

# Bachelor of Hotel Management & Catering Technology (BHM&CT)

1-Year/I-Sem.  
(THEORY)

Course Code: BHM 101

Course Title: Food Production-I

Course Outcome:

1. Do the basic Mise-en-Place in operational kitchen
2. Use the basic kitchen tools and equipment
3. Demonstrate cooking methods in Basic vegetable, fruits and egg preparations
4. Introduction to continental cuisine

Unit	Topics
I	<b>Introduction to the Art of Cookery:</b> Culinary history Nouvelle Cuisine Aims and objectives of Cooking Food Classification of Raw Materials Function and preparation of Ingredients, Culinary terms
II	<b>Kitchen Hygiene :</b> Personal Hygiene, its Importance Importance of Kitchen Uniform Safety & Hygiene in Kitchen
III	<b>Kitchen Organization:</b> Kitchen layout: Modern kitchen Brigade/Hierarchy Duties and Responsibilities of Executive Chef, Sous Chef and Chef de Partie Brief Introduction to Different Sections of Kitchen & Liaison among all the sections
IV	<b>Equipment and Tools:</b> Classification of different type of Equipment's, new age equipment's Uses, Maintenance & criteria for selection of equipment's Menu Planning, Types, Principles, Application
V	<b>Methods of Cooking:</b> Classification of Cooking Methods Conventional and Modern Methods of Cooking
VI	<b>Introduction to Indian Cuisine:</b> Indian Spices Cooking equipment's, Gravies Regional Cuisine: Kashmiri, Punjabi, Mughlai, Rajasthani, Awadhi, Uttar Pradesh, Uttrakhand, Gujrati, Goan, Hyderbadi, Kerala, Bengali etc. Brief study of Indian Sweets: Rajasthan, Bengal, Maharashtra, Punjab, U.P., Uttrakhand etc.
VII	Cooking terms: Indian, Continental

Suggested Reading-

1. Theory of Cookery- Krishna Arora
2. Theory of Cookery-A Text Book Prof Pranshu Chomplay & Prof Shailendra Singh
3. Textbook of Food Production- Basic Training Kitchen-Vikas Singh & Subhadip Majumdar
4. Food Productin Operations-Parvinder Bali

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Course Code: **BHM-102**

Course Title: **Food & Beverage Service-I**

**Course Outcome:**

1. Do the basic *Mise-en Place* and *Mise-en Scene* in F&B area,
2. Use the basic tools and equipment's,
3. Demonstrate basic F&B service skills.

Unit	Topics
I	<b>The Food &amp; Beverage Service Industry:</b> Introduction to the Food & Beverage Industry Classification and various sectors of Catering Industry
II	<b>Introduction to F &amp; B Service Operations:</b> Type of Catering Establishments: Restaurant, Fine Dining Room, Specialty Restaurant, Coffee Shop, Bar, Pubs, Family, Restaurant Bistro, Fast Food etc.
III	<b>F &amp; B Service Tools, Equipment and Furnishings:</b> Classification of various Tools and Equipment's, special equipment Usage of Equipment's Types, Sizes and use of Furniture, Restaurant Linen, Chinaware, Silverware, Glassware, Special & Other Equipment etc. Tools and Furnishings: PDA's, Electronic Pourers, Tray Jacks, Electronic chillers, Coffee plungers, Bar Guns, Induction Warmers, Mats, Runners, Props etc.
IV	<b>Food &amp; Beverage Service Personnel:</b> Basic Etiquettes for F&B staff Attitude & Attributes of a Food& Beverage personnel Food & Beverage Service Organization Job Descriptions & Job Specifications of F& B Service Staff Interdepartmental Coordination.
V	<b>Mise-en- Scene and Mise-en-place:</b> in different F& B operations/outlets
VI	<b>Food &amp; Beverage Service Methods:</b> Table Service-Silver/English, Family American/Pre plated, Butler/French, Russian Self Service-Bufferet & Cafeteria Specialized Service, Lounge Service, Room Service/IRD etc. Single Point Service- Take Away, Vending, Kiosks, Food Courts & Bars, Automats etc.
VII	<b>Food &amp; Beverage Terminology</b>
<b>Suggested Readings:</b> <ol style="list-style-type: none"><li>1. Food &amp; Beverage Service -Lillierap &amp; Cousins, ELBS;</li><li>2. Modern Restaurant Service -John Fuller, Hutchinson;</li><li>3. Food &amp; Beverage Service- Bobby George.</li></ol>	

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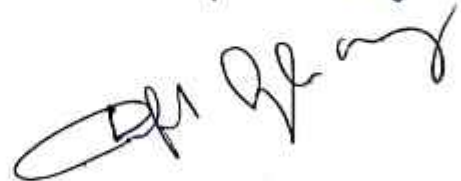
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<b>Course Code: BHM-103</b>		<b>Course Title: Front Office Operations-I</b>
<b>Course Outcomes:</b>		
<ol style="list-style-type: none"> <li>1. Classification criteria of Hotels</li> <li>2. Use the basic tools and equipment</li> <li>3. Duties and responsibilities of front office personals</li> <li>4. The front office process</li> <li>5. Handling various types of Guest</li> </ol>		
<b>Unit</b>	<b>Topics</b>	
I	<b>INTRODUCTION TO HOSPITALITY INDUSTRY:</b> Hospitality and its Origin/History/Meaning & Definition Hotel evolution and growth with special reference to India	
II	<b>CLASSIFICATION OF HOTELS:</b> On the basis of Size /Star /Location /Clientele /Ownership /Length of stay /Level of service, Management and Affiliation etc. Hotel Organization; Hierarchy	
III	<b>INTRODUCTION TO FRONT OFFICE:</b> Front office functional area Sections /Ancillary areas Front office layout & Equipment	
IV	<b>FRONT OFFICE ORGANIZATION:</b> Front Office Staff, Hierarchy Duties and Responsibilities of Front Office Persons Qualities/Attributes of Front Office Personnel	
V	<b>THE GUEST:</b> Defining Guest & their basic requirements Types of Guests- F.I.T, Business Travelers, G.I.T, S.I.T, Domestic, Foreigner etc. Guest Services/complaints	
VI	<b>FRONT OFFICE OPERATIONS:</b> Guest cycle Reservation-Types, Mode, Source Registration-Process Check Out-Settlement of Guest Bills	
<b>Suggested Readings:</b>		
<ol style="list-style-type: none"> <li>1. Hotel front office management by James Bardi</li> <li>2. Front Operation &amp; Administration, By- Dennis Foster</li> <li>3. Front office procedures &amp; Management, By- Peter Abbot</li> <li>4. Front Office Management by S. K. Bhatnagar</li> <li>5. Hotel F.O. Training manual by Suvradeep Gauranga Ghosh</li> <li>6. Hotel Front Office- Operations &amp; Management By- Jata Shankar. R. Tewari</li> <li>7. Managing front office operations by M. Kasavana</li> </ol>		

  
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<b>Course Code: BHM 104</b>		<b>Course Title: Accommodation Operations-I</b>
<b>Course Outcomes:</b> <div>1. Usage of tools and equipment's</div> <div>2. Housekeeping basic procedures</div> <div>3. Basic room amenities and basic room setups</div> <div>4. Handling guest queries</div>		
<b>Unit</b>	<b>Topics</b>	
<b>I</b>	<b>INTRODUCTION:</b> Meaning, Definition & Importance of Housekeeping Housekeeping functional area/Ancillary areasHousekeeping layout	
<b>II</b>	<b>HOUSEKEEPING ORGANIZATION:</b> House Keeping Organization Structure Duties and Responsibilities of Housekeeping staff Housekeeping co-ordination with other Departments Attributes of Housekeeping Personnel	
<b>III</b>	<b>HOUSEKEEPING TOOLS &amp; Equipment's:</b> Classification of House Keeping equipment's and tools & their use Care and maintenance of Cleaning equipment's	
<b>IV</b>	<b>THE HOTEL GUEST ROOMS:</b> Types of guest rooms Layout of guest rooms (Types) Layout of Floor pantry Basic Room amenities	
<b>V</b>	<b>House Keeping Procedures:</b> Basics of cleaning Procedures Type of cleaning Procedures Housekeeping Control Desk, Importance & Role Co-ordination,Key Handling & Control Control Forms, Formats & registers used in Control DeskHandling Guest query & request	
<b>VI</b>	Glossary of H.K. TERMS (With reference to above topics)	
<b>Suggested Readings:</b> <div>1. Housekeeping Operation &amp; Management, By- Malini Singh</div> <div>2. Hotel Housekeeping Operations &amp; Management, - G. Raghubalan &amp; Smritee Raghubalan</div>		


<b>Course Code: BHM 105</b>		<b>Course Title: Basics of Hotel Accounting</b>
<b>Course Outcome:</b>		
<div>1. Basic Knowledge of Hotel Accounting</div> <div>2. Revenue generating departments of hotel (Major/Minor)</div> <div>3. Importance of accounting in Hotel Industry</div>		
<b>Unit</b>	<b>Topics</b>	
<b>I</b>	Introduction to accountancy : Definition, Objective, Scope Branches of accounting Generally accepted accounting principles Use and limitations of accounting Accounting standards in Hospitality Industry	
<b>II</b>	System of accounting followed in hotels Tabular system of accounting and its importance in hotel industry Revenue producing departments of a hotel Types of ledger maintained in hotels Visitor Tabular Ledger/importance, use, preparation Guest Weekly Bills, Methods for calculating and Fixing Room Rate	
<b>III</b>	Accounts department organization in Hotel Industry Duties & responsibilities of Accounts Staff Procedure of handling Foreign exchange Use of computers in Hotel Industry, advantages, common software's used	
<b>IV</b>	Guest accounting, allowances, V.P.O. Hotel Sales Record and Control of Room Bill Summery	
<b>V</b>	Hotel sales record & room sales control Departmentalization of hotel revenue including operating costs Night Auditor- Role, Importance, Reports, Duties and Responsibilities	
<b>VI</b>	Cash control- maintaining record of incoming & outgoing cash Preparation of reports- revenue, city ledger Summary report, guest account control report, management information report Uniform system of accounts in hotels- objectives, advantages, systems& procedures	
<b>Suggested Readings:</b>		
<div>1. Financial and cost accounting, S.N. Maheshwari, Sultan Chand &amp; Sons.</div> <div>2. Financial accounting for Hotel, JP Prasanna Kumar, Tata Mc Grew Hill Edu. Pvt. Ltd</div> <div>3. Elements of Hotel Accounting, GS Rawat, Himalayan</div> <div>4. Principle of accounting, R. L. &amp; V. K. Gupta, Sultan Chand &amp; Sons.</div>		

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<b>Course Code: BHM 106</b>		<b>Course Title: Communication Skills for Hotel Industry</b>
<b>Course Outcomes:</b>		
1. Usage of English language in routine communication 2. Note making, Report making, drafting routine correspondence handling 3. Demonstrate basic professional Etiquettes		
<b>Unit</b>	<b>Topics</b>	
<b>I</b>	<b>Communication:</b> Definition, objective, principles, importance, Type of communication: Formal, Informal, Verbal, Written, Horizontal, Vertical	
<b>II</b>	<b>Significance of Communication:</b> Non-verbal communication, signs, symbols, eye-contact, facial expressions and posture. Communication in Hospitality organization and its effects on hotel performance	
<b>III</b>	<b>Letter Writing:</b> Application, Business, Official, Informal Resume	
<b>IV</b>	<b>Skills of written English:</b> Note Making, Report Writing, Circular, Memo, Notice, Precise Writing etc.	
<b>IV</b>	<b>Oral skills (listening and speaking) for effective communication:</b> Pronunciations, Stress, Accent, Common Phonetic Difficulties, Use of Telephone, Telephone Etiquettes etc.	
<b>Suggested Readings:</b>		
1. Bhaskar, W.W.S., and Prabhu, N. S. "English through reading", 2. MacMillan, 1978 D'Souza Eunice and Shahani, 3. G. "Communication Skills in English". Noble Publishing, 1977		

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# Bachelor of Hotel Management & Catering Technology (BHM&CT)

1-Year/I-Sem.  
(PRACTICAL)

Course Code: BHM-107

Course Title: Food Production Practical-I

Topics

1	Familiarization and Understanding the usage of equipment and tools
2	Proper usage of a kitchen knife and hand tools
3	Familiarization & identification of commonly used raw material: For commodities listed in theory
4	Basic hygiene practices to be observed in the kitchen & Importance of Kitchen Uniform
5	First aid for cuts & burns & Safety practices to be observed in the kitchen
6	Basic cuts of vegetables: Julienne, Jardinière, Brunnoise, Macedoine, Payssanc, Chiffonade, Wedges, Mirepoix, Fluting, Turned
7	<b>Methods of Cooking:</b>
a.	Boiling: Potato and Rice (Drain and Absorption method)
b.	Poaching: Egg and Fruits
c.	Steaming: Pudding and Vegetables
d.	Stewing: Vegetable stew and Bean Stew
e.	Frying: Fritters and Patties
f.	Sautéing and Stir Frying: Vegetable and Noodles
g.	Roasting: Potato and Vegetable roast
h.	Grilling: Vegetable and Cottage Cheese,
i.	Braising: Vegetables
j.	Broiling: Breads, Spices
k.	Baking: Potato and vegetable
l.	Egg cookery including 5 classical preparations

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Course Code: BHM-108

Course Title: Food & Beverage Service Practical-I

Topics

1	Restaurant Etiquettes
2	Restaurant Hygiene practices
3	Practicising Mis- En –Scene activities
4	Practicising Mis- En –Place activities
5	Identification of Tools, Equipment's, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc.
6	Care and Maintenance of various Tools, Equipment's, Flatware's, Hollowware's etc.
7	Side board Organization
8	Laying & Relaying of Table cloth
9	Practicising 7 to 10 Napkin folds
10	Rules for Laying a basic Cover
11	Carrying a Salver/Tray
12	Service of Water
13	Handling the Service Gear
14	Carrying Plates, Glasses & other Equipment's
15	Clearing an Ashtray
16	Handling precautions.



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## Topics

1	Introduction to different sections of the front office.
2	Role playing of student in the various sections.
3	Guest handling-receiving of the Guest at the front desk.
4	Guest registration formalities
5	Bell desk operation
6	Handling of guest luggage
7	Handling of room key to the guest
8	Reservation procedures-types
9	Complaint handling
10	Telephone etiquettes



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## Topics

1	Introduction to various housekeeping equipment and tools
2	Cleaning of guest room
3	Cleaning of guest wash room
4	Daily cleaning
5	Evening service
6	Use of vacuum cleaner in guest room
7	preparation of various housekeeping reports
8	Handling guest queries
9	Bed making traditional method
10	Bed making modern method

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●	<b>Elements of Personality Development</b> Understanding Elements of Personality
	<b>Personality Enrichment</b> Grooming, Personal hygiene, Basic Etiquettes, Social, Business and Dining Etiquettes
	<b>Developing Communication Skills</b> Writing phrases, stories, short notes, news briefs Practicing routine dialogues between –Friends (one to one, Group), Teachers, developing class room participation
	<b>Interpersonal Skills</b> Dealing with seniors, colleagues, juniors, teachers etc. at work place, Art of good Conversation, Art of Intelligent Listening
	<b>Telephone conversation</b> Thumb rules, voice modulation, tone, do's & don'ts, manners and accent

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**Bachelor of Hotel Management & Catering Technology-First Year**  
**BHM&CT-II Sem.**

*(THEORY)*

**Course Code: BHM-201**

**Course Title: FOOD PRODUCTION – II**

**Course Outcome:**

1. Cook dishes using advance and latest cooking methods
2. Handle basic fish and meat preparation and cooking procedures
3. Use basic baking principles during Bread making

Unit	Topics
I	<b>Advanced Methods of Cooking:</b> Micro-Wave, Infra-Red, Induction, Air Fryer, Boil in bag etc. Their use in modern cookery
II	<b>Fish cookery:</b> Introduction to Fish Cookery Selection of Fish, Fresh water/Sea water Different cuts of Fish, and their cooking methods Storage of Fish-precautions
III	<b>Meat Cookery:</b> Introduction to Meat Cookery Cuts and methods of cooking of Beef, Veal, Pork, Lamb etc. Introduction to Poultry and Game Selection and Storage of Meat/Poultry/Game
IV	<b>Stocks, Soups and Sauces:</b> Stocks: Definition, Classification, Preparation and Precautions, Uses Soups: Definition, Classification, Preparation and Precautions Sauces: Definition, Classification, Preparation and Precautions, Derivatives of each Sauce.
V	<b>Salads:</b> Types of Salad, examples Parts of salad, Various salad dressings.....
VI	<b>Basic Bakery:</b> Principles of Baking.... <b>Bread Making:</b> Role of Ingredients: Flour, Salt, Sugar, Yeast, Fat, Liquid, Egg etc. Flavorings, Bread Improvers Method of Bread Making..... (i) Straight Dough Method (ii) Sponge and Dough Method (iii) Salt Delayed Method (iv) Flying Ferment Method (v) Bread Varieties: White Loaf, Multi Grain Loaf, Whole Wheat Loaf, Pita, Focaccia, Soft Rolls and Hard Rolls

**Suggested Readings:**

1. Modern Cookery (Vol-I&II) Philip Thangam
2. Food Production Operations- Parvinder, S. Bali
3. Theory of Cookery-Krishna Arora
4. Theory of Bakery & Confectionery- Yogambal Ashok Kumar
5. Basic Baking- S. C. Dubey

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**Course Outcomes:**

1. Plan Menus and Service of Meals,
2. Handle Breakfast Service,
3. Demonstrating proper Order Taking, Service and Billing process.
4. Non-Alcoholic Beverages-Tea, Coffee, Cocoa etc.
5. Handle various situations of Guest handling.

Unit	Topics
I	<b>Types of Meals:</b> Breakfast-Introduction, Types, Service Methods, A-la-carte and TDH setups, Brunch, Lunch, Hi –Tea, Dinner, Supper, Elevenses and others
II	<b>Types of Menu:</b> Introduction to Menu; Types-A-la-Carte & Table D'hote Menu Planning, Considerations and Constraints, Menu Terms, Menu Design French Classical Menu- 11, 13 & 17 courses Classical Foods & its Accompaniments with Cover Indian Regional Dishes, Accompaniments
III	<b>Order Taking , Service and Billing:</b> Handling Table Reservation KOTs & BOTs Duplicate & Triplicate System, Computerized K.O.T's Sequence of Food Service Table Clearing Process Billing Methods, Payment Methods and Cash Handling
IV	<b>Non – Alcoholic Beverages:</b> Definition and Classification Hot Beverages – Types - Different types of Tea and Coffee, Cocoa, Hot Chocolate, Preparation and Service Cold Beverages - Types - Cold Coffee, Shakes, Mock tails, Juices, Syrups, Aerated Drinks, Preparation and Service
V	<b>Customer Care and Handling Situations:</b> Unavailability of Table/Reservation Wrong Order Taking, Handling Unavailability of Food Items Handling Special Requests Order Delays, Spillages, Return Food, Guest Illness, Drunken Guest Dealing with Children and Infants Handling of Special Persons, Old age guest, Customer with communication difficulties Food & Beverage Terminology related to the inputs of the semester

**Suggested Readings:**

1. Food & Beverage Service–Lilli-crap & Cousins
2. Modern Restaurant Service –John Fuller
3. Professional Food & Beverage Service Management –Brian
4. Food Service Operations – Peter Jones & Casse
5. Menu planning-J Kivela

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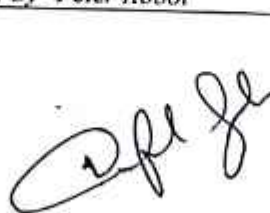


## Course Outcomes:

1. Should have knowledge of Room Selling Process, Make Reservations/Cancellations
2. Complete the Registration process and Bell Desk Process
3. Handle Front Office Documentation

Unit	Topics
I	<b>ROOM TARIFF:</b> Basis of Room Tariff, Tariff Fixation / Calculating Room Tariff. Types of Room Tariff: Rack Rate, Discounted Rates etc. Types of Meal Plan used in the Hotel Industry. Forms & Format/Tariff Card/Brochure
II	<b>ROOM RESERVATION:</b> Importance & Functions of Reservation Sections Modes of Reservations Channels & sources of Reservations (Direct, Travel Agent, C.R.S Inter-cell agencies, GDS, Tour Operators, Airlines etc.) Types of Reservation (Tentative, Confirmed, Guaranteed, etc.) Systems of Reservations (Non- Automatic, Semi-Automatic, Fully-Automatic) Cancellations and Amendments Processing Individual & Group Reservations Forms & Formats used in Reservation Section
III	<b>INFORMATION &amp; BELL DESK OPERATION:</b> Introduction to Bell Desk, Equipment's and tools used in Bell Desk. Functions of Bell desk: (Scanty / Left Luggage Procedure) Luggage Handling, Paging, Mail and Message Handling, Change of Room etc. Functions of Information Department / Concierge Services Forms & Formats used in Bell Desk
IV	<b>GUEST CYCLE &amp; FRONT OFFICE SYSTEMS:</b> Pre-arrival Arrival Stay Departure & Post Departure Front Office Systems: None Automated / Semi –Automated / Fully Automated.
V	<b>REGISTRATION:</b> Introduction to Registration Section. Steps of Registration with or without Reservation Pre- registration activities Processing of VIP, CIP etc. Foreigners & Group Registration.

## Suggested Readings:

1. Managing front office operations by M. Kasavana
2. Hotel F.O. Training manual by Suvradeep Gauranga Ghosh
3. Front Office Management by S.K. Bhatnagar
4. Hotel front office management by James Bardi
5. Front Operation & Administration, By- Dennis Foster
6. Front Office Procedures & Management, By- Peter Abbot



Course Code: **BHM-204**

Course Title: **Accommodation Operations-II**

Course outcomes:

1. Clean Rooms, Handling different surfaces and maintenance of records,
2. Handle Housekeeping basic procedures,
3. Preparation of various reports.

Unit	Topics
I	<b>CLEANING ART:</b> Principles of Cleaning Dirt & Dust Cleaning Routine - Daily, Weekly, Yearly, Special Public Area Cleaning
II	<b>CLEANING MODUS OPERANDI:</b> Cleaning Equipment <sup>s</sup> : (Types, Operating Principles, Characteristics, Storage, Maintenance) Cleaning Agents: (Types, Operating Principles/Applications, Characteristics, PH scale, and Storage)
III	<b>DIFFERENT SURFACES:</b> Metals, Glass, Wood, Ceramic, Leather, Rubber, Stone etc.
IV	<b>CLEANING OF GUEST ROOMS:</b> Daily Cleaning of Room Weekly Cleaning / Spring Cleaning Evening Service / Turndown Service Replenishment of Guest Supplies & Amenities Lost and Found Procedure
V	<b>RECORDS, REGISTERS, FORMS &amp; FORMATS:</b> Staff Duty Roster Guest Special Request Register Log-Book Memo-Book Carpet Shampoo Register Baby Sitting Register Lost & Found Register Store Indent Book Room Occupancy Report Guest Room Inspection Form / Check-List Housekeeping Report Work Order

Suggested Readings:

1. Operation & Management, By- Malini Singh,
2. Hotel Housekeeping Management & Operations, By- Sudhir Andrews,
3. Hotel Housekeeping Fundamental of Housekeeping Operation & Management By- Mr. Deepak Singh Negi
4. Housekeeping Operations & Management, By- G. Raghubalan & Smritee Raghubalan,
5. The Professional Housekeeper, By- Madelim Schneider & Georgia Tucker

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Course Code: BHM-205

Course Title: Hygiene and Sanitation

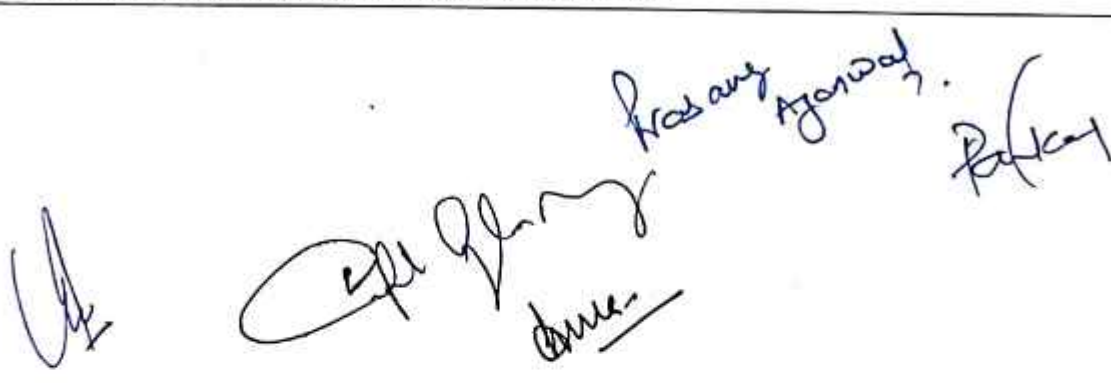
Course Outcomes:

1. To understand the concept and importance of hygiene
2. To understand sanitary practices for the hospitality industry
3. To understand and apply food hygiene and standards

Unit	Topics
I	Introduction to Microbiology, Harmful and Beneficial Micro-organisms, Factors affecting growth of micro-organisms, Food Spoilage, Food Borne Diseases; Food Poisoning: Meaning, Types, Measures to prevent Food Poisoning
II	Introduction to Hygiene and Sanitation, Importance of Hygiene in the Hospitality Industry, Personal Hygiene for Hospitality Staff, Correct Hand washing
III	Sanitary Practices: Sanitary procedures, use of Cleaners and Sanitizers in maintaining safe production and service environments, Cleaning and Disinfection, Design of premises and equipment in the kitchen, Manual & Automatic Dish Washing, Protective Clothing, Waste Disposal and Pest Control, Swachh Bharat Abhiyan
IV	Food Hygiene: Aims of Food Hygiene, Hygienic Food Handling- High Risk Foods, Preventing Contamination, Temperature Control during Cooking, Holding, Cooling and Reheating foods, Storage of Food: Dry Food Storage, Chilled Storage, Deep Freeze Storage
V	HACCP: Principles, Importance and application of HACCP to Hospitality Industry Food Safety Standards Authority of India (FSSAI): Introduction, Role, FSSAI Compliance

Suggested Readings:

1. Food Hygiene and Sanitation- S. Roday
2. The Science of Food – Gaman PM and Sherrington KB, Food Safety by Bhat & Rao
3. Safe Food Handling by Jacob M. FSS Rules
4. HACCP-A practical approach - Sara Mortimore & Carol Wallace Chapman & Hall
5. Food Service Sanitation Manuals applicable in Catering industry in India

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## Course Outcomes:

1. The course has been designed to inculcate basic understanding on 'conceptual', 'developmental' and 'structural' perspectives of Hospitality Sector with special reference to Hospitality Industry.
2. The subject gives a brief insight of the Hospitality Industry at a glance.
3. The subject throws light on the growth and development of the Industry in different ages.

Unit	Topics
I	Hospitality: Origin of the concept; meaning, nature & dimensions. Origin and growth of Hotel industry with special reference to India. Distinction between Hotel, Motel and Resorts. Types of Motels, Emerging dimensions of Hotels Type and forms of hotels: Classification, Registration and Gradation of hotels in Indian context.
II	Core departments of a standard hotel: Front Office, Food Production, F&B Service, Housekeeping and Back office etc. Study of Ancillary departments with Linen Room and Laundry Operations Organizational structure of a standard international hotel
III	Front Office – Functions, significance and scope Housekeeping Operations Organization and Functions Food Production Department – Key Functions, scope and significance Food and Beverages Service – Main Functions, Operations, scope and significance
IV	Manpower requirement in hotel sector Existing training institutions/faculties with special reference to India. Marketing of hotel services, opportunities, scope and constraints, especially in Indian context Impact of hotels on National, regional and local economy
V	Role of public sector in the development of Hospitality Industry in India; Contribution of I.T.D.C. and State Tourism Departments/Corporations. Multinational hotel chains and their impact on Hotel business with special reference to Developing countries; Major Multinational Hotel chains operating in India. Present status of Hotel Business in India – Status and Scope Importance of Travel & Tourism Industry, Inter-relationship with Hotel Industry Vacation Ownership Industry- Time Share, Condominium

## Suggested Readings:

1. Introduction to Hospitality Industry- Mr. Deepak Singh Negi
2. Front Office Operation- Mr. Jatashanker Tewari

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# Bachelor of Hotel Management & Catering Technology (BHM&CT)

1-Year/ II-Sem.  
(PRACTICAL)

Course Code: BHM-207

Course Title: FOOD PRODUCTION PRACTICAL – II

## Topics

1	Revision of Vegetable Cuts and Demonstration of Stock Making
2	Demonstration of Fish Cuts and Chicken Cuts, Their Storage techniques
3	Demonstration of Mother Sauces and their derivatives, and Storing techniques
4	Demonstration of Preparation of Consommé with classical garnishes
5	Preparation of traditional / classical Indian, English and Continental breakfast dishes
6	Preparation of Basic Continental Cookery: Three Course Menus Soups: Puree, Crème, Broth, Consommé, Cold, Volute, Chowder and Bisque Appetizers: Classical Salads: Vinaigrette Based, Mayonnaise based dressing salads Application of different meat cuts using different cooking methods Desserts using different cooking methods
7	Preparation of Basic Breads: White Loaf, Multi Grain Loaf, Whole Wheat Loaf, Soft Rolls and Hard Rolls.

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1.	Writing a Menu in French & its Equivalent in English
2.	Breakfast Table Lay-out
3.	TDH & A la Carte Cover
4.	Restaurant Reservation System (Manual/Automated)
5.	Receiving the guests
6.	Sequence of Service
7.	Taking an Order of Food & Making a KOT (Manual/Automated)
8.	Table Service (English, Buffet, Silver, French, Russian, Trolley etc...)
9.	Clearing, Crumbing, Presenting the bill, Receiving of Tips
10.	Service of Cold & Hot - Non Alcoholic Beverages

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Course Code: BHM-209		Course Title: FRONT OFFICE PRACTICAL – II
Topics		
1	Basic Manners, Grooming & Hygiene Standards. Welcoming, receiving, escorting of the guest	
2	<p>Front Office Communication:</p> <p><b>Verbal</b> - Practicing Reception Dialogues, Handling Informative queries, Briefing Tariff card to Guest, Handing – Takingovers.</p> <p><b>Non-verbal</b> – Preparing Telephonic Transmittal slips, Preparing paging messages, Handling Guest messages, Preparing routine log books, Writing and recording complaints.</p>	
3	Preparation and study of Countries: Capitals, Currencies, Airlines and flagschart	
4	Telecommunication skills – Telephonic Situation Handling	
5	Practicing filling of Forms and formats	
6	Identification of equipment, work structure and stationery	
7	Basic manners and grooming standards required for Front Office operation	











Course Code: BHM-210   Course Title: ACCOMMODATION OPERATIONS PRACTICAL- II	
	Topics
1	Familiarization of Guest Room Layout
2	Identification of Guest Room Amenities , Setup of Room Attendant Trolley and preparing Check List
3	Identification of cleaning equipment – Manual & mechanical
4	Cleaning of different surfaces (Wooden, Marble, Granite, Tiles, Stone etc...)
5	Practical involving following activities- Scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping, brushing, buffing
6	Practical activities involving usage of cloths and their types, abrasives, polishes, chemical agents and commercially available products.

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Course Code: <b>BHM-211</b>		Course Title: <b>PERSONALITY DEVELOPMENT PRACTICAL - II</b>
Topics		
1	Update on current affairs	
2	Self-introduction, Personal SWOT Analysis	
3	Presentation skill & seminar skills	
4	Telephonic Conversation-Do's and Don'ts Telephone Etiquettes, Practicing Dialogues on phone	
5	Just a minute (JAM) sessions	
6	Extempore (Standard rules, Guidelines)	
7	Group Discussions (Standard rules, Guidelines)	

# Bachelor of Hotel Management & Catering Technology (BHM&CT)

2-Year/III-Semester

Course Code: BHM 301

Course Title: FOOD PRODUCTION-III

## Course Outcomes:

1. Cook dishes using traditional Indian cooking methods
2. Handle Tandoor preparation and cooking
3. Prepare Popular regional dishes

Unit	Topics
I	<b>Indenting:</b> Principles of Indenting for volume feeding Portion size of various items for different types of menu Standardizing recipes and modification
II	<b>Indian Cuisine:</b> Fundamentals of Indian cookery, Indian Cookery Identification of various varieties of rice, cereals and pulses Simple methods of preparations and ingredient combination ratios - Rice, Dals, Vegetables, Indian breads
III	<b>Indian Masalas:</b> Different masalas used in Indian cookery - Dry & Wet masalas & their Composition, uses, importance in Indian cookery Masalas used in Regional Cuisine Special masala blends
IV	<b>Indian Curries:</b> Concept & importance of curries and gravies Types of Indian Curries and its combination
V	<b>Tandoor:</b> Introduction to Tandoor, origin, importance in Indian cuisine Tandoor Seasoning, tools used in tandoor Various Marinades used in tandoor cooking Tandoori Breads and roast item-Veg, Non-Veg Bread faults and remedies
VI	<b>Indian Regional Cooking:</b> Brief study of following regional Cuisine- Kashmir, Punjab, Rajasthan, Maharashtra, Gujarat, Goa Kerala Tamil Nadu, South Indian, Hyderabad, Bengal, Awadhi, Mughlai & Uttarakhand

## Suggested Readings:

1. Prasad - Cooking with Masters, J. Inder Singh Kalra
2. A Taste of India, Madhur Jaffrey
3. Quantity Food Production Operations & Indian Cuisine Parvinder, S. Bali
4. The Indian cuisine- Krishna Gopal Dubey
5. Simplifying Indian Cuisine- Shakesh Singh

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## Course Outcomes:

1. Plan IRD operations.
2. Explain the basics of wines.
3. Explain beer production and types of beer
4. Will be able to understand the role of Aperitifs and Vermouths

Unit	Topics
<b>I</b>	<b>In Room Dining Service:</b> Introduction, General principles and types Cycle of Service, Scheduling and staffing Forms and Formats Order Taking, Suggestive Selling, breakfast cards Time management: Lead time from order taking to clearance Modern techniques used in IRD
<b>II</b>	<b>Alcoholic Beverages:</b> Definition & Classification of Alcoholic Beverages Types of grapes used in wine production Wine making – viticulture, Vinification Vinification types- Still, Sparkling, Aromatized and Fortified Classification of Wines Wine controlling terms: France, Germany, Italy, Spain, Portugal Wines region of France-Bordeaux, Burgundy, Loire, Rhone, Alsace, Jura, Provence Wines of Italy, Spain, Germany, Portugal, Australia, South Africa, Chilly, California & India Storage of wines, Wine glassware, other equipment's and tools associated to wines Important brands of wine Service of wines- Glassware used
<b>III</b>	<b>Beers:</b> Introductions to beer Brief introduction to Beer Production Types and Brands – Indian and International Other fermented and brewed beverages – Sake, Cider, Perry
<b>IV</b>	<b>Aperitifs &amp; Vermouths:</b> Definition Types- Wine based & spirit based Usage and storage.

## Suggested Readings:

1. Food & Beverage Service Training Manual-S. Andrews
2. Food & Beverage Service -Lillicrap & Cousins
3. Modern Restaurant Service -John Fuller
4. Professional Food & Beverage Service Management – Brian
5. Food Service Operations – Peter Jones & Casse Menu planning-J Kivela
6. Food & Beverage Management by John Cousins, David Foskett

Course Code: **BHM 303**Course Title: **Front Office Operations-III**

Course Outcomes:

1. Should know Property management systems
2. Procedure required in Guest check in & Checkout
3. Night audit Process
4. Revenue Control

Unit	Topics
I	<b>Computer application in Front Office Applications:</b> Importance of Computer in Front Office What is PMS, PMS Application in Front Office (Reservation, Front Desk, Room, Cashier, Night Audit, set up, Reporting, Back office Module) Different PMS systems : Amedus, IDS, Shawman, Opera etc.
II	<b>Check In Procedure:</b> Check in Procedure in different situations like : Guest having confirmed reservation, Walk-in Guest, Group/crew, Scanty Baggage Guest, International Travellers Forms & Formats Check in Procedure in Fully automated hotels
III	<b>Check out Procedure:</b> Departure activity at various desk : Bell Desk at lobby, Reception, Cashier Different Methods of Settlement : Cash , Credit Card, Cheques, Travels Cheques, Bill to company, Combined settlement method Front Office Record Check out options : On Desk Express Check-out, Self-Check-out Forms & Formats
IV	<b>Control of Cash &amp; Credit:</b> Front office Accounting Cycle Credit control process in various cases : Guest pay by Credit Card, Travel agent voucher, Airlines, Scanty baggage, Credit control during stay, Credit facility to companies, Check in tour group Problems may arise in credit control Process required in cash Control Handling Foreign Exchange
V	<b>Night Auditing:</b> Importance of Night Auditing Duties & Responsibility of Night Auditor Common Revenue Centers of a Hotel Basis steps involved in preparing Night Audit: Complete posting, Reconcile room status discrepancies, Verify room rates, Verify no-show reservations, Cash Deposit, Clear & Back up the system, Distribute report Vouchers/ Folios/ Ledgers/ Allowances/ Reports

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Suggested Readings:

1. Managing front office operations by M. Kasavana
2. Hotel F.O. Training manual by Suvradeep Gauranga Ghosh
3. Front Office Management by S. k Bhatnagar
4. Hotel front office management by James Bardi
5. Hotel Front Office- A Training Manual By- Sudhir Andrews
6. Front Operation & Administration, By- Dennis Foster
7. Front office procedures & Management, By- Peter Abbot
8. Hotel Front Office Operation & Management- Jatashankar R. Tewari

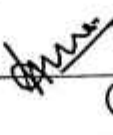
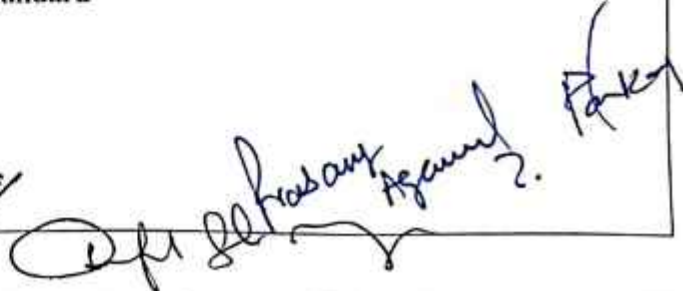
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## Course outcomes:

1. Handling linen room, Uniform importance and process
2. Well verse with the laundry operations and procedure
3. Prepare various flower arrangements
4. Knowing housekeeping operations other than hotels


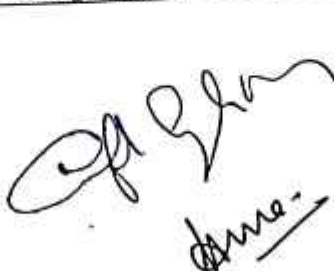
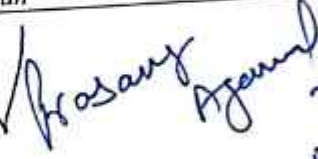

Unit	Topics
I	<b>Linen Room:</b> Activities of Linen Room Layout and equipment's used in Linen Room Selection criteria for Linen purchasing Calculating Linen Requirement Linen Control Measures, Inventory Handling and Discards
II	<b>Uniform and Sewing Room:</b> Advantages of providing uniform, Types of uniform Issue and exchange procedure Layout of uniform and Sewing Room Activities of sewing room and equipment used
III	<b>Laundry:</b> OPL and Contract laundry Layout and machineries Laundry aids and their handling procedure Flow process of OPL Wash cycle Dry cleaning and stain removal Valet Service
IV	<b>Flower arrangement and Indoor plants:</b> Need and importance, Equipment's & Tools required Care and conditioning of cut flowers Principal of design, Styles/shapes of flower arrangement Selection and care of indoor plants Procedure of layering the pot
V	Planning and housekeeping dept Area inventory list Performance standard and productivity standard Time and motion study SOP's Job allocation and work schedule Duty roaster


	<p>Training</p> <p>Inventory level for cycled, non- cycled items</p> <p>Purchasing methods for house keeping</p> <p>Stock taking, issue, control</p>
VI	<p><b>Housekeeping services in Institution and facilities other than hotels:</b></p> <p>Hospitals, Hostels, Malls, Multiplex and Airlines etc.</p>

**Suggested Readings:**

1. Hotel Housekeeping Training Manual, By- Sudhir Andrews
2. Housekeeping Operation & Management, By- Malini Singh
3. Hotel Housekeeping Operations & Management, By- G. Raghubalan







## Course Outcome:

1. Understanding of Food Science
2. Meal preparation with nutrients in proper amount
3. Importance of nutrition for health
4. Food Standards and preservation of food

Unit	Topics
I	<b>INTRODUCTION</b> Food, Functions of Food, Nutrition, Malnutrition Objectives in the study of Food Science and Nutrition
II	<b>FOOD SCIENCE</b> Carbohydrates in Food: Classification, Caramelization, Dextrinization, Gelatinization, Syneresis, Cereal, Millets Oils and Fats: Classification, Types, Properties- Solubility, Effect of Heat (Melting Point, Smoke Point, Flash Point), Plasticity, Rancidity; Role/ Uses in Food Preparation Proteins: Amino Acids, Denaturation and Coagulation of Proteins, Maillard Reaction (non-enzymic browning), Biological Value of Protein, Gluten Vegetables: Classification, Colour Pigments, Effect of Heat on Vegetables, Minimizing Nutritional Losses
III	<b>NUTRITION</b> Carbohydrates, Lipids, Proteins, Vitamins & Minerals: Dietary Sources, Functions, Deficiencies, Excess and Relation to Health; Water: Dietary sources (visible, invisible), functions of water, role of water in maintaining health (water balance)
IV	<b>BALANCED DIET / MENU PLANNING</b> Food and Energy: Uses of Energy by human body, BMR, Obesity and Causes, BMI, Basic Food Groups, Balanced Diet, Importance of Balanced Diet, Concept of RDA for various nutrients, Planning of nutritionally balanced meals, Factors affecting meal planning, Food Exchange Lists, Fortification, Bio-Fortified Foods
V	<b>FOOD PRESERVATION AND FOOD STANDARDS</b> Causes of Food Spoilage, Importance of Food Preservation, Methods of Food Preservation, FSSAI, Food Adulteration, Food Additives, HACCP
Suggested Readings:	
<ol style="list-style-type: none"> <li>1. The Science of Food-PM Gaman and KB Sherrington</li> <li>2. Clinical dietetics &amp; nutrition – F. P. Anita</li> <li>3. Food science chemistry &amp; experimental foods – Dr. M Swaminathan</li> <li>4. Food &amp; Nutrition – Dr. M. Swaminathan</li> <li>5. Food facts &amp; principles – Manay &amp; Shalakshara Swamy</li> <li>6. Food science – Sumathi Mudambi</li> <li>7. Fundamentals of food and nutrition, Mudambi &amp; Rajgopal 4th edition 2001</li> </ol>	








Course Code: **BHM 306**

Course Title: **Hotel Accounting**

Course outcomes:

1. Make the students understand the basic knowledge of Accounting and Finance
2. Learn recording and maintaining of Financial Record
3. Learn Book-Keeping System Applicable in Hospitality industry

Unit	Topics
I	Double entry system- Introduction, Accounting Concept and Conventions Practical system of Book-Keeping & Accounting Cash Book- Definitions, Types (Single, Double, Triple Column Cash Book & Petty Cash Book)
II	Methods of Journalizing Ledger types utility and posting of Entries Subsidiary Books of Account Journal Debit & Credit
III	Trial Balance – Meaning, Objectives, Methods and Preparation of Trial Balance Trading Account, Profit & Loss Account- Meaning, Need and Preparation of Balance sheet Depreciation – Meaning, Need and Methods
IV	Financial Accounting – Meaning, Need Concept and Functions of Finance & Finance Manager Bank Reconciliation statement – Meaning, Cause of Difference, Need and Importance of BRS
V	Financial Planning – Definition, Sources of Finance Steps of Financial Planning Theory of Planning of Working Capital Management Capital Budgeting – Meaning. (Advantages & Disadvantage)

Suggested Reading:-

1. Maheswari S.N.-Financial Accounting
2. Pandey I. M. – Management Accounting
3. Singhal A.K. & Ghose Rai- Accounting for Manager
4. A. Gupta – Basic Accounting

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*II year II sem*

# Bachelor of Hotel Management & Catering Technology (BHM&CT)

\*1-Year/~~II~~-Sem.


(PRACTICAL)


Course Code: BHM 307		Course Title: Food Production Practical-III
S. No	Topics	
1	Revising Preparation of Basic – Vegetable, Fruit, Meat, Poultry and Fishcuts	
2	Preparation of Basic egg dishes- Boiled, Poached, Fried, Baked	
3	Basic Meat, Fish and Poultry preparations. Preparation & jointing of chicken, Filleting of Fish & Identification of meat cuts and preparation of dishes ( As per the knowledge shared in 2 <sup>nd</sup> Semester)	
4	Preparation of Basic gravies and commonly used Indian masala's	
5	Regional cookery of India- Karnataka, Tamilnadu, Kerala, Gujrathi, Lucknow, Awadh, Punjabi, Bengali, Hyderabad, Kashmiri, Uttarakhand cuisines with proper accompaniments like chutney, Indian breads rice preparations etc, ( minimum 1 menu each)	
6	Tandoor cooking- Breads, Kababs, Roast etc.	

**Note:** The Institutions adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in consideration

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Course Code: BHM 308		Course Title: Food and Beverage Service Practical -III
S. No.	Topic	
1	Understanding Room Service Amenities, Room Service equipments	
2	Room Service Tray & Trolley Lay-Up. Carrying Continental Tray	
3	Functional Layouts for room service	
4	Role play: Knocking & opening guest door, wishing the guest, placing tray, checking order, presenting bill, greeting at exit	
5	Order taking on telephone (standard phrases)	
6	Set-up for In Rooms	
7	Procedure for handling fruit basket's (amenities) and actual practices of placing same with finger bowl, knife on B&B plate etc. in guest room	
8	Conducting Briefing/De-Briefing for F & B outlets	
9	Taking an Order & Service of Beer, Sake and Other Fermented & Brewed Beverages	
10	Taking an order & Service of -Sparkling, Aromatized, Fortified, Still Wines. Order of service (starting with wine approval from host, wrapping bottle with napkin etc.)	
11	Opening different types of wine bottles. (Different types of cork screws)	
12	Use of different glasses, holding & carrying glasses	
13	Set up a table with Prepared Menu with wines	
14	Service of Cigars and Cigarettes	






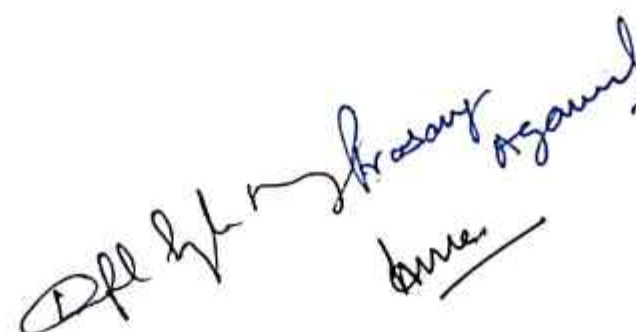

Course Code: BHM 309		Course Title: Front Office Practical-III
S. No.	Topic	
1	Preparing & Filling up of Registration card during Check in, handling registration records	
2	Handling Check-In and Check-Out process	
3	Filling various vouchers, folios, handling allowances and various reports	
4	Familiarization with different forms & formats such as :- Expected arrival/ departure sheet, group/crew arrival sheet, C-Form, Bell boy errand card, Cashier report, cashier envelop, encashment certificate, Express C/out, High Balance Report, Incident Report	
5	Front office cashiering practices and Night audit practice	
6	Role play on Check out process for: FIT, GIT (group leader), handling cash/ credit card, foreign currency	
7	Basis phraseology used during check in, check out and handling situations.	
8	Initial practice on PMS software	







Course Code: BHM 310		Course Title: Accommodation Operation Practical-III
S. No.	Topics	
1	Practicing 2 <sup>nd</sup> Semester Practical's	
2	Practicing different types of Flower arrangements(including 6 basic arrangements)	
3	Making floor plans, wall elevations and templates	
4	Creating model of a guest room / public area with interior decoration themes	
5	Stain removal of 10 common stains	
6	Guest Room Cleaning & handling Mini Bar	
7	Bed Making & Evening Turndown	

**Bachelor of Hotel Management & Catering Technology (BHM&CT)**

**2-Year/ IV-Sem.**  
**(THEORY)**

**Course Code: BHM-401**

**Course Title: Advance Food Production Operations – I**

**Course Outcome:**

1. Familiarization aspect with Volume feeding
2. Precaution while indenting in volume feeding
3. Familiarization with China, France, Italy, Spain, Mexico and Middle East cuisine.
4. International breads and Dessert

Unit	Topics
I	<b>Volume Feeding:-</b> Basic Principles of Menu Planning - Recapitulation Points to consider in Menu Planning for various volume feeding outlets Introduction to Institutional and Industrial Catering Classification of Institutional and Industrial Catering Menu Planning theme Parties Problem associated with off Premise Catering Concept of Centralized Production Unit
II	<b>Recipe Formulation:-</b> Principles of Indenting for volume feeding Portion size of various items for different types of volume feeding Modifying recipes for indenting for Large Scale Catering
III	<b>International Cuisine:-</b> Geographic location, Historical background, Staple food with regional influences, Equipment & Specialties: China, France, Italy, Spain, Mexico and middle East
IV	<b>Appetizers &amp; Garnishes:-</b> Classification and examples of Appetizers, classical / simple Garnishes with examples
V	<b>Sandwiches:-</b> Parts of Sandwiches: Various Bread Used, Spread, Filling and Garnish with Examples Types of Sandwiches
VI	<b>Bakery and Confectionary:-</b> Introduction to International Breads and Dessert: France, Italy and Germany Cake making methods, Faults and remedies Types of Pastry: Choux, Short Crust, Puff, Hot Water and Danish Pastry

*Suggested Readings:*

1. *Quantity Food Production, Planning, and Management-* John B. Knight
2. *Larousse Gastronomique* – Paul Hamlyn
3. *The Complete Guide to the Art of Modern Cookery, Escoffier*
4. *Modern Cookery for Teaching & Trade, Ms. Thangam Phillip*
5. *Professional cookery, Parvinder. S. Bali*

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Course Code: BHM-402

Course Title: Advance Food & Beverage Operations – I

Course Outcome:

1. Plan a Bar setup, do basic Bar Misc-en-place.
2. Should be able to handle bar operations, service of liquor and cocktails
3. Perform Gueridon service.
4. Handle Banquet set ups and operations.

Unit	Topics
I	<b>Spirits:-</b> Introduction to distillation process Introduction to spirits (Whisky, Rum, Brandy, Vodka, Gin & Tequila) Production method in brief Brands- Indian and International & Service of sprits Other Alcoholic Beverage – Absinthe, Ouza, Aquavit, Silvovitz, Arrack, Fenni, Grappa, Calvados etc. Concept of proof and its types, Gay-Lussac percentage
II	<b>Liqueurs:-</b> Types & Production Brands & Service
III	<b>Bar:-</b> Introduction, Types & Layout, Bar displays Equipments used in bars - License Requirements Staffing- Job description, Job specification Bar planning & Designing Bar menus
IV	<b>Cocktails:-</b> Introduction & History Types & Preparation Classical Cocktail, Recipes and Garnishes Costing, Innovative Cocktails & Mocktails Cocktail Bar, Equipment, Garnishes, Decorative Accessories Interaction with Guest, Suggestive Selling
VI	<b>Function Catering:-</b> BANQUETS- Introduction, Types, Organization of Banquet department Duties and responsibilities of the Banquet staff Booking procedures, Banquet menus, Buffets Banquet Lay out - Reception, Cocktail parties (Standing & Sit down), Conventions Seminars, Exhibitions, Fashion Shows, Trade fairs, Wedding etc.....
<b>Suggested Readings:</b> <ol style="list-style-type: none"><li>1. Food &amp; Beverage Service Training Manual-S. Andrews</li><li>2. Food &amp; Beverage Service –Lillicrap &amp; Cousins</li><li>3. Modern Restaurant Service –John Fuller</li><li>4. Professional Food &amp; Beverage Service Management –Brian</li><li>5. Food Service Operations – Peter Jones &amp; Casse</li><li>6. Menu planning-J Kivela,</li><li>7. Food &amp; Beverage Management by John Cousins, David Foskett</li><li>8. F&amp;B Mgmt by Sudhir Andrews</li><li>9. Restaurant Management by Robert Christie Mill</li><li>10. Food &amp; Beverage Service &amp; Management by Bobby George &amp; Sandeep Chaterjee</li></ol>	

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Course Code: **BHM-403**

Course Title: **Room Division Management – I (Accommodation Operations)**

Course Outcome:

1. Imp of guest security
2. Study of F.O. Reports
3. Plan Interior decoration and refurbishing

Unit	Topics
I	Importance of security systems, Key control Handling Situations- Accident, Illness, Theft, Fire, Bomb etc.
II	Interior Decoration Purpose and Importance Elements of DesignPrincipals of Design
III	Colors Color Wheel Classification of ColorsColor Schemes Imp. of Color in Interior Design
IV	Light Classification Types of lighting Importance and Applications
V	Floor And Wall Covering Types and CharacteristicsSelection criteria Care and Maintenance
VI	Accommodation Management Aspects Tariff Fixation Cost & Pricing- Hubbart Formula, Marginal / Contribution Pricing, F.O. Reports & Statistics, Their Analysis Internal & External factors affecting pricing, Pricing Strategys
VII	Furniture, Fittings, Soft Furnishing and Accessories Types - Materials used Selection for Various areas, Care, use and Maintenance
VIII	Sales Techniques, Sales Tools Role of F.O. staff in Maximizing Occupancy, In House Sales Promotion Techniques/ Suggestive Selling Direct Sales Medium- Travel Agent, Tour Operators, Internet, Hotel Sales Dept. Tourist Information Center
IX	Yield Management and Forecasting Method of measuring hotel performance/ yield. Elements and benefits of yield mg. Challenges in yield mg. Yield mg strategies. Yield mg prospects
X	New Property Countdown Three months before the opening Two months before the opening Six weeks before the opening Four weeks before the opening One weeks before the opening

Suggested Readings:

1. Hotel Housekeeping Training Manual, By- Sudhir Andrews
2. Housekeeping Operation & Management, By- Malini Singh
3. Hotel Housekeeping Management & Operations, By- Sudhir Andrews
4. Hotel Housekeeping Operations & Management, By- G. Raghubalan & Smritee Raghubalan
5. The Professional Housekeeper, By- Madelim Schneider & Georgia Tucker, Housekeeping operations and management by Margret Kappa



Course Code: **BHM-404**

Course Title: **Principles of Management**

**Course Outcome:**

1. *Managerial Functions in organisations*
2. *Importance of planning and decision making*
3. *Various processes of management*
4. *Motivation and Leadership*

Unit	Topics
I	<b>Introduction to Management:</b> Management – Concept, Importance and Scope, Functions of Management Evolution of Management Thought: Scientific Management, Fayol's Principles of Management, Human Relations School, Systems Concept; Social Responsibilities of Business; Managerial Skills
II	<b>Planning and Decision Making</b> Planning- Concept, Importance, Types and Limitations Planning Process, Concept of MBO Decision Making: Concept, Types, Decision Making Process
III	<b>Organizing</b> – Concept and Significance of Organising, Formal and Informal Organisation, Organisation Chart of a 5-Star Hotel, Line and Staff Relationship, Authority and Responsibility, Delegation of Authority, Centralization and Decentralization, Span of Control
IV	<b>Staffing and Directing</b> Staffing- Meaning and Importance Directing – Meaning and Importance Leadership Concept and Importance; Leadership Styles; Leadership qualities Motivation – Meaning and Importance; Theories of Motivation, Morale, Incentives Communication – Concept, Types, Process, Barriers in Communication
V	<b>Coordination and Control</b> Coordination – Nature and Importance Controlling-Concept, Importance, Process Management by Exception, Relationship between Planning and Controlling
<b>Suggested Readings:</b> <ol style="list-style-type: none"><li>1. <i>Essentials of Management – Harold Koontz &amp; Heinz Weirich</i></li><li>2. <i>Management – H. Koontz &amp; Cyrill O' Donnell</i></li><li>3. <i>Principles of Management- LM Prasad</i></li></ol>	

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Course Code: **BHM-405**

Course Title: **Travel & Tourism Operations**

Course Outcome:

1. Tourism product development
2. Basic aspects of tourism marketing
3. Tourism Policies
4. Plan keeping in view the Socio economic impact of tourism

Unit

Topics

I

**Concept of Tourism:-**

Origin and objectives of Tourism  
Elements of Tourism; Scope of tourism; Nature of Tourism  
Travel Motivations  
Job Opportunities and Employment Generation  
Economic Benefit of Tourism

II

**Tourism products and resources:-**

Architectural heritage of India  
Culture and iconography of India  
Classical and folk arts of India  
Fairs and festivals of India  
Natural and other tourism resources

III

**Tourism planning and development:-**

Steps of tourism planning  
Tourism policy of India  
Tourism in State and its policy  
Participation of public and private sector in planning

IV

**Tour Operations:-**

Meaning & Definition  
Types of Tour operator: Inbound, Outbound & Domestic  
Tour Packaging – definition, components of a tour package  
Types of Package Tour: Independent Tour, Inclusive Tour, Escorted Tour, Business Tour  
Guides & escorts – Role and functions Qualities required to be a guide or escort

V

**Itinerary Planning:-**

Steps to plan a Tour  
Planning Route map  
Transport Booking –Reservation  
Accommodation – Reservation & Food facilities  
Local Guide /Escort  
Tour Costing

VI

**Socio Economic impact of tourism:-**

International understanding and Tourism  
Improvement of Human Relationships Infrastructure Development  
Ecological destruction; Water pollution, Air pollution, Noise Pollution  
Environmental hazards  
Social and Economic Impacts

Suggested Readings:

1. Tourism Development – A.K. Bhatia
2. Dimensions of tourism – R.N. Kaul
3. Tourism Management – P.N. Sethi
4. International Travel & Tourism- Jagmohan Negi
5. Tourism and travel management – Bishwal R. Gosh
6. Marketing research – G.C. Beri
7. Dimensions of tourism – R.N. Kaul

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Course Code: **BHM-406**

Course Title: **Computer Applications**

**Course Outcome:**

1. Usage of M-S office application
2. Role and usage of Operating System
3. Basic understanding of Network setups
4. Net browsing and E-mailing

Unit	Topics
<b>I</b>	<b>Introduction To Computers</b> What is a computer, Components of a computer system, generation of computers, Storage devices, CD ROM's, Pen Drives, other external storage devices
<b>II</b>	<b>Operating Systems</b> Introduction, Functions, Types and Components
<b>III</b>	<b>Word Processing, Spread Sheets And Presentations</b> What is Word Processing, Features of MS WORD, Editing Commands and Mail merge Understanding Spreadsheet, Features, Formulae and Functions. If Statement, preparing sample worksheets, Preparing Different graphs Features of POWER POINT, Preparing a presentation Preparing an Organization chart
<b>IV</b>	<b>Networks &amp; Networking</b> Describe the concept of connectivity Basic understanding of various kinds of Network Topologies Identify the Various Types of Networks and show an overview understanding of Local Area Network
<b>V</b>	<b>Going Online</b> Explain the scope of features offered by online information services Describe basic Internet concepts Define "browser" and explain the basic concepts of browsing and the operation of a browser Describe the scope of Internet resources and the various types of Internet applications
<b>VI</b>	<b>Introduction to Internet</b> What is Internet, Network, Network of Networks, WWW, Search Engines, e-mail, creating web page.
<b>Suggested Readings:</b> <ol style="list-style-type: none"><li>1. Fundamental of Computers, S.Jain, BPB Publication</li><li>2. Mastering Microsoft Office, Lonnie E. Moseley &amp; David M. Boodey, BPB Publication</li></ol>	

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# Bachelor of Hotel Management & Catering Technology (BHM&CT)

2-Year/ IV-Sem.  
(PRACTICAL)

Course Code: BHM-407

Course Title: Advance Food Production Operations Practical-I

S. No	Topic
1	Practice of a three course menu including appetizer, entrée and dessert with Traditional accompaniment of China, France, Italy, Spain, Mexico and Middle East cuisine.
2	Practice of working lunch menu including Traditional soups and sandwiches.
3	Preparation of traditional breads from France, Italy and Germany
4	Preparation of traditional dessert from France, Italy and German
5	Application of different types of pastry into bakery products
6	Preparations of various cake and sponges

**Note:** The institutions adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

*Prasanna Aggarwal*  
*Rakesh*  
*Chauhan*



S. No	Topic
1	Bar set up and operations, Understanding and observing Bar Layout
2	Preparing Bar menus
3	Service of Spirits & Liqueurs
4	Cocktail/Mocktail Preparation, presentation and service
5	Taking Bar inventory and Practicing Bar stock maintenance
6	Interaction with guest and Suggestive selling
7	Practicing Flambé dishes
8	Practicing –Carving, Salad making etc.
9	Practicing Trolley service – Beverages, Starters, High-tea, Desserts etc.
10	Practicing banquet booking procedure
11	Preparing Function Prospectus
12	Setting up different buffets
13	Organizing different banquet functions
14	Different conference set ups

Course Code: BHM-409

Course Title: Room Division Management Practical-I (Accommodation Operations)

S. No	Topic
1	Inventory of store and public area, ledger maintenance
2	Preparing Sample Colour Schemes
3	Planning Lighting schemes for Different set up
4	Caring and Maintain Floors
5	Window Maintenance and Treatment
6	Maintaining Furniture and Fixtures
7	Preparing purchasing SOP for Room Linen
8	Types of Inventories and their duration
9	Preparing Duty Rosters
10	Decoration according to the different event and themes.

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*Prasanna Agand*  
*Prasanna Agand*  
*Fatima*

Course Code: BHM-410

Course Title: Computer Application Practical

S. No	Topic
1	Operating and Connecting the computer with other devices
2	Practicing MS-OFFICE:- MS WORD MS EXCEL MS POWERPOINT
3	INTERNET USAGE:- Using Internet Creating a mail ID Using E-Mail
4	Basics of Practicising the Internet Safety

     
Prasanna Aganah .  
Ravi Ravi Ravi



Course Code: BHM-411

Course Title: Personality Development Practical-III

S. No	Topic
1	Basic concept of Recruitment and Selection: intent and purpose, selection procedure, types of interviews
2	Preparing for interviews: self-planning, writing resume, knowledge of company profiles, academic and professional knowledge review, update on current affairs and possible questions
3	Facing an interview panel: time- keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, Current affairs (Latest international and domestic news), General Knowledge, General and Historical Awareness about the Hotel industry self- introduction, addressing panel, mental frame-work during interviews
4	Mock Interview participations and practicing group discussions
5	Presentation skills, seminar skills, addressing groups

*Handwritten signatures and notes:*  
Hasang Aggarwal  
Dinesh  
Pankaj

# Bachelor of Hotel Management & Catering Technology (BHM&CT)

3 Year/V Semester

## INDUSTRIAL TRAINING

Total Duration: 22 Weeks

### Extensive on the job training (Twenty Two Weeks):

*The Student shall have to undergo a Twenty-Two weeks extensive on the job training in a leading hotel/resort property, duly approved by the Department. Though the Department may help the incumbent students in arranging their training in suitable institution, the sole responsibility to this effect, will rest on the student. The student will have to submit a comprehensive training report in the Department, duly certified by the competent authority of the training Hotel. The reports will be evaluated by a panel of experts, (one internal and one external), who will also conduct viva voce on the same. . Last date for submission of the report shall be notified by the Department and will usually be atleast one week prior to the commencement of the end semester examinations*

### Log Book:

*While on the training, the students shall have to maintain a Log Book in the format prescribed by the Department. The Log Book, to be submitted along with the training report, will be evaluated by the panel of experts (One internal and one external).*

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