

**Scheme and Syllabus
Of
B.Sc.in Hotel Management and Catering Technology
(B.Sc. HMCT)**

Batch 2011



**By
Department of Academics**

Punjab Technical University

First Semester

Contact Hours: 32 Hrs.

Course Code	Course Name	Load Allocation			Marks Distribution		Total Marks	Credits
		L	T	P	Int.	Ext.		
BSHM101	Basics of Food Production - I	3	-	-	40	60	100	3
BSHM102	Basics of Food & Beverage Service – I	3	-	-	40	60	100	3
BSHM103	Basics of Front Office - I	3	-	-	40	60	100	3
BSHM104	Basics of House Keeping - I	3	-	-	40	60	100	3
BSHM105	Communication	2	-	-	40	60	100	2
BSHM106	Basics of Computers	2	-	-	40	60	100	2
BSHM107	Food Science & Nutrition	2	-	-	40	60	100	2
BSHM108	Basics of Food Production – I (Practical)	-	-	4	40	60	100	2
BSHM109	Bakery-I (Practical)			4	40	60	100	2
BSHM110	Basics of Food & Beverage Service – I (Practical)	-	-	2	40	60	100	1
BSHM111	Basics of House Keeping – I (Practical)	-	-	2	40	60	100	1
BSHM112	Fundamentals of Computers (Practical)	-	-	2	40	60	100	1
Total		18	-	14	480	720	1200	25

Second Semester

Contact Hours: 33 Hrs.

Course Code	Course Name	Load Allocation			Marks Distribution		Total Marks	Credits
		L	T	P	Int.	Ext.		
BSHM201	Food Production-II	3	-	-	40	60	100	3
BSHM202	Food & Beverage Service-II	3	-	-	40	60	100	3
BSHM203	Front Office-I	3	-	-	40	60	100	3
BSHM204	House Keeping-II	3	-	-	40	60	100	3
BSHM205	Hotel Engineering	2	-	-	40	60	100	2
BSHM206	Communication-II	2	-	-	40	60	100	2
HVPE 101	Human Values and Professional Ethics	3	-	-	40	60	100	3
BSHM207	Food Production-II (Practical)	-	-	4	40	60	100	2
BSHM208	Bakery-II(Practical)	-	-	4	40	60	100	2
BSHM209	Food & Beverage Service-II (Practical)	-	-	2	40	60	100	1
BSHM211	Front Office-I (Practical)	-	-	2	40	60	100	1
BSHM212	House Keeping-II (Practical)	-	-	2	40	60	100	1
Total		19	-	14	480	720	1200	26

Third Semester

Contact Hours: 30 Hrs.

Course Code	Course Name	Load Allocation			Marks Distribution		Total Marks	Credits
		L	T	P	Int.	Ext.		
BSHM301	Food Production-III	3	-	-	40	60	100	3
BSHM302	Food & Beverage Service-III	3	-	-	40	60	100	3
BSHM303	Front Office-II	3	-	-	40	60	100	3
BSHM304	Accommodation Operation-I	3	-	-	40	60	100	3
BSHM305	Food & Beverage Controls	2	-	-	40	60	100	1
BSHM306	Communication-III	2	-	-	40	60	100	1
BSHM307	French-I	2	-	-	40	60	100	1
BSHM308	Food Production-III (Practical)	-	-	4	40	60	100	2
BSHM309	Food & Beverage Service-III (Practical)	-	-	2	40	60	100	1
BSHM310	Front Office-II(Practical)	-	-	2	40	60	100	1
BSHM311	Accommodation Operation- I(Practical)	-	-	2	40	60	100	1
BSHM312	GD & Seminar (Practical)	-	-	2	40	60	100	1
Total		18	-	12	480	720	1200	21

Fourth Semester

Contact Hours: 32 Hrs.

Course Code	Course Name	Load Allocation			Marks Distribution		Total Marks	Credits
		L	T	P	Int.	Ext.		
BSHM401	Food Production-IV	3	-	-	40	60	100	3
BSHM402	Food & Beverage Service- IV	3	-	-	40	60	100	3
BSHM403	Front Office-III	3	-	-	40	60	100	3
BSHM404	Accommodation Operation- II	3	-	-	40	60	100	3
BSHM405	Facility Planning	2	-	-	40	60	100	2
BSHM406	Principles of Management-I	2	-	-	40	60	100	2
BSHM407	French-II	2	-	-	40	60	100	2
BSHM408	Food Production-IV (Practical)	-	-	4	40	60	100	2
BSHM409	Food & Beverage Service- IV (Practical)	-	-	4	40	60	100	2
BSHM410	Front Office-IV (Practical)	-	-	2	40	60	100	1
BSHM411	Accommodation Operation- II (Practical)	-	-	2	40	60	100	1
BSHM412	Computer and MIS(Practical)	-	-	2	40	60	100	1
Total		18	-	14	480	720	1200	25

Fifth Semester

Course Code	Course Name	Load Allocation			Marks Distribution		Total Marks
		L	T	P	Internal	External	
BSHM501	Food Production-5	3	-	-	40	60	100
BSHM502	Food & Beverage Service-5	3	-	-	40	60	100
BSHM503	Front Office-5	3	-	-	40	60	100
BSHM504	Accommodation Operation-3	3	-	-	40	60	100
BSHM505	Human Resource Management	2	-	-	40	60	100
BSHM506	Principles Of Management-2	2	-	-	40	60	100
BSHM507	Hotel Accountancy	2	-	-	40	60	100
BSHM508	F&B Management	2	-	-	40	60	100
BSHM509	Food Production-5(Practical)	-	-	3	40	60	100
BSHM510	Bakery-3(Practical)	-	-	3	40	60	100
BSHM511	Food & Beverage Service-5(Practical)	-	-	2	40	60	100
BSHM512	Accommodation Operation-3(Practical)	-	-	2	40	60	100
Total							1200

Sixth Semester

Course Code	Course Name	Load Allocation			Marks Distribution		Total Marks
		L	T	P	Internal	External	
BSHM 601	EVALUATION OF TRAINING. <ul style="list-style-type: none"> • LOG BOOK • PROJECT REPORT • APPRAISALS • VIVA VOCE 	-	-	-	-	500	500
Total							500

Semester Six devoted to 22 weeks Industrial Training

Each candidate will have to prepare a log book and training report of the day to day activities of his 22 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 with in one month of the completion of the training supported by the certificate of competent authority of the training institute for the evaluation by a panel of experts comprising of one internal and one external. The viva-voce of the 6th semester would be based on the training report as well as other applied assignments, the candidate has undertaken during on the job training.

First Semester

BSHM101 Basics of Food Production-I

Objective/s and Expected Outcome: To develop knowledge and interest in the science and art of cuisine and food fundamentals in the hotel and Catering industry. To develop skills in meal planning, preparation of basic dishes using different types of ingredients. The student should be able to understand basic methods of cooking and ingredients used both in Indian and Continental Cookery

PART-A

1. Introduction to the Art of Cookery:

- Culinary History- Development of the Culinary Art from the middle ages to modern cookery.
- modern hotel kitchen
- Nouvelle Cuisine,
- Cuisine Minceur
- Indian Regional Cuisine
- Popular International Cuisine (An Introduction) of French, Italian and Chinese Cuisine.

2.

- Aims & Objectives of Cooking Food:
- Classification – Cooking Materials and their uses.
- Foundation ingredients – meaning, action of heat n carbohydrates, fats, proteins, minerals and vitamins.
- Fats and oils – meaning & examples of fats & oils, quality for shortenings, commonly used fats and oils and their sources & uses.
- Raising agent- functions of raising agents, chemical raising agents & yeast. Eggs- uses of eggs in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs.
- Salts - uses.
- Liquid- water, stock, milk, fruit juices etc. Uses of liquid.
- Flavouring & seasoning – uses & example.
- Sweetening agents - uses & examples. Thickening agent.

3.

- Preparation of ingredients.
- Washing , peeling scraping, paring,
- Cutting – terms used in vegetables cutting , julienne, brunoise mecedoine, jardinière, paysanne- grating.
- Grinding. Mashing. Sieving. Milling. Steeping. centrifuging, emulsification evaporation. Homogenization.

- Methods of mixing foods.
- 4.
- Equipment used in kitchen.
 - Types of Kitchen Equipment – Diagrams, Uses, Maintenance, Criteria for Selection.

PART-B

- 5.
- Kitchen Organization.
 - Main Kitchen & Satellite Kitchen
 - Duties & responsibilities of each staff.
 - Cooking fuels - uses & advantage of different types of cooking fuels.
- 6.
- Methods of Cooking.
 - Methods of cooking food- transference of heat to food by radiation, conduction & convection- magnetrons waves meaning. Boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot rousing- explanations with examples.
- 7.
- Stocks, Glazes, Sauces and Soups
 - Meaning uses and types of stocks, points observed while making stock. Recipes for I liter of white, brown and fish stock.
 - Glazes -meaning & uses.
 - Sauces -meaning, qualities of a good sauce, types of sauces -proprietary sauce and mother sauce. Recipe for I lit Béchamel, Veloute, Espagnole, Tomato & Hollandaise. Derivatives of mother sauces. (only name, no recipes). Recipes for known International Sauces & their uses.
 - Soups -classification of soups, meaning of each type with examples.
 - Basic Preparations. Mise-en-place for Bouquet Garni, mirepoix, duxelle paste, batters, marinades and gravies.

Suggested Readings/ Books:

1. **Theory of Cookery** – Krishna Arora.
2. **Modern Cookery** – Thangam Philip
3. **Larousse Gastronomique** - Montagne
4. **Professional Chef** – Arvind Saraswat.
5. **Food Production Operation** – Parvinder Bali

BSHM102 Basics of Food & Beverage Service-I

Objective/s and Expected Outcome: To develop knowledge of the students about hotel/ restaurants organization and an understanding of the auxiliary departments, different menus, principles of table laying. The student should imbibe the knowledge of Kitchen & restaurant brigade. They should have vital knowledge of auxiliary departments. They should be able to plan different menus, lay tables for different services.

PART-A

1. Introduction to the Food and Beverage Service Industry-

- The evolution of catering industry, scope for caterers in the industry
- Relationship of the catering industry to other industries.
- Types of Catering Establishments- Sectors
- Introduction to the Food and Beverage operations.

2. Food and Beverage Service Areas in a Hotel

- Restaurants and their subdivisions, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Grill Room, Snack Bar, Executive Lounges, Business Centers and Night Club
- Back areas: Still Room, Wash-up, Hot-Plate, Plate Room, Kitchen Stewarding

3. Food and Beverage Equipment

- Operating equipment, Requirements, Criteria for selection quantity and types.
- Classification of crockery/ cutlery/ glassware/ hollowware/ flatware/ special equipment upkeep and maintenance of equipment.
- Furniture
- Linen
- Disposables

4. Food and Beverage Service Personnel

- Staff organization- the principal staff of different types of restaurants.
- Duties & responsibilities of the service staff.
- Duties and responsibilities of service staff – Job Descriptions and Job Specifications.
- Attitude and Attributes of Food and Beverage Service Personnel - personal hygiene, punctuality, personality attitude towards guests, appearance, salesmanship, sense of urgency, customer satisfaction.
- Basic Etiquettes for catering staff.
- Interdepartmental relationship.

PART-B**5. Menus and Covers**

- Introduction
- Cover- definition; different layouts.
- Menu Planning, considerations and constraints
- Menu Terms
- Menu Design
- French Classical Menu
- Classical Foods and its Accompaniments with cover
- Indian Regional dishes, accompaniments and service.

6. Types of meals –

- Breakfast – Introduction, Types, Service methods, a la carte, and TDH setups.
- Brunch
- Lunch
- Hi- tea
- Supper
- Dinner

7. Food and Beverage Service Methods

- Table Service – Silver/English, Family, American, Butler/ French, Russian
- Self Service - Buffet and Cafeteria Service
- Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.
- Single Point Service- Takeaway, Vending, Kiosks, Food Courts, Bars, Automats

8. Control Methods-

- Billing methods – Duplicate and Triplicate system, KOTs and BOTs, Computerized KOTs
- Necessity and functions of a control system, F&B Control cycle and monitoring
- Food and Beverage Terminology related to the course.

Suggested Readings/ Books

1. **Food & Beverage Service** – Denis Lillicrap
2. **Food & Beverage Service** – Vijay Dhawan
3. **Food & Beverage Service-** Rao J Suhas

BSHM103 Basics of Front Office –I

Objective/s and Expected Outcome: To understand the general setup of front Office in small, medium and large hotels. Planning for layout of the front office, equipment, tools etc. Students should gain knowledge of various sections and functions of front office and their procedures. They should be able to Hand various tools and equipments of the front office.

PART-A

1. Tourism

- Meaning – definition and measurement of tourism.
- Classification – recreation, leisure, adventure, sports, health etc.
- Socio – economic benefits of tourism.
- Adverse effects of tourism.
- Basic components and infrastructure.
- Itinerary, passport and visa – Basic information.

2. The Hospitality Industry

- History and development of lodging industry – International.
- History and development of lodging industry – India.
- Defining the term – Hotel.
- Reasons for travel.

3. Classification of Hotels

- Based on Size, Location, and Length of Stay.
- Levels of Service, Ownerships and Affiliations.
- Referral Hotels, Franchise and management contracts.
- Chain Hotels.
- Target Markets.
- Alternate Lodging facilities.

4. Organizational Structure of Hotels

- Small.
- Medium.
- Large.
- Lobby Arrangements
- Basic Layout and Design.
- Handling VIPs.

- Duty Rota and work schedules
- Uniformed Service.

PART-B

5. Front Office Personnel

- Departmental Hierarchy.
- Attitude and Attributes and Salesmanship.
- Job Descriptions and Job Specifications of Front Office Personnel.

6. Front Office Operations

- The Front Desk- Equipments in use
- The Guest Room- Types and Status Terminology.
- Key Controls.
- Tariff plans.
- Types of rates.

7. Front Office responsibilities

- Communication – internal and interdepartmental.
- Guest services – basic information.
- Guest history – maintenance and importance.
- Relationship marketing.
- Emergency situations.

Suggested Readings/ Books

1. **Front Office Training Manual** – Sudhir Andrews
2. **Managing Front Office Operations** – Kasavana & Brooks
3. **Front Office – Operations and Management** – Ahmed Ismail(Thomson Delmar)
4. **Managing Computers in Hospitality Industry** – Michael Kasavana & Cahell.
5. **Front Office operations** – Colin Dix & Chris Baird
6. **Hotel Front Office Operation and Management** – Jatashankar R. Tewari

BSHM 104 Basics of House Keeping-I

Objective/s and Expected Outcome: To emphasize the role of housekeeping as a department in the hotel and the importance of a clean, comfortable, attractive and safe atmosphere aiming at ultimate guest satisfaction. The student should be able to fix the position and the value of each housekeeping staff in the hotel organization. The Student should become familiar with the equipment and agents needed in the housekeeping department. He/She should also become through with all the practices and procedures.

PART-A

1. Introduction

- Introduction to housekeeping department.
- Meaning, Definition & Importance of Housekeeping Department
- Role of Housekeeping in hospitality industry

2. Lay out & Organizational Structure

- Layout of Housekeeping department
- Organizational Structure of Housekeeping department (Small, Medium & large)
- Interdepartmental relationship(emphasis on Front office & Maintenance)
- Relevant sub section

3. Staffing in Housekeeping Department

- Role of key personnel in Housekeeping department
- Job description & Job specification of Housekeeping staff (Executive Housekeeper, Deputy housekeeper ,Floor supervisor ,Public area supervisor ,Night supervisor ,Room attendant ,House man, Head gardener)

PART-B

4. Planning work of Housekeeping department

- Identifying Housekeeping department
- Briefing & Debriefing
- Control desk (importance ,role , coordination)
- Role of Control Desk during emergency
- Duty Rota & work schedule
- Files with format used in Housekeeping department.

5. Hotel Guest Room

- Types of room-definition
- Standard layout (single ,double ,twin ,suit)
- Difference between Smoking & Non Smoking room's
- Barrier free room's
- Furniture / Fixture / Fitting / Soft Furnishing /Accessories / Guest Supplies /Amenities in a guest room
- Layout corridor& floor Pantry

6. Cleaning Science

- Characteristics of good cleaning agent
- Application of cleaning agent
- Types of cleaning agent
- Cleaning products
- Cleaning equipments
- Classification and types of equipment with Diagram's (Mops , dusters , pushers, mechanical squeeze, vacuum cleaner ,shampooing machine) with their care and uses.

Suggested Readings/ Books

- 1. Hotel housekeeping Training Manual** – Sudhir Andrews
- 2. Housekeeping for Hotels, Hostels and Hospitals** – Grace Brigham
- 3. Hotel Hostel and Hospital Housekeeping** – Joan C Branson & Margaret Lennox (ELST)
- 4. Managing Housekeeping Operations** – Margaret Kappa & Aleta Nitschke
- 5. Hotel House Keeping** – Sudhir Andrews (Tata McGraw Hill).
- 6. The Professional Housekeeper** – Tucker Schneider, VNR.
- 7. Hotel House Keeping Operation & Management-** G.Raghubalan

BSHM105 Communication

Objective/s and Expected Outcome: This course is designed to improve the grammar, correct their pronunciations and improve communication skills for proper conversation. Students are expected to learn the basics of the language and refine their pronunciation and communication skills.

PART-A

1. Grammar

- Voice
- Narration
- Tenses
- Correction of sentences
- Singular, Pleural, Genders
- Do as directed involving 'neither, nor' 'no sooner than', transformation of sentences.

2. Essay writing (upto 500 words.)

- Topics to be given from current events, social issues.
- Topics related to the hotel industry.

3. Comprehension of an unseen passage.

PART-B

4. Paragraph writing.

- Expansion of a given idea.
- Expansion upto 250 words.

5. Rapid Reading

- News paper Reading.
- Magazine Reading
- Hotel Journal Reading.

Suggested Readings/ Books

1. **Wren & Martin** – English Grammar.
2. **Hotel Journals**
3. **Magazines**

BSHM106 Basics of Computers

Objective/s and Expected Outcome: The basic objective of the course is to introduce the students to the world of computers and computer technology. Introduce students to the basic concepts of operating systems, Word Processing, Database, presentations & Networking. The student will be able to understand the basics of computers and use the windows application.

PART-A

1. Computer fundamentals -Theory

- Information concepts and processing
- Definition
- Need , Quality and value of Information
- Data processing concepts

2. Elements of a Computer System

- Definitions
- Characteristics of Computers
- Classification of Computers
- Limitations.

3. Hardware Features and uses.

- Components of Computer
- Generation of Computers
- Primary and secondary storage concepts.
- Data entry devices.
- Data output devices.

PART-B

4. Software Concepts.

- System Software
- Application Software.
- Language Classification.
- Compilers and interpreters.

5. Operating System / Environment - Theory

- BASICS OF MS-DOS
- Internal Commands
- External Commands

6. Introduction to Windows

- GUI/ Features
- What are Windows and Windows 95
- Parts of a typical window and their functions.

Suggested Readings/ Books

1. Fundamental of Computers, Prentice Hall India
2. Mastering Microsoft Office, Lonnie. E. Moseley, BPB Publications

BSHM107 Food Science & Nutrition**DEFINITION AND SCOPE OF FOOD SCIENCE AND ITS INTER-RELATIONSHIP WITH FOOD CHEMISTRY, FOOD MICROBIOLOGY AND FOOD PROCESSING****PART-A****1. Carbohydrates**

- Introduction
- Effect of cooking (gelatinisation and retrogradation)
- Factors affecting texture of carbohydrates(ouffed of cho gel & dextrinization
- Uses of carbohydrates in food preparation

2. Fats & 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 ouffed on shoryening value of different fats)

3. Proteins

- Basic structure and properties
- Type of proteins based on their origin(plant/animal)
- Effect of heat on proteins(denaturation,coagulation)
- Functional ouffed s of proteins(gelation,emulsification,foamability,viscosity)
- Commercial uses of proteins in different food preparations (like egg gels, ouffed gels,cakes ,confectionary items,meringues, ouffed,custard,soups,curries etc.)

4. 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

PART-B**5. Energy**

- Definition of energy and units of its measurements (kcal)
- Energy contribution from macronutrients(carbohydrates proteins and fats)
- 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

6. Macro Nutrients**➤ Carbohydrates**

- Definition
- Classification(mono,di and polysaccharides)
- Dietary sources
- Functions
- Significance of dietary fibre(prevention/treatment of diseases)

➤ Lipids

- Definition
- Classifications 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
- Dietary sources
- Functions
- Methods of improving quality of protein in food(special emphasis on soya proteins and whey proteins)

7. Micro Nutrients

➤ Vitamins

- Definitions and classification(water and fats soluble vitamins)
- Food sources, function and significance of
- Fat soluble vitamin(vitamin a,d,e,k)
- Water soluble vitamins(vitamins c,thiamine, riboflavin, niacin, cyahocobalamin, folic acid)

➤ Minerals

- Definition and classification(major and minor)
- Food sources,functions and significance of calcium, iron, sodium, iodine &fluorine

➤ Water

- Definition
- Dietary sources(visible, invisible)
- Functions of water
- Role of water in maintaining health(water balance)

Suggested Reading/ Book

1. **Food Science & Nutrition** – Roday Sunetra

BSHM108 Basics of Food Production-I (PRACTICAL)
(Demonstration by instructor and applications by students)

1.
 - Equipments - Identification, Description, Uses & handling
 - Hygiene - Kitchen etiquettes, Practices & knife handling
 - Safety and security in kitchen
2.
 - Vegetables - classification
 - Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix
 - Preparation of salad dressings
3.
 - Basic Cooking methods and pre-preparations
 - Blanching of Tomatoes and Capsicum
 - Preparation of concasse
 - Boiling (potatoes, Beans, Cauliflower, etc)
 - Frying - (deep frying, shallow frying, sautéing)
 - Aubergines, Potatoes, etc.
 - Braising - Onions, Leeks, Cabbage
 - Starch cooking (Rice, Pasta, Potatoes)
4.
 - Stocks - Types of stocks (White and Brown stock)
 - Fish stock
 - Emergency stock
 - Fungi stock
5. **Sauces - Basic mother sauces**
 - Béchamel
 - Espagnole
 - Veloute
 - Hollandaise
 - Mayonnaise
 - Tomato
6. **Egg cookery - Preparation of variety of egg dishes**
 - Boiled (Soft & Hard)
 - Fried (Sunny side up, Single fried, Bull's Eye, Double fried)

- Poaches
 - Scrambled
 - Omlette (Plain, Stuffed, Spanish)
 - En cocotte (eggs benedict)
- 7. Simple Salads & Soups:**
- Cole slaw,
 - Potato salad,
 - Beet root salad,
 - Green salad,
 - Fruit salad,
- 8. Simple Egg preparations:**
- Scotch egg,
 - Assorted omelletes,
 - Oeuf Floretine
 - Oeuf Benedict
 - Oeuf Farci
 - Oeuf Portugese
 - Oeuf Deur Mayonnaise
- 9. Simple potato preparations**
- Baked potatoes
 - Mashed potatoes
 - French fries
 - Roasted potatoes
 - Boiled potatoes
 - Lyonnaise potatoes
 - Allumettes
- 10. Vegetable preparations**
- Boiled vegetables
 - Glazed vegetables
 - Fried vegetables
 - Stewed vegetables.

BSHM109 Bakery-I (PRACTICAL)
(Demonstration by instructor and applications by students)

1. Equipments

- Identification
- Uses and handling
- Ingredients - Qualitative and quantitative measures

2. Bread making

- Demonstration & Preparation of Simple and enriched bread recipes
- Bread Loaf (White and Brown)
- Bread Rolls (Various shapes)
- French Bread
- Brioche

3. Simple cakes

- Demonstration & Preparation of Simple and enriched Cakes, recipes
- Sponge, Genoise, Fatless, Swiss roll
- Fruit Cake
- Rich Cakes
- Dundee
- Madeira

4. Simple cookies

- 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.

5. Hot / Cold desserts

- 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.

BSHM110---Basics of Food & Beverage Service-I (PRACTICAL)

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

BSHM111 Basics of House Keeping-I (PRACTICAL)**1. Sample Layout of Guest Rooms**

- Single room
- Double room
- Twin room
- Suite

2. Guest Room Supplies and Position

- Standard room
- Suite
- VIP room special amenities

3. Cleaning Equipment-(manual and mechanical)

- Familiarization
- Different parts
- Function
- Care and maintenance

4. Public Area Cleaning (Cleaning Different Surface)**➤ Wood**

- polished
- painted
- Laminated

➤ Silver/EPNS

- Plate powder method
- Polivit method
- Proprietary solution (Silvo)

➤ Brass

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

➤ Glass

- Glass cleanser
- Economical method(newspaper)

- **Floor** - Cleaning and polishing of different types
 - Wooden
 - Marble
 - Terrazzo/ mosaic etc.
- **WALL** - care and maintenance of different types and parts
 - Skirting
 - Dado
 - Different types of paints(distemper Emulsion, oil paint etc)

5. Maid's trolley

- Contents
- Trolley setup

6. Familiarizing with different types of Rooms, facilities and surfaces

- Twin/ double
- Suite
- Conference etc

BSHM112 Fundamentals of Computers-I (PRACTICAL)

1. Windows Operations

- Creating Folders
- Creating Shortcuts
- Copying Files/Folders
- Renaming Files/Folders
- Deleting Files
- Exploring Windows
- Quick Menus

2. MS-OFFICE 2007

3. MS WORD

4. Creating a Document

- Entering Text
- Saving the Document
- Editing a Document already saved to Disk
- Getting around the Document
- Find and Replace Operations
- Printing the Document

5. Formatting a Document

- Justifying Paragraphs
- Changing Paragraph Indents
- Setting Tabs and Margins
- Formatting Pages and Documents
- Using Bullets and Numbering
- Headers/Footers
- Pagination

6. Special Effects

- Print Special Effects e.g. Bold, Underline, Superscripts, Subscript
- Changing Fonts
- .Changing Case

7. CUT, COPY AND PASTE OPERATION

- Marking Blocks
- Copying and Pasting a Block
- Cutting and Pasting a Block
- Deleting a Block
- Formatting a Block
- Using Find and Replace in a Block

8. USING MS-WORD TOOLS

- Spelling and Grammar
- Mail Merge
- Printing Envelops and Labels

9. TABLES

- Create
- Delete
- Format

10. GRAPHICS

- Inserting Clip arts
- Symbols (Border/Shading)
- Word Art

11. PRINT OPTIONS

- Previewing the Document
- Printing a whole Document
- Printing a Specific Page
- Printing a selected set
- Printing Several Documents
- Printing More than one Copies

12. MS OFFICE 2007**➤ MS-EXCEL**

- How to use Excel
- Starting Excel
- Parts of the Excel Screen
- Parts of the Worksheet

- Navigating in a Worksheet
- Getting to know mouse pointer shapes

13. CREATING A SPREADSHEET

- Starting a new worksheet
- Entering the three different types of data in a worksheet
- Creating simple formulas
- Formatting data for decimal points
- Editing data in a worksheet
- Using AutoFill
- Blocking data
- Saving a worksheet
- Exiting excel

14. MAKING THE WORKSHEET LOOK PRETTY

- Selecting cells to format
- Trimming tables with Auto Format
- Formatting cells for:
 - Currency
 - Comma
 - Percent
 - Decimal
 - Date
- Changing columns width and row height
- Aligning text
 - Top to bottom
 - Text wrap
 - Re ordering Orientation
- F Using Borders

15. GOING THROUGH CHANGES

- Opening workbook files for editing
- Undoing the mistakes
- Moving and copying with drag and drop
- Copying formulas
- Moving and Copying with Cut, Copy and Paste

- Deleting cell entries
- Deleting columns and rows from worksheet
- Inserting columns and rows in a worksheet
- Spell checking the worksheet

16. PRINTING THE WORKSHEET

- Previewing pages before printing
- Printing from the Standard toolbar
- Printing a part of a worksheet
- Changing the orientation of the printing
- Printing the whole worksheet in a single pages
- Adding a header and footer to a report
- Inserting page breaks in a report
- Printing the formulas in the worksheet

17. ADDITIONAL FEATURES OF A WORKSHEET

- Splitting worksheet window into two four panes
- Freezing columns and rows on-screen for worksheet title
- Attaching comments to cells
- Finding and replacing data in the worksheet
- Protecting a worksheet
- Function commands

18. MAINTAINING MULTIPLE WORKSHEET

- Moving from sheet in a worksheet
- Adding more sheets to a workbook
- Deleting sheets from a workbook
- Naming sheet tabs other than sheet 1, sheet 2 and so on
- Copying or moving sheets from one worksheet to another

19. CREATING GRAPHICS/CHARTS

- Using Chart wizard
- Changing the Chart with the Chart Toolbar
- Formatting the chart's axes
- Adding a text box to a chart
- Changing the orientation of a 3-D chart

- Using drawing tools to add graphics to chart and worksheet
- Printing a chart with printing the rest of the worksheet data

20. EXCEL's DATABASE FACILITIES

- Setting up a database
- Sorting records in the database

21. Internet & E-mail – PRACTICAL

Second Semester

BSHM201 Food Production-II

Objective/s and Expected Outcome :- To develop knowledge and interest in the science and art of Indian cuisine with emphasis on different regional cuisine, Indian spices, masalas, ethnic eating traditions and Indian Cooking. The students should have full knowledge of regional cuisine of India. They should be able to prepare menus for various food outlets.

PART-A

Food commodities

- Classification with examples and uses in Cookery
- Game- meaning- types with examples
- Fruits- kinds with examples.
- Nuts- names of nuts commonly used in cooking.
- Cream- types, description and their uses.
- Yogurt- types
- Cereals- types and uses.
- Pulses used in Indian cooking
- Herbs- uses of herbs
- Spices & condiments- uses of different spices and condiments
- Coloring and Flavoring Agents: Name, Types and Uses.

Basic Indian Masalas & Gravies

- Garam masala, pulao masala, curry powder, sambhar powder, rasam powder, chaat masala, tandoori marination white, red, green and yellow gravies.

Indian Regional Cuisine

- A detailed study on North and South Indian Regional Cuisine: Goa, Kashmir, Andhra Pradesh, Karnataka, Tamil Nadu, Bengal, Assam, Gujarat, Punjab, Rajasthan etc., as regarding ingredients used, traditional preparation methods, utensils and accompaniments.

PART-B

Meat Cookery

- Fish -classification with examples selection & cuts of fish, cooking of fish.
- Poultry- selection of poultry classification bases on size, uses of each type.
- Butchery -selection, cuts size and uses of lamb, mutton, beef, veal & pork
- Bacon, Ham, Gammon and Steaks -Description of steaks from sirloin & fillet.

Vegetable Cookery

- Vegetables -classification of vegetables, importance of vegetables in diet, cooking of vegetables.
- Retention of color, flavor, and nutrients while cooking.
- Potatoes - Styles of presenting potatoes and their description.
- Storage -Principles of Vegetable Storage.

Quantity Food Production

- Introduction to Large scale commercial cooking.
- Layout of a large kitchen, staff hierarchy and production workflows.

Suggested Readings/ Books

- **Theory of Cookery** – Krishna Arora.
- **Modern Cookery** – Thangam Philip
- **Larousse Gastronomique** - Montagne
- **Professional Chef** – Arvind Saraswat.
- **Food Production Operation** – Parvinder Bali

BSHM202 Food and Beverage Service-II**PART-A****MEALS & MENU PLANNING:**

- A. Origin of Menu
- B. Objectives of Menu Planning
- C. Types of Menu
- D. Courses of French Classical Menu
 - Sequence
 - Examples from each course
 - Cover of each course
 - Accompaniments
- E. French Names of dishes
- F. Types of Meals
 - Early Morning Tea
 - Breakfast (English, American Continental, Indian)
 - Brunch
 - Lunch
 - Afternoon/High Tea
 - Dinner
 - Supper

PREPARATION FOR SERVICE

- A. Organising Mise-en-scene
- B. Organising Mise en place

TYPES OF FOOD SERVICE

- A. Silver service
- B. Pre-plated service
- C. Cafeteria service
- D. Room service
- E. Buffet service
- F. Gueridon service
- G. Lounge service

SALE CONTROL SYSTEM

- A. KOT/Bill Control System (Manual)
 - Triplicate Checking System
 - Duplicate Checking System
 - Single Order Sheet
 - Quick Service Menu & Customer Bill
- B. Making bill
- C. Cash handling equipment
- D. Record keeping (Restaurant Cashier)

PART-B**NON-ALCOHOLIC BEVERAGES**

Classification (Nourishing, Stimulating and Refreshing Beverages)

A. Tea

- Origin & Manufacture
- Types & Brands

B. Coffee

- Origin & Manufacture
- Types & Brands

C. Juices and Soft Drinks

- Service of Juices & Soft Drinks
- Brand Names of Juices, Soft Drinks, Mineral Water, Tonic Water
- Cocoa & Malted Beverages
- Origin & Manufacture

D. Tobacco

- History
- Processing for Cigarettes, Pipe Tobacco & Cigars
- Cigars – Shapes / Sizes / Colours
- Storage of Cigarettes & Cigars

E. Table Cheeses

- Introduction
- Types
- Production
- Brands and Service
- Storage

Suggested Readings/ Books

1. **Food & Beverage Service** – Denis Lillicrap
2. **Food & Beverage Service** – Vijay Dhawan
3. **Food & beverage Service**- Rao J Suhas

BSHM203 Front Office -I

PART-A

Tariff Structure

- Basis of charging
- Plans, competition, customer's profile, standards of service & amenities
- Hubbart formula
- Different types of tariffs
 - Rack Rate
 - Discounted Rates for Corporates, Airlines, Groups & Travel Agents

Front Office and Guest Handling

- Introduction to guest cycle
- Pre arrival
- Arrival
- During guest stay
- Departure
- After departure

Reservations

- Importance of reservation
- Modes of reservation
- Channels and sources (FITs, Travel Agents, Airlines, GITs)
- Types of reservations (Tentative, confirmed, guaranteed etc.)
- Systems (non automatic, semi automatic fully automatic)
- Cancellation
- Amendments
- Overbooking

PART-B

Room Selling Techniques

- Up selling
- Discounts

Arrivals

- Preparing for guest arrivals at Reservation and Front Office
- Receiving of guests
- Pre-registration
- Registration (non automatic, semi automatic and automatic)
- Relevant records for FITs, Groups, Air crews & VIPs

During the Stay Activities

- Information services
- Message and Mail Handling

- Key Handling
- Guest special Requests
- Hospitality desk
- Complaints handling
- Guest handling
- Guest history

Front Office Co-ordination

With other departments of hotel

Suggested Readings/ Books

- **Front Office Training Manual** – Sudhir Andrews
- **Managing Front Office Operations** – Kasavana & Brooks
- **Front Office** – Operations and Management – Ahmed Ismail(Thomson Delmar)
- **Managing Computers in Hospitality Industry** – Michael Kasavana & Cahell.
- **Front Office operations** – Colin Dix & Chris Baird
- **Hotel Front Office Operation and Management** – Jatashankar R. Tewari

BSHM204 House Keeping-II

PART-A

Housekeeping Supervision

- Importance of Inspection
- Checklist for Inspection
- Typical Areas usually neglected where special attention is required.
- Self Supervision Techniques for Cleaning Staff
- Degree of Discretion / Delegation to Cleaning Staff

Linen / Uniform / Tailor Room

- Layout
- Types of Linen, Sizes, and Linen Exchange Procedure
- Selection of Linen
- Storage Facilities and Conditions
- Par Stock : Factors affecting Par Stock, Calculation of Par Stock
- Discard Management
- Linen Inventory System
- Uniform Designing : Importance, Types, Characteristics, Selection, Par Stock
- Function of Tailor Room
- Managing Inventory
- Par level of linen, uniform, guest loan items, machines & equipment, cleaning supplies & guest supplies
- Indenting from stores.

Cleaning Procedure & frequency schedules

GUEST ROOM

- Prepare to clean
- Clean the guest room (bed making)
- Replenishment of Supplies & linen
- Inspection
- Deep cleaning
- Second service
- Turn down service

PUBLIC AREA

- Lobby, Lounge, Corridors, Pool area, Elevators, Health club, F&B outlet, Office areas.
- V.I.P Handling

PART-B

Special Cleaning Programme

- Daily, Weekly, Fortnightly and Monthly Cleaning
- Routine cleaning, spring cleaning, deep Cleaning.

Floor Operations

- Rules on the Guest Floor
- Key Handling Procedure - types of keys(grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys), computerized key cards, key control register- issuing, return, changing of lock, key belts, unusual occurrences.
- Cleaning of Different Types of Floor Surfaces
- Special Services - baby sitting, second service, freshen up service, valet service.

Care and Cleaning of Metals

- Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless Steel, Types of tarnish, cleaning agents and methods used.

Suggested Readings / Books

- **Hotel housekeeping Training Manual** – Sudhir Andrews
- **Housekeeping for Hotels, Hostels and Hospitals** – Grace Brigham
- **Hotel Hostel and Hospital Housekeeping** – Joan C Branson & Margaret Lennox (ELST)
- **Managing Housekeeping Operations** – Margaret Kappa & Aleta Nitschke
- **Hotel House Keeping** – Sudhir Andrews (Tata McGraw Hill).
- **The Professional Housekeeper** – Tucker Schneider, VNR.
- **Hotel House Keeping Operation & Management**- G.Raghubalan

BSHM205 Hotel Engineering

PART-A

Hotel Maintenance Management

- Introduction & Scope in Hotels
- Classification and Types
- Maintenance Programmes.

Engineering Department

- Organization & Setup of the Department
- The Staff – Duties and Responsibilities
- Requirement of Engineering Workshops.

Fuels

- Types of Fuels available
- Gases
- Precautions while using them - Heat Parts, BTU, Thermal & Calorific values
- Calculation of heat requirements, Fuel Requirement
- Principle of Bunsen burner
- Construction of an Industrial Gas Range: Parts & Functions, striking back, causes and remedies of problems.

Electricity

- Meaning and use,
- Advantage as a type of energy, conductors and non conductors,
- Meaning of ampere, volt, ohm and their relationship, ohm's law,
- AC & DC- their differences, advantages and disadvantages, signs and signals, closed and open circuits, causes and dangers, importance of earthing.
- General layout of circuits including service entrance, distribution panel boards, calculation of power requirements, meter reading.

PART-B

Water Management System

- Sources of water and its quality
- Methods of removal of hardness, description of cold water
- Supply from mains and wells, calculations of water requirements and capacity of storage, systems.

Sanitary Systems

- Sinks, basins
- Water closet, bidets and their fittings
- Use of water traps and water seals, water pipes and soil pipes

Transport Systems

- Passenger elevators, freight elevators
- Dumb waiters

- Escalators and sidewalks - their operation and maintenance.

Fire Prevention & Protection.

- Different types of fires
- Fire alarms
- Different types of extinguishers.
- Fire hazards.

Suggested Readings/ Books:

- **Textbook of Hotel Maintenance** – N. C. Goyal & K. C. Goyal
- **Hotel Engineering** - Sujit Ghosal

PART-A**Business Communication**

- Need
- Purpose
- Nature
- Models
- Barriers to communication
- Overcoming the barriers

Listening on the job

- Definition
- Levels and types of listening
- Listening barriers
- Guidelines for effective listening
- Listening computerization and note taking

Effective Speaking

- Restaurant and hotel English
- Polite and effective enquiries and responses
- Addressing a group
- Essential qualities of a good speaker
- Audience analysis
- Defining the purpose of a speech, organizing the ideas and delivering the speech

PART-B**Non Verbal Communication**

- Definition, its importance and its inevitability
- Kinesics: Body movements, facial expressions, posture, eye contact etc.
- Proxemics: The communication use of space
- Paralanguage: Vocal behaviour and its impact on verbal communication
- Communicative use of artifacts – furniture, plants, colours, architects etc.

Speech Improvement

- Pronunciation, stress, accent
- Importance of speech in hotels
- Common phonetic difficulties
- Connective drills exercises
- Introduction to frequently used foreign sounds

Using the telephone

- The nature of telephone activity in the hotel industry
- The need for developing telephone skills
- Developing telephone skills

Suggested Readings/ Books

1. Wren & Martin – English Grammar.
2. Hotel Journals
3. Magazines.

HVPE 101 Human Values & Professional Ethics

Objective:

To help the students to discriminate between valuable and superficial in the life. To help develop the critical ability to distinguish between essence and form, or between what is of value and what is superficial, in life - this ability is to be developed not for a narrow area or field of study, but for everyday situations in life, covering the widest possible canvas. To help students develop sensitivity and awareness; leading to commitment and courage to act on their own belief. It is not sufficient to develop the discrimination ability, it is important to act on such discrimination in a given situation.

Expected outcome:

Knowingly or unknowingly, our education system has focused on the skill aspects (learning and doing) - it concentrates on providing to its students the skills to do things. In other words, it concentrates on providing “How to do” things. The aspects of understanding “What to do” or “Why something should be done” is assumed. No significant cogent material on understanding is included as a part of the curriculum. A result of this is the production of graduates who tend to join into a blind race for wealth, position and jobs. Often it leads to misuse of the skills; and confusion and wealth that breeds chaos in family, problems in society, and imbalance in nature. This course is an effort to fulfill our responsibility to provide our students this significant input about understanding. This course encourages students to discover what they consider valuable. Accordingly, they should be able to discriminate between valuable and the superficial in real situations in their life. It has been experimented at IITH, IITK and UPTU on a large scale with significant results.

PART A

1. Course Introduction - Need, Basic Guidelines, Content and Process for Value Education (6)

- Understanding the need, basic guidelines, content and process for Value Education.
- Self Exploration–what is it?- its content and process; ‘Natural Acceptance’ and Experiential Validation- as the mechanism for self exploration.
- Continuous Happiness and Prosperity- A look at basic Human Aspirations
- Right understanding, Relationship and Physical Facilities- the basic requirements for fulfillment of aspirations of every human being with their correct priority
- Understanding Happiness and Prosperity correctly- A critical appraisal of the current scenario
- Method to fulfill the above human aspirations: understanding and living in **harmony** at various levels

2. Understanding Harmony in the Human Being - Harmony in Myself! (6)

- Understanding human being as a co-existence of the sentient ‘I’ and the material ‘Body’
- Understanding the needs of Self (‘I’) and ‘Body’ - *Sukh* and *Suvidha*
- Understanding the Body as an instrument of ‘I’ (I being the doer, seer and enjoyer)
- Understanding the characteristics and activities of ‘I’ and harmony in ‘I’
- Understanding the harmony of I with the Body: *Sanyam* and *Swasthya*; correct appraisal of Physical needs, meaning of Prosperity in detail
- Programs to ensure *Sanyam* and *Swasthya*

3. Understanding Harmony in the Family and Society- Harmony in Human-Human Relationship (6)

- Understanding harmony in the Family- the basic unit of human interaction
- Understanding values in human-human relationship; meaning of *Nyaya* and program for its fulfillment to ensure *Ubhay-tripti*; Trust (*Vishwas*) and Respect (*Samman*) as the foundational values of relationship
- Understanding the meaning of *Vishwas*; Difference between intention and competence
- Understanding the meaning of *Samman*, Difference between respect and differentiation; the other salient values in relationship
- Understanding the harmony in the society (society being an extension of family): *Samadhan*, *Samridhi*, *Abhay*, *Sah-astitva* as comprehensive Human Goals
- Visualizing a universal harmonious order in society- Undivided Society (*Akhand Samaj*), Universal Order (*Sarvabhaum Vyawastha*)- from family to world family!

4. Understanding Harmony in the Nature and Existence - Whole existence as Co-existence (4)

- Understanding the harmony in the Nature
- Interconnectedness and mutual fulfillment among the four orders of nature- recyclability and self-regulation in nature
- Understanding Existence as Co-existence (*Sah-astitva*) of mutually interacting units in all-pervasive space
- Holistic perception of harmony at all levels of existence

5. Implications of the above Holistic Understanding of Harmony on Professional Ethics (6)

- Natural acceptance of human values
- Definitiveness of Ethical Human Conduct
- Basis for Humanistic Education, Humanistic Constitution and Humanistic Universal Order
- Competence in professional ethics:
 - Ability to utilize the professional competence for augmenting universal human order
 - Ability to identify the scope and characteristics of people-friendly and eco-friendly production systems
 - Ability to identify and develop appropriate technologies and management patterns for above production systems.
- Case studies of typical holistic technologies, management models and production systems
- Strategy for transition from the present state to Universal Human Order:
 - At the level of individual: as socially and ecologically responsible engineers, technologists and managers
 - At the level of society: as mutually enriching institutions and organizations

Text Book

1. R R Gaur, R Sangal, G P Bagaria, 2009, *A Foundation Course in Value Education*.

Suggested Readings / Books:

2. Ivan Illich, 1974, *Energy & Equity*, The Trinity Press, Worcester, and HarperCollins, USA
3. E.F. Schumacher, 1973, *Small is Beautiful: a study of economics as if people mattered*, Blond & Briggs, Britain.
4. A Nagraj, 1998, *Jeevan Vidya ek Parichay*, Divya Path Sansthan, Amarkantak.
5. Sussan George, 1976, *How the Other Half Dies*, Penguin Press. Reprinted 1986, 1991
6. PL Dhar, RR Gaur, 1990, *Science and Humanism*, Commonwealth Purblishers.
7. A.N. Tripathy, 2003, *Human Values*, New Age International Publishers
8. Subhas Palekar, 2000, *How to practice Natural Farming*, Pracheen(Vaidik) Krishi Tantra Shodh, Amravati.
9. Donella H. Meadows, Dennis L. Meadows, Jorgen Randers, William W. Behrens III, 1972, *Limits to Growth – Club of Rome’s report*, Universe Books.
10. E G Seebauer & Robert L. Berry, 2000, *Fundamentals of Ethics for Scientists & Engineers*, Oxford University Press

11. M Govindrajan, S Natrajan & V.S. Senthil Kumar, *Engineering Ethics (including Human Values)*, Eastern Economy Edition, Prentice Hall of India Ltd
12. B P Banerjee, 2005, *Foundations of Ethics and Management*, Excel Books.
13. B L Bajpai, 2004, *Indian Ethos and Modern Management*, New Royal Book Co., Lucknow. Reprinted 2008.

BSHM207 Food Production-II (PRACTICAL)

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
 - Identification, Selection and processing of Meat, Fish and poultry.
 - Slaughtering and dressing
2. **Preparation of menu**
 - **Salads & soups-** waldrof salad, Fruit salad, Russian salad, salade nicoise,
 - Cream (Spinach, Vegetable, Tomato),
 - Puree (Lentil, Peas Carrot)
 - International soups
3. **Chicken, Mutton and Fish Preparations-**
 - 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
4. **Simple potato preparations-** Basic potato dishes
5. **Vegetable preparations-** Basic vegetable dishes
6. **Indian cookery-**
 - Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations

BSHM208 Bakery-II (PRACTICAL)

1. PASTRY:

Demonstration and Preparation of dishes using varieties of Pastry

- Short Crust – Jam tarts, Turnovers
- Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns
- Choux Paste – Eclairs, Profiteroles

2. COLD SWEET

- Honeycomb mould
- Butterscotch sponge
- Coffee mousse
- Lemon sponge
- Trifle
- Blancmange
- Chocolate mousse
- Lemon soufflé

3. HOT SWEET

- Bread & butter pudding
- Caramel custard
- Albert pudding
- Christmas pudding

4. INDIAN SWEETS

Simple ones such as gajjar halwa, kheer

BSHM209 Food & Beverage Service-II (PRACTICAL)

1. TABLE LAY-UP & SERVICE

- Task-01: A La Carte Cover
- Task-02: Table d' Hote Cover
- Task-03: English Breakfast Cover
- Task-04: American Breakfast Cover
- Task-05: Continental Breakfast Cover
- Task-06: Indian Breakfast Cover
- Task-07: Afternoon Tea Cover
- Task-08: High Tea Cover

2. TRAY/TROLLEY SET-UP & SERVICE

- Task-01: Room Service Tray Setup
- Task-02: Room Service Trolley Setup

3. PREPARATION FOR SERVICE (RESTAURANT)

- Organizing Mise-en-scene
- Organizing Mise-en-Place
- Opening, Operating & Closing duties

4. PROCEDURE FOR SERVICE OF A MEAL

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

5. Social Skills

- Task-01: Handling Guest Complaints
- Task-02: Telephone manners
- Task-03: Dining & Service etiquettes

6. Service of Tobacco

Cigarettes & Cigars

BSHM211 Front Office-I (PRACTICAL)

- Basic Manners and Attributes for Front Office Operations.

- Communication Skills – verbal and non verbal.
- Preparation and study of Countries – Capitals & Currency, Airlines & Flag charts, Credit Cards, Travel Agencies etc.
- Telecommunication Skills.
- Forms & formats related to Front office.
- Hotel visits – WTO sheets.
- Identification of equipment, work structure and stationery.
- Procedure of taking reservations – in person and on telephones.
- Converting enquiry into valid reservations.
- Role play – Check-in / Check – out / Walk-in / FIT / GIT / etc; VIP / CIP / H.G etc..
- Suggestive selling.

BSHM212 House Keeping-II (PRACTICAL)

Servicing guest room (checkout/ occupied and vacant)

ROOM

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

BATHROOM

- Task 1-disposed soiled linen
- Task 2-clean ashtray
- Task 3-clean WC
- Task 4-clean bath and bath area
- Task 5-wipe and clean shower curtain
- Task 6- clean mirror
- Task 7-clean tooth glass
- Task 8-clean vanitory unit
- Task 9- replenish bath supplies
- Task 10- mop the floor

Bed making supplies (day bed/ night bed)

- Step 1-spread the first sheet(from one side)

- Step 2-make miter corner (on both corner of your side)
- Step 3- spread second sheet (upside down)
- Step 4-spread blanket
- Step 5- Spread crinkle sheet
- Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)
- Step 7- tuck the folds on your side
- Step 8- make miter corner with all three on your side
- Step 9- change side and finish the bed in the same way
- Step 10- spread the bed spread and place pillow

Records

- Room occupancy report
- Checklist
- Floor register
- Work/ maintenance order]
- Lost and found
- Maid's report
- Housekeeper's report
- Log book
- Guest special request register
- Record of special cleaning
- Call register
- VIP list
- Floor linen book/ register

Minibar management

- Issue
- stock taking
- checking expiry date

Handling room linen/ guest supplies

- Maintaining register/ record
- Replenishing floor pantry
- stock taking

Guest handling

- Guest request
- Guest complaints

Third Semester

BSHM301FOOD PRODUCTION-III**Quantity Food Production****Equipment**

- Equipment required for mass/volume feeding
- Heating and Cooling 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 lines, airlines, railway
- Nutritional factors for the above

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

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

Suggested Readings / Books

- Quantity Food Production
- Taste of India
- Flavours of India
- Heritage of India
- Prashad
- Cooking Delights of the Maharajas
- Food Production Operation – Parvinder Bali

BSHM302 Food & Beverage Service III

Alcoholic Beverages-

- **Wines**
 - a. Introduction & definition wines
 - b. Classification
 - i. Table Wines
 - ii. Sparkling Wines
 - iii. Fortified Wines
 - iv. Aromatized Wines
 - c. Structure & Parts of Grape
 - d. How to read a Wine label

- e. Terminology of wine
- f. Types of soil suitable for wine production
- g. Wine making steps of:-
 - i. Still/ Table Wines
 - ii. Sparkling Wines
- h. Types and examples of fortified & aromatized wines.
- i. Wine diseases
- j. Wines in Detail –(France, Germany, Italy, Australia)
 - i. Regions
 - ii. Sub Regions (only of France)
 - iii. Grape variety used for both Red & White wines
 - iv. Wine Laws
 - v. Brand names of Wines from each region & sub region
 - vi. Brand names of :-
 - 1. Spain,
 - 2. Portugal,
 - 3. South Africa
 - 4. India
 - 5. California
 - 6. U.S.A
 - 7. Chile
 - 8. New Zealand
- k. Food and Wine Harmony
- l. Wine Glasses and Equipment
- m. Storage and Service of Wine
- **Beers**
 - a. Introduction
 - b. Ingredients used
 - c. Production
 - d. Types and Brands, Indian and international
 - e. Service of bottled, canned and draught beers.
- **Other Fermented and Brewed Beverages (IN BREIF)**
 - Sake
 - Cider
 - Perry
 - Alcohol free wines.

Suggested Readings / Books

- **Food & Beverage Service** – Denis Lillicrap
- **Food & Beverage Service** – Vijay Dhawan
- **Food & Beverage Service**- Rao J Suha

BSHM303 Front Office III**Computer application in front office operation**

- Fidelio
- Amadeus

Front office (Accounting)

- Accounting fundamentals
- Guest and non guest accounts
- Accounting system
(Non automated, semi automated and fully automated)

Check out procedures

- Guest accounts settlement
- Cash and credit
- Indian currency and foreign currency
- Transfer of guest accounts
- Express check out

Control of cash and credit night auditing

- Functions
- Audit procedures (Non automated, semi automated and fully automated)

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 d'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.

Suggested Readings / Books

- **Front Office Training Manual** – Sudhir Andrews
- **Managing Front Office Operations** – Kasavana & Brooks
- **Front Office – Operations and Management** – Ahmed Ismail(Thomson Delmar)
- **Managing Computers in Hospitality Industry** – Michael Kasavana & Cahell.
- **Front Office operations** – Colin Dix & Chris Baird
- **Hotel Front Office Operation and Management** – Jatashankar R. Tewari

BSHM304 Accommodation Operation-I

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

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

Routine systems and records of housekeeping 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

Inter departmental relationship

- With Front Office
- With Maintenance
- With Security
- With Stores
- With Accounts
- With Personnel
- Use of Computers in House Keeping department

Suggested Readings/ Books

- Hotel housekeeping Training Manual – Sudhir Andrews
- Housekeeping for Hotels, Hostels and Hospitals – Grace Brigham
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST)
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).
- The Professional Housekeeper – Tucker Schneider, VNR.
- Hotel House Keeping Operation & Management- G.Raghubalan

BSHM305 Food & Beverage Controls**Food cost control**

- Introduction to Cost Control
- Define Cost Control

- The Objectives and Advantages of Cost Control
- Basic costing
- Food costing

Food control cycle

- Purchasing Control
- Aims of Purchasing Policy
- Job Description of Purchase Manager/Personnel
- 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
- Centralised Purchasing
- Methods of Purchasing in Hotels
- Purchase Order Forms
- Ordering Cost
- Carrying Cost
- Economic Order Quantity
- Practical Problems

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

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/nonperishables)
- 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

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

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

BSHM306 Communication-III

Non-verbal communication

- Definition ,its importance and its inevitability
- Kinesics:body movements,facial expression,posture,eye contact etc.
- Protemies:the communication use of space
- Paralanguage:vocal behaviour and its impact on verbal communication
- Communicative use of artifacts-furniture,plants,colours,architects etc.

Speech improvement

- Pronunciation,stress accent
- Importance of speech in hotels

- Common phonetic difficulties
- Connective drill exercises
- Introduction to frequently used foreign sounds

Using the telephone

- The nature of telephone activity in the hotel industry
- The need for developing telephone skills
- Developing telephone skills

BSHM307 French-I

- Conjugation of first second & third group (irregular) of verbs in present tense.
- The articles Plural of Nouns
- Verb “Etre”, ‘Avoir’
- Important Culinary terms plurals,
- Opposites
- Adjectives
- Formation of English to French & French to English
- Negative Positive Interrogative sentences.
- Expressions de politesse
- Les commands
- Expressions d’ encouragement

- **Basic elements of grammar laid down in the prescribed text book :** Pronouns en ety – Pronoms relatifs – comparatifs et superlatifs-conjugaison du futur- present continu et passe’ re’cent.

- **Communication :** Written comprehension; Demander l’ autoisiation- interdire- formuler des projects – discuter et de’batte.

BSHM308 Food Production-III (Practical)

Regional cuisine----Quantity Food Kitchen

- Awadh
- Bengal

- Goa
- Gujrat
- Hyderabad
- Kashmiri
- Maharastra
- Punjabi
- Rajasthan
- South India(Tamilnadu,karnatka,Kerla)

BSHM309 Food & Beverage Service-III (Practical)

Service of Wines

Service of Beer

Regional cuisine – practical

- Menu Writing of Regional dishes
- Table Laying of Regional dishes
- Service of Regional dishes

BSHM310 Front Office-III (Practical)

Suggested tasks on Fidelio:-

- Hotel function keys
- Create and update guest profiles
- Make FIT reservation
- Send confirmation letters
- Printing registration cards
- Make an Add-on reservation
- Amend a reservation
- Cancel a reservation-with deposit and without deposit
- Log onto cashier code
- Process a reservation deposit
- Pre-register a guest

- Put message and locator for a guest
- Put trace for guest
- Check in a reserved guest
- Check in day use
- Check –in a walk-in guest
- Maintain guest history
- Issue a new key
- Verify a key
- Cancel a key
- Issue a duplicate key
- Extend a key
- Programme keys continuously
- Re-programme keys
- Programme one key for two rooms

Suggestive list of tasks for front office operation system

- How to make a reservation
- How to create and update guest profiles
- How to update guest folio
- How to print guest folio
- How to make sharer reservation
- How to feed remarks in guest history
- How to add a sharer
- How to make add on reservation
- How to amend a reservation
- How to cancel a reservation
- How to make group reservation
- How to make a room change on the system
- How to log on cashier code
- How to close a bank at the end of each shift
- How to put a routing instruction
- How to process charges in
- How to process a guest check out
- How to check out a folio

- How to process deposit for arriving guest
 - How to process deposit for in house guest
 - How to check room rate variance report
 - How to process part settlements
 - How to tally allowance for the day at night
 - How to tally paid outs for the day at night
 - How to tally fore
-

BSHM311 Accommodation Operation-I (Practical)

- Layout of Linen and Uniform Room/Laundry
 - Laundry Machinery and Equipment
 - Stain Removal
 - Flower Arrangement
 - Selection and Designing of Uniforms
-

BSHM312 GD & Seminar (Practical)

Each student is required to participate in the seminar and group discussions session. The topics of the seminars would be based on the theory subjects of the programme as well as condition of the market for the hospitality students as well as other problems related to travel and tourism operation. Forever at the time of examination each student would be given a topic of seminar and group discussion well in advance on the basis of seminar presentation and active participation in group discussion. Internal and external examiner will award marks separately and average marks will be finally awarded to each student.

5. GALANTINES

- A. Making of galantines
- B. Types of Galantine
- C. Ballotines

6. PATES

- A. Types of Pate
- B. Pate de foie gras
- C. Making of Pate
- D. Commercial pate and Pate Maison
- E. Truffle - sources, Cultivation and uses and Types of truffle

7. MOUSE & MOUSSELINE

- A. Types of mousse
- B. Preparation of mousse
- C. Preparation of mousseline
- D. Difference between mousse and mousseline

8. CHAUD FROID

- A. Meaning of Chaud froid
- B. Making of chaud froid & Precautions
- C. Types of chaud froid
- D. Uses of chaud froid

9. ASPIC & GELEE

- A. Definition of Aspic and Gelee
- B. Difference between the two
- C. Making of Aspic and Gelee
- D. Uses of Aspic and Gelee

10. QUENELLES, PARFAITS, ROULADES

Preparation of Quenelles, Parfaits and Roulades

11. NON EDIBLE DISPLAYS

- A. Ice carvings
- B. Tallow sculpture
- C. Fruit & vegetable Displays
- D. Salt dough
- E. Pastillage
- F. Jelly Logo
- G. Thermacol work

APPETIZERS & GARNISHES

- A. Classification of Appetizers
- B. Examples of Appetizers
- C. Historic importance of culinary Garnishes
- D. Explanation of different Garnishes

SANDWICHES

- A. Parts of Sandwiches
- B. Types of Bread
- C. Types of filling - classification
- D. Spreads and Garnishes

- E. Types of Sandwiches
- F. Making of Sandwiches
- G. Storing of Sandwiches

USE OF WINE AND HERBS IN COOKING

- A. Ideal uses of wine in cooking
- B. Classification of herbs
- C. Ideal uses of herbs in cooking

CHINESE

- A. Introduction to Chinese foods
- B. Historical background
- C. Regional cooking styles
- D. Methods of cooking
- E. Equipment & utensils

FRENCH

- A. Culinary French
- B. Classical recipes (recettes classique)
- C. Historical Background of Classical Garnishes
- D. Offals/Game
- E. Larder terminology and vocabulary

Note: Should be taught along with the relevant topics

REFERENCE BOOKS

1. Quantity Food Production
2. Taste of India
3. Flavours of India
4. Heritage of India
5. Prashad
6. Cooking Delights of the Maharajas
7. Food Production Operation – Parvinder Bali

BSHM402---FOOD & BEVERAGE SERVICE-4

SPIRITS:-

- (a) Introduction & definition
- (b) Production of spirit
- (c) Pot still method
- (d) Patent still method
- (e) Types and production of spirits
 - Whiskey
 - Rum
 - Gin
 - Brandy
 - Vodka
 - Tequila
- (f) Different proof spirits
 - Proof scales
 - American proof
 - Gay-Lussac
- (g) Service of spirits

Aperitifs :-

- Introduction and definition
- Different types of aperitifs.

Liqueurs :-

- Definition, classification & History
- Production of Liqueurs.
- Name of Liqueurs and country of origin & predominant flavour
- Service of liqueurs.

Cocktails :-

- Definition & Classification
- Cocktail bar equipment
- Preparation & service of cocktails / mock tails

Service of special coffee

GUERIDON SERVICE

- A. History of gueridon
- B. Definition
- C. General consideration of operations
- D. Advantages .Dis-advantages
- E. Types of trolleys
- F. Factor to create impulse, Buying - Trolley, open kitchen

G. Gueridon equipment

H. Gueridon ingredients

BAR OPERATIONS

A. Types of Bar, Cocktail, Dispense

B. Area of Bar

C. Front Bar

D. Back Bar

E. Under Bar (Speed Rack, Garnish Container, Ice well etc.)

F. Bar Stock

G. Bar Control

H. Bar Staffing

I. Opening and closing duties

BOOKS RECOMMENDED

- Food & Beverage service – Denis Lillicrap
- Food & Beverage Service – Vijay Dhawan
- Food & beverage Service- Rao J Suhas

BSHM403---FRONT OFFICE-4

PLANNING & EVALUATING FRONT OFFICE OPERATIONS

- A. Forecasting techniques
- B. Forecasting Room availability
- C. Useful forecasting data
 - % of walking
 - % of overstay
 - % of under stay
- D. Forecast formula
- E. Sample forecast forms

BUDGETING

- A. Making of front office budget
- B. Factors affecting budget planning
- C. Capital operation budget for front office
- D. Refining budgets
- E. Forecasting room revenue

Customer Relationship

FRENCH

Conversation with guests, Providing information to guest about the hotel, city, sight seeing, car rentals, historical places, banks, airlines, travel agents, shopping centers and worship places etc.

Departure (Cashier, Bills Section and Bell Desk)

BOOKS RECOMMENDED

- Front Office Training Manual – Sudhir Andrews
- Managing Front Office Operations – Kasavana & Brooks
- Front Office – Operations and Management – Ahmed Ismail(Thomson Delmar)
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office operations – Colin Dix & Chris Baird
- Hotel Front Office Operation and Management – Jatashankar R. Tewari

BSHM404---ACCOMODATION OPERATION-2

PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT

- A. Area inventory list
- B. Frequency schedules
- C. Performance and Productivity standards
- D. Time and Motion study in House Keeping operations
- E. Standard Operating manuals - Job procedures
- F. Job allocation and work schedules
- G. Calculating staff strengths & Planning duty rosters, teamwork and leadership in House Keeping
- H. Training in HKD, devising training programmes for HK staff
- I. Inventory level for non recycled items
- J. Budget and budgetary controls
- K. The budget process
- L. Planning capital budget
- M. Planning operation budget
- N. Operating budget - controlling expenses - income statement
- O. Purchasing systems - methods of buying
- P. Stock records - issuing and control

HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS

CONTRACT SERVICES

- A. Types of contract services
- B. Guidelines for hiring contract services
- C. Advantages & disadvantages of contract services

SAFETY AND SECURITY

- A. Safety awareness and accident prevention
- B. Fire safety and fire fighting
- C. Crime prevention and dealing with emergency situation

ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS

BOOKS RECOMMENDED

- Hotel housekeeping Training Manual – Sudhir Andrews
- Housekeeping for Hotels, Hostels and Hospitals – Grace Brigham
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST)
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).
- The Professional Housekeeper – Tucker Schneider, VNR.
- Hotel House Keeping Operation & Management- G.Raghubalan

BSHM405---FACILITY PLANNING

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

- A. Flow process & Flow diagram
- B. 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

- A. Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas)
- B. Approximate cost of construction estimation
- C. Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room
- D. Approximate requirement and Estimation of water/electrical load gas, ventilation.

STAR CLASSIFICATION OF HOTEL

Criteria for star classification of hotel

(Five, four, three, two, one & heritage)

KITCHEN

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

KITCHEN LAY OUT & DESIGN

- A. Principles of kitchen layout and design
- B. Areas of the various kitchens with recommended dimension
- C. Factors that affect kitchen design
- D. Placement of equipment
- E. Flow of work
- F. Space allocation
- G. Kitchen equipment, manufacturers and selection
- H. Layout of commercial kitchen (types, drawing a layout Of Commercial kitchen)
- I. Budgeting for kitchen equipment

KITCHEN STEWARDING LAYOUT AND DESIGN

- A. Importance of kitchen stewarding
- B. Kitchen stewarding department layout and design
- C. Equipment found in kitchen stewarding department

STORES - LAYOUT AND DESIGN

- A. Stores layout and planning (dry, cold and bar)
- B. Various equipment of the stores
- C. Work flow in stores

BOOKS RECOMMENDED

Hotel Facility Planning – Tarun Bansal

BSHM406---PRINCIPLES OF MANAGEMENT-I

A.INTRODUCTION TO MAMAGEMENT

- Meaning, definition and concept
- Characteristics of Management
- Importance of Management

Management-a science or an art

- Management as profession
- Management Styles

B MANAGEMENT PROCESSES AND SKILLS

- **Managerial Roles**
- Managerial skills
- Functions of Management
- Levels of Management

EVOLUTION OF MANAGEMENT

Management Theories : Scientific Management

Administrative Management

Human Relations Movement

- Behavioral Approach
- Quantitative Approach
- Systems Approach
- Contingency Approach

PLANNING

- Nature and Purpose
- Planning premises
- Types of Plans

DECISION MAKING

- Meaning and defintion
- Types of decisions
- Decision making process

BSHM407---FRENCH-2

Objectives : To enable the students to understand catering terminology, hotel conversation, restaurant menu terms, etc.

Catering terminology, through simple speaking and writing exercise, developing correct pronunciation and simple grammar principles.

La politesse et presentations : expressions et conversations, usuelles

Le client et l'hotel " les services et le personnel de l'hotel; le menu

La prononciation francaise

Basic elements of grammar laid down in the prescribed text book

Pronoms relatifs, interrogatifs, demonstratifs, possessifs, forme passive, subjonctif-Pronoms 'en et' y'-formes impersonnelles.

Etiquettes

Conversation practice covering all technical terms of the hotel industry.

General conversation with guest as required mainly in the front office and also in the room of the guest.

Reading of relevant articles from books, articles, use of audio visual aids.

BSHM408---FOOD PRODUCTION-4 (PRACTICAL)

Three course menus to be formulated featuring International Cuisines

01 FRENCH

02 ORIENTAL

a) Chinese

b) Thai

SUGGESTED MENUS

FRENCH

MENU 01	Consommé Carmen Poulet Sauté Chasseur Pommes Loretta Haricots Verts Salade de Betterave Brioche
MENU 02	Baba au Rhum Bisque D'écrevisse Escalope De Veau viennoise Pommes Batailles Courge Provencale Epinards au Gratin
MENU 03	Crème Du Barry Darne De Saumon Grille Sauce paloise Pommes Fondant Petits Pois A La Flamande French Bread Tarte Tartin
MENU 04	Veloute Dame Blanche Cote De Porc Charcuterie Pommes De Terre A La Crème Carottes Glace Au Gingembre Salade Verte Harlequin Bread Chocolate Cream Puffs
MENU 05	Cabbage Chowder Poulet A La Rex Pommes Marguises Ratatouille Salade De Carottées Et Céleris Clover Leaf Bread Savarin Des Fruits
MENU 06	Barquettes Assortis Stroganoff De Bœuf Pommes Persilles Salade De Chou-Cru Garlic Rolls

	Crêpe Suzette
MENU 07	Duchesse Nantua Poulet Maryland Croquette Potatoes Salade Niçoise Brown Bread Pâte Des Pommes
MENU 08	Kromesnies Filet De Sols Walweska Pommes Lyonnaise Funghi Marirati Bread Sticks Souffle Milanaise
MENU 09	Vol-Au-Vent De Volaille Et Jambon Homard Thermidor Salade Waldorf Vienna Rolls Mousse Au Chocolat
MENU 10	Crabe En Coquille Quiche Lorraine Salade de Viande Pommes Parisienne Foccacia Crème Brûlée
CHINESE	
MENU 01	Prawn Ball Soup Fried Wantons Sweet & Sour Pork Hakka Noodles
MENU 02	Hot & Sour soup Beans Sichwan Stir Fried Chicken & Peppers Chinese Fried Rice
MENU 03	Sweet Corn Soup Shao Mai Tung-Po Mutton Yangchow Fried Rice
MENU 04	Wanton Soup Spring Rolls Stir Fried Beef & Celery Chow Mein
MENU 05	Prawns in Garlic Sauce Fish Szechwan Hot & Sour Cabbage Steamed Noodles

BSHM409---FOOD & BEVERAGE SERVICE-4 (PRACTICAL)

SERVICE OF SPIRITS:-

- WHISKY
- BRANDY
- GIN
- VODKA
- TEQUILA
- RUM

SERVICE OF :-

- APERTIFS
- LIQUEURS

MAKING & SERVICE OF COMMON COCKTAILS

PREPARING ITEMS ON GUERIDON TROLLEY

Crêpe Suzette	Banana au Rhum
Peach Flambé	Rum Omlette
Steak Diane	Pepper Steak

BSHM410---FRONT OFFICE-4 (PRACTICAL)

Hands on practice of computer application (Hotel Management System) related to front office procedures such as (night audit, income audit,

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S.No.	Topic
01	HMS Training - Hot Function keys
02	How to put message
03	How to put a locator
04	How to check in a first time guest
05	How to check in an existing reservation
06	How to check in a day use
07	How to issue a new key
08	How to verify key
09	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
13	How to programme keys continuously
14	How to programme one key for two rooms
15	How to re-programme a key
16	How to make a reservation
17	How to create and update guest profiles
18	How to update guest folio
19	How to print guest folio
20	How to make sharer reservation
21	How to feed remarks in guest history
22	How to add a sharer
23	How to make add on reservation
24	How to amend a reservation
25	How to cancel a reservation
26	How to make group reservation
27	How to make a room change on the system

BSHM411---ACCOMODATION OPERATION-2 (PRACTICAL)

01 First Aid

A. First aid kit

B. Dealing with emergency situation

02 Special Decorations

03 Layout of a guest room

04 Team cleaning

05 Devising training modules/standard operating procedures/inspection check lists

BSHM412---COMPUTER & MIS (PRACTICALS)

UNIT I : Fox Pro 2.6

Introduction, working with data : creating modifying and deleting Sorting, Indexing and Expressions, Rushmore technology Working with multiple database file, Using the view Window, Generating reports and labels Relational Query by examples.

Unit II : MS OFFICE 2007

MS-POWER POINT

- A. Making a simple presentation
- B. Using Auto content Wizards and Templates
- C. Power Points five views
- D. Slides
 - Creating Slides, re-arranging, modifying
 - Inserting pictures, objects
 - Setting up a Slide Show
- E Creating an Organizational Chart

5TH SEMESTER
BSHM501---FOOD PRODUCTION-5

INTERNATIONAL CUISINE

- A. Geographic location
- B. Historical background
- C. Staple food with regional Influences
- D. Specialities
- E. Recipes
- F. Equipment in relation to:
Great Britain, France, □Italy, □Spain & Portugal, □Scandinavia, □Germany, □Middle East, Oriental, Mexican,
□Arabic

CHINESE

- A. Introduction to Chinese foods
- B. Historical background
- C. Regional cooking styles
- D. Methods of cooking
- E. Equipment & utensils

BAKERY & CONFECTIONERY

I. ICINGS & TOPPINGS

- A. Varieties of icings
- B. Using of Icings
- C. Difference between icings & Toppings
- D. Recipes

II. FROZEN DESSERTS

- A. Types and classification of frozen desserts
- B. Ice-creams - Definitions
- C. Methods of preparation
- D. Additives and preservatives used in Ice-cream manufacture

III. MERINGUES

- A. Making of Meringues
- B. Factors affecting the stability
- C. Cooking Meringues
- D. Types of Meringues
- E. Uses of Meringues

IV. BREAD MAKING

- A. Role of ingredients in bread Making
- B. Bread Faults
- C. Bread Improvers

V. CHOCOLATE

- A. History
- B. Sources
- C. Manufacture & Processing of Chocolate
- D. Types of chocolate
- E. Tempering of chocolate
- F. Cocoa butter, white chocolate and its applications

PRODUCTION MANAGEMENT

- A. Kitchen Organisation
- B. Allocation of Work-Job Description, Duty Rosters
- C. Production Planning
- D. Production Scheduling
- E. Production Quality & Quantity Control
- F. Forecasting Budgeting
- G. Yield Management

PRODUCT & RESEARCH DEVELOPMENT

- A. Testing new equipment,
- B. Developing new recipes
- C. Food Trails
- D. Organoleptic & Sensory Evaluation

FRENCH

Culinary French

Classical recipes (recettes classique)

Historical Background of Classical Garnishes

Offals/Game

Larder terminology and vocabulary

Note: Should be taught along with the relevant topics

BSHM502---FOOD & BEVERAGE SERVICE-5

PLANNING & OPERATING VARIOUS F&B OUTLET

- A. Physical layout of functional and ancillary areas
- B. Objective of a good layout
- C. Steps in planning
- D. Factors to be considered while planning
- E. Calculating space requirement
- F. Various set ups for seating
- G. Planning staff requirement
- H. Menu planning
- I. Constraints of menu planning
- J. Selecting and planning of heavy duty and light equipment
- K. Requirement of quantities of equipment required like crockery, Glassware, steel or silver etc.
- L. Suppliers & manufacturers
- M. Approximate cost
- N. Planning Décor, furnishing fixture etc.

F & B STAFF ORGANISATION

- A. Categories of staff
- B. Hierarchy
- C. Job description and specification
- D. Duty roaster

MANAGING F&B OUTLET

- A. Supervisory skills
- B. Developing efficiency
- C. Standard Operating Procedure

FUNCTION CATERING

1. BANQUETS

- A. History
- B. Types
- C. Organization of Banquet department
- D. Duties & responsibilities
- E. Sales
- F. Booking procedure
- G. Banquet menus

2. BANQUET PROTOCOL

- A. Space Area requirement
- B. Table plans/arrangement
- C. Misc-en-place
- D. Service
- E. Toasting

3. INFORMAL BANQUET

- A. Reception
- B. Cocktail parties
- C. Convention
- D. Seminar
- E. Exhibition
- F. Fashion shows
- G. Trade Fair
- H. Wedding
- I. Outdoor catering

FUNCTION CATERING BUFFETS

- A. Introduction
- B. Factors to plan buffets
- C. Area requirement
- D. Planning and organization
- E. Sequence of food
- F. Menu planning
- G. Types of Buffet
- H. Display
- I. Sit down
- J. Fork, Finger, Cold Buffet

K. Breakfast Buffets
M. Supplies

L. Equipment
N. Check list

BSHM503---FRONT OFFICE-5

YIELD MANAGEMENT

- A. Concept and importance
- B. Applicability to rooms division
 - Capacity management
 - Discount allocation
 - Duration control
- C. Measurement yield
- D. Potential high and low demand tactics
- E. Yield management software
- F. Yield management team

BSHM504---ACCOMODATION OPERATION-3

INTERIOR DECORATION

- A. Elements of design
- B. Colour and its role in décor -types of colour schemes
- C. Windows and window treatment
- D. Lighting and lighting fixtures
- E. Floor finishes
- F. Carpets
- G. Furniture and fittings
- H. Accessories

LAYOUT OF GUEST ROOMS

- A. Sizes of rooms, sizes of furniture, furniture arrangement
- B. Principles of design
- C. Refurbishing and redecoration

NEW PROPERTY COUNTDOWN

BSHM505---HUMAN RESORCE MANAGEMENT

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.

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)

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

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

BSHM506---PRINCIPLES OF MANAGEMENT-2

FUNDAMENTAL OF ORGANISING

Concept of organisation and organising
concept of organisation structure
Forms of organisation structure

DEPARTMENTATION

Bases of departmentation
choice of bases of departmentation

SPAN OF MANAGEMENT

DELEGATION OF AUTHORITY

Blocks to effective delegation
Measures for effective delegation
Centralization and Decentralization

COMMUNICATION

Communication concept
communication symbols
oral, written and non verbal
communication network
formal, informal, rumour and computer based communication
Barriers to communication
Communication process
How to make communication effective

STAFFING

Concept of staffing
Factors affecting staffing
Manpower Planning
Manpower Planning process

COORDINATION

Co-ordination: Meaning, definition
Types of coordination
Techniques of effective co-ordination

CONTROL

Control: Definition
Steps in controlling
Types of control
Control Areas
Control techniques

BSHM507---HOTEL ACCOUNTANCY

TRIAL BALANCE

- A. Meaning
- B. Methods
- C. Advantages
- D. Limitations
- E. Practicals

FINAL ACCOUNTS

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

UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS

- A. Introduction to Uniform system of accounts
- B. Contents of the Income Statement C:\WINDOWS\hinhem.scr
- C. Practical Problems
- D. Contents of the Balance Sheet (under uniform system)
- E. Practical problems
- F. Departmental Income Statements and Expense statements (Schedules 1 to 16)
- G. Practical problems

INTERNAL CONTROL

- A. Definition and objectives of Internal Control
- B. Characteristics of Internal Control
- C. Implementation and Review of Internal Control

INTERNAL AUDIT AND STATUTORY AUDIT

- A. An introduction to Internal and Statutory Audit
- B. Distinction between Internal Audit and Statutory Audit
- C. Implementation and Review of internal audit

DEPARTMENTAL ACCOUNTING

- A. An introduction to departmental accounting
- B. Allocation and apportionment of expenses
- C. Advantages of allocation
- D. Draw-backs of allocation
- E. Basis of allocation
- F. Practical problems

BSHM508---F&B MANAGEMENT

COST DYNAMICS

- A. Elements of Cost
- B. Classification of Cost

SALES CONCEPTS

- A. Various Sales Concept
- B. Uses of Sales Concept

INVENTORY CONTROL

- A. Importance
- B. Objective
- C. Method
- D. Levels and Technique
- E. Perpetual Inventory
- F. Monthly Inventory
- G. Pricing of Commodities
- H. Comparison of Physical and Perpetual Inventory

BEVERAGE CONTROL

- A. Purchasing
- B. Receiving
- C. Storing
- D. Issuing
- E. Production Control
- F. Standard Recipe
- G. Standard Portion Size
- H. Bar Frauds
- I. Books maintained
- J. Beverage Control

SALES CONTROL

- A. Procedure of Cash Control
- B. Machine System
- C. ECR
- D. NCR
- E. Preset Machines
- F. POS
- G. Reports
- H. Thefts
- I. Cash Handling

BUDGETARY CONTROL

- A. Define Budget
- B. Define Budgetary Control
- C. Objectives
- D. Frame Work
- E. Key Factors
- F. Types of Budget
- G. Budgetary Control

VARIANCE ANALYSIS

- A. Standard Cost
- B. Standard Costing
- C. Cost Variances
- D. Material Variances
- E. Labor Variances
- F. Overhead Variance
- G. Fixed Overhead Variance
- H. Sales Variance
- I. Profit Variance

BREAKEVEN ANALYSIS

- A. Breakeven Chart
- B. P V Ratio
- C. Contribution
- D. Marginal Cost
- E. Graphs

MENU MERCHANDISING

- A. Menu Control
- B. Menu Structure
- C. Planning
- D. Pricing of Menus
- E. Types of Menus
- F. Menu as Marketing Tool
- G. Layout
- H. Constraints of Menu Planning

MENU ENGINEERING

- A. Definition and Objectives
- B. Methods
- C. Advantages

MIS

- A. Reports
- B. Calculation of actual cost
- C. Daily Food Cost
- D. Monthly Food Cost
- E. Statistical Revenue Reports
- F. Cumulative and non-cumulative

BSHM509---FOOD PRODUCTION-5(PRACTICAL)

Three course menus to be formulated featuring International Cuisines

	INTERNATIONAL
SPAIN	Gazpacho Pollo En Pepitoria Paella Fritata De Patata Pastel De Mazaana
ITALY	Minestrone Ravioli Arabeata Fettocine Carbonara Pollo Alla Cacciatore Medanzane Parmigiane Grissini Tiramisu
GERMANY	Linsensuppe Sauerbaaten Spatzale German Potato Salad Pumpnicklr Apfel Strudel
U.K.	Scotch Broth Roast Beef Yorkshire Pudding Glazed Carrots & Turnips Roast Potato Yorkshire Curd Tart Crusty Bread
GREECE	Soupe Avogolemeno Moussaka A La Greque Dolmas Tzaziki Baklava Harlequin Bread

BSHM510---BAKERY-3(PRACTICAL)

DEMONSTRATION OF

- Charcuterie
- Galantines
- Pate
- Terrines
- Mousselines
- Decorated Cakes

- Gateaux

- International Breads

- Sorbets, Parfaits

- Hot/Cold Desserts

BSHM511---FOOD & BEVERAGE SERVICE-5(PRACTICAL)

- Making of Duty Roster and writing job description & specification
- Supervising F&B outlets
- Calculation of Space for Banquets, Banquet Menu & Service.

BSHM512---ACCOMODATION OPERATION-3(PRACTICAL)

Team cleaning

Devising training modules/standard operating procedures/inspection check lists