Roles, Developing content Guidelines, Participant Tips, Reference Checks, Requirement Forms, Introduction, Fees & Honorariums, Expense Reimbursement, Travel Arrangements, Worksheets.

**UNIT-IV (09 Hrs.)**

Types of Events, Roles & Responsibilities of Event Management in Different Events, Scope of the Work, Approach towards Events.

**Recommended Books**

1. Devesh Kishore, Ganga Sagar Singh, 'Event Management: A.B. looming Industry and an Eventful Career', Haranand Publications Pvt. Ltd.
2. Swarup K. Goyal, 'Event Management', Adhyayan Publisher, 2009.
3. Savita Mohan, 'Event Management & Public Relations', Enkay Publishing House.



**FOUNDATION COURSE IN FOOD PRODUCTION - II**

Subject Code: BHOM2-209

L T P C  
3 0 0 3

Duration: 45 Hrs.

**Course Objectives:** This paper will give the basic knowledge of cooking to the beginners. They will get versed with different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, cereals, pulses, various cuts of vegetables and meats with their cookery.

**UNIT-I**

**Menu Planning:** Meaning Types and importance. Menu Engineering its need and Importance.

**Introduction to Indian Cookery Basics:**

Introduction to Indian food, Spices used in Indian cookery, Role of spices in Indian cookery, Indian equivalent of spices (names).

**Masalas:** Blending of spices, Different masalas used in Indian Cookery-Wet masalas, Dry masalas, Composition of different masalas, Varieties of masalas available in regional areas, Special masalas blends.

**Gravies:** Different types Haryali, Makhni, Shahi/white, Chopped Masala, karahai, Yellow Gravy Basic Tandoori Preparations Indian marinades and Pastes.

**Commodities in Indian Cuisine:** Souring Agents, colouring agents, tenderizing agent, Flavouring & Aromatic Agents, Spicing Agents.

**Rice, Cereals & Pulses:** Introduction, Classification and identification.

Cooking of rice, cereals and pulses, Varieties of rice and other cereals.

**UNIT-II**

**Meat Cookery:** Introduction to meat cookery, Cuts of beef/veal, Cuts of lamb/mutton, Cuts of pork, Variety meats (offal's), Poultry, (With menu examples of each).

**Fish Cookery:** 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).

**UNIT-III**

**Pastry:** Short crust, Laminated, Choux, Hot water/Rough puff, Recipes and methods of preparation, Differences, uses of each pastry, Care to be taken while preparing pastry, Role of each ingredient, Temperature of baking pastry.

**Flour:** Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat – Flour, Uses of Flour in Food Production, Cooking of Flour (Starch)SIMPLE.

**Breads:** Principles of bread making, Simple yeast breads, Role of each ingredient in break making, Baking temperature and its importance.

**Pastry Creams:** Basic pastry creams, Uses in confectionery, Preparation and care in production.

**UNIT-IV**

**Basic Commodities:** Milk-Introduction, Processing of Milk, Pasteurisation – Homogenisation, Types of Milk – Skimmed and Condensed, Nutritive Value, Cream-Introduction, Processing of Cream, Types of Cream Cheese-Introduction, Processing of Cheese, Types of Cheese, Classification of Cheese, Curing of Cheese, Uses of Cheese Butter-Introduction, Processing of Butter, Types of Butter. Sugar: Its Importance, types of sugar, cooking of Sugar- Various Temperature.

**Recommended Books**

1. Le Rol A. Polsom, 'The Professional Chef', 4<sup>th</sup> Edn.
2. Bo Friberg, 'The Professional Pastry Chef', 4<sup>th</sup> Edn., Wiley & Sons INC.
3. Kinton & Cessarani, 'Theory of Catering'.
4. K. Arora, 'Theory of Cookery', Frank Brothers.
5. S.C. Dubey, 'Bakery & Confectionery', Society of Indian Bakers.
6. Philip E. Thangam, 'Modern Cookery', Vol.-I, Orient Longman.

7. Kinton & Cessarani, 'Practical Cookery'.

**FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE -II**

**Subject Code: BHOM2-210**

**L T P C**

**Duration: 45 Hrs.**

**3 0 0 3**

**Course Objectives:** The course aims to inculcate knowledge of food service principles, functions, and procedures among trainees. The students will be well versed with menu planning and sale control system.

**UNIT-I (09 Hrs.)**

**Types of Food Service:** Silver service, American service, French service, Russian service, Guerdon service, Assisted service, Self-service, Single point service, Specialised Service.

**UNIT-II (11 Hrs.)**

**Menu Planning:** Origin of Menu, Objectives of Menu Planning, Factors to be consider while planning a menu, Menu terminology, Types of Menu, Courses of French Classical Menu-Sequence, Examples from each course, Cover of each course, Accompaniments, French Names of dishes.

**Types of Meals:** Early Morning Tea, Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner, Supper.

**UNIT-III (10 Hrs.)**

**Room Service:** Introduction, personnel, taking the order, routing the order, preparing the order, delivering the order, providing amenities, Room service menu, sequence of service, Forms & formats.

**Sale Control System:** KOT/Bill Control System (Manual)-Triplicate Checking System, Duplicate Checking System, Check and bill system, Service with order, computerized system, circumstantial KOT, Alcoholic Beverage order, Billing.

**UNIT-IV (10 Hrs.)**

**Tobacco:** History, Processing for cigarettes, pipe tobacco & cigars.

**Cigarettes** – Types and Brand names, Pipe Tobacco – Types and Brand names.

**Cigars:** shapes, sizes, colours and Brand names, Care and Storage of cigarettes& cigars.

**Recommended Books**

1. Bobby George & Sandeep Chatterjee, 'Food & Beverage Service', Jaico Publishing House.
2. R. Singaravelavan, 'Food & Beverage Service', Oxford University Press, New Delhi.
3. Dennis R. Lillcrap. & John.A. Cousins, 'Food & Beverage Service', ELBS.
4. Sudhir Andrews, 'The Waiter Handbook', Gram Brown', Global Books & Subscription Services, New Delhi.
5. Vijay Dhawan, 'Food and Beverage Service'.

**FOUNDATION COURSE IN FRONT OFFICE-II**

**Subject Code: BHOM2-211**

**L T P C**

**Duration: 45 Hrs.**

**3 0 0 3**

**Course Objectives:** The course is aimed at familiarising the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.

**UNIT-I (11 Hrs.)**

**Tariff Structure:** Tariff Structure, Rack Rate, Discounted rates, Tariff card and its use, Hotel Day rate, Basis of Charging Room Rent, Various factors affecting Room rent, Fixing Room Tariffs through Cost based pricing & Market based pricing, Rule of Thumb, Hubbart formula.

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Front Office Coordination, Meal Plans and Type of Guests, Role of Tour operators and Travel agents in hotel business, Meal Plans –Type, needs and use of such plans, Type of Guests – FIT, VIP, CIP, GIT, Business travellers, Special interest tours, domestic, foreigner etc., Front Office coordination with different departments in hotels.

**UNIT-II (10 Hrs.)**

**Guest Cycle and Reservations:** Introduction to guest cycle – Pre arrival, Arrival, During guest stay, Departure and After departure, Reservation and its importance, Basic tools of reservation – Room Status Board, ALC, DCC with formats, Handling reservation and reservation form with formats, Modes of Payment while reservation - an introduction, Sources of Reservation, Systems of Reservation, Types of Reservations, Cancellations and Amendments, Reservation reports and statistics  
Overbooking, Upselling, no show, Walk-in guest, scanty baggage, stay over, over stay, under stay, early arrival, turn away, time limit, overstay etc.

**UNIT-III (12 Hrs.)**

**Registration:** Registration and its importance, Types of registration records – Bound book register, loose leaf register and Guest Registration Card (GRC) and their formats

**Guest Handling:** Pre-registration activities, Procedure of Guest Handling – Pre arrival, On Arrival and Post Arrival procedures, handling reserved guests, Procedure for Handling Free Individual Traveller (FIT), Chance guests, VIP, Group arrival, Foreigner guest (C-forms, Foreign currency exchange), Single Lady guest, Corporate guest, Layover passenger, Check-in for guest holding Discount voucher, Turn-away guest.

**UNIT-IV (12 Hrs.)**

**Front Desk Functions:** Procedure for Room Assignment, Room not clear, Wash and Change Room, Complimentary stay, Suite Check-in, Upgrading a guest, Downgrading a guest, Handling request for Late Check-out, Precautions for Scanty Baggage guest, Guest Stationery, Handling request for Rental Equipment, Up selling, Material Requisition, Shift Briefing, Morning and Afternoon Shift Handover, Night Shift Handover, Guest Relations, Courtesy Calls, Room amenities for Corporate/VVIP/CIP guest, Handling Awkward guests, Room Change Procedure, Handling Mails, Message and Paging, Key control procedures.

**Recommended Books**

1. Sudhir Andrews, 'Front Office Training Manual'.
2. Jatashankar R. Tewari, 'Front office operations and Management'.
3. Colin Dix, Chris Baird, 'Front Office Operations'.
4. Anutosh Bhakta, 'Professional Hotel Front Office Management'.
5. James. A. Bardi, 'Hotel Front Office Management'.
6. S.K. Bhatnagar, 'Front Office Operation Management'.
7. Micheal Kasavana and Brooks, 'Managing Front Office Operations'.
8. Sue Baker & Jermy Huyton, 'Principles of Front Office Operations'.

**FOUNDATION COURSE IN ACCOMMODATION OPERATIONS - II**

**Subject Code: BHOM2-212**

**L T P C  
3 0 0 3**

**Duration: 45 Hrs.**

**Course Objectives:** The course familiarizes students with the organisation of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness and pest control.

**UNIT-I (11 Hrs.)**

**Cleaning Agents:** General Criteria for selection, Polishes, Floor seats, Use, care and Storage, Distribution and Controls.

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**Area Cleaning:** Guest rooms, Front-of-the-house Areas, Back-of-the house Areas, Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.

**Water Systems in Hotel:** Water distribution system in a hotel, Cold water systems in India, Hardness of water, water softening, base exchange method (Demonstration), Cold water cistern swimming pools, Hot water supply system in hotels, Flushing system, water taps, traps and closets Classification, Use of Eco-friendly products in Housekeeping. (HE).

**UNIT-II (10 Hrs.)**

**Composition, Care and Cleaning of Different Surfaces:** Metals, Glass, Leather, Leatherites, Rexines, Plastic, Ceramics, Wood, Wall finishes, Floor Finishes.

**UNIT-III (12 Hrs.)**

**Routine Systems and Records of House Keeping (3<sup>rd</sup> To 2<sup>nd</sup>)**

**Department:** Reporting Staff placement, Room Occupancy Report, Guest Room Inspection, Entering Checklists, Floor Register, Work Orders, Log Sheet., Lost and Found Register and Enquiry File, Maid's Report and Housekeeper's Report, Handover Records, Guest's Special Requests Register, Record of Special Cleaning, Call Register, VIP Lists Guest room layout, type of bed & mattresses.

**UNIT-IV (12 Hrs.)**

**Keys:** Types of keys, Computerized key cards, Key control.

**Overview of Maintenance Department:** Roll, Responsibilities & Importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel. Preventive and breakdown maintenance, comparisons (HE).

**Recommended Books**

1. Joan C. Branson & Margaret Lennox, 'Hotel Hostel and Hospital Housekeeping', ELBS with Holder & Stoughton Ltd.
2. Sudhir Andrews, 'Hotel House Keeping a Training Manual', Tata McGraw Hill.
3. Raghubalan, 'Hotel Housekeeping Operations & Management', Oxford University Press.
4. H. Burstein, 'Management of Hotel & Motel Security (Occupational Safety and Health)' CRC Publisher.
5. Robert J. Martin & Thomas J.A. Jones, 'Professional Management of Housekeeping Operations', 2<sup>nd</sup> Edn. Wiley Publications.
6. Tucker Schneider, 'The Professional Housekeeper', Wiley Publications.
7. Manoj Madhukar, 'Professional Management of Housekeeping', Rajat Publications.

**ENVIRONMENTAL SCIENCE**

**Subject Code: BESE0-101**

**L T P C  
2 0 0 2**

**Duration: 26 Hrs.**

**Course Objectives:**

1. To identify global environmental problems arising due to various engineering/industrial/ and technological activities and the science behind these problems
2. To realize the importance of ecosystem and biodiversity for maintaining ecological balance.
3. To identify the major pollutants and abatement devices for environmental management and sustainable development.
4. To estimate the current world population scenario and thus calculating the economic growth, energy requirement and demand.
5. To understand the conceptual process related with the various climatologically associated problems and their plausible solutions.

**UNIT-1**

**1. The Multidisciplinary Nature of Environmental Studies**

Definition, scope and importance. Need for public awareness.

**2. Natural Resources**

**Renewable and Non-renewable Resources:**

Natural resources and associated problems.

- (a) Forest resources: Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forests and tribal people.
- (b) Water resources: Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams-benefits and problems.
- (c) Mineral resources: Use and exploitation, environmental effects of extracting and using mineral resources, case studies.
- (d) Food resources: World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies.
- (e) Energy resources: Growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources, case studies.
- (f) Land resources: Land as a resource, land degradation, man induced landslides, soil erosion and desertification.
- (g) Role of an individual in conservation of natural resources.
- (h) Equitable use of resources for sustainable lifestyles.

**UNIT-1I**

**3. Ecosystems**

- (a) Concept of an ecosystem.
- (b) Structure and function of an ecosystem.
- (c) Producers, consumers and decomposers.
- (d) Energy flow in the ecosystem.
- (e) Ecological succession.
- (f) Food chains, food webs and ecological pyramids.
- (g) Introduction, types, characteristic features, structure and function of the following ecosystem:
  - i) Forest ecosystem.
  - ii) Grassland ecosystem.
  - iii) Desert ecosystem.
  - iv) Aquatic ecosystems (ponds, streams, lakes, rivers, ocean estuaries).

**4. Biodiversity and its Conservation**

- (a) Introduction – Definition: genetic, species and ecosystem diversity.
- (b) Biogeographical classification of India.
- (c) Value of biodiversity: consumptive use, productive use, social, ethical aesthetic and option values.
- (d) Biodiversity at global, national and local levels.
- (e) India as a mega-diversity nation.
- (f) Hot-spots of biodiversity.
- (g) Threats to biodiversity: habitat loss, poaching of wildlife, man wildlife conflicts.
- (h) Endangered and endemic species of India.
- (i) Conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity.

### UNIT-III

#### 5. Environmental Pollution

##### Definition

- (a) Causes, effects and control measures of:
  - i) Air pollution
  - ii) Water pollution
  - iii) Soil pollution
  - iv) Marine pollution
  - v) Noise pollution
  - vi) Thermal pollution
  - vii) Nuclear pollution
- (b) Solid Waste Management: Causes, effects and control measures of urban and industrial wastes.
- (c) Role of an individual in prevention of pollution.
- (d) Pollution Case Studies.
- (e) Disaster management: floods, earthquake, cyclone and landslides

#### 6. Social Issues and the Environment

- (a) From unsustainable to sustainable development
- (b) Urban problems and related to energy
- (c) Water conservation, rain water harvesting, Watershed Management
- (d) Resettlement and rehabilitation of people; its problems and concerns. Case studies.
- (e) Environmental ethics: Issues and possible solutions
- (f) Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust. Case studies.
- (g) Wasteland reclamation
- (h) Consumerism and waste products
- (i) Environmental Protection Act
- (j) Air (Prevention and Control of Pollution) Act
- (k) Water (Prevention and control of Pollution) Act
- (l) Wildlife Protection Act
- (m) Forest Conservation Act
- (n) Issues involved in enforcement of environmental legislation
- (o) Public awareness

### UNIT-IV

#### 7. Human Population and the Environment

- (a) Population growth, variation among nations
- (b) Population explosion – Family Welfare Programmes
- (c) Environment and human health
- (d) Human Rights
- (e) Value Education
- (f) HIV/AIDS
- (g) Women and Child Welfare
- (h) Role of Information Technology in Environment and Human Health
- (i) Case Studies

#### 8. Field Work

- (a) Visit to a local area to document environmental assets river/
- (b) forest/grassland/hill/mountain

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- (c) Visit to a local polluted site – Urban / Rural / Industrial / Agricultural
- (d) Study of common plants, insects, birds
- (e) Study of simple ecosystems-pond, river, hill slopes, etc (Field work equal to 5 lecture hours)

**Recommended Books**

1. J.G. Henry and G.W. Heinke, 'Environmental Sc. & Engineering', Pearson Education, 2004.
2. G.B. Masters, 'Introduction to Environmental Engg. & Science', Pearson Education, 2004.
3. Erach Bharucha, 'Textbook for Environmental Studies', UGC, New Delhi.

**FOUNDATION COURSE IN FOOD PRODUCTION –II LAB.**

**Subject Code: BHOM2-213**

**L T P C**

**0 0 6 3**

**PRACTICALS OF FOOD PRODUCTION**

<b>S. No.</b>	<b>Topics</b>	<b>Method</b>
1	Meat – Identification of various cuts, Carcass demonstration Preparation of basic Cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope Fish-Identification & Classification Cuts and Folds of fish	Demonstrations & simple applications
2	Identification, Selection and processing of Meat, Fish and poultry. Slaughtering and dressing	Demonstrations at the site in local Area/Slaughtering house/Market
3	Preparation of menu <b>Salads &amp; Soups-</b> Waldrof salad, Fruit salad, Russian salad, salade nicoise, <b>Soups preparation:</b> Chowder, Bisque, Veloute, Broth International soups	Demonstration by instructor and applications by students
4	<b>Chicken, Mutton and Fish Preparations-</b> Fish orly, a la anglaise, colbert, meuniere, poached, baked Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef	Demonstration by instructor and applications by students
5	<b>Indian Cookery-</b> Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations Marinades, Paste and Tandoori Preparation of Meat, fish Vegetables and Paneer	Demonstration by instructor and applications by students

**BAKERY & PATISSERIE**

<b>S. No.</b>	<b>Topics</b>	<b>Method</b>
1	<b>Pastry:</b> Demonstration and Preparation of dishes using varieties of Pastry	Demonstration by instructor and applications by students

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	Short Crust – Jam tarts, Turnovers Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns Choux Paste – Eclairs, Profiteroles	
2	<b>Cold Sweet</b> Honeycomb mould Butterscotch sponge Coffee mousse Lemon sponge Trifle Blancmange Chocolate mousse Lemon soufflé	Demonstration by instructor and applications by students
3	<b>Hot Sweet</b> Bread & butter pudding Caramel custard Albert pudding Christmas pudding	Demonstration by instructor and applications by students
4	<b>Indian Sweets</b> Simple ones such as chicoti, gajjar halwa, kheer	Demonstration by instructor and applications by students

**FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-II LAB.**

**Subject Code: BHOM2-214**

**L T P C**

**0 0 4 2**

**1. Review Of Semester -1**

**2. Procedure For Service Of A Meal**

- a) Task-01: Taking Guest Reservations
- b) Task-02: Receiving & Seating of Guests
- c) Task-03: Order taking & Recording
- d) Task-04: Order processing (passing orders to the kitchen)
- e) Task-05: Sequence of service
- f) Task-06: Presentation & Encashing the Bill
- g) Task-07: Presenting & collecting Guest comment cards
- h) Task-08: Seeing off the Guests

**3. Table Lay-Up & Service**

- a) Task-01: A La Carte Cover
- b) Task-02: Table d' Hote Cover
- c) Task-03: English Breakfast Cover
- d) Task-04: American Breakfast Cover
- e) Task-05: Continental Breakfast Cover
- f) Task-06: Indian Breakfast Cover
- g) Task-07: Afternoon Tea Cover
- h) Task-08: High Tea Cover

**4. Tray/Trolley Set-Up & Service**

- a) Task-01: Room Service Tray Setup



b) Task-02: Room Service Trolley Setup

**5. Social Skills**

a) Task-01: Handling Guest Complaints

b) Task-02: Telephone manners

c) Task-03: Dining & Service etiquettes

**6. Special Food Service - (Cover, Accompaniments & Service)**

a) Task-01: Classical Hors d' oeuvre- Oysters, Caviar, Smoke Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, Asparagus

b) Task-02: Cheese

c) Task-03: Dessert (Fresh Fruit & Nuts)

**7. Service of Tobacco**

a) Cigarettes and Cigar

b) Compiling of a menu in French, Service of Non-alcoholic beverages.

**FOUNDATION COURSE IN FRONT OFFICE –II LAB.**

**Subject Code: BHOM2-215**

**L T P C**

**0 0 2 1**

**1. Review of Semester-1**

- a) Welcoming/Greeting of guest
- b) Providing Information to the Guest
- c) Telephone handling, how to handle enquiries
- d) Suggestive selling

**2. Filling up of various Forms and Formats**

- a) Registrations: FIT, VIP, Corporate, Groups/Crew
- b) Security Deposit Box Handling
- c) Credit Card Handling Procedure
- d) Foreign Currency Exchange Procedure

**3. Introduction to PMS**

- a) Hot function keys
- b) Create and update guest profiles
- c) Make FIT reservation
- d) Send confirmation letters
- e) Printing registration cards
- f) Make an Add-on reservation
- g) Amend a reservation
- h) Cancel a reservation-with deposit and without deposit
- i) Log onto cashier code
- j) Process a reservation Deposit
- k) Pre-register a guest
- l) Put message and locator for a guest
- m) Put trace for guest
- n) Check in a reserved guest
- o) Check in day use
- p) Check-in a Walk- in guest
- q) Maintain guest history
- r) Issue a new key

- s) Verify a key
- t) Cancel a key
- u) Issue a duplicate key
- v) Extend a key
- w) Programme keys continuously
- x) Re-programme keys
- y) Programme one key for two rooms

**FOUNDATION COURSE IN ACCOMMODATION OPERATIONS-II LAB.**

**Subject Code: BHOM2-216**

**L T P C**

**0 0 2 1**

**1. Review of Semester-1**

**2. Servicing guest room (checkout/ occupied and vacant)**

**Room**

- a) Task 1- open curtain and adjust lighting
- b) Task 2-clean ash and remove trays if any
- c) Task 3- strip and make bed
- d) Task 4- dust and clean drawers and replenish supplies
- e) Task 5-dust and clean furniture, clockwise or anticlockwise
- f) Task 6- clean mirror
- g) Task 7- replenish all supplies
- h) Task 8-clean and replenish minibar
- i) Task 9-vaccum clean carpet
- j) Task 10- check for stains and spot cleaning

**Bathroom**

- a) Task 1-disposed soiled linen
- b) Task 2-clean ashtray
- c) Task 3-clean WC
- d) Task 4-clean bath and bath area
- e) Task 5-wipe and clean shower curtain
- f) Task 6- clean mirror
- g) Task 7-clean tooth glass
- h) Task 8-clean vanity unit
- i) Task 9- replenish bath supplies
- j) Task 10- mop the floor

**3. Bed making supplies (day bed/night bed)**

- a) Step 1-spread the first sheet (from one side)
- b) Step 2-make miter corner (on both corner of your side)
- c) Step 3- spread second sheet (upside down)
- d) Step 4-spread blanket
- e) Step 5- Spread crinkle sheet
- f) Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)
- g) Step 7- tuck the folds on your side
- h) Step 8- make miter corner with all three on your side
- i) Step 9- change side and finish the bed in the same way
- j) Step 10- spread the bed spread and place pillow

#### 4. Records

- a) Room occupancy report
- b) Checklist
- c) Floor register
- d) Work/ maintenance order]
- e) Lost and found
- f) Maid's report
- g) Housekeeper's report
- h) Log book
- i) Guest special request register
- j) Record of special cleaning
- k) Call register
- l) VIP list
- m) Floor linen book/ register
- n) Guest Room Inspection
- o) Minibar management
- p) Issue
- q) Stock taking
- r) Checking expiry date
- s) Handling room linen/ guest supplies
- t) Maintaining register/ record
- u) Replenishing floor pantry
- v) Stock taking
- w) Guest handling
- x) Guest request
- y) Guest complaints

### NUTRITION

Subject Code: BHOM2 -260

L T P C  
3 0 0 3

Duration: 40 Hrs.

**Course Objectives:** The course is aimed at preparing student to fully understand importance of healthy diet in commercial catering and procedures used therein

#### UNIT-I (11 Hrs.)

**Basic Aspects:** Definition of the terms Health, Nutrition and Nutrients, Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health, Classification of nutrients.

**Energy:** Definition of Energy and Units of its measurement (Kcal), Energy contribution from macronutrients (Carbohydrates, Proteins and Fat), Factors affecting energy requirements, Concept of BMR, SDA, Thermodynamic action of food, Dietary sources of energy. Concept of energy balance and the health hazards associated with Underweight, Overweight.

#### UNIT-II (10 Hrs.)

**Macro Nutrients:** Carbohydrates-Definition, Classification ( mono, di and polysaccharides), Dietary Sources, Functions, Significance of dietary fiber (Prevention/treatment of diseases) Lipids-Definition, Classification : Saturated and unsaturated fats, Dietary Sources, Functions ,Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health, Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol ,Proteins-Definition, Classification based upon amino acid composition,

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Dietary sources, Functions, Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins)

**UNIT-III (10 Hrs.)**

**Macro Nutrients:** Vitamins-Definition and Classification (water and fats soluble vitamins), Food Sources, function and significance of: Fat soluble vitamins (Vitamin A, D, E, K), Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid MINERALS-Definition and Classification (major and minor), Food Sources, functions and significance of :Calcium, Iron, Sodium, Iodine & Flourine WATER: Definition, Dietary Sources (visible, invisible), Functions of water, Role of water in maintaining health (water balance). BALANCED DIET: Definition, Importance of balanced diet, RDA for various nutrients – age, gender, physiological state

**UNIT-IV (09 Hrs.)**

**Menu Planning:** Planning of nutritionally balanced meals based upon the three foods group System-Factors affecting meal planning, Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning. Calculation of nutritive value of dishes/meals.

Mass Food Production: Effect of cooking on nutritive value of food (QFP).

Newer Trends in Food Service Industry in Relevance to Nutrition and Health: Need for introducing nutritionally balanced and health specific meals, Critical evaluation of fast foods, New products being launched in the market (nutritional evaluation)

**Recommended Books**

1. C.H. Robinson, M.R. Lawlar, W.L. Chenoweth and A.E. Garwick, 'Normal and Therapeutic Nutrition', Macmillan Publishing Co., 1986.
2. Hughes, O, Bennion, 'Introductory Foods', Macmillan Company, 1970.
3. S.R. Williams. 'Nutrition and Diet Therapy', C.V. Mosby Co., 1989.
4. A.H. Guthrie, 'Introductory Nutrition', C.V. Mosby Co., 1986.
5. S.A. Joshi, 'Nutrition and Dietetics', Tata McGraw Hill Publishing Co. Ltd., 1998.
6. N.S. Mahay, M. Shadaksharaswamy, 'Foods: Facts and Principles', New Delhi International Publishers, 2001.

**BASICS OF TOURISM**

**Subject Code: BHOM2-261**

**L T P C  
3 0 0 3**

**Duration: 40 Hrs.**

**Course Objectives:** This course shall introduce learner to tourism's growth and development. The course also highlights the role of tourism as an economic intervention and its significance in economy; Course discusses the global nature of tourism, tourism product and emerging trends in tourism industry. It is also important to appreciate the future of tourism.

**UNIT-I (10 Hrs.)**

Historical development of global tourism, Advances in transportation, Concept of Tourism: Definition and meaning of tourist, traveller, visitor, excursionist & transit visitor, International tourist & Domestic Tourist, Typologies of Tourists.

**UNIT-II (09 Hrs.)**

United Nations World Tourism Organisations (UNWTO) – Latest Years' Tourism highlights, Latest Indian Tourism Statistics, Future tourism scenario (Global and Indian). World Tourism Day: Background Concept, Themes, and Celebrations.

**UNIT-III (10 Hrs.)**

Concept of demand & supply in tourism, factors affecting demand and supply in tourism. Tourism product, Features of tourism product, Types of tourism product (TOPs, ROPs, BTEs), Difference of tourism product from other consumer products. Factors inhibiting growth of tourism.

**UNIT-IV (10 Hrs.)**

Emerging tourism trends – Eco tourism, Green tourism, Alternate tourism, Heritage tourism, Sustainable tourism, Cultural tourism.

**Recommended Books**

1. K. Bhatia, 'International Tourism: Fundamental and Practice', Sterling Publishers, New Delhi.
2. E.L. Hudman and D.E. Hawkins, 'Tourism in Contemporary Society: An Introductory Text', Prentice Hall, New Jersey.
3. K.K. Kamra and M. Chand, 'Basics of Tourism: Theory Operation and Practice', Kanishka, New Delhi.
4. D.E. Lundberg, 'The Tourist Business', Van Nostrand, New York.
5. R.C. Reinhold Mill and A.M. Morrison, 'The Tourism System'.
6. McIntosh, Robert, W. Goeldner, R. Charles, 'Tourism: Principles, Practices and Philosophies', John Wiley and Sons Inc., New York, 1990.
7. P.N. Seth, 'Successful Tourism Management', Sterling Publisher, New Delhi.

**ACCOUNTING FOR MANAGERS**

**Subject Code: BHOM2-262**

**L T P C  
3 0 0 3**

**Duration: 40 Hrs.**

**Course Objectives:** The course intends to give learners an understanding of the accounting procedures in an organization. It will help to students to understand and apply the concepts of accounting to solve business problems.

**UNIT-I (11 Hrs.)**

**Introduction to Accounting:** Meaning and Definition, Types and Classification, Principles of accounting, Systems of accounting, Generally Accepted Accounting Principles (GAAP). Primary and Secondary Books.

**Bank Reconciliation Statement:** Meaning, Reasons for difference in Pass Book and Cash Book Balances, Preparation of Bank Reconciliation Statement (No Practical's). Trial balance: Meaning, method, advantage, limitations (practicals).

**UNIT-II (10 Hrs.)**

**Final Accounts:** Meaning, Procedure for preparation of Final Accounts, Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet, Adjustments (Only four): Closing Stock, Pre-paid Income and Expenses, Outstanding Income and Expenses, Depreciation.

**Capital and Revenue Expenditure:** Meaning, Definition of Capital and Revenue Expenditure, Income and Expenditure Account, Receipt and Payment Account (no practicals).

**UNIT-III (09 Hrs.)**

Cost Accounting, Cost Sheet/Tender/Marginal Costing & Break even Analysis, Budgetary Control.

**UNIT-IV (10 Hrs.)**

**Financial Management:** Meaning, aims, Nature, Scope, Objectives and functions of financial management. Sources of finance.

**Working Capital Management:** Significance Classification, Factors affecting working capital requirement.

**Recommended Books**

1. M. Pandey, 'Financial Management', Vikas Publishing, New Delhi.
2. M.Y. Khan, 'Financial Management', Tata Mc. Grand Hill Publishing Co. Ltd., New Delhi.
3. R.K. Sharma, and Shashi K. Gupta, 'Management Accounting', Kalyani Publisher, Ludhiana.

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4. R.L. Gupta, 'Booking keeping & Accounting', Sultan Chand, New Delhi.
5. T.S. Grewal, 'Introduction to Accounting', S. Chand.
6. Khan and Jain, 'Cost Accountancy', Tata McGraw Hill.

**FOOD PRODUCTION OPERATIONS**

**Subject Code: BHOM2-317**

**L T P C  
3 0 0 3**

**Duration: 40 Hrs.**

**Course Objectives:** This paper will give the basic knowledge of cooking to the beginners. They will get versed with different kinds of regional cuisines, quantity food cooking/ volume feeding, indenting, various equipment used.

**UNIT-1**

**Quantity Food Production Equipment:** Equipment required for mass/volume feeding heat and cold generating equipment, Care and maintenance of this equipment, Modern developments in equipment manufacture.

**Menu Planning:** Basic principles of menu planning – recapitulation, Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units, Planning menus for School/college students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport facilities, cruise.

**UNIT-2**

**Indenting:** Principles of Indenting for volume feeding, Portion sizes of various items for different types of volume feeding, modifying recipes for indenting for large scale catering, Practical difficulties while indenting for volume feeding, **PLANNING:** Principles of planning for quantity food production with regard to Space allocation, Equipment selection, Staffing.

**UNIT-3**

**Volume Feeding:** Institutional and Industrial Catering, Types of Institutional & Industrial Catering, Problems associated with this type of catering, Scope for development and growth, Hospital Catering, Highlights of Hospital Catering for patients, staff, visitors, Diet menus and nutritional requirements, Off Premises Catering, Reasons for growth and development, Menu Planning and Theme Parties Concept of a Central Production Unit Problems associated with off-premises catering Mobile Catering Characteristics of Rail, Airline (Flight Kitchens and Sea Catering) Branches of Mobile Catering, Quantity Purchase & Storage, Introduction to purchasing, Purchasing system, Purchase specifications, Purchasing techniques, Storage.

**UNIT-4**

**Regional Indian Cuisine:** Introduction to Regional Indian Cuisine, Heritage of Indian, Cuisine, Factors that affect eating habits in different parts of the country, Cuisine and its highlights of different states/regions/communities to be discussed: Geographic location, Historical background, Seasonal availability, Special equipment, Staple diets, Specialty cuisine for festivals and special occasions.

**States:** Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal.

**Communities:** Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian, Christian and Bohri

**Discussions:** Indian Breads, Indian Sweets, Indian Snacks.

**Recommended Books**

1. Bo Friberg, 'The Professional Pastry Chef', 4<sup>th</sup> Edn., Wiley & Sons INC.
2. K. Arora, 'Theory of Cookery', Frank Brothers.
3. Fuller J. Barrie & Jenkins, 'Accompaniments & Garnishes from Waiter; Communicate'.
4. S.C. Dubey, 'Bakery & Confectionery', Society of Indian Bakers.

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5. Philip E. Thangam, 'Modern Cookery', Vol.-I, Orient Longman.

**FOOD & BEVERAGE SERVICE OPERATIONS**

**Subject Code: BHOM2-318**

**L T P C  
3 0 0 3**

**Duration: 40 Hrs.**

**Course Objectives:** The course aims to inculcate knowledge of food service principles, functions, and procedures among trainees. The students will be well versed with alcoholic beverages in detail.

**UNIT-1**

**Alcoholic Beverage:** Introduction and definition, Production of Alcohol: Fermentation and Distillation Process, Classification with examples.

**Wines:** Definition, History Classification with examples, Table/Still/Natural, Sparkling, Fortified, Aromatized, Production of each classification, Old World Wines: Principal wine regions wine laws, grape varieties, production and brand names ( France, Germany, Italy, Spain, Portugal) New World Wines Principal wine regions wine laws, grape varieties, production and brand names, (India, Chile, South Africa,, Algeria, New Zealand, USA, Australia), Food & Wine Harmony, Storage of wines, Wine terminology.

**UNIT-2**

**Dispense Bar:** Introduction and definition, Bar layout – physical layout of bar, Bar stock – alcohol & non-alcoholic beverages, Bar equipment.

**Beer:** Introduction & Definition, Types of Beer, Production of Beer, Storage.

**UNIT-3**

**Spirits:** Introduction & Definition, Production of Spirit (Pot-still method, Patent still method) Production of Whisky, Rum, Gin, Brandy, Vodka, Tequila, Different Proof Spirits, American Proof, British Sikes Scale Gay - Lussac) OIML Scale.

**UNIT-4**

**Aperitifs:** Introduction and Definition, Different types of Aperitifs Vermouth (Definition, Types & Brand names), Bitters (Definition, Types & Brandnames)

**Liqueurs:** Definition & History, Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel), Popular Liqueurs (Name, colour, predominant flavour & country of origin)..

**Recommended Books**

1. Dennis R. Lillicrap. & John A. Cousins, 'Food & Beverage Service', ELBS.
2. Sudhir Andrews, 'Food & Beverage Service Training Manual', Tata McGraw Hill.
3. Lillicrap & Cousins, 'Food & Beverage Service', ELBS.
4. John Fuller, 'Modern Restaurant Service', Hutchinson.
5. Grahm Brown, 'The Waiter Handbook', Global Books & Subscription Services, New Delhi.

**FRONT OFFICE OPERATIONS**

**Subject Code: BHOM2-319**

**L T P C  
3 0 0 3**

**Duration: 40 Hrs.**

**Course Objectives:** The course is aimed at familiarizing the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.

**UNIT-1**

**Computer Applications in Front Office Operation:** Role of information technology in the hospitality industry, Factors for need of a PMS in the hotel, Factors for purchase of PMS by the hotel, Introduction to OPERA & Amadeus.

## **Control of Cash and Credit**

### **UNIT-2**

**Front Office (Accounting):** Accounting fundamentals, Guest and non-guest accounts, Accounting system (Non automated, semi-automated and fully automated).

### **UNIT-3**

**Check Out Procedures:** Guest accounts settlement (Cash and credit, Indian currency and foreign currency, Transfer of guest accounts, Express checkout)

**Night Auditing:** Functions, Audit procedures (Non automated, semi-automated and fully automated).

### **UNIT-4**

**Front Office and Guest Safety and Security:** Importance of security systems, Safe deposit, Key control, Emergency situations (Accident, illness, theft, fire, bomb).

**French Expressions de politesse et les commander et Expressions encouragement,** Basic conversation related to Front Office activities, such as, {Reservations (personal and telephonic), Reception (Doorman, Bell Boys, Receptionist etc.), Cleaning of Room & change of Room etc.}.

### **Recommended Books**

1. Sudhir Andrews, 'Front Office Training Manual', Tata McGraw Hill.
2. Karsavina & Brooks, 'Managing Front Office Operations', Educational Institution, HAMA.
3. Ahmed Ismail, 'Front Office – Operations and Management', Thomson Delmar,
4. S.K.I. Bhavnagar, 'Front office Operation Management', Frank Brothers.
5. Karsavina & Brooks, 'Managing Front Office Operations'.
6. James Socrates Bard, 'Hotel Front Office Management', 4<sup>th</sup> Edn., Wiley International.

## **ACCOMMODATION OPERATIONS**

**Subject Code: BHOM2-320**

**L T P C  
3 0 0 3**

**Duration: 40 Hrs.**

**Course Objectives:** The course familiarizes students with the organisation of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and linen room, uniforms, laundry and basics of flower arrangement.

### **UNIT-1**

**Linen Room:** Activities of the Linen Room, Layout and equipment in the Linen Room, Selection criteria for various Linen Items & fabrics suitable for this purpose, Purchase of Linen, Calculation of Linen requirements, Linen control-procedures and records, Stocktaking- procedures and records, Recycling of discarded linen, Linen Hire.

### **UNIT-2**

**Uniforms:** Advantages of providing uniforms to staff, Issuing and exchange of uniforms; type of uniforms, Selection and designing of uniforms, Layout of the Uniform room.

**Sewing Room:** Activities and areas to be provided, Equipment provided.

### **UNIT-3**

**Laundry:** Commercial and On-site Laundry, Flow process of Industrial Laundering-OPL, Stages in the Wash Cycle, Laundry Equipment and Machines, Layout of the Laundry, Laundry Agents, Dry Cleaning, Guest Laundry/Valet service, Stain removal.

### **UNIT-4**

**Flower Arrangement:** Flower arrangement in Hotels, Equipment and material required for flower arrangement, Conditioning of plant material, Styles of flower arrangements, Principles of design as applied to flower arrangement.



**Indoor Plants:** Selection and care.

**Recommended Books**

1. Joan C. Branson & Margaret Lennox, 'Hotel Hostel and Hospital Housekeeping', ELBS with Holder & Stoughton Ltd.
2. Sudhir Andrews, 'Hotel House Keeping a Training Manual', Tata McGraw Hill Ltd., New Delhi.
3. Raghubalan, 'Hotel Housekeeping Operations & Management', Oxford University Press.
4. H. Burstein, 'Management of Hotel & Motel Security (Occupational Safety and Health)', CRC Publisher.
5. Robert J. Martin & Thomas J.A. Jones, 'Professional Management of Housekeeping Operations (II End.)', Wiley.
6. Tucker Schneider, 'The Professional Housekeeper', Wiley.
7. Manoj Madhukar, 'Professional Management of Housekeeping', Rajat Publications.

**FOOD PRODUCTION OPERATIONS LAB.**

**Subject Code: BHOM2-321**

**L T P C**

**0 0 6 3**

**To formulate 36 sets of menus from the following dishes and to include more dishes from the respective regions.**

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

**Suggested Menus:**

**Maharastrian**

**MENU 01**

Masala Bhat, Kolhapuri Mutton, Batata Bhajee, Masala Poori, Koshimbir, Coconut Poli.

**MENU 02**

Moong Dal Khichdee, Patrani Macchi, Tomato Saar, Tilgul Chapatti, Amti, Basundi.

**AWADHI**

**MENU 01**

Yakhni Pulao, Mughlai Paratha, Gosht Do Piazza, Badin Jaan, Kulfi with Falooda.

**MENU 02**

Galouti Kebab, karkhani, Gosht Korma, Paneer Pasanda, Muzzafar.

**BENGALI**

**MENU 01**

Ghee Bhat, Macher Jhol, Aloo Posto, Misti Doi.

**MENU 02**

Doi Mach, Tikoni Pratha, Baigun Bhaja, Payesh.

**MENU 03**

Mach Bhape, Luchi, Sukto, Kala Jamun.

**MENU 04**

Prawan Pulao, Mutton Vidalloo, Beans Foogath, Dodol.

**GOAN**

**MENU 01**

Arroz, Galina Xacutti, Toor Dal Sorak, Alle Belle.

**MENU 02**

Coconut Pulao, Fish Caldeen, Cabbage Foogath, Bibinca.

**PUNJABI**

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**MENU 01**

Rada Meat, Matar Pulao, Kadhi, Punjabi Gobhi, Kheer.

**MENU 02**

Amritsari Macchi, Rajmah Masala, Pindi Chana, Bhaturas, Row Di Kheer.

**MENU 03**

Sarson Da Saag, Makki Di Roti, Peshawari Chole, Motia Pulao, Sooji Da Halwa.

**MENU 04**

Tandoori Roti, Tandoori Murg, Dal Makhani, Pudinia Chutny, Baingan Bhartha, Savian.

**SOUTH INDIAN**

**MENU 01**

Meen Poriyal, Curd Rice, Thoran, Rasam, Pal.

**MENU 02**

Tamarind Rice, Kori Gashi, Kalan, Sambhar, Savian Payasam.

**MENU 03**

Coconut Rice, Chicken Chettinad, Avial, Huli, Mysore Pak

**RAJASTHANI**

**MENU 01**

Gatte Ka Pulao, Lal Maas, Makki Ka Soweta, Chutny (Garlic), Dal Halwa.

**MENU 02**

Dal Batti Churma, Besan Ke Gatte, Ratalu Ki Subzi, Safed Mass.

**GUJRATI**

**MENU 01**

Sarki, Brown Rice, Salli Murg, Gujrati Dal, Methi Thepla, Shrikhand.

**MENU 02**

Gujrati Khichadi, Oondhiyu, Batata Nu Tomato, Osaman, Jeera Poori, Mohanthal.

**HYDERABADI**

**MENU 01**

Sofyani Biryani, Methi Murg, Tomato Kut, Hare Piaz ka Raita, Double Ka Meetha.

**MENU 02**

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

**KASHMIRI**

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

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

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

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

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

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

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

**FOOD & BEVERAGE SERVICE OPERATIONS LAB.**

Subject Code: BHOM2-322

L T P C  
0 0 2 1

**1. Dispense Bar - Organizing Mise-en-place**

Task-01: Wine service equipment

Task-02: Beer service equipment

Task-03: Cocktail bar equipment

Task-04: Liqueur / Wine Trolley

Task-05 Bar stock - alcoholic & non-alcoholic beverages

Task-06 Bar accompaniments & garnishes

Task-07 Bar accessories & disposables

**2. Service of Wines**

Task-01 Service of Red Wine

Task-02 Service of White/Rose Wine

Task-03 Service of Sparkling Wines

Task-04 Service of Fortified Wines

Task-05 Service of Aromatized Wines

Task-06 Service of Cider, Perry & Sake

**3. Service of Aperitifs**

Task-01 Service of Bitters

Task-02 Service of Vermouths

**4. Service of Beer**

Task-01 Service of Bottled & canned Beers

Task-02 Service of Draught Beers

**5. Service of Spirits**

Task-01 Service styles - neat/on-the-rocks/with appropriate mixers

Task-02 Service of Whisky

Task-03 Service of Vodka

Task-04 Service of Rum

Task-05 Service of Gin

Task-06 Service of Brandy

Task-07 Service of Tequila

**6. Service of Liqueurs**

Task-01 Service styles - neat/on-the-rocks/with cream/en frappe

Task-02 Service from the Bar

Task-03 Service from Liqueur Trolley

**7. Wine & Drinks List**

Task-01 Wine Bar

Task-02 Beer Bar

Task-03 Cocktail Bar

**8. Matching Wines with Food**

Task-01 Menu Planning with accompanying Wines

a) Continental Cuisine

b) Indian Regional Cuisine

Task-02 Table laying & Service of menu with accompanying Wines

a) Continental Cuisine

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b) Indian Regional Cuisine

**9. Matching Wines with Food**

Task-01 Menu Planning with accompanying Wines

a) Continental Cuisine

b) Indian Regional Cuisine

Task-02 Table laying & Service of menu with accompanying Wines

a) Continental Cuisine

b) Indian Regional Cuisine

**FRONT OFFICE OPERATIONS LAB.**

**Subject Code: BHOM2-323**

**L T P C**

**0 0 2 1**

**Course Objectives:** Hands on practices of computer application (Hotel Management System) related to Front Office procedures, such as, Reservation, Registration, Guest History, Telephones, Housekeeping, Daily transactions), Front office Accounting Procedures Manual accounting, Machine accounting, Payable, Accounts Receivable, Guest History, Yield Management Role Play, Situation Handling).

**Suggestive List of Task for Front Office Operation System**

1	Hot function keys
2	Create and update guest profiles
3	Send confirmation letters
4	Print registration cards
5	Make FIT reservation & group reservation
6	Make an Add-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cahier code
10	Process a reservation deposit
11	Pre-register a guest
12	Put message and locator for a guest
13	Put trace for guest
14	Check in a reserved guest
15	Check in day use
16	Check -in a walk-in guest
17	Maintain guest history
18	Make sharer reservation
19	Add a sharer to a reservation
20	Make A/R account
21	Take reservation through Travel Agent/Company/ Individual or Source
22	Make room change
23	Make check and update guest folios
24	Process charges for in-house guests and non-resident guests.
25	Handle allowances and discounts and packages
26	Process advance for in-house guest
27	Put routing instructions
28	Print guest folios during stay
29	Processing foreign currency exchange/ cheque exchange

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

**ACCOMMODATION OPERATIONS LAB.**

**Subject Code: BHOM2-324**

**L T P C**

**0 0 2 1**

01	Layout of Linen and Uniform Room/Laundry
02	Laundry Machinery and Equipment
03	Stain Removal
04	Flower Arrangement
05	Selection and Designing of Uniforms

**WORK SHOP ON RESEARCH METHODOLOGY**

**Subject Code: BHOM2-325**

**L T P C**

**1 0 0 0**

**Course Objectives:** This subject is taught to prepare students on how to approach the subject of Research Project in the 3rd year. Inputs can be given to the students during the institute tenure but topics allotted only after return from IT. This will help students perceive the subject in a better fashion while the vacation period between the two years (2<sup>nd</sup> & 3<sup>rd</sup> year) utilized for exploratory research and self-study.

**UNIT-1**

**Introduction to Research Methodology:** Meaning and objectives of Research, Types of Research, Research Approaches, Significance of Research, Research methods vs Methodology, Research Process, Criteria of Good Research, Problem faced by Researches, Techniques Involved in defining a problem.

**UNIT-2**

**Research Design:** Meaning and Need for Research Design, Features and important concepts relating to research design, Different Research design, Important Experimental Designs.

**UNIT-3**

**Sample Design:** Censure and sample Survey, Implication of Sample design, steps in sampling design, Criteria for selecting a sampling procedure, Characteristics of a good sample design, Different types of Sample design, Measurement Scales, Important scaling Techniques.

**UNIT-4**

**Methods of Data Collection:** Collection of Primary Data, Collection through Questionnaire and schedule collection of secondary data, Difference in Questionnaire and schedule, Different methods to collect secondary data.

**Data Analysis Interpretation and Presentation Techniques:** Hypothesis Testing, Basic concepts

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concerning Hypothesis Testing, Procedure and flow diagram for Hypothesis Testing, Test of Significance, Chi-Square Analysis, report Presentation Techniques.

**Recommended Books**

1. Alan Bryman, Emma Bell, 'Business Research Methods', Oxford University Press.
2. Ritchie Goeldner, 'Travel Tourism & Hospitality Research', John Wiley.
3. J.R. Brent Ritchie (Editor), Charles R. Goeldner (Editor), 'Travel, Tourism, and Hospitality Research: A Handbook for Managers and Researchers', 2<sup>nd</sup> Edn., Wiley International.
4. Judith Bell, 'How to Complete your Research Project Successfully', USB Publisher Distributors, Delhi.
5. Ranjit Kumar, 'Research Methodology – A Step by Step Guide for Beginners', Pearson.

**FOOD & BEVERAGE CONTROL**

**Subject Code: BHOM2-363**

**L T P C  
3 0 0 3**

**Duration: 40 Hrs.**

**Course Objectives:** The course familiarizes students with the food and beverage control, procedures, functions, production and sales control.

**UNIT-1**

**Food Cost Control:** Introduction to Cost Control, Define Cost Control, The Objectives and Advantages of Cost Control, Basic costing, Food costing

**Receiving Control:** Aims of Receiving, Job Description of Receiving Clerk/Personnel, Equipment required for receiving, Documents by the Supplier (including format), Delivery Notes, Bills/Invoices, Credit Notes, Statements, Records maintained in the Receiving Department, Goods Received Book, Daily Receiving Report, Meat Tags, Receiving Procedure, Blind Receiving, Assessing the performance and efficiency of receiving department, Frauds in the Receiving Department, Hygiene and cleanliness of area.

**UNIT-2**

**Food Control Cycle:** Purchasing Control, Aims of Purchasing Policy, Job Description of Purchase Manager/Personnel, Types of Food Purchase, Quality Purchasing, Food Quality Factors for different commodities, Definition of Yield, Tests to arrive at standard yield, Definition of Standard Purchase Specification, Advantages of Standard Yield and Standard Purchase Specification, Purchasing Procedure, Different Methods of Food Purchasing, Sources of Supply, Purchasing by Contract, Periodical Purchasing, Open Market Purchasing, Standing Order Purchasing, Centralized Purchasing, Methods of Purchasing in Hotels, Purchase Order Forms, Ordering Cost, Carrying Cost, Economic Order Quantity, Practical Problems.

**UNIT-3**

**Storing & Issuing Control:** Storing Control, Aims of Store Control, Job Description of Food Store Room Clerk/personnel, Storing Control, Conditions of facilities and equipment, Arrangements of Food, Location of Storage Facilities, Security, Stock Control, Two types of foods received- direct stores (Perishables/non-perishables), Stock Records Maintained Bin Cards (Stock Record Cards/Books), Issuing Control, Requisitions, Transfer Notes, Perpetual Inventory Method, Monthly Inventory/Stock Taking, Pricing of Commodities, Stock taking and comparison of actual physical inventory and Book value, Stock levels, Practical Problems, Hygiene & Cleanliness of area.

**UNIT-4**

**Production Control:** Aims and Objectives, Forecasting, Fixing of Standards, Definition of standards (Quality & Quantity), Standard Recipe (Definition, Objectives and various tests), Standard Portion Size (Definition, Objectives and equipment used), Standard Portion Cost (Objectives & Cost Cards) Computation of staff meals.

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**Sales Control:** Sales - ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price, Matching costs with sales, Billing procedure - cash and credit sales, Cashier's Sales summary sheet.

**Recommended Books**

1. Lea R. Dopson, 'Food & Beverage Cost Control', Wiley.
2. R.D. Boardman, 'Hotel & Catering Costing & Budgets', Heinemann.
3. D. Hughes and M. Bannion, 'Introductory Foods', The Macmillan Co. Ltd., New York.
4. T.E. Philip, 'Modern Cookery for Teaching and the Trade', Vol.-I, Orient Longman Ltd.

**FOOD SAFETY AND QUALITY**

**Subject Code: BHOM2-364**

**L T P C  
3 0 0 3**

**Duration: 40 Hrs.**

**Course Objectives:** The students will get to learn about various micro-organisms in food, knowledge of food spoilage, food contaminants and adulterants.

**UNIT-1**

Basic Introduction to Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene.

**Micro-Organisms in Food:** General characteristics of Micro-Organisms, based on their occurrence and structure, Factors affecting their growth in food (intrinsic and extrinsic), Common food borne micro-organisms: {Bacteria, (spores/capsules), Fungi, Viruses, Parasites.

**Food Spoilage & Food Preservation:** Types & Causes of spoilage, Sources of contamination, Spoilage of different products (milk and milk products, cereals and cereal products, meat, eggs, fruits and vegetables, canned products), Basic principles of food preservation, Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation).

**UNIT-2**

**Beneficial Role of Micro-Organisms:** Fermentation & Role of lactic acid bacteria, Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages), Miscellaneous (Vinegar & anti-biotic).

**Food Borne Diseases:** Types (Infections and intoxications), Common diseases caused by food borne pathogens, Preventive measure

**Food Additives:** Introduction, Types (Preservatives, anti-oxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers).

**UNIT-3**

**Food Contaminants & Adulterants:** Introduction to Food Standards, Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material), Common adulterants in food, Method of their detection (basic principle).

**Food Laws and Regulations:** National - National – PFA Essential Commodities Act (FPO, MPO etc.), International – Codex Alimentarius, ISO, Regulatory Agencies – WTO, Consumer Protection Act.

**Quality Assurance:** Introduction to Concept of TQM, GMP and Risk Assessment, Relevance of Microbiological standards for food safety, HACCP (Basic Principle and implementation).

**UNIT-4**

**Hygiene and Sanitation in Food Sector:** General Principles of Food Hygiene, GHP for commodities, equipment, work area and personnel, Cleaning and disinfection (Methods and agents commonly used in the hospitality industry), Safety aspects of processing water (uses & standards), Waste Water & Waste disposal, RECENT CONCERNS: Emerging pathogens, genetically modified foods, Food labeling. Newer trends in food packaging and technology, BSE (Bovine Serum Encephalopathy).

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**Recommended Books**

1. H.L. Cracknell & G. Nobis, 'The New Catering Repertoire', Vol. I, Macmillan.
2. N.S. Mahay, M. Shadaksharaswamy, 'Foods: Facts and Principles', International Publishers, New Delhi, 2001.
3. 'Food & Beverage Law: Food Safety and Hygiene', Aman Publications.
4. 'The HACCP Food Safety Training Manual', Wiley.
5. 'The Prevention of Food Adulteration Act', **1954**.

**MANAGEMENT IN TOURISM**

**Subject Code: BHOM2-365**

**L T P C  
3 0 0 3**

**Duration: 40 Hrs.**

**Course Objectives:** The course has been designed to familiarise the learners with functions and skills keeping in view their applicability in tourism.

**UNIT-1**

**Understanding Entrepreneurship and Management:** Concept and Functions, Entrepreneurship: Concept and Functions, Corporate Forms in Tourism, Management Issues in Tourism. Understanding Organizational Theory, Understanding Organizations, Planning and Decision Making, Organizing, Monitoring and Controlling.

**UNIT-2**

Organizational Behaviour Issues, Small Group Behaviour, Inter Personal Behaviour, Inter Group Behaviour, Supervisory Behaviour; Management Functions, Human Resource Management, Financial Management, Operations Management, Marketing Management, Information Technology and Management.

**UNIT-3**

Managing Financial Operations, Understanding P & L Statements, Understanding Balance Sheet, Profitability Analysis, Project Formulation and Appraisal; Managerial Practices in Tourism, Tour Operators, Travel Agencies, Hotels, Public Relations.

**UNIT-4**

Managerial Practices in Tourism, Food Services, Tourist Transport, Airlines, Airports; Convention Promotion and Management, Convention Industry, Planning Conventions, Management and Implementation of Conventions.

**Recommended Books**

1. P.N. Seth, 'Successful Tourism Management', Sterling Publishers, New Delhi.
2. R. Srinivasan and S.A. Chunawalia, 'Management Principles & Practice', Himalaya Publishing House, New Delhi.
3. L.M. Prasad, 'Principles & Practice of Management', Sultan Chand & Sons, New Delhi.
4. A.K. Bhatia, 'Tourism Development: Principles, Practices and Philosophies', Sterling Publishers, New Delhi.
5. John R. Walker, 'Introduction to Hospitality', Pearson.

**COMMUNICATION SKILLS IN ENGLISH**

**Subject Code: BHUM0-101**

**L T P C  
3 0 0 3**

**Duration: 40 Hrs.**

**Course Objectives:** It aims at making you aware of how a communicative situation influences the choice of sentence structure and vocabulary.



**UNIT-1**

**Letters, Some Concepts in Communication, Formal Letters, Informal Letters, Conversation, Formal Conversation:** Face-to-Face, Informal Conversation: Face-to-Face, Discussions; Telephone Conversation.

**UNIT-2**

**Other Forms of Official Communication:** Memoranda, Reports, Minutes of Meetings, Telegrams and Telexes; Interviews and Public Speaking, Interviews, Debates, Discussions, Speeches, Seminar Talks.

**UNIT-3**

**Diaries, Notes, Tables and Figures, Diaries:** Private, Diaries: General, Travelogues, Notes, Tables, Charts and Graphs; Mass Media: Print: Writing for Newspapers, Articles for Journals, Advertising.

**UNIT-4**

**Writing for Radio**

**Writing for Radio-1:** The Movement of Sounds,

**Writing for Radio-2:** The Movement of Ideas, Radio Drama; Mass Media: Television: A Television Script, Television Drama, Documentary and Feature Programmes, Interviews, Media, Contexts and Words.

**Recommended Books**

1. W.W.S. Bashkir and N.S. Prabhu, 'English Through Reading', MacMillan, 1978.
2. R.C. Sharma and K. Mohan, 'Business Correspondence and Report Writing', Tata McGraw Hill, 1994.
3. Lynn Van der Wagen, 'Communications in Tourism & Hospitality', Hospitality Press.
4. K.K. Sinha, 'Business Communication'.
5. Dale Carnegie, 'How to Win Friends and Influence People', Pocket Books.
6. Lesikar & Flatley, 'Basic Business Communication', Tata McGraw Hills.

**20-WEEKS INDUSTRIAL EXPOSURE TRAINING**

**Subject Code: BHOM2-426**

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

1. Attendance in the 3<sup>rd</sup> Semester would be calculated on the basis of feedback given by Hotels. Industrial Training will require an input of 120 working days i.e. (20-week x 06 days = 120 days). A student can avail leave to a maximum of 15% (15 days) only with prior permission of the hotel authorities. Similarly, the institute Director can condone an additional 10% (10 days) on production of a medical certificate.
  - a) Students who are unable to complete a **minimum of 45 days** of Industrial Training would be disallowed from appearing in the term end examinations as per University Rules.
  - b) Students who complete **more than 45 days of industrial** training but are unable to complete **75 days** due to medical reasons may complete the rest of the training during the summer vacation. Such students will be treated as 'absent' in Industrial Training and results declared as per University Examination Rules.
2. For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
3. Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for

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adherence. Once the student has been selected/deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

4. There will be no inter change of candidates from one batch to another i.e. winter batch to summer batch and vice versa.

**Responsibilities of the Trainee**

The trainee should

- a) Be punctual.
- b) Maintain the training logbook up-to-date.
- c) be attentive and careful while doing work.
- d) be keen to learn and maintain high standards and quality of work.
- e) Interact positively with the hotel staff.
- f) be honest and loyal to the hotel and towards their training.
- g) get their appraisals signed regularly from the HOD's or training manager.
- h) Gain maximum from the exposure given, to get maximum practical knowledge and skills.
- i) attend the training review sessions / classes regularly.
- j) be prepared for the arduous working condition and should face them positively.
- k) Adhere to the prescribed training schedule.
- l) take the initiative to do the work as training is the only time where you can get maximum exposure.
- m) On completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

**Responsibilities of the Institute**

The Institute should

- a) give proper briefing to students prior to the industrial training
- b) make the students aware of the industry environment and expectations.
- c) notify the details of training schedule to all the students.
- d) coordinate regularly with the hotel especially with the training manager.
- e) visit the hotel, wherever possible, to check on the trainees.
- f) sort out any problem between the trainees and the hotel.
- g) take proper feedback from the students after the training.
- h) Brief the students about the appraisals, attendance, marks, logbook and training report.
- i) ensure that change of Industrial Training hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- j) Ensure that change of Industrial Training batch is not permitted.
- k) ensure trainees procure training completion certificate from the hotel before joining institute.

**Responsibilities of the Hotel**

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

Hotel should

- a) give proper briefing session/orientation/induction prior to commencement of training.
- b) make a standardized training module for all trainees.
- c) strictly follow the structured training schedule.
- d) ensure cordial working conditions for the trainee.
- e) co-ordinate with the institute regarding training programme.
- f) be strict with the trainees regarding attendance during training.
- g) Check with trainees regarding appraisals, training report, log book etc.
- h) inform the institute about truant trainees.
- i) allow the students to interact with the guest.
- j) specify industrial training's "Dos and Don'ts" for the trainee.
- k) ensure issue of completion certificate to trainees on the last day of training.

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**Industrial Training (Performance Appraisal)  
Maharaja Ranjit Singh Punjab Technical University, Bathinda**

**Name of Student:** \_\_\_\_\_

**University Roll No:** \_\_\_\_\_

**Name of the Hotel:** \_\_\_\_\_

**Duration: 5 weeks (30 working days) From: \_\_\_\_\_ to: \_\_\_\_\_**

**Department: F&B / FP / HK / FO and Other Ancillary Departments**

<b>Appearance</b>		
Immaculate Appearance, Spotless uniform, Well-groomed hair, Clean nails &		5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands		4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands		3
Untidy hair, Creased ill kept uniform, Hands not clean at times		2
Dirty / disheveled, Long / unkempt hair, Dirty hands & long nails		1
<b>Allotted</b>		<b>/5</b>
<b>Punctuality /Attendance(____ days present out of 30 days)</b>		
On time, Well Prepared, Ready to commence task, Attendance Excellent	100%	5
On time, Lacks some preparation but copes well, Attendance Very good	90%	4
On time, Some disorganized aspects-just copes, Attendance Regular	80%	3
Occasionally late, Disorganized approach, Attendance irregular	60%	2
Frequently late, Not prepared, Frequently absent without excuse	50%	1
<b>Allotted</b>		<b>/5</b>
<b>Ability to Communicate (Written / Oral)</b>		
Very confident, demonstrates outstanding confidence & ability both		5
Confident, Delivers information		4
Communicates adequately, but lacks depth and confidence		3
Hesitant, lacks confidence in spoken / written communication		2
Very inanimate, unable to express in spoken or written work		1
<b>Allotted</b>		<b>/5</b>
<b>Attitude to Colleagues / Customers</b>		
Wins / retains highest regard from colleagues has an outstanding rapport with		5
Polite, considerate and firm, well liked.		4
Gets on well with most colleagues, Handles customers well.		3
Slow to mix, weak manners, is distant has insensitive approach to customers		2
Does not mix, relate well with colleagues & customers		1
<b>Allotted</b>		<b>/5</b>
<b>Attitude to Supervision</b>		
Welcomes criticism, Acts on it, very co-operative		5
Readily accepts criticism and is noticeably willing to assist others		4

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Accepts criticism, but does not necessarily act on it		3
Takes criticism very personally, broods on it		2
Persistently disregards criticism and goes own way		1
<b>Allotted</b>		<b>/5</b>
<b>Initiative / Motivation</b>		
Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve Progressively	5
Shows ready appreciation and willingness to tackle problems	Positively seeks to improve knowledge and Performance	4
Usually grasps points correctly	Shows interest in all work undertaken	3
Slow on the uptake	Is interested only in areas of work	2
Rarely grasps points correctly	Lacks drive and commitment	1
<b>Allotted</b>		<b>/5</b>
<b>Reliability / Comprehension</b>		
Is totally trust worthy in any working situation? Understands in detail, why and how the job is		5
Can be depended upon to identify work requirements and willing to complete them. Readily		4
Appreciates, how and why the job is done?		
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand		3
Cannot be relied upon to work without supervision. Comprehends only after constant		2
Requires constant supervision. Lacks any comprehension of the application		1
<b>Allotted</b>		<b>/5</b>
<b>Responsibility</b>		
Actively seeks responsibility at all times.		5
Very willing to accept responsibility.		4
Accepts responsibility as it comes.		3
Inclined to refer matters upwards rather than make own decision.		2
Avoids taking responsibility.		1
<b>Allotted</b>		<b>/5</b>
<b>Quality of Work</b>		
Exceptionally accurate in work, very thorough usually unaided.		5
Maintains a high standard of quality		4
Generally good quality with some assistance.		3
Performance is uneven.		2
Inaccurate and slow at work.		1
<b>Allotted</b>		<b>/5</b>
<b>Quantity of work</b>		
Outstanding in output of work.		5
Gets through a great deal.		4
Output satisfactory.		3
Does rather less than expected.		2

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Output regularly insufficient	1
<b>Allotted</b>	<b>/5</b>
<b>Total Allotted</b>	<b>/50</b>

**Stipend Paid per Month:** Rs. \_\_\_\_\_

**Name of Appraiser:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Designation of Appraiser:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature of Student:** \_\_\_\_\_ **Date:** \_\_\_\_\_

# MRSPTU

**ADVANCED FOOD PRODUCTION OPERATIONS**

**Subject Code: BHOM2-527**

**L T P C**  
**3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** This paper will give the students the technical skills of cold kitchen of a hotel. The students will learn about Larder, Charcuterie and various kinds of cold meats that are used in food production.

**UNIT-I**

**Larder- Layout & Equipment:** Introduction of Larder Work, Definition, Equipment found in the larder, Layout of a typical larder with equipment and various sections.

**Terms & Larder Control:** Common terms used in the Larder and Larder control, Essentials of Larder Control, Importance of Larder Control, Devising Larder Control Systems, Leasing with other Departments, Yield Testing.

**UNIT-II**

**Duties and Responsibilities of the Larder Chef:** Functions of the Larder, Hierarchy of Larder Staff, Sections of the Larder, Duties & Responsibilities of a larder Chef.

**Charcuterie:** Introduction to charcuterie,

**Sausages:** Types & Varieties,

**Casings:** Types & Varieties,

**Fillings:** Types & Varieties, Additives & Preservatives

**Forcemeats:** Types of forcemeats, Preparation of forcemeats, Uses of forcemeats,

**Brines, Cures & Marinades:** Types of Brines, Preparation of Brines, Methods of Curing, Types of Marinades, Uses of Marinades, Difference between Brines, Cures & Marinades,

**Ham, Bacon & Gammon:** Cuts of Ham, Bacon & Gammon, Differences between Ham, Bacon & Gammon Processing of Ham & Bacon, Green Bacon, Uses of different cuts,

**Galantines:** Making of galantines, Types of Galantine Ballotines,

**Pates:** Types of Pate, Pate de foie gras, Making of Pate, Commercial pate and Pate Maison Truffle - sources, Cultivation and uses and Types of truffle.

**UNIT-III**

**Mouse & Mousseline:** Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline.

**Chaud Froid:** Meaning of Chaud froid, making of chaud frod & Precautions, Types of chaud froid, Uses of chaud froid.

**Aspic & Gelee:** Definition of Aspic and Gelee, Difference between the two, Making of Aspic and Gelee, Uses of Aspic and Gelee.

**Quenelles, Parfaits, Roulades:** Preparation of Quenelles, Parfaits and Roulades

**Non Edible Displays:** Ice carvings, Tallow sculpture, Fruit & vegetable Displays, Salt dough, Pastillage, Jelly Logo, Thermocol work.

**UNIT-IV**

**Appetizers & Garnishes:** Classification of Appetizers, Examples of Appetizers, Historic importance of culinary Garnishes, Explanation of different Garnishes.

**Sandwiches:** Parts of Sandwiches, Types of Bread, Types of filling: Classification, Spreads and Garnishes, Types of Sandwiches, Making of Sandwiches, Storing of Sandwiches.

**Recommended Books**

1. Le Rol A. Polsom, 'The Professional Chef', 4<sup>th</sup> Edn.
2. Bo Friberg, 'The Professional Pastry Chef', 4<sup>th</sup> Edn., Wiley & Sons Inc.
3. Kinton & Cessarani, 'Theory of Catering'.
4. K. Arora, 'Theory of Cookery', Frank Brothers.

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5. Fuller J. Barrie & Jenkins, 'Accompaniments & Garnishes from Waiter'.
6. S.C. Dubey, 'Bakery & Confectionery', Society of Indian Bakers.
7. Philip E. Thangam, 'Modern Cookery', Vol-I, Orient Longman.
8. Kinton & Cessarani, 'Practical Cookery'.

**ADVANCED FOOD & BEVERAGE OPERATION**

**Subject Code: BHOM2-528**

**L T P C  
3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** The course aims to inculcate knowledge of food service principles, functions, and procedures among students. The students will learn the importance, planning and execution of Food and beverage outlets.

**UNIT-I**

**Function Catering: Banquets:** History, Types, Organization of Banquet department, Duties & responsibilities, Sales, Booking procedure, Banquet menus.

**Banquet Protocol:** Space Area requirement, Table plans/arrangement, Misc-en-place, Service, Toast & Toast procedures.

**Informal Banquet:** Réception, Cocktail parties, Convention, Seminar, Exhibition, Fashion shows, Trade Fair, Wedding, Outdoor catering.

**UNIT-II**

**Function Catering: Buffets:** Introduction, Factors to plan buffets, Area requirement, Planning and organization, Sequence of food, Menu planning, Types of Buffet, Display, sit down, Fork, Finger, Cold Buffet, Breakfast Buffets, Equipment, Supplies, Check list.

**UNIT-III**

**Cocktails & Mixed Drinks:** Definition and History, Classification, Parts, Methods of mixing, measures, pourers and pouring, Garnishes, Bar equipment, Cocktail glasses, Syrups and other non-alcoholic ingredients, Juices, Liqueurs in cocktails, service of cocktails.

**Preparation and Service of Innovative Cocktails:** Infused drinks, Sour drinks, trendy drinks, long drinks, short drinks, cream drinks, wine based drinks, Hot drinks, Mock tails.

**UNIT-IV**

**Preparation and Service of Classic Cocktails:** Martini - Dry & Sweet, Manhattan - Dry & Sweet, Mai Tai, LIIT, Mojito, Cosmopolitan, Caipirinha, Bellini, Mint Julep, Side Car, Tom Collins Gin FIZZ, Flips, Noggs, Champagne Cocktail, Between the Sheets, Daiquiri, Bloody Mary, Screw Driver, Tequilla Sunrise, Gin-Sling, Planters Punch, Singapore Sling, Pinacolada, Rusty Nail, Black Russian, Margarita, Gimlet - Dry & Sweet, Cuba Libre, Whisky Sour, Blue Lagoon, Harvey Wall Banger, Bombay Cocktail.

**Recommended Books**

1. Dennis R. Lillicrap. & John. A. Cousins, 'Food & Beverage Service', ELBS.
2. Sudhir Andrews, 'Food & Beverage Service Training Manual', Tata McGraw Hill. Food & Beverage Service Lilli rap & Cousins, ELBS.
3. John Fuller, Hutchinson, 'Modern Restaurant Service'.
4. Brian Varghese, 'Professional Food & Beverage Service Management'.
5. Grahm Brown, 'The Waiter Handbook', Global Books.



**ROOM DIVISION OPERATIONS**

**Subject Code: BHOM2-529**

**L T P C**  
**3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** The course familiarizes students with Planning & Evaluation of Hotel performance in terms of room sale and guest room planning aspects. A blend of theory and practical will be used to develop sensitivity and high work ethics.

**UNIT-I**

**Planning & Evaluating Front Office Operations:** Setting Room Rates (Details/Calculations thereof), Hubbart Formula, market condition approach & Thumb Rule, Types of discounted rates - corporate, rack etc. Forecasting techniques, Forecasting Room availability, Useful forecasting data (% of walking, % of overstay, % of under stay).

**UNIT-II**

**Forecasting:** Forecast formula, Types of forecast, Sample forecast forms, Factors for evaluating front office operations.

**UNIT-III**

**Safety and Security:** Work environment Safety and job safety analysis, Potential Hazards in Housekeeping, Safety awareness and accident prevention, slips and falls, Crime prevention and dealing with emergency situation, Thefts, First Aid.

**UNIT-IV**

**Layout of Guest Rooms:** Sizes of rooms, Sizes of furniture, Furniture arrangement, Principles of design, Refurbishing and redecoration.

**Recommended Books**

1. Sudhir Andrews, 'Front Office Training Manual', Tata McGraw Hill.
2. 'Managing Front Office Operations', Kasavana & Brooks Educational Institution, AHMA.
3. Ahmed Ismail (Thomson Delmar), 'Front Office Operations and Management'.
4. Michael Kasavana & Cahell, 'Managing Computers in Hospitality Industry-Front Office Operations', Colin Dix & Chris Baird.
5. Joan C. Branson & Margaret Lennox, 'Hotel Hostel and Hospital Housekeeping', ELBS with Hodder & Stoughton Ltd.
6. Sudhir Andrews, 'Hotel House Keeping: A Training Manual', Tata McGraw Hill Publishing Company Limited, New Delhi.
7. Raghubalan, 'Hotel Housekeeping Operations & Management', Oxford University Press.
8. H. Burstein, 'Management of Hotel & Motel Security (Occupational Safety and Health)', CRC Publisher.

**FOOD & BEVERAGE MANAGEMENT**

**Subject Code: BHOM2-530**

**L T P C**  
**3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** The course helps the students to understand the cost dynamics and various measures and cost management which can be implemented to cut down on the cost of an institution.

**UNIT-I**

**F & B Management in Food and Beverage Operations:** Introduction, Objectives of F&B Management, constraints of F & B Management, Basic policies – Financial, Marketing and Catering (Fast food and Popular catering, Industrial catering, School catering and Hospital catering) Organizing and Staffing, Control and performance measurements, Approaches to quality management, Managing Quality.

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**UNIT-II**

**Cost Dynamics:** Elements of cost, Classification of cost. **SALES CONCEPTS:** Various sales concept, Uses of sales concept.

**UNIT-III**

**Beverage Control:** Purchasing, Receiving, Storing, Issuing, Production Control, Standard Recipe, Standard Portion Size, Bar Frauds, Books maintained, Beverage Control.

**Sales Control:** Procedure of Cash Control, Machine System, Electronic Cash Register, National Cash Register, Preset Machines, Point of Sale, Reports, Thefts, Cash Handling,

**Budgetary Control:** Define Budget, Define Budgetary Control, Objectives, Frame Work, Key Factors, Types of Budget, Budgetary Control.

**Inventory Control:** Importance, Objectives, Methods, Levels and technique, Perpetual inventory, Monthly inventory, Pricing of commodities, Comparison of physical and perpetual inventory.

**UNIT-IV**

**Variance Analysis:** Standard cost, Standard costing, Cost variances, Material variances, Labor variances, Overhead variance, Fixed overhead variance, Sales variance, Profit variance.

**Breakeven Analysis:** Breakeven chart, P.V. Ratio, Contribution, Marginal cost, graphs.

**Menu Merchandising:** Menu control, Menu structure, Planning and pricing of menus, Types of menus, Menu as marketing tool, Layout, Constraints of menu planning.

**Management Information System:** Reports, Statistical revenue report, cumulative and non-cumulative.

**Recommended Books**

1. Sudhir Andrews, 'Text Book of Food and Beverage Management', Tata McGraw Hill Education Pvt., Ltd., New Delhi.
2. Kamal Manaktola and Alok Prasad, 'Food and Beverage Comprehensive Cost Control System Management', Kanishka Publishers and Distributors, New Delhi.
3. Jagmohan Singh Negi, 'Food and Beverage Management Cost Control', Kanishka Publishers and Distributors, New Delhi.

**PRINCIPLES OF MANAGEMENT**

**Subject Code: BHOM2-531**

**L T P C  
3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** To familiarise the students to the basic concepts of management in order to aid in understanding how an organization functions, and in understanding the complexity and wide variety of issues managers face in today's business firms

**UNIT-I**

**Management Concept and Nature:** Science or art, process & functions; management levels, managerial skills & managerial roles. Management and Society.

**Role of Manager:** Management as a profession, Professional Manager & his tasks, Managerial Skills, Roles & Levels, Managerial ethics & organizations culture, Management process, External & internal, Factors that affect Management.

**UNIT-II**

**Planning:** Nature, Purpose, Types and process. Management by Objectives, Strategies and policies, Decision making.

**Organizing:** concept of organizing and organization. Line and Staff, authority and responsibility, span of Control, Delegation, Decentralization, Organizational structure and design.

**UNIT-III**

**Motivation:** Basic concept & Definition, Theories and practices of motivating people in organizations,

**UNIT-IV**

**Leadership:** Basic Concepts & Definitions, Theories & Styles, Situational Lead, Team building.

**Controlling:** basic Concepts & Definitions, Process, Methods & Techniques.

**Co-Ordination:** Meaning & Techniques.

**Recommended Books**

1. Chandra Bose, 'Principles of Management & Administration,' Prentice Hall of India.
2. C.B. Gupta, 'Management Theory & Practice,' Sultan Chand & Sons.
3. Freeman & Gilbert, 'Management Stoner,' Prentice Hall of India Pvt., Ltd.
4. Burton Jene, 'Management Today: Principles and Practice,' Tata McGraw Hill Publishing Co. Ltd.
5. Weihrich, Heinz and Koontz, Harold, 'Management: A Global Perspective', Tata McGraw-Hill Publication Company, New Delhi, 1993.

**ADVANCED FOOD PRODUCTION OPERATIONS LAB.**

**Subject Code: BHOM2-532**

**L T P C**

**0 0 4 2**

**MENU 01** Consommé Carmen, Poulet Sauté Chasseur, Pommes Loretta, Haricots Verts

**MENU 02** Bisque D'écrevisse, Escalope De Veau viennoise, Pommes atailles, Epinards au Gratin

**MENU 03** Crème Du Barry, Darne De Saumon Grille, Sauce paloise, Pommes Fondant, Petits Pois A La Flamande

**MENU 04** Veloute Dame Blanche, Cote De Porc Charcuterie, Pommes De Terre A La Crème, Carottes Glace Au Gingembre

**MENU 05** Cabbage Chowder, Poulet A La Rex, Pommes Marguises, Ratatouille

**MENU 06** Barquettes Assortis, Stroganoff De Boeuf, Pommes Persilles, Riz Pilaf

**MENU 07** Duchesse Nantua, Poulet Maryland, Croquette potatoes, Banana fritters, Corn gallets

**MENU 08** Kromeskies, Filet De Sols Walweska, Pommes Lyonnaise, Funghi Marirati

**MENU 09** Vol-Au-Vent De Volaille Et Jambon, Poulet a la kiev, Creamy Mashed Potatoes, Butter tossed green peas

**MENU 10** Quiche Lorraine, Roast Lamb, Mint sauce, Pommes Parisienne

**Bakery and Patisserie**

1. Brioche Baba au Rhum,
2. Soft Rolls, Chocolate Parfait,
3. French Bread, Tarte Tartin,
4. Garlic Rolls, Crêpe Suzette,
5. Harlequin Bread, Chocolate Cream Puffs,
6. Foccacia, Crème Brûlée,
7. Vienna Roll, Mousse Au Chocolate,
8. Bread Sticks, Souffle Milanaise,
9. Brown Bread, Pâte Des Pommes,
10. Clover Leaf Rolls, Savarin des fruits,
11. Whole Wheat Bread, Charlotte Royal,
12. Herb & Potato Loaf, Doughnuts,
13. Milk Bread, Gateaux des Peache,
14. Ciabatta, Chocolate Brownie,
15. Buffet desserts, Modern Plating Styles,
16. Plus 5 Buffets Cold Buffet, Hot Continental, Hot Indian, Buffet Desserts, Bread Displays.

**ADVANCED FOOD & BEVERAGE OPERATION LAB.**

**Subject Code: BHOM2-533**

**L T P C**  
**0 0 4 2**

**Bar Operations**

**Preparation and Service of Innovative Cocktails:** Infused drinks, Sour drinks, trendy drinks, long drinks, short drinks, cream drinks, wine based drinks, Hot drinks, Mock tails.

**Function Catering - Banquets**

1. Planning & organizing Formal & Informal Banquets.
2. Planning & organizing Outdoor caterings.

**Function Catering - Buffets**

1. Planning & organizing various types of Buffet.

**Bar Operations**

1. Designing & Setting the bar.
2. Bar mise-en-place.
3. Preparation & Service of Classic Cocktail & Mixed Drinks.

**ROOM DIVISION OPERATION LAB.**

**Subject Code: BHOM2-534**

**L T P C**  
**0 0 2 1**

**Forecasting**

1. Forecasting room availability.
2. Forecasting room revenue.

**Planning & Evaluating Front Office Operations:**

1. Setting room rates.
2. Preparing room tariff card.
3. Student exercise on evaluating front office operations & Statistics.

**First Aid**

1. First Aid Kit.
2. Dealing with Emergency Situation.
3. Maintaining Records.

**Layout of Guest Room**

1. To The Scale.
2. Earmark Pillars.
3. Specification of Colors, Furniture, Fixture, Fitting, Soft Furnishing and Accessories etc. used.

**FINANCIAL MANAGEMENT**

**Subject Code: BHOM2-566**

**L T P C**  
**3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** This course shall prepare students to get well versed with various financial decisions to be taken in a business.

**UNIT-I**

**Financial Management Meaning & Scope:** Meaning of business finance, Meaning of financial management, Objectives of financial management.

**Financial Statement Analysis and Interpretation:** Meaning and types of financial statements, Techniques of

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financial analysis, Limitations of financial analysis, Practical problems

**UNIT-II**

**Ratio Analysis:** Meaning of ratio, Classification of ratios, Merits and demerits of ratios, Profitability ratios, Turnover ratios, Financial ratios and Practical Problems.

**Funds Flow Analysis:** Meaning of funds flow statement, Uses of funds flow statement, Preparation of funds flow statement, Practical problems

**Cash Flow Analysis:** Meaning of cash flow statement, Merits & Demerits of cash flow, Preparation of cash flow statement, Difference between cash flow and funds flow analysis, Practical problems.

**Financial Planning Meaning & Scope:** Meaning of Financial Planning, Objectives, Types, Steps, Significance and Limitations

**UNIT-IV**

**Capitalisation and Capital Structure:** Meaning of Capital Structure, Factors determining capital structure, Capital Structure Theory, Over capitalization and under capitalization.

**Working Capital Management:** Meaning of working capital, Factors determining working capital needs.

**Basics of Capital Budgeting:** Importance of Capital Budgeting, Capital Budgeting appraising methods, Payback period, Average rate of return, Net Present Value, Profitability index, Internal rate of return, Practical problems.

**Recommended Books**

1. P. Chandra, 'Financial Management.', Tata McGraw Hill Publishing Co.Ltd., New Delhi:
2. F. Donald, 'Financial Management in Hotel and Catering,' Heinemann, London, 1986.
3. P. Kulkarni, 'Financial Management,' Himalaya Publishing House, Mumbai.
4. I. Pandey, 'Financial Management,' Vikas Publication House, New Delhi.

**BAR AND BEVERAGE OPERATIONS**

**Subject Code: BHOM2-567**

**L T P C  
3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** It aims at making you aware of different bar operations and control practices being used in hotel industry.

**UNIT-I**

Bar planning: types of bar, target clientele, location, atmosphere and décor, basic elements of layout and design consideration.

**UNIT-II**

Introduction to bar operations, types of bars i.e. pubs, lounge bar, wine bar, cocktail bar, banquet bar, dispense bar etc. parts of bar, shapes of bar, bar operation procedures.

**UNIT-III**

Bar cellar management -Introduction, cellar location, temperature and storage procedure, equipment required in bar storage area, cellar control and records, purchase order, celler inward book, bin card, beverage requisition, celler control book, villages and breakages record, return book, credit memo, empties return book, transfer book, stock book.

**UNIT-IV**

Bar records and control- comparing actual with standard cost, analyzing the consumption and the cost, potential sales value, weighted average value, par stock or bottle control, inter bar transfers, spillage allowance, breakage and spoilage, functions of bar control, frauds and bar routines

**Recommended Books**

1. Dennis R. Lillicrap & John. A. Cousins, 'Food & Beverage Service', ELBS.
2. Sudhir Andrews, 'Food & Beverage Service Training Manual', Tata McGraw Hill.

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3. John Fuller, 'Modern Restaurant Service,' Hutchinson.
4. Grahm Brown, 'The Waiter Handbook', Global Books.
5. Lea R. Dopson, 'Food & Beverage Cost Control,' Wiley Publishers.

**BUSINESS ETHICS**

**Subject Code: BHOM2-568**

**L T P C  
3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** The course helps the students to understand the importance of business ethics in an organisation.

**UNIT-I**

**Business Ethics:** Meaning, Importance, Source, Ethical responsibility of Managers, Principles of being ethical HR manager, Most unethical situations, HR ethical issues, Techniques of Managing Ethics, Difficulties, Role of ethical leadership.

**UNIT-II**

**Morale:** Meaning, Individual & Group Morale, High or Low Morale, Morale & Motivation, Morale & Productivity, Factors influencing Morales, causes of low morale, Factors improving Morale, Managing Morale in difficult times.

**UNIT-III**

**Ethical Issues In Capitalism And Market:** Socially responsible business behavior, role of ethics in business success, ethical business practices in different countries.

**UNIT-IV**

**Corporate Governance:** Corporate Social responsibility, Ethics and Government.

**Recommended Books**

1. O.C. Ferrell, John Fraedrich, Ferrell, 'Business Ethics: Ethical Decision Making & Cases', 11<sup>th</sup> Edn., Cengage Learning.
2. Linda K. Trevino , Katherine A. Nelson, 'Managing Business Ethics: Straight Talk about How to Do It Right,' 6<sup>th</sup> Edn , Wiley.
3. Steven Mintz, Roselyn Morris, 'Ethical Obligations and Decision-Making in Accounting: Text and Cases,' 4<sup>th</sup> Edn, McGraw Hill Education.
4. William H. Shaw, Vincent Barry, 'Moral Issues in Business', 13<sup>th</sup> Edn., Cengage Learning.
5. Laura Hartman, Joseph Des Jardins, Chris MacDonald, 'Business Ethics: Decision Making for Personal Integrity & Social Responsibility, 3<sup>rd</sup> Edn., McGraw Hill Education.

**INTERNATIONAL CUISINES**

**Subject Code: BHOM2-635**

**L T P C  
3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** This paper will give the basic knowledge about International cooking's and get well versed with terminology, use of ingredients, techniques of cooking of various countries. They will also learn Management aspects of Food Production.

**UNIT-I**

**International Cuisine:** Geographic location, Historical background Staple food with regional Influences, Specialties, Recipes, Equipment in relation to: Great Britain, France, Italy, Spain & Portugal, Scandinavia, Germany, Middle East, Oriental, Mexican, Arabic.

**Chinese:** Introduction to Chinese foods, Historical background, Regional cooking styles, Methods of cooking, Equipment & utensils.

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**French:** Culinary French, Classical recipes (recettes classique), Historical Background of Classical Garnishes, Offal's/Game, Larder terminology and vocabulary leadership.

**UNIT-II**

**Icings & Toppings:** Varieties of icings, Using of Icings, Difference between icings & Toppings, Recipes.

**Frozen Desserts:** Types and classification of Frozen desserts, Ice-creams – Definitions, Methods of preparation, Additives and preservatives used in Ice-cream manufacture.

**Meringues:** Making of Meringues, Factors affecting the stability, Cooking Meringues, Types of Meringues, Uses of Meringues.

**Chocolate:** History, Sources, Manufacture & Processing of Chocolate, Types of chocolate, Tempering of chocolate, Cocoa butter, white chocolate and its applications.

**UNIT-III**

**Production Management:** Kitchen Organization, Allocation of Work - Job Description, Duty Rosters, Production Planning, Production Scheduling, Production Quality & Quantity Control, Forecasting & Budgeting, Yield Management.

**Product & Research Development:** Testing new equipment, Developing new recipes, Food Trails, Organoleptic & Sensory Evaluation.

**UNIT-IV**

**Food Presentation Principles:** Basic presentations, Modern perspectives, Use of technology, Use of contemporary plates, Role and use of garnish, Unconventional garnishes, Plate Presentation techniques .

**Recommended Books**

1. Le Rol A. Polson, 'The Professional Chef', 4<sup>th</sup> Edn.
2. Bo Friberg, 'The Professional Pastry Chef', 4<sup>th</sup> Edn., Wiley & Sons INC.
3. Kinton & Cessarani, 'Theory of Catering'.
4. K. Arora, 'Theory of Cookery', Frank Brothers.
5. Fuller J. Barrie & Jenkins, 'Accompaniments & Garnishes from Waiter; Communicate.'
6. S.C. Dubey, 'Bakery & Confectionery', Society of Indian Bakers.
7. Philip E. Thangam, 'Modern Cookery', Vol-I, Orient Longman.
8. Kinton & Cessarani, 'Practical Cookery.'

**RESTAURANT PLANNING & MANAGEMENT**

**Subject Code: BHOM2-636**

**L T P C**

**Duration: 35 Hrs.**

**3 0 0 3**

**Course Objectives:** The course aims to inculcate knowledge of food Management, Bar Operations, functions, procedures among students

**UNIT-I**

**Planning & Operating Various F & B Outlets:** Physical layout of functional and ancillary areas, Objective of a good layout, steps in planning, Factors to be considered while planning, calculating space requirement, Various set ups for seating, Planning staff requirement, Menu planning, Constraints of 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, Approximate cost, Planning Décor, furnishing fixture etc.

**UNIT-II**

**Customer Relationship Management:** Introduction, Importance of Customer Relation, Guest Satisfaction, Attitude of staff, Complaint handling, Suggestions by Guest, Pulling, Retaining and Pushing Factors.

**UNIT-III**

**Managing Food & Beverage Outlet:** Supervisory skills, Developing efficiency, Standard Operating Procedure, Training and Development.

**UNIT-IV**

**Gueridon Service:** History of gueridon, Definition, General consideration of operations, Advantages & Disadvantages, Types of trolleys, Factor to create impulse, Buying - Trolley, open kitchen, Gueridon equipment, Gueridon ingredients, **KITCHEN STEWARDING:** Importance, Opportunities in kitchen stewarding Record maintaining, Machine used for cleaning and polishing, Inventory.

**Recommended Books**

1. Dennis R. Lillicrap. & John. A. Cousins, 'Food & Beverage Service', ELBS.
2. Sudhir Andrews, 'Food & Beverage Service Training Manual', Tata McGraw Hill.
3. John Fuller, Hutchinson, 'Modern Restaurant Service'.
4. Brian Varghese, 'Professional Food & Beverage Service Management'.
5. Grahm Brown, 'The Waiter Handbook', Global Books & Subscription Services, New Delhi.
6. Vijay Dhawan, 'Food and Beverage Service'.

**ROOM DIVISION MANAGEMENT**

**Subject Code: BHOM2-637**

**L T P C  
3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** The course is aimed at familiarizing the students with various functions of room division management and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills

**UNIT-I**

**Interior Decoration:** Elements of design, Color and its role in décor, Types of color schemes, Windows and window treatment, Floor finishes, Carpets, Furniture and fittings, Accessories.

**Electricity and Lighting:** Fundamentals of electricity, Lighting and lighting fixtures, Types of lighting, Different lighting devices, Incandescent lamps, Fluorescent lamps and other gas discharged lamps, Illumination and units of illumination, External lighting, Safety in handling electrical equipment.

**UNIT-II**

**New Property Countdown.**

**UNIT-III**

**Budgeting:** Types of budget & budget cycle, making front office budget, Factors affecting budget planning, Capital & operations budget for front office, Refining budgets, budgetary control, Forecasting room revenue, Advantages & Disadvantages of budgeting.

**UNIT-IV**

**Property Management System:** Fidelio / IDS / Shawman, Amadeus.

**Recommended Books**

1. Robert J. Martin & Thomas J.A. Jones, 'Professional Management of Housekeeping Operations,' 2<sup>nd</sup> Edn., Wiley Publications.
2. Tucker Schneider, 'The Professional Housekeeper', Wiley Publications.
3. Manoj Madhukar, 'Professional management of Housekeeping', Rajat Publications.
4. Sudhir Andrews, 'Front Office Training manual', Tata Mac Graw Hill.
5. Kasavana & Brooks Educational Institution, 'Managing Front Office Operations', AHMA.
6. Ahmed Ismail, 'Front Office – operations and management', Thomson Delmar.



**ENTREPRENEURSHIP DEVELOPMENT**

**Subject Code: BHOM2-638**

**L T P C**  
**3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** The course helps the students to understand the role and functions of Entrepreneurship, project preparation and designing of business.

**UNIT-I**

**Introduction to Entrepreneurship:** Meaning, Importance, Qualities, Nature and Types of entrepreneurs. Factors influencing entrepreneurship. Role of entrepreneurship in the development of an economy. Difference between Entrepreneur and Intrapreneur. Problems and promotion of Women entrepreneurs

**UNIT-II**

**Small Scale Enterprises:** Small scale enterprises, Tiny industries/Ancillary industries/ Cottage Industries- definition, meaning, product range, capital investment, ownership patterns. Importance and role played by SSI in the development of the Indian economy. Policies governing SSI's,

**Sickness in SSE's:** Meaning and definition of a sick industry, Causes of industrial sickness.

**UNIT-III**

**Starting A Small Business:** Business opportunity, Scanning the environment for opportunities, Evaluation of alternatives and selection based on personal competencies,

**Steps Involved in Starting a Business Venture:** Location, Clearances and permits required, Formalities, Licensing and registration procedures,

**Assessment of The Market for the Proposed Project:** financial, technical and social feasibility of the project, Preparing a business plan & project report

**UNIT-IV**

**Institutional & Government Assistance to Small Scale Enterprises:** Role of central and state government in promoting entrepreneurship, Introduction to various incentives, subsidies and grants. Export Oriented Units. Financial assistance through SFC's, SIDBI, Commercial Banks.

**Recommended Books**

1. D.F. Kuratko, 'Entrepreneurship-A South-Asian perspective,' Cengage Learning India Pvt.Ltd. Delhi .
2. D. Hisrich, R., P.M Peter, 'Entrepreneurship Development', Tata McGraw Hill.
3. Desai, 'Dynamics of Entrepreneurial Development and Management', V. Himalaya Publishing House, Delhi.
4. N. Srinivasan, Gupta, G.P. Sultan, 'Entrepreneurship Development', Chand & Sons.

**PRINCIPLES OF MARKETING**

**Subject Code: BHOM2-639**

**L T P C**  
**3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** The course aims to inculcate the basic knowledge of marketing the hospitality products effectively and efficiently to the clients of service industry

**UNIT-I**

**Introduction to Marketing:** Meaning and definition, Nature and Scope, Feature, Characteristics, Concepts of Marketing, Customer Expectations from hospitality services, Solving Customers problems, Relevance of marketing in the Hospitality Industry.

**UNIT-II**

**Hospitality Marketing Mix:** Meaning and Definition of Marketing Mix, The Seven Ps of marketing.

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**UNIT-III**

**The Marketing Environment:** The importance of Environmental scanning, Types of Environments, SWOT analysis, The future of hospitality marketing in India.

**Marketing Segmentation, Targeting and Positioning:** Meaning, Importance and basis of market segmentation, Essentials of sound market segmentation, STP Strategies

**UNIT-IV**

**Consumer Behaviour In Hotel Industry:** Factors influencing Consumer behavior, Buying decision process.

**Marketing Research:** Meaning and definition of marketing research, Stages of marketing research for services, Types and methods of market research.

**Recommended Books**

1. Dhruv Grewal & Michael Levy, 'Marketing', McGraw Hill Education.
2. Zeital Valerire – A and Mary Jo Baiter, 'Services Marketing,' Mc Graw Hill.
3. Philip Kotler, 'Marketing Management', Prentice Hall of India, New Delhi
4. Robert Lewis and Richard Chambers, 'Marketing Leadership in Hospitality-Foundations and Practices.'
5. Prasanna Kumar, 'Marketing of Hospitality and Tourism Services,' Tata McGraw Hill, 2010.

**INTERNATIONAL CUISINES LAB.**

**Subject Code: BHOM2-640**

**L T P C**

**0 0 6 3**

Country	Topic
Chinese	<b>MENU 01</b> Prawn Ball Soup, Fried Wantons, Sweet & Sour Pork, Hakka Noddle's <b>MENU 02</b> Hot & Sour soup, Beans Sichuan, Stir Fried Chicken & Peppers, Chinese Fried Rice <b>MENU 03</b> Sweet Corn Soup, Shao Mai, Tung-Po Mutton, Yangchow Fried Rice <b>MENU 04</b> Wonton Soup, Spring Rolls, Stir Fried Beef & Celery Chow Mein <b>MENU 05</b> Prawns in Garlic Sauce, Fish Szechwan, Hot & Sour Cabbage, Steamed Noddle's
Spain	<b>MENU 06</b> ,Gazpacho, Pollo En Pepitoria, Paella, Fritata De Patata, Pastel De Mazaana
Italy	<b>MENU 07</b> Minestrone, Ravioli Arabeata, Fettocine Carbonara, Pollo Alla Cacciatore, Medanzane Parmigiane
Germany	<b>MENU 08</b> Linsensuppe, Sauerbaaten, Spatzale, German Potato Salad
U.K.	<b>MENU 09</b> Scotch Broth, Roast Beef, Yorkshire Pudding , Glazed Carrots & Turnips, Roast Potato
Greece	<b>MENU 10</b> Soupe Avogolemeno, Moussaka A La Greque, Dolmas, Tzaziki

**Bakery & Patisserie**

1.	Grissini, Tiramisu
2.	Pumpnickle, Apfel Strudel
3.	Yorkshire Curd Tart, Crusty Bread
4.	Baklava, Harlequin Bread
5.	Baguette, Crepe Normandy
6.	Croissants, Black Forest Cake
7.	Pizza base, Honey Praline Parfait
8.	Danish Pastry, Cold Cheese Cake
9.	Soup Rolls, Chocolate Truffle cake

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10.	Ginger Bread, Blancmange
11.	Lavash, Chocolate Parfait
12.	Cinnamon & Raisin Rolls, Soufflé Chaud Vanilla
13.	Fruit Bread, Plum Pudding
14.	Demonstration of: Meringues, Icings & Topping's
15.	Demonstration of: Wedding Cake & Ornamental cakes

**RESTAURANT PLANNING & MANAGEMENT LAB.**

**Subject Code: BHOM2-641**

**L T P C**

**0 0 4 2**

**Planning & Operating Food & Beverage Outlets**

Class room Exercise

1. Developing Hypothetical Business Model of Food & Beverage Outlets
2. Case study of Food & Beverage outlets - Hotels & Restaurants

**F&B Staff Organization**

Class room Exercise (Case Study method)

1. Developing Organization Structure of various Food & Beverage Outlets
2. Determination of Staff requirements in all categories
3. Making Duty Roster
4. Preparing Job Description & Specification

**Supervisory Skills**

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

**Gueridon Service**

1. Organizing Mise-en-place for Gueridon Service
2. Dishes involving work on the Gueridon
3. Task-01 Crepe suzette
4. Task-02 Banana au Rhum
5. Task-03 Peach Flambe
6. Task-04 Rum Omelette
7. Task-05 Steak Diane
8. Task-06 Pepper Steak

**ROOM DIVISION MANAGEMENT LAB.**

**Subject Code: BHOM2-641**

**L T P C**

**0 0 2 1**

**Special Decoration (Theme Related to Hospitality Industry)**

1. Indenting
2. Costing
3. Planning with Time Split
4. Executing

**New Property Countdown**

1. Preparation of SOPs

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**Budgeting**

1. Preparation of sales budget
2. Budgetary control

**Property Management System**

1. Hands on practice of computer applications on PMS front office operational procedures of Guest Cycle.

**RESEARCH PROJECT VIVA VOCE**

**Subject Code: BHOM2-642**

**L T P C**

**0 0 0 2**

**Course Objectives:** This Course will give the learner the basic insight of photography and journalism in the field of hospitality and will help the learner to choose a career in food photography or food journalism.

<b>Evaluation</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hrs. duration.
<b>Instructions for External Examiner</b>	The research project will be presented to a panel of internal and external examiner through a report and viva voce of 100 marks
<b>M</b>	<p>The purpose of research is to seek answers to problems through the application of scientific methodology, which guarantees that the information is reliable and unbiased.</p> <p>This information is utilized to make conclusions and recommend solutions. Good research depends on addressing key points based on a checklist approach. Some elementary factors need to be kept in mind while preparing a research and deciding the topic, these could be based on its relevance, feasibility, coverage, accuracy and research, objectivity and ethics.</p> <p>Based on the above principles, the research project would be prepared by a student under guidance of a faculty member. The research would clearly spell out the objective, its findings, the methodology adopted, a conclusion and recommendations.</p> <p><b>Research Methodology has already been taught in the 2<sup>nd</sup> year and topic for research allotted to students in 5<sup>th</sup> Semester. In the 6<sup>th</sup> Semester the student will undertake field survey and will do the preparation of the project.</b></p>

**AVIATION AND CRUISE LINE MANAGEMENT**

**Subject Code: BHOM2-669**

**L T P C**

**Duration: 35 Hrs.**

**3 0 0 3**

**Course Objectives:** The course familiarizes students with the organization, Functions and work ethics of Aviation and Cruise line operations. Give insight of safety regulations.

**UNIT-I**

**Introduction to Airline Industry:** Introduction, Structure of the Airline Industry, Major & National Carriers, Regional Carriers, Role of Regional Air Carrier.

**Safety Regulation and Oversight of Flight Operation:** Introduction, Safety Regulation of Flight Operations, Flight crew requirements for flight safety, Alternate arrangements by operator, In-flight Monitoring by Operator, Flight operation to a new station, security clearance for foreign pilot and Engineers, Flight safety manual, Safety Audit.

**UNIT-II**

**Air Transport Services:** Indian scenario an overview of airports, The role of private operators, Airport development fees, Rates and tariffs.

**Market of Air Transport Services:** Apparent and true need, Customers in the business air travel market, Customer in leisure air travel market, Customer in air passenger and air freight market, Building customer satisfaction, Distribution channel, Strategies and distribution systems.

**UNIT-III**

**Cruise Line Introduction & Overview:** Objective, Introduction, Origin of Cruise Industry, Present Cruise Industry, Typology of cruises products, Name of International Cruise Liners and their routes

**Cruise Operation and Management Process:** Standard Operating Procedure(s) for Cruise Liners, Attributes required in crew members, Organization chart, duties and responsibilities, Recruitment Process & Policy, Career in Cruise Liners, Travel Tips for Cruisers.

**UNIT-IV**

**Marketing & Pricing of Cruise Products:** Overview of cruise market, Key marketing Techniques for cruise designers and developers, Pricing of cruise product and targeting the market segments, Cruise Along Ganges.

**Recommended Books**

1. Stephen Shaw, 'Airline Marketing & Management', 7<sup>th</sup> Edn.
2. Philip Gibson, 'Cruise Operations Management', Taylor & Group, 2008.
3. Clarence C. Rodrigues & Stephen K. Cusick, 'Commercial Aviation Safety', 8<sup>th</sup> Edn.
4. Douglas Ward, Berlitz, 'Complete Guide to Cruising and Cruise Ships 2002', 2002.

**PERSONALITY DEVELOPMENT AND SOFT SKILLS**

**Subject Code:** BHOM2-670

**L T P C  
3 0 0 3**

**Duration:** 35 Hrs.

**Course Objectives:** This course familiarizes a student in understanding the importance, need of personality and soft skills in Hospitality profession.

**UNIT-I**

**Soft Skills for Hospitality Industry:** Introduction, Defining Personality, Creating First Impression, Grooming, Attire/ Clothing, Basic Social Etiquette's. Personality traits as antecedents of employees' performance. Attitude and Behaviour in Hospitality industry.

**UNIT-II**

**Body Language:** Introduction, Genetics and Cultural roots, Why body language, positive body gestures, negative body gestures, leadership skills, motivational skills, self-confidence, Attitude, Self Esteem, Time management.

**Essentials of Body Language in Hospitality Sector:** Expression while standing, sitting, Head and Hand movement, Facial Expression. Importance of Body language for Hospitality Professionals..

**UNIT-III**

**Communication and Listening Skills:** Introduction, guidelines for effective communications-voice modulation, Active listening skills, essentials of active listening, ways to improve active listening skills.

**Presentation Skills:** Managing presentation nerves, Six steps to conquering your presentation nerves, planning an effective presentation, Delivering an effective presentation.

**UNIT-IV**

**Group Dynamics and Team Building:** Importance of groups in organization, Interaction in group. Group decision, team building, how to build a good team. Introduction to Motivation, relevance and types of Motivation, Motivate the sub-ordinates, Analysis of Motivation.

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**Recommended Books**

1. Rajiv. K. Mishra, 'Personality Development', Rupa & Co.
2. 'Soft Skills', Career Development Centre, Green Pearl Publication, 2015.
3. 'Soft Skills, Career Development Centre', Green Pearl Publication, 2015.
4. Rajiv. K. Mishra, 'Personality Development', Rupa & Co.
5. Neeraj Aggarwal, 'Personality and Body Language for Hospitality Professionals', Aman Publication, Delhi.

**GASTRONOMIC TOURISM**

**Subject Code: BHOM2-671**

**L T P C  
3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** The student will be able to have in depth understanding of culture, local food, promotion of gastronomy tourism and various other allied areas for the promotion of food tourism like the trends and consumer practices in the field of gastronomic tourism

**UNIT-I**

**Introduction:** Introduction to Gastronomic Tourism, Importance of Cuisine of a destination in the Promotion of Tourism, Global trends in Gastronomic tourism

**UNIT-II**

**Gastronomy in Indian Context:** Indian Regional Cuisines and their unique characteristics (Regional specialities of India), Potential of Gastronomic Tourism in India, Guided Tours for Gastronomic Tourism

**UNIT-III**

**Scope of Gastronomic Tourism:** Gastronomy's importance in the development of tourism, Exploring local Indian culture through Food, Indian Trends in Food Tourism.

**UNIT-IV**

**Advantages:** Benefits of gastronomic tourism for the development of region/territory, Role of local foods in gastronomic tourism promotion, Interconnection of gastronomy & culture, The main trends & consumer policies in the field of gastronomy tourism.

**Recommended Books**

1. J. Stanley, John Stanley, 'Food Tourism - A Practical Marketing Guide', Associates, Australia.
2. Lucy M. Long, 'Culinary Tourism', University Press of Kentucky, 2004.
3. C. Michael Hall, Liz Sharples, Richard Mitchell, 'Food Tourism Around the World'.

**ADVANCED CULINARY OPERATIONS**

**Subject Code: BHOM2-744**

**L T P C  
3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** This course familiarizes a student in understanding the core concepts that need to be kept in mind while opening a hotel.

**UNIT-I**

**New Concepts in International Cuisine:** Genetically modified food, Organic food, Slow food movement, Molecular gastronomy, Sous Vide, Cook Freeze, Cook Chill, Vegan cuisine.

**International Spices and Condiments:** Types of spices and condiments, Usage in cooking, Availability, Medicinal and therapeutic properties, International sauces, condiments, marinades, spice blends and rubs recipes.

**Food Preservation:** Simple preservation methods using natural and chemical preservatives, dehydration, jams and jellies, squash and syrups, dehydrated foods, chutneys, pickles and preserves recipes.

**UNIT-II**

**Food Styling:** Use of non-edible components, Role of dimension.

**MRSPTU BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (4 YEARS)  
SYLLABUS 2016 BATCH ONWARDS**

**Centralized Kitchens:** Preparation of food in centralized outlets, Advantages and disadvantages of using centralized outlets, Equipment required for centralized preparation, H.A.C.C.P. procedures followed during centralized preparation, Transportation of food to different outlets.

**UNIT-III**

**Art of Dessert Presentation:** Essentials of plate presentation, Garnishes for dessert Presentations – tulip Paste, chocolate stencils, nougat garnishes, etc., Buffet presentations, Modern trends in Presentation, Portioning usage of contemporary plates, technology, etc.

**UNIT-IV**

**Cooked Sugar Techniques:** Spun sugar, caramel decorations, poured sugar works, Pulled Sugar, Blown Sugar, Rock sugar, Nougatine.

**Uncooked Sugar Displays:** Pastillage, Gumpaste Moulding, Modelling techniques, Marzipan (cooked/Uncooked) Modelling cutouts, Royal Icing stencils, filigree works, Center piece prepared using sugar works.

**Bread Arts:** Bread Center pieces, Bread Basket, Braided Bread, Saltillage Salt dough, Types and techniques, Usage

**Recommended Books**

1. Le Rol A. Polson, 'The Professional Chef', 4<sup>th</sup> Edn.
2. Bo Friberg, 'The Professional Pastry Chef', 4<sup>th</sup> Edn., Wiley & Sons INC.
3. Kinton & Cessarani, 'Theory of Catering'.
4. K. Arora, 'Theory of Cookery', Frank Brothers.
5. Fuller J. Barrie & Jenkins, 'Accompaniments & Garnishes from Waiter', Communicate.
6. S.C. Dubey, 'Bakery & Confectionery,' Society of Indian Bakers.
7. Philip E. Thangam, 'Modern Cookery', Vol-I, Orient Longman Practical Cookery.

**ADVANCED FOOD & BEVERAGE SKILLS**

**Subject Code: BHOM2-745**

**L T P C  
3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** The course aims to inculcate knowledge of food service principles, functions, and procedures among students. The students will learn the importance, planning and execution of Food and beverage outlets

**UNIT-I**

**Cellar Operations:** The Cellar, Cellar Products, Refrigeration Systems & Storage Conditions, Safety & Maintenance, Stock Management, Gas Systems, Keys Handling & Storage, Safety Procedures

**UNIT-II**

**Event Management:** Role of events for promotion of hospitality products, Types of Events-Cultural, festivals, religious, business etc. Need of event management, Key factors for best event management. Case study of some events.

**Mice:** Introduction, Concept of MICE, Definition of conference and the components of the conference market. The nature of conference markets and demand for conference facilities. The impact of conventions on local and national communities.

**UNIT-III**

**Revenue Management In F & B Service:** Budgeting, Forecasting, Restaurant Revenue Management.

**UNIT-IV**

**Recent Concerns and Trends:** Future of quick service restaurants, Concepts of dining practices, Technology in food and beverage industry, Innovative practices used in food and beverage industry.

**MRSPTU BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (4 YEARS)  
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**Recommended Books**

1. Dennis R. Lillicrap. & John. A. Cousins, 'Food & Beverage Services', ELBS.
2. Sudhir Andrews, 'Food & Beverage Service Training Manual', Tata McGraw Hill.
3. John Fuller, Hutchinson, 'Modern Restaurant Service'.
4. Brian Varghese, 'Professional Food & Beverage Service Management'.
5. Grahm Brown, 'The Waiter Handbook', Global Books.

**ADVANCED CULINARY OPERATIONS LAB.**

**Subject Code: BHOM2-746**

**L T P C  
0 0 8 4**

1. Preparation of 4 menus using only organic raw ingredients
2. Preparation of 4 Vegan Menus
3. Preparation of 5 menus using molecular gastronomy techniques
4. Preparation of Jams, Jellies, Preserves, Pickles etc.
5. Fruit and Vegetable Carvings
6. Preparation of various cooked and uncooked sugar displays
7. Preparation of Bread Centre Pieces
8. Preparation of saltilage centre displays

**ADVANCE FOOD & BEVERAGE OPERATIONS LAB.**

**Subject Code: BHOM2-747**

**L T P C  
0 0 4 2**

S. No.	Topic
1.	Cellar Operations: Maintenance and upkeep of cellar registers, Practicing stock management, Practicing safety procedures
2.	Event Management: Practicing theme setups, Layout for MICE, Plan checklist for events and MICE, Planning different theme menus, Planning for outdoor catering
3.	Planning an operating budget for F & B outlets, Managing Revenue management Software's
4.	Project Planning for fast food restaurants, Report on innovative practices used in service industry, Menu merchandising for quick service restaurants

**ADVANCED FRONT OFFICE MANAGEMENT**

**Subject Code: BHOM2-748**

**L T P C  
3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** The course is aimed at familiarizing the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.

**UNIT-I**

**Yield Management:** Concept and importance, Applicability to rooms division, Capacity management, Discount allocation, Duration control, Measurement yield, Potential high and low demand tactics, Yield management software, Yield management team.



**UNIT-II**

**Timeshare & Vacation Ownership:** Definition and types of timeshare options, Difficulties faced in marketing timeshare business Advantages & disadvantages of timeshare business.

**UNIT-III**

**Exchange Companies:** Resort Condominium International, Intervals International, how to improve the timeshare / referral/condominium concept in India- Government's role/industry role.

**UNIT-IV**

**French:** Conversation with guests, providing information to guest about the hotel, city, sightseeing, car rentals, historical places, banks, airlines, travel agents, shopping centers and worship places etc. Departure (Cashier, Bills Section and Bell Desk.

**Recommended Books**

1. Sudhir Andrews, 'Front Office Training manual', Tata McGraw Hill.
2. Kasavana & Brooks, 'Managing Front Office Operations,' Educational Institution AHMA.
3. Ahmed Ismail, 'Front Office – Operations and Management', Thomson Delmar.
4. Michael Kasavana & Cahell, 'Managing Computers in Hospitality Industry'.
5. Colin Dix & Chris Baird, 'Front Office Operations'.
6. S.K. Bhatnagar, 'Front Office Operation Management', Frank Brothers.
7. Kasavana & Brooks, 'Managing Front Office Operations'.
8. Sue Baker & Jermy Huyton, Continum, 'Principles of Hotel Front Office Operations'.
9. Jerome Vallen, 'Check in Check Out.'
10. James Socrates Bardi, 'Hotel Front Office Management', 4<sup>th</sup> Edn., Wiley.
11. Philip E. Thangam, 'Modern Cookery', Vol-I, Orient Longman Practical Cookery', Kinton & Cessarani..

**ADVANCED ACCOMMODATION MANAGEMENT**

**Subject Code: BHOM2-749**

**L T P C  
3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** The course familiarizes students with the organization of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness.

**UNIT-I**

**Planning and Organizing the House Keeping Department:** Area inventory list, Frequency schedules, Performance and Productivity standards, Time and Motion study in House Keeping operations, Standard Operating manuals - Job procedures, Job allocation and work schedules, calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping.

**UNIT-II**

**Budgeting:** Inventory level for non-recycled items, Budget and budgetary controls The budget process, Planning capital budget, Planning operation budget, operating budget - controlling expenses - income statement, purchasing systems - methods of buying, Stock records - issuing and control

**UNIT-III**

**Contract Services:** Necessity of contract, advantages and disadvantages of contract, Essential requirements of a contract, types of contract, their comparative advantages and disadvantages. Procedure for inviting and processing tenders, negotiating and finalizing.

**Equipment Replacement Policy:** Circumstances under which equipment are replaced. Replacement policy of items which gradually deteriorates Replacement when the average annual cost is minimum, Replacement when the present cost is minimum, Economic replacement cycle for suddenly failing equipment

**UNIT-IV**

**Human Resource Management in Housekeeping:** Recruiting, Selecting, Hiring, Orienting, and Training, Employee motivation, Employee evaluation and Compensation, Employee discipline.

**Recommended Books**

1. Joan C. Branson & Margaret Lennox, 'Hotel Hostel and Hospital Housekeeping', ELBS with Hodder & Stoughten Ltd.
2. Sudhir Andrews, 'Hotel House Keeping a Training Manual', Tata McGraw Hill publishing company Ltd., New Delhi.
3. Raghubalan, 'Hotel Housekeeping Operations & Management', Oxford University Press.
4. H. Burstein, 'Management of Hotel & Motel Security (Occupational Safety and Health)', CRC Publisher.
5. Robert J. Martin & Thomas J.A. Jones, 'Professional Management of Housekeeping Operations', 2<sup>nd</sup> Edn., Wiley Publications.
6. Tucker Schneider, 'The Professional Housekeeper', Wiley Publications.
7. Manoj Madhukar, 'Professional Management of Housekeeping', Rajat Publications.

**ADVANCED FRONT OFFICE MANAGEMENT LAB.**

**Subject Code: BHOM2-750**

**L T P C  
0 0 8 4**

1. Hands on practice of computer application (Hotel Management System) related to front office procedures such as
  - a) Students Exercises/Activities/Role Plays
  - b) Yield Management
  - c) Situation handling - handling guests & internal situations requiring management tactics/strategies
2. Interview Skills: Resume Writing, Mock Group Discussions, Mock Personal Interviews, Current Affairs, Interview Questions, Different Elimination rounds, Outside the interview room.

**ADVANCED ACCOMMODATION MANAGEMENT LAB.**

**Subject Code: BHOM2-751**

**L T P C  
0 0 4 2**

**Team Cleaning**

1. Planning
2. Organizing
3. Executing
4. Evaluating
5. Inspection Checklist

**Time and Motion Study**

1. Steps of bed making
2. Steps in servicing a guest room etc.

**Devising/Designing Training Module**

1. Refresher training (5 days)
2. Induction training (2 days)
3. Remedial training (5 days)

**Preparing SOP**

1. Guest room cleaning
2. Bed making

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3. Glass cleaning
4. Stain removal
5. Metal polishing

**Preparing Operating Budget for Housekeeping Department**

**PROJECT REPORT: MARKET FEASIBILITY AND FINICALITY VIABILITY OF PROPOSED HOTELS/RESTAURANT**

**Subject Code: BHOM2-752**

**L T P C**

**0 0 4 2**

**Type of Report:** This project should be based on a field study leading to the identification of a site of a proposed new hotel project (3, 4, 5-star category only). The students should then establish the market feasibility of this proposed hotel followed by the financial viability leading to the validation of the survey

**Formulation**

The length of the report may be 150 double spaced pages (excluding appendices and annexures). 10 % variation on either side is permitted.

<b>LIST OF CONTENTS OF THE PROJECT REPORT</b>	
Chapter I	Introduction
Chapter II	Scope, Objective, Methodology, and limitation of the project
Chapter III	Information of place and site
<b>PART A - A Market Feasibility</b>	
Chapter IV	Demand quantification.
Chapter V	Technical details of proposed project
Chapter VI	Recommended market mix
Chapter VII	Conclusion
<b>PART B - Financial Viability</b>	
Chapter VIII	Introduction to financial aspect of the proposed project.
Chapter IX	Cost of the project (Introduction to fixed assets and capital costs)
Chapter X	Manpower requirement and cost
Chapter XI	Sales revenue
Chapter XII	Operational expenses
Chapter XIII	Working capital requirement
Chapter XIV	Financing the project
Chapter XV	Profitability statement
Chapter XVI	Cash flow statement
Chapter XVII	Break even analysis and debt service ratio
Chapter XVIII	Coverage ratio
Chapter XIX	Ratio analysis
Conclusion	
Bibliography	
Annexures and Exhibits	

**STRATEGIC MANAGEMENT**

**Subject Code: BHOM2-753**

**L T P C**  
**3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** This Course will help a student to understand about the importance of strategies in an organization

**UNIT-I**

**Strategy:** Definition, nature, scope, need, benefits and importance of strategy; and strategic management, Process of strategic management and levels at which strategy operates.

**Defining Strategic Intent:** Vision, Mission, Goals and Objectives.

**Environmental Appraisal:** Concept of environment, components of environment (Economic, legal, social, political and technological). Environmental scanning techniques- ETOP, QUEST, PEST and SWOT (TOWS).

**UNIT-II**

**Internal Appraisal:** The internal environment, organizational capabilities, Methods and techniques used for organizational appraisal.

**Corporate Level Strategies:** Stability, Expansion, Retrenchment and Combination strategies.

**Types of Strategies:** Forward integration, Backward integration, Horizontal integration, Market penetration, Market development, Product development, Concentric diversification, Conglomerate diversification, Horizontal diversification, Joint Venture, Retrenchment, Liquidation

**UNIT-III**

**Strategic Analysis and Choice:** Criteria for evaluating strategic alternatives.

**Input Stage:** Internal factor evaluation matrix, External factor evaluation matrix, Competitive profile matrix.

**Matching Stage:** Threats opportunities weaknesses strengths matrix (TOWS), Strategic position and action evaluation matrix (SPACE), Boston consulting group matrix (BCGM), Internal-External matrix, Grand Strategy matrix.

**Decision Stage:** Quantitative Strategic Planning matrix (QSPM)

**UNIT-IV**

**Strategic Implementation:** Analyzing & managing Strategic Change, Issues in strategy implementation, Matching the organizational structure to Strategy.

**Functional Implementation of Strategies:** Operations policies, Marketing Policies, financial policies, Human policies, Management information system.

**Strategic Evaluation & Control:** Techniques of strategic evaluation & control

**Recommended Books**

1. P. Rao, 'Strategic Management', Himalaya Publishing House, Mumbai.
2. Hill, W.L. Charles and Gareth R. Jones, 'Strategic Management', Dreamtech Press India, Indian Adaptation.
3. Hitt, Michael and Hoskisson, Robert E., South Western Thomson, 'Strategic Management: Competitiveness and Globalization'.
4. J. David Hunger, Wheelen, Thomas L. and Wheelen Tom, 'Essentials of Strategic Management', Prentice Hall of India.
5. M.E. Porter, 'Competitive Advantage', The Free Press, New York.
6. Arther A. Thompson, A.J. Strickland and John E. Gamble, 'Strategic Management, Concepts and Cases', Tata McGraw Hill.

**HUMAN RESOURCE MANAGEMENT**

**Subject Code: BHOM2-754**

**L T P C**  
**3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** The course aims to inculcate the basic knowledge of marketing the hospitality products effectively and efficiently to the clients of service industry

**UNIT-I**

**Introduction** To Human Resource Management- Definitions, Functions of Personnel Management, Objectives of Personnel Management, Qualities of a Good Personnel Manager.

**Human Resource/Man Power Planning-** Definitions, Need of Manpower Planning, Objectives Of Hr Planning, Advantages Disadvantages Of Manpower Planning, Process/Steps.

**UNIT-II**

**Recruitment-** Definition, Sources of Recruitment, Internal Sources of Recruitment& (Advantages, Dis-Advantages), External Sources (Advantages, Dis-Advantages).

**Selection-** Definition, steps in Selection Process (Application Blank, Initial Interview of the Candidates, Employment Tests, Interviews, Checking Reference, Physical Or Medical Examination, Final Interview & Induction)

**UNIT-III**

**Training and Development** -Training Definition, Importance of Training, The Training Process, Training Methods (On The Job- Job Instruction Training, Job Rotation, Special Assignments).

**Off the Job** (Vestibule Training, Lecture Method, Conference Method, Seminar or Team Discussion, Case Study Method Development-Definition, Need, Methods -On The Job -Off the Job.

**UNIT-IV**

**Performance Appraisal-** Definition, Objectives, Process, Methods- -Past Oriented -Future Oriented.

**Job Evaluation-** Definition, Objectives, Principles, Methods-Non Analytical, Analytical.

**Employee Remuneration-** Definition, Components, Factors Influencing Employee Remuneration, Concept of Wages.

**Recommended Books**

1. David K. Hayes, Jack D. Ninemeier, 'Human Resources Management in the Hospitality Industry'.

**FACILITY PLANNING**

**Subject Code: BHOM2-755**

**L T P C**  
**3 0 0 3**

**Duration: 35 Hrs.**

**Course Objectives:** This course familiarizes a student in understanding the core concepts that need to be kept in mind while opening a hotel.

**UNIT-I**

**Hotel Design:** Design Consideration, Attractive Appearance, Efficient Plan, Good location, Suitable material, Good workmanship, Sound financing, Competent Management.

**Facilities Planning:** The systematic layout planning pattern (SLP), Planning consideration, Flow process & Flow diagram ,Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel Architectural consideration, Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas), Approximate cost of construction estimation, Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room, Approximate requirement and Estimation of water/electrical load gas, ventilation.

### UNIT-II

**Star Classification of Hotel:** Criteria for star classification of hotel (Five, four, three, two, one & heritage).

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

**Kitchen Lay Out & Design:** Principles of kitchen layout and design, Areas of the various kitchens with recommended dimension, Factors that affect kitchen design, Placement of equipment, Flow of work, Space allocation, Kitchen equipment, manufacturers and selection, Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen), Budgeting for kitchen equipment.

### UNIT-III

**Kitchen Stewarding Layout and Design:** Importance of kitchen stewarding, Kitchen stewarding department layout and design Equipment found in kitchen stewarding department,

**Stores - Layout and Design:** Stores layout and planning (dry, cold and bar) Various equipment of the stores, Work flow in stores.

### UNIT-IV

**Car Parking:** Calculation of car park area for different types of hotels.

**Planning for Physically Challenged Project Management:** Introduction to Network analysis, Basic rules and procedure for network analysis, C.P.M. and PERT, Comparison of CPM and PERT, Classroom exercises, Network crashing determining crash cost, normal cost.

#### Recommended Books

1. Tarun Dayal, 'Hotel Facility Planning', Oxford University Press, New Delhi.

### 16-WEEKS SPECIALIZED HOSPITALITY TRAINING

Subject Code: BHOM2-855

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**Course Objectives:** Objective of specialized training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence in the key operational area of interest.

1. Attendance in the 8<sup>th</sup> Semester would be calculated on the basis of feedback given by Hotels. Trainee will require an input of 72 working days i.e. (16-weeks x 06 days = 72 days). A student can avail leave to a maximum of 15% (15 days) only with prior permission of the hotel authorities. Similarly, the institute Director can condone an additional 10% (10 days) on production of a medical certificate.
  - a) Students who are unable to complete a **minimum of 45 days** of Specialized Training would be disallowed from appearing in the term end examinations as per University Rules.
  - b) Students who complete **more than 45 days of industrial** training but are unable to complete **75 days** due to medical reasons may complete the rest of the training during the summer vacation. Such students will be treated as 'absent' in Industrial Training and results declared as per University Examination Rules.
2. For award of marks, 20% marks of Specialized Hospitality Training (SHT) would be on the basis of feedback from the industry. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
3. Once the student has been selected/deputed for SHT by the institute, he/she shall not be permitted to undergo SHT elsewhere. In case students make direct arrangements with the hotel for SHT, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek SHT on their own.

**5-LECTURES ON PROJECT REPORT ON EMERGING TRENDS IN HOSPITALITY INDUSTRY**

**Subject Code: BHOM2-856**

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