

Uttarakhand Technical University, Dehradun

Scheme of Examination as per AICTE Flexible Curricula

W.E.F. Academic Session 2020-21



**Bachelor of Hotel Management & Catering Technology
(BHMCT)**

Duration: Four years Full time

Uttarakhand Technical University, Dehradun
New Scheme of Examination as per AICTE Flexible Curricula
Bachelor of Technology (B.Tech.) III Year

SCHEME FOR CHOICE BASED CREDIT SYSTEM IN BHMCT
Bachelor of Hotel Management & Catering Technology
First Year (Semester – I)

Sem	Choice	Subject Code	Subject Name	Credit	Total Credit	Total Hrs/Week	Internal Marks	External Marks	Total Marks/Semester
I	DSC-1A Compulsory	BHMT 101	Food Production Foundation –I	4	4	4	50	100	150
	DSC-1A-P Compulsory	BHMP 101	Food Production Foundation –I Practical	2	2	4	25	50	75
	DSC-1B Compulsory	BHMT 102	Food & Beverage Service Foundation -I	4	4	4	50	100	150
	DSC-1B-P Compulsory	BHMP 102	Food & Beverage Service Foundation -I Practical	2	2	4	25	50	75
	DSC-1C Compulsory	BHMT 103	Rooms Division Foundations -I	4	4	4	50	100	150
	DSC-1C-P Compulsory	BHMP 103	Rooms Division Foundations -I Practical	2	2	4	25	50	75
	AEC-1A	BHMT 104	Communication Skills -I	2	2	2	25	50	75
	AEC-1B	BHMT 105	Hygiene & Sanitation	2	2	2	25	50	75
	SE-1A	Elective Group (Theory)-1		2	2	2	25	50	75
				Total Credits in this semester		24	30		900

Elective 1 – Any One

BHMT 111 - Computer Application
 BHMT 112 - Basic French
 BHMT 113 - Tourism Operations

SCHEME FOR CHOICE BASED CREDIT SYSTEM IN BHMCT
Bachelor of Hotel Management & Catering Technology
First Year (Semester – II)

Sem	Choice	Subject code	Subject name	Credit	Total credit	Total Hrs/Week	Internal marks	External marks	Total marks/semester
II	DSC-2A Compulsory	BHMT 201	Food Production Foundation –II	4	4	4	50	100	150
	DSC-2A-P Compulsory	BHMP 201	Food Production Foundation –II Practical	2	2	4	25	50	75
	DSC-2B Compulsory	BHMT 202	Food & Beverage Service Foundation -II	4	4	4	50	100	150
	DSC-2B-P Compulsory	BHMP 202	Food & Beverage Service Foundation -II Practical	2	2	4	25	50	75
	DSC-2C Compulsory	BHMT 203	Rooms Division Foundations -II	4	4	4	50	100	150
	DSC-2C-P Compulsory	BHMP 203	Rooms Division Foundations –II Practical	2	2	4	25	50	75
	AEC-2A	BHMT 204	Environmental Science	2	2	2	25	50	75
	AEC-2B	BHMT 205	Hotel Engineering & Maintenance	2	2	2	25	50	75
	SE-2A	Elective Group (Theory)-2		2	2	2	25	50	75
		Total Credits in this semester			24	30			900

Elective 2 – Any One

BHMT 221 - Communication Skills - II

BHMT 222 - Food Science

BHMT 223 - Basic Accounts

Semester – I

BHMT 101: Food Production Foundation -I

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Course Contents

Unit – 1

Professional Kitchen & Cooking: Introduction, Definition and its importance; Personal & Kitchen Hygiene, HACCP, Uniform, Protective clothing, Work Centres, Hierarchy of Kitchen Department, Classical Kitchen Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.

Unit – 2

Kitchen Equipments, Fuels & Safety: Kitchen Equipments, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; Basic First Aid- Burns, Scalds, Cuts

Unit – 3

Ingredients used in cooking: Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen

Unit – 4

Methods of Cooking: Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Frying, Sautéing, Braising, Cooking with Microwave, Ovens, Gas, Induction Plates and other such medium.

BHMP 101: Food Production Foundation-I Practical:

- Understanding Personal Hygiene & Kitchen Hygiene
- Cooking in Professional Kitchen – Do's & Don'ts
- Grooming for Professional Kitchen – Do's & Don'ts
- Familiarisation with kitchen equipments and tools
- Fuels – Their usage and precautions
- Kitchen First Aid
- Handling Fire
- Familiarization, identification of commonly used ingredients in kitchen
- Cuts of vegetables
 - Julienne, Jardinière, Dices, Cubes, Macedoine, Paysanne, Shredding, Mire- poix
- Blanching of Tomatoes and Capsicum.
- Cooking vegetables: Boiling (potatoes, peas), Frying (Aubergine, Potatoes), Steaming (Cabbage), Braising (Potatoes), Braising (Onions, cabbage)
- Understanding cooking methods.

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani

- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- The Professional Chef: Le Rol A. Polsom
- Theory of Catering By Kinton & Cessarani
- Theory of Cooking By Singh SK & Chomplay.P
- Theory of Cookery By K Arora, Publisher: Frank Brothers

BHMT 102: Food & Beverage Service Foundation -I

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Course Contents

Unit – 1

Food and Beverage Services: - Introduction, Concept, and Classification of Catering Establishments, their importance, F&B Service Outlets & Familiarization with their Layouts(Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria etc).

Unit – 2

Hierarchy of F&B Service Department: F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments and salient features.

Unit – 3

Food Service Equipments, Fuels & Safety: Food Service Equipments: Classification, Description, Usage, Upkeep and Storage. Linen used. Food Service Tools: their Usage, Care & Maintenance, their Inventory. Furniture & fixtures used in a restaurant. Fuel – Types, Usage and Precautions while Food Service. Fire Safety & Emergency Procedures – Introduction, Types and handling fires and dealing with emergencies.

Unit – 4

Food Service: Introduction, Classification of Services, Usage and Service Methods, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station., emerging trends in Food Services. Food poisoning (type of food poisoning), Cross-contamination, Controlling of Bacterial Growth, Food safety activities, Environment concerns.

BHMP 102: Food & Beverage Service Foundation –I Practical

- Understanding Personal Hygiene & Food Service Hygiene
- Grooming for Professional Food Service – Do's & Don't's
- Understanding Food Service Outlets.
- Familiarisation with Food Service equipments and tools
- Fuels –Their usage and precautions while dealing with them in F&B Outlets
- Handling Fire and Emergency Procedures
- Familiarization, Identification of crockery, cutlery, hollowware, flatware and tableware in F&B Outlets
- Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus.

Suggested Reading:

- -Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousines. Publisher: ELBS
- -Food & Beverage Service Management – Brian Varghes
- -Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill.
- -Food & Beverage Service Lillicrap & Cousins, ELBS
- -Introduction F & B Service- Brown, Heppner & Deegan
- -Menu Planning- Jaksa Kivela, Hospitality Press
- -Modern Restaurant Service- John Fuller, Hutchinson
- -Professional Food & Beverage Service Management – Brian Varghese

BHMT 103: Room Division Foundation -I

Theory: 4 Credits; Total Hours =60
Practical: 2 Credits, Total Hours =60

Course Contents

Unit – 1

Accommodation Sector: - Introduction, Concept, and its importance; Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Organization Structure of Hotels; Origin, growth and development of Hotel Sector in India.(ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt, Dual brands.

Unit – 2

The Guest Accommodation: Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room amenities, supplies and services, Floors, Room Name List Patterns, Guest Elevators, Floor Pantries, Guest Safety on Floors, Guest Safety Procedures during Fire, emergencies

Unit – 3

Hotel Front Office : Front Office Introduction, Functions and its importance, Different sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra- department coordination. Organisation structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards.

Unit – 4

Hotel Housekeeping: Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role' of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department, Hygiene and Grooming Standards of Housekeeping Personnel

BHMP 103: Room Division Foundation –I Practical

- Understanding Personal Hygiene Grooming Standards
- Understanding Layouts of Front Office and Housekeeping.
- Familiarisation with equipments and tools
- Rooms layout and standard supplies (Amenities)
- Preparing Room Amenity check list
- DO'S and Don'ts for new entrants/employees in the front office
- Hotel terminology

Note: For focused inputs of accommodation the practical hours may be split up i.e. first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.

- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasavan & Brooks

BHMT 104: Communication Skills- 1

Theory: 2 Credits; Total Hours =30

Course Contents

Unit- 1

Language and communication: Need, purpose, nature, models, Process of communication and various factors of communication, Barriers to communication and overcoming these barriers

Unit- 2

Non-verbal communication: Non-verbal communication, signs, symbols and body, language, language as a sign system, eye-contact, facial expressions and posture. Communication in Hospitality organisation and its effects on performance

Unit -3

Remedial English: Common errors and their correction in English usage with emphasis tense sequence, use of prepositions, phrasal verbs, reference and dictionary skills, Expressing, the same idea/thought unit in different ways Do's and Don'ts of application writing

Unit -4

Standard phrases: Handling enquiries and responding. Addressing a group, Qualities of a good speaker, Basic telephone etiquettes.

Suggested Readings:

- Business English. Department of English University of Delhi. Pearson.
- Communication Skills – Sanjay Kumar. Oxford.
- Business Communication. Basic Concepts and Skills. J. P. Parikh. Orient Black Swan
- Communicative English – E. Suresh Kumar. Orient Black Swan.
- Business Communication. Second Edition – Meenakshi Raman. Oxford.
- Communication Skills and Soft Skills – An integrated Approach. E. Suresh Kumar. Pearson.
- Highly Recommended Teacher's Book English for hotel and catering industry. Oxford.
- A course in listening and speaking I & II – V. Saikumar; P. Kiranmai Dutt, Geetha Rajeevan
- The Nonverbal Advantage – Carol Kinsey Goman
- Soft Power : An Introduction to Core and Corporate Soft Skills – Edited Anitha Arunsimha
- Developing Communication skills – Krishna Mohan ; Meera Banerji
- How to talk to Anyone, Anytime , Anywhere – Larry King

BHMT 105: Hygiene Sanitation

Theory: 2 Credits; Total Hours =30

Course Contents

Unit-1

Introduction to Hygiene & Sanitation: Introduction to Hygiene and Sanitation, Practices of personal hygiene and health habits, Safety at work Place; Sanitation regulations and standards; Introduction, Regulatory bodies and regulations, Control of Food Quality

Unit-2

Sanitary Practices: Sanitary procedures, use of cleaners and sanitizers in maintaining safe production and service environments. Cleaning methods, Design of premises and equipment in the kitchen, Cleaning and Disinfection, Manual & Automatic Dish Washing.

Unit -3

Food Handling: Hygienic food handling, High Risk Foods, Preventing Contamination, Temperatures Control, Safe temperatures for cooking, holding, cooling and reheating foods. Disposal of food waste and garbage in production areas, ware-washing areas and external pick-up areas, Describe signs of spoiled, unsafe and unacceptable food. Basics of FSS act. Key components of the HACCP, Principles and ways of applying them to the professional food service kitchen, Application of HACCP

Unit- 4

First Aid: Safe and appropriate use of basic first aid techniques for employees and customers.

Suggested Readings:

- Food Hygiene and Sanitation- S.Roday
- Food Safety by Bhat & Rao
- Safe Food Handling by Jacob M.
- FSS Rules
- HACCP-A practical approach - Sara Mortimore & Carol Wallace Chapman & Hall
- Food Service Sanitation Manuals applicable in Catering industry in India

BHMT 111: Computers Application

Theory: 2 Credits; Total Hours =30

Course Contents

Unit -1

Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotels, Familiarisation with Components of Computers – Hardware: Hardware elements – input, storage, processing & output devices. Block diagram of computer,

Unit -2

Introduction to Computers Software: Types of Software, System Software, Application Software, Utility Software's, Use of MS- Office: Basics of MS- Word. MS- Excel and MS- Power Point.

Unit -3

Internet & Applications: Introduction to Internet: Definition of networks, concepts of webpage, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines, Email.

Unit-4

Social Media Applications and Hospitality: Introduction to Social Media, Its Role in Hospitality Promotion, Facebook – Creating Pages and Profiles, Merits/Demerits of Social Media, Linked In, Twitter and Other Social Media Applications.

Suggested Reading:

- Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
- Comer 4e, Computer networks and Internet, Pearson Education
- White, Date Communications & Compute4r Network, Thomson Learning, Bombay.
- Computers in Hotels – Concepts & Applications: Partho P Seal Oxford University Press
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.

BHMT 112: Basic French

Theory: 2 Credits; Total Hours: 30

Course Contents

Unit – 1

Pronunciation - The Alphabet - The Accents; 'Formules de politesse'; The numbers: Cardinal, Ordinal; Time (only 24 hr clock); Weights & Measures; The subjective pronouns; Auxiliary verbs: *être* and *avoir*

Unit – 2

Self introduction; presenting and introducing other person; Name of vegetables and fruits; Conjugation of first group of verbs; Days of the week; Months of the year; Date; The definite and indefinite articles

Unit – 3

Name of the Countries and their Nationalities; Conjugation of second group of verbs; Adjectives of place; Preposition of place; Describing a place (your city/ tourist place)

Unit - 4

Vocabulary describing family; Describe your family; Name of dairy products and Cereals; Negation; Conjugation of irregular verbs : *venir*, *aller*; Demonstrative Adjectives, Simple translation

Oral

- Counting numbers, Months, days of weeks, seasons, colours
- Basic Introduction
- Understanding questions
- Basic Conversation
- Food & Beverage terms in French

Suggested Readings:

- Larousse compact Dictionary: French-English/ English-French
- Conjugaison - Le Robert & Nathan
- Larousse French Grammar
- Grammaire Collection "Le Nouvel Entraînez vous" level debutant
- Parlez à l'hôtel by A. Talukdar
- Cours de Langue et de Civilisation Françaises- G. Mauger
- French for Hotel and Tourism Industry by S.Bhattacharya
- Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav

BHMT 113: Tourism Operations

Theory: 2 Credits; Total Hours: 30

Unit -1

Concept of Tourism: Origin and objectives of tourism, Elements of tourism; Scope of tourism; Nature of tourism, Travel motivations, Economic benefit of tourism, Socio & Economic impact of tourism

Unit -2

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

Unit -3

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

Unit -4

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 – Their role and function Qualities required to be a guide or escort., Itinerary Planning, Steps to plan a Tour, Planning Itinerary, Transport booking – reservation, Accommodation – Reservation & Food facilities, Local guide / escort, Tour Costing

Suggested Reading:

- Hotels for Tourism Development, Dr. J.M.S. Negi, Metropolitan Book Co. (P) Ltd., New Delhi.
- Dynamics of Tourism, R.N. Kaul, Sterling Publishing Pvt. Ltd., New Delhi.
- International Tourism, A.K. Bhatia, Sterling Publishing Pvt. Ltd., New Delhi
- Hotel Front Office Management, James A. Bardi, Van Nostrand Reinholdn New York.
- Marketing Management, Philip Kotler, Prentice-Hall of India, New Delhi.
- Tourism and travel management – Bishwal R. Gosh;
- Marketing research – G.C. Beri

Semester – II

BHMT 201: Food Production Foundation -II

Theory: 4 Credits; Total Hours =60
Practical: 2 Credits, Total Hours =60

Course Contents

Unit – 1

Stocks, Sauces & Soups: Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation.

Unit – 2

Eggs, Poultry and Meat: Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Classification (Bovines, Ovines and Swines), Categories, Cuts of Meat, Storage and handling.

Unit – 3

Fishes in cooking: Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for sea food.

Unit – 4

Salad & Sandwiches: Salads: Introduction, compositions, types, dressings, emerging trends. Sandwiches: Introduction, compositions, types, dressings, emerging trends.

BHMP 201: Food Production Foundation – II Practical

- Preparation of Stocks, Mother Sauces and at least two derivatives each.
- Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)
- Understanding Eggs and their simple Breakfast Preparations ;Preparation of: Hard & soft boiled eggs, Fried eggs, Poached eggs, Scrambled eggs, Omelet's (Plain, Spanish, Stuffed)
- Familiarisation with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking Vegetables – Their usage and cooking precautions
- Simple Vegetable and Meat Cookery
- Identification of types of rice varieties & pulses, Simple preparation of Boiled rice (Draining & Absorption) method.
- Fired rice, Simple daal preparation, Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris. Simple Breakfast Preparations: Preparation of Puri/ Bhaji, Allo Paratha, Chola Bhatara, Preparation of Continental Breakfast
- Preparation of Salads & Sandwiches

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef

- Food Production Operations: Parvinder S Bali, Oxford University Press
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef: Le Rol A. Polsom
- Theory of Catering By Kinton & Cessarani
- Theory of Cooking By Pranshu & Singh S K
- Theory of Cookery By K Arora, Publisher: Frank Brothers

BHMT 202: Food & Beverage Service Foundation -II

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Course Contents

Unit – 1: Non Alcoholic Beverages & Mocktails: Introduction, Types (Tea, Coffee, Juices, Aerated Beverages, Shakes) Descriptions with detailed inputs, their origin, varieties, popular brands, presentation and service tools and techniques. Mocktails – Introduction, Types, Brief Descriptions, Preparation and Service Techniques

Unit – 2: Types of Meals: Breakfast- Concept, Types & classification, Breakfast services in Hotels, Preparation for Breakfast Services, Mise-en-place and Mise-en-scene, arrangement and setting up of tables/trays, Functions performed while serving Breakfast, emerging trends in Breakfast Services and salient features. Brunch, Lunch, Hi-Tea, Dinner, Supper, Elevenses and other. Table Cheese: types, storage and their services.

Unit – 3: Types of Menu: Introduction, Concept, Types, Salient Features, Menu Designs, French Classical Courses. Cover and Accompaniments for Dishes. French and culinary terms.

Unit – 4: Room Service/ In Room Dining: Introduction, Concept of Room Service/ In Room Dining, Salient Features, Understanding Guest expectations in Room Service, Room Service Equipments, Set up of Trays & Trolleys, Upkeep and Storage, Service Tools, Clearance, Presentation of Bills, Room Service Dos & Don'ts. Mini Bar Management in Guest Rooms, Guest Interaction – Have and Have not's.

Unit – 4: Order Taking & Billing methods: Introduction, Checking system in food operations, Methods of taking food and beverages orders in various outlets. Computerized order taking.

BHMP 202: Food & Beverage Foundation – II Practical

- Understanding Non Alcoholic Beverages, Types & Service Techniques
- Guest Interactions while on Food Service – Do's & Don't's
- Understanding Mocktails, Their Presentation and Services (At least ten types of Mocktails)
- Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests.
- Familiarization with Food Service in Restaurants (Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests), Presenting Menus, precautions while dealing with guests.
- Services of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)

Suggested Reading:

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS
- Food & Beverage Service – Sudhir Andrews, Tata Mc Graw Hill.
- Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service- Brown, Heppner & Deegan
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Operation)

BHMT 203: Room Division Foundation - II

Theory: 4 Credits; Total Hours: 60

Practical: 2 Credits, Total Hours: 60

Course Contents

Unit – 1

Cleaning Science: Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment: Types of Equipment, Operating Principles, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.

Unit – 2

Housekeeping Procedures: Cleaning Schedules, Cleaning Methods, Briefing, Debriefing, Proceeding for Days work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from Stores, Housekeeping control desk: Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest Requests, General operations of control desk.

Unit – 3

Basic Front Office Operations: Front desk operations & functions, Equipments used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments, rooms and plans, , Introduction to the guest cycle, Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups, and baggage handling,

Unit – 4

The Guest Room Servicing: Cleaning of Guest Rooms & Bathrooms: Daily cleaning of (Occupied/ Departure/ Vacant/ Under Maintenance/VIP rooms (Systematic Procedures), Special Cleaning, Weekly Cleaning /Spring Cleaning, Evening service/ Turn Down Service, System & procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, Use of Maids Cart & Caddy.

BHMP 203: Room Division Foundation – II Practical

- Identification and familiarisation with cleaning equipments and agents.
- Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.
- Develop an understanding about basic Housekeeping procedures like Briefing, De Briefing, dealing with Lost & Found, Key Control, Forms & Registers at Control desk of Housekeeping
- Identification and familiarisation with front desk equipments and Performa's.
- Skill to handle front desk operations i.e guest reservations, guest arrival (FIT and groups) including baggage handling
- Skills to handle to telephones at the reception- receive/ record messages.
- Skills to handle guest departure (fits and groups)
- Preparation and study of countries, capitals, currencies, airlines and flags chart
- Role play:
- At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bell boy

- At the Front Desk: Guest arriving; greeting & offering welcome drink and guest interactions.
- Servicing of guestrooms, placing/ replacing guest supplies and soiled linen

Note: For focused inputs of accommodation the practical hours may be split up i.e. first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II) Edn.) – Rohert J. Martin & Thomas J.A. Jones, Wiley Publications
- Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks

BHMT 204: Environmental Science

Theory: 2 Credits; Total Hours: 30

Course Contents

Unit- 1

Introduction to environmental studies: Multidisciplinary nature of environmental studies; Scope and importance; concept of sustainability and sustainable development

Unit- 2

Ecosystem: What is an eco-system, Structure and function of ecosystem; Energy flow in an ecosystem: food chains, food webs and ecological succession case studies of the following ecosystems: Forest ecosystem, Grassland ecosystem, Desert ecosystem, Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

Unit- 3

Natural Resources: Renewable and Non- renewable resources: Land resources and land use change; Land degradation, soil erosion and desertification. Deforestation: Causes and impacts due to mining, dam building on environment, forests, over water (international & inter-state). Energy resources: Renewable and non renewable energy sources, use of alternate energy sources, growing energy needs, case studies.

Unit- 4

Biodiversity and conservation: Levels of biological diversity: genetic, species and ecosystem diversity; Bio-geographic Zones of India; Biodiversity patterns and global biodiversity patterns and global biodiversity hot spots. India as a mega-biodiversity: nation; Endangered and endemic species of India. Threats to biodiversity: Habitat loss, poaching of wildlife, man-wildlife conflicts, biological invasions; conservation of biodiversity: In-situ conservation of biodiversity. Ecosystem and biodiversity services: Ecological, economic, social, ethical, aesthetic and informational value.

Unit- 5

Environmental Pollution: Environmental pollution: types, causes, effects and controls; Air, water, soil and noise pollution. Nuclear hazards and human health risks. Solid waste management: control measures of urban and industrial waste. Pollution case studies.

Unit- 6

Environmental Policies & Practices: Climate change, global warming, ozone layer depletion, acid rain and impacts on human communities and agriculture. Environment Laws; Environment Protection Act; Air (prevention & control of Pollution) Act; water (Prevention and control of pollution) Act; Wildlife Protection Act; forest Conservation Act; International agreements: Montreal and Kyoto protocols and Convention on Biological Diversity (CBD). Nature reserves, tribal populations and rights, and human wildlife conflicts in India context.

Unit- 7

Human Communities and the Environment: Human population growth: Impacts on environment, human health and welfare. Resettlement and rehabilitation of project affected persons; case studies. Disaster management: floods, earthquake, cyclones and landslides. Environmental movements: chipko, Silent valley, bishnois of Rajasthan. Environmental ethics: Role of Indian and other religions and cultures in environmental conservation. Environmental communication and public awareness, case studies (e.g. CNG vehicles in Delhi).

Unit- 8

Field work: Visit to an area to document environmental assets: river/ forest/ flora/ fauna, etc. Visit to a local polluted site- urban / Rural/ Industrial/ Agricultural. Study of common plants, insects, birds and basic principles of identification. Study of simple ecosystems- pond, river, Delhi Ridge, etc.

Suggested Readings:

- “Environmental Studies” - Erach Barucha
- “Objective of Environmental Sciences” – [BB Singh](#)
- “Fundamental Concepts in Environmental Studies” - Mishra DD
- Advances in Environmental Science & Technology- RK Trivedi
- Environmental Science- YK Singh
- Environmental Science- G Tyler Miller

BHMT 205: Hotel Engineering & Maintenance

Theory: 2 Credits; Total Hours: 30

Course Contents

Unit-1

Introduction to Hotel Maintenance: Maintenance and Calibration of equipment – Meaning and importance, Importance of Maintenance department in Hotel Industry, Organization chart of Maintenance department in 3/4/5 star hotels, Duties & responsibilities of Chief Engineer of a hotel, Types of maintenance and their advantages and disadvantages; Breakdown/ Corrective Maintenance, Preventive Maintenance, Predictive Maintenance, Contract Maintenance- Need, Types: Lump sum, Unit price/ Unit Rate, Cost plus upper limit contract, Maintenance charts for - Swimming Pool: Daily basis and Quarterly basis; Kitchen: Daily basis and Quarterly basis, Replacement of Equipments- Reasons for replacement, Economic replacement of equipments(Graph)

Unit – 2

Refrigeration and Air Conditioning: Definitions: Heat, Temperature, Sensible heat, Latent Heat, Relative Humidity, Methods of Heat Transfer: Conduction, Convection, Radiation, Refrigeration: Principle, Unit of Refrigeration, Refrigerants: Properties and Types, Domestic Refrigerator- Block Diagram and working, Maintenance, Defrosting: Need, Methods, Walk in Freezer/ Cold Storage- Block diagram, Working, Maintenance, Types of AC- Unitary AC, Window AC and Split AC, Working of types of AC's, Factors affecting Load on AC, Factors affecting AC Comfort, Maintenance of AC

Unit – 3

Fuels and Electricity: Types of Fuels-Comparison of various Fuels: Solid, Liquid and Gaseous, Fuels used in Hotel Industry, Electricity- Types of Electricity supply: Single and Three Phase, Types of Fuse: Re-wire able, Cartridge, Miniature Circuit Breakers (MCB), Importance and method of Earthing System, Calculation of Electricity Bill

Unit – 4

Water Systems: Sources of water, Adverse effects of Hard water, Methods of purification & water softening: Ion Exchange, Lime Soda, Water Distribution System: Up Feed and Down Feed (Hot & Cold), Traps, Water Closets and Flushing Systems- Types, diagrams, functions. Various Plumbing Fixtures

Suggested Readings:

- Hotel Engineering – Sujit Ghosal – Oxford University Press
- Hotel Engineering – R.K. Chhatwal
- Hotel Maintenance – Arora

BHMT 221: Communication Skill – II

Theory: 2 Credits; Total Hours: 30

Course Contents

Unit -1

Communication: Definition of communication, Types of communication, Process of communication, Channels of communication, Non Verbal Communication

Unit -2

Writing Skills: Letter writing - formal and informal, Resume writing, Report writing, Note making and note taking, Dialogue writing, short Story writing

Unit -3

Listening on the Job: Definition, Levels and types of listening, Listening barriers, Guidelines for effective listening, Listening computerization and note taking

Unit -4

Effective Speaking and Interview skills: Writing a speech, preparing speech note, developing confidence and overcoming fear, Delivering different types of speeches, Restaurant and hotel English, Polite and effective enquiries and responses, Addressing a group, Essential qualities of a good speaker, Defining the purpose of a speech, organizing the ideas and delivering the speech, Interview skills, Presentations skills, planning, preparation, practicing, presentation to different groups

Suggested Readings:

- Business Communication - Asha Kaul
- Effective Business Communication- Asha Kaul
- Communication Skills- Sanjay Kumar

BHMT 222: Food Science

Theory: 2 Credits; Total Hours: 30

Course Contents

Unit-1

Food Science Fundamentals: Definition and scope of food science and It's inter-relationship with food chemistry, food microbiology and food production, Importance with relation to food handling preparation and service. Micro Organisms- Classification. Bacteria-Size, Shape, reproduction, beneficial and harmful affects Yeasts-size, shape, reproduction, beneficial effects.

Unit-2

Food Preservation: Food Preservation Methods and principles of food preservation. Food Poisoning – Staphylococci, botulism & clostridium perfringens, Symptoms, illness & prevention,

Unit-3

Colloids: Colloids- Types and factors affecting colloidal solutions; Emulsions- Types and theory of emulsion, Food emulsions

Unit-4

Changes taking place during cooking: Carbohydrates –Introduction, Effect of cooking (Gelatinisation and Retro gradation), Factors affecting texture of carbohydrates (Stiffness of CHO gel & Dextrinization, Uses of carbohydrates in food preparations; **Proteins** - Basic structure and properties, Type of proteins based on their origin (plant/animal), Effect of heat on proteins (Denaturation, coagulation), Functional properties of proteins (Gelation, Emulsification, Foam ability, Viscosity), Commercial uses of proteins in different food preparations(like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Soufflés, Custards, Soups, Curries etc.) **Fats and Oils** – Classification (based on the origin and degree of saturation, Autoxidation (factors and prevention measures), Flavour reversion, Refining, Hydrogenation & winterisation, Effect of heating on fats & oils with respect to smoke point, Commercial uses of fats (with emphasis on shortening value of different fats)

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

Suggested Readings:

- Food Science & Nutrition – Sunetra Roday
- Food hygiene and Sanitation - Sunetra Roday
- Food Science- Potter and Hotchkin

BHMT 223: Basic Accounts

Theory: 2 Credits; Total Hours: 30

Course Contents

Unit-1

Accounting Theory: Business Transaction and Basic Terminology, Need to Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles - Concepts and Conventions.

Unit-2

Account Records: Principles of Double Entry System, Journal & Ledger Entries and Subsidiary Books - Cash, Sales & Purchase books and Bank Reconciliation statement.

Unit-3

Financial Statements: Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Computerised preparation of Records and Financial Statements.

Unit-4

Depreciation Reserves and Provisions: Meaning, Basic Methods.

Suggested Readings:

- Comprehensive Accountancy , S.A. Siddiqui
- A Complete Course in Accounting Volume - I, N.D. Kapoor
- Double-Entry Book-Keeping , R.C. Chawla & C. Juneja
- Introduction to Accountancy, T.S. Grewal

SCHEME FOR CHOICE BASED CREDIT SYSTEM IN BHMCT
Bachelor of Hotel Management & Catering Technology
Second Year (Semester – III)

Sem	Choice	Subject code	Subject name	Credit	Total credit	Total Hrs/Week	Internal marks	External marks	Total marks/semester
III	DSC-3A Compulsory	BHMT 301	Introduction to Indian Cuisine	4	4	4	50	100	150
	DSC-3A-P Compulsory	BHMP 301	Introduction to Indian Cuisine Practical	2	2	4	25	50	75
	DSC-3B Compulsory	BHMT 302	Food & Beverage Service Operations –I	4	4	4	50	100	150
	DSC-3B-P Compulsory	BHMP 302	Food & Beverage Service Operations - I Practical	2	2	4	25	50	75
	DSC-3C Compulsory	BHMT 303	Front Office Operations –I	4	4	4	50	100	150
	DSC-3C-P Compulsory	BHMP 303	Front Office Operations -I Practical	2	2	4	25	50	75
	DSC-3C	BHMT 304	Accommodation Operations – I	4	4	4	50	100	150
	DSC-3CP	BHMP 304	Accommodation Operations – I Practical	2	2	4	25	50	75
	AEC – 3A	BHMT 305	Fundamentals of Management	2	2	2	25	50	75
	AEC – 3B	BHMP 306*	Personality Development Skills –I	0	0	2	50	0	50
	SE-3A	Elective Group 3		2	2	2	25	50	75
				Total Credits in this semester 28		38			1100

**BHMP 306 - is non credit course and having internal evaluation. This course is mandatory to pass to complete the degree*

Elective 3 – Any One

- BHMT 331 - Facility Planning
- BHMT 332 - Hotel Accounting
- BHMT 333 - Nutrition & Diet Planning

SCHEME FOR CHOICE BASED CREDIT SYSTEM IN BHMCT
Bachelor of Hotel Management & Catering Technology
Second Year (Semester – IV)

Sem	Choice	Subject code	Subject Name	Credit	Total credit	Total Hrs/ Week	Internal marks	External marks	Total marks/ semester
IV	DSC-4A Compulsory	BHMT 401	Food Production Operations	4	4	4	50	100	150
	DSC-4A-P Compulsory	BHMP 401	Food Production Operations Practical	2	2	4	25	50	75
	DSC-4B Compulsory	BHMT 402	Food & Beverage Service Operations -II	4	4	4	50	100	150
	DSC-4B-P Compulsory	BHMP 402	Food & Beverage Service Operations - II Practical	2	2	4	25	50	75
	DSC-4C Compulsory	BHMT 403	Front Office Operations –II	4	4	4	50	100	150
	DSC-4C-P Compulsory	BHMP 403	Front Office Operations -II Practical	2	2	4	25	50	75
	DSC-4C	BHMT 404	Accommodation Operations - II	4	4	4	50	100	150
	DSC-4CP	BHMP 404	Accommodation Operations – II Practical	2	2	4	25	50	75
	AEC – 4A	BHMT 405	Writing Skills in Hospitality	2	2	4	25	50	75
	SE-4A	Elective Group (Theory)- 4		2	2	2	25	50	75
Total Credits in this semester				28	38				1050

Elective 4 – Any One

BHMT 441 - F & B Controls
 BHMT 442 - Event Management
 BHMT 443 - Laundry Management

Semester – III

BHMT 301: Introduction to Indian Cuisine

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours=60

External Maximum Marks: 100

Internal Maximum Marks: 50

Prior Learning: The Students studying this course should have basic knowledge of Kitchen Operations and should know basic preparations and methods of cooking.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Kitchen operations as Prior Learning. The students undertaking this course should be able to understand following:

1. Role of Indian spices and condiments,
2. Fundamentals of Regional cuisines & Basic Indian gravies
3. Tandoor handling and preparations
4. Regional popular dishes
5. Indian Starters & Sweets
6. Recipe conversion, portion control
7. Process of Indenting & bulk cooking

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Cook dishes using traditional Indian cooking methods,
2. Handle Tandoor preparation and cooking,
3. Prepare Popular regional dishes
4. Preparing Indian Starters and sweets
5. Prepare indent and recipe conversion
6. Bulk cooking operations.

Course Contents

Unit 1: Basics of Indian Cuisine

Introduction, Concept & importance of curries and gravies, Types of Indian Curries and its combination, Introduction & Identification of various varieties of rice, cereals and pulses, Blending of spices and concept of masalas, Different masalas used in Indian cookery, Dry & Wet masalas, Composition of different masalas, Varieties of masalas available in regional areas, Special masala blend, Spices used in Indian cookery, Role of spices in Indian cookery, Indian equivalent of spices (names).

Unit-2: Indian Regional Cooking

Brief study of following regional Cuisines - Northern Indian, Southern Indian, Eastern Indian, Western Indian - Understanding Dietary habits, role of staple food, traditional ingredients cooking methods, popular dishes and tools used. Discuss Regional Breads.

Note: Special emphasis on famous cuisines.

Unit-3: Tandoor

Understanding concept of Tandoor, Tandoor Seasoning, tools used in tandoor, Marinades used in tandoor cooking, Tandoori Breads and other preparations.

Unit 4: Indian Starters and sweets – Introduction, types, recipes and preparation methods.

Unit 5: Quantity Food Production:

Standard recipe, Portion size, Recipe conversion, principles of indenting, planning bulk menus, Different types of catering, Banquet production planning, Bulk portioning and portion control, holding, storage problems, adjustments, Transporting food, Planning ODC, checklist for ODC, Heat and cold generating equipment, Care and maintenance of this equipment, Modern developments in equipment manufacture.

BHMP 301 - Introduction to Indian Cuisine -Practical

Practical: 2 Credits, Total Hours =60

External Maximum Marks: 50

Internal Maximum Marks: 25

1. Preparation of Dry and wet Masala mix, Basic gravies.
2. Practicing Regional cuisines of India - Northern Indian, Southern Indian, Eastern Indian, Western Indian with proper accompaniments like chutney, breads, rice preparations and sweets, etc.
3. Preparing elaborate Indian regional menus.
4. Preparing Indian Starters and sweets.
5. Practicing Bulk menus.
6. Practicing setting up of a Tandoor and the products related to it
 - a. Tandoori Breads.
 - b. Tandoori Kababs

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.

Suggested Reading:

1. Art of Indian Cookery, Rocky Mohan, Roli
2. Prasad - Cooking with Masters, J. Inder Singh Kalra, Allied
3. Tandoor – Chef Ranjit Rai
4. Theory of Cookery, Dr.S.K.Singh & Pranshu
5. A Taste of India, Madhur Jaffrey, Pavillion
6. Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins
7. Zaika, SonyaAtal Sapru, HarperCollins
8. Punjabi Cuisine, Premjit Gill
9. Hyderabadi Cuisine, Pratibha Karan, HarperCollins
10. Modern Cookery for Teaching & Trade, Ms. Thangam Philip, Orient Longman
11. Professional cookery, Bali

BHMT 302: Food & Beverage Service Operations -I

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours=60

External Maximum Marks: 100

Internal Maximum Marks: 50

Prior Learning: The Students studying this course should have basic knowledge of F& B operations, types of service and role of F&B Staff.

Learning Objective: The students undertaking this course should be able to understand following:

1. Classification and Knowledge of Alcoholic beverage.
2. Knowledge of Wines.
3. Knowledge of Beer, Aperitifs, Vermouths and Tobacco

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

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

Course Contents

Unit – 1: Introduction to Alcoholic Beverages: Meaning, classification, properties and examples.

Unit – 2: Beers: Introduction, History, Production, Types and brands, Indian and International. Care and storage. Services, bottled, canned and draught beers. Concept of Micro breweries and crafted beers, Other Fermented & Brewed Beverages: Sake, Cider, Perry, Alcohol Free Wines.

Unit – 3: Introduction to wines: Introduction, History and classification. New world and old world wines. Types and composition of grape. Vinification (red, white, rose and sparkling wine) and factors affecting the quality of wine. Fortified and aromatized wines. Wine faults, Service of different wines, wine glassware, storage of wines. Cellar management and Wine terminology.

Unit – 4: Wine producing countries: France, Italy, Spain, Germany, Portugal, Chile, Australia, America, South Africa and India along with wine examples. Wine Quality Laws: France and Italy. Food and wine harmony.

Unit – 5: Aperitifs: Definition and introduction. Wine based aperitifs and Spirit based aperitifs.

BHMP 302: Food & Beverage Service Operations -I Practical:

Practical: 2 Credits, Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

1. Taking wine order.
2. Reading wine label.
3. Service of Still wines: Red, white & rose.
4. Service of Sparkling wines.
5. Stacking of cellar area.
6. Service of beer.
7. Service of aperitifs.
8. Set up a table with Prepared Menu with wines

Suggestive readings:

1. Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS
2. Food & Beverage Service – R. Singravalam, Oxford
3. Food & Beverage Service Management- Brian Varghese
4. Food & Beverage Service Training Manual – Sudhir Andrews,
5. Tata Mc Graw Hill. Food & Beverage Service Lillicrap & Cousins,
6. Introduction F& B Service – Brown, Heppner & Deegan
7. Modern Restaurant Service – John Fuller, Hutchinson
8. Professional Food & Beverage Service Management – Brian Varghese
9. The Restaurant (From Concept to Opertion)
10. The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi
11. Wine Encyclopaedia

BHMT 303: Front Office Operations -I

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

External Maximum Marks: 100

Internal Maximum Marks: 50

Prior Learning: The Students studying this course should have basic knowledge of Hotel operations and different functions of Front Office operations.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Front Office operations in respect to the Room selling or Service selling. The students undertaking this course should be able to understand following:

1. The basics of Room Tariff, the different types of plans and handling documentation at Front Office
2. Handle reservations & cancellations,
3. Knowledge of complete guest cycle
4. The registration process.
5. Bell desk & Concierge operations.

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Should know room selling process, make reservations and cancellations,
2. Complete the registration process
3. Handle bell desk and Concierge operations.
4. Handle front office documentation.

Course Contents

Unit 1: Room Tariff: Basis of room tariff, Tariff fixation / calculating room tariff., Types of room tariff: Rack rate, discounted rates, Company Volume Guaranteed Rate, Types of Meal Plan used in the hotel industry, Forms & Format/ Tariff Card/Brochure.

Unit 2: Modern Reservation practices Digitalization of Reservation & Cancellation: Modern Channels and systems, Package Plans of Hotel Room Booking with Airlines / Cruise liners / Railway- Networks. Last Minute Booking & Last-Minute Cancellation through OTA's. Redeem Reward Points (Airline Ticket, OTA site Booking) on Hotel stay, Indian OTA: -MakeMyTrip, Yatra, Goibibo, International OTA: - Expedia, Priceline.com, Booking.com, Agoda, Meta Search Hotel Website: - Google Hotel Ads, TripAdvisor, Kayak, Trivago and other App based.

Unit 3: Modern Practices for Guest Check In: - Pre- Arrival, Arrival and Stay.

Check in Procedure in different situations like: - guest having confirmed reservation, Walk –in Guest, Group/crew, Scanty Baggage Guest, International Travellers, Forms & Formats, Digital Check-In (Hotel Website, Hotel's Mobile Apps, Social Media)

Introduction to the Registration, Steps of registration with or without reservation, Pre-registration activities, Processing VIP, Foreigners & group registration

Unit 4: Bell Desk & Concierge Operations: - Introduction of Bell desk, Equipment's used in Bell desk, Functions of Bell desk, Luggage handling, Paging, Change of room etc. Functions of Concierge, Forms & Formats.

Glossary of Terms (With reference to above all topics)

**BHMP 303: Front Office Operations
Practical**

Practical: 2 Credits, Total Hours =30
External Maximum Marks: 50
Internal Maximum Marks: 25

1. Practicing modern reservation and cancellation process
2. Practicing Registration process (non – automated and automated) for FIT, FFIT, DFIT, GFIT and Corporate Guests.
3. Filling Density chart from Reservations of multiple sources (OTA, Guest E-Mail, TA, CRS & Walk-in) -in Excel sheets.
4. Filling Occupancy chart from data provided -in Excel sheets.
5. Practicing Telecommunication skills – telephonic situation handling.
6. Handling Bell desk Operations.
7. Handling Concierge operations.
8. Front Office Communication –
 - a. **Nonverbal** – Preparing Telephonic Transmittal slips,
 - b. Preparing paging messages,
 - c. Handling Guest messages.
 - d. Preparing routine log books,
9. Writing and recording complaints.
10. Practicing filling of Forms and formats

Suggested Readings:

1. Check-In Check-Out: Managing Hotel Operations – Gary K. Vallen: Pearson Education India
2. Managing Front Office Operations – Kasavana & Brooks – 7th Edition & 10th Edition Educational Institution AHMA
3. Hotel Front Office Training Manual – Suvradeep Gauranga Ghosh
4. Hotel Front Office Management – James Bardi
5. Hotel Front Office : Operations and Management - [Tewari, Jatashankar R.](#) - Oxford University Press
6. Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
7. Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
8. Front Operation & Administration, - Dennis Foster
9. Front office procedures & Management - Peter Abbot

BHMT 304: Accommodation Operations – I

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

External Maximum Marks: 100

Internal Maximum Marks: 50

Prior Learning: The Students studying this course should have clear cut knowledge of the core functioning of housekeeping department.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Hotel operations in respect to the Accommodation Operation area. The students undertaking this course should be able to understand following:

1. Basics of fibre and fabrics
2. Role of linen room, The basic functions,
3. Uniform room and process.
4. Different types of Laundry and wash cycle.
5. Understanding Housekeeping systems and procedures
6. Housekeeping in Institutions.

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Shall identify different fabrics,
2. Handling linen room, Uniform importance and process,
3. Well verse with the laundry operations and procedure,
4. Planning Housekeeping inventories
5. Practicing SOPs
6. Knowing housekeeping operations other than hotels.

Course Contents

Unit 1: Fibres – Types, Classification, Weft, warp, salvages, types of weaves, quality of textile fibres, characteristics and uses of fabrics.

Unit 2: Linen Room and Uniform Management:- Activities, Layout of uniform, linen room, equipments used, Selection criteria for linen purchasing, Calculating linen requirement, Linen control measures, inventory handling and Discard management, Advantages of providing uniform, Types of uniform, Protective clothing purpose and selection, Issue and exchange procedure of linen & uniform, Activities of sewing room and equipment used.

Unit 3: Laundry: -On Premises Laundry and Contract laundry, Layout and machineries, Laundry aids and their handling, Flow process of hotel laundry, Steps of Wash cycle, Dry cleaning and, Types of stain and stain removal. Valet Service.

Unit 4: System And Procedures of Housekeeping Department: - Inventory level, Area inventory list, Types of schedule, stock records, Issues and controls. SOP's, Job allocation and work schedule, Calculating staff, Preparing Duty roster. Team work and leadership, Training, Performance standard and productivity standard, Time and motion study.

Unit 5: Housekeeping in Institution and Facilities Other Than Hotels: -Hospitals, Malls, Multiplex and Airlines.

BHMP 304: Accommodation Operations – I
Practical:

Practical: 2 Credits, Total Hours =30
External Maximum Marks: 50
Internal Maximum Marks: 25

1. Collecting samples of fabrics and identify the weaves.
2. Linen Inventory
3. Practicing entire process of Discard management using forms and formats
4. Practicing needlework like darning, basting, hand stitching.
5. Stain removal of the common stains found in room and restaurant linen
6. Public area cleaning

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

BHMT 305: Fundamentals of Management

Theory: 2 Credits; Total Hours=30

External Maximum Marks: 50

Internal Maximum Marks: 25

Prerequisites: Students must have a basic understanding of what management is and the importance of management in an organization.

Learning Objectives

Understanding the:

1. Management functions, skills and role of a manager.
2. Various management approaches.
3. Importance of planning & decision making.
4. Managerial control and need for control.
5. Importance of organizational culture.

Learning Outcome: After having done this course the student should know the following:

1. Managerial functions in a Hotel
2. Various process of management
3. Managerial control in a Hotel
4. Importance of Motivation

Course Contents

UNIT 1. Nature & Functions: Importance of Management, Definition of Management, Management Functions, Role of a Manager, Management Skills. Development of management thought, classical & Modern Approaches

UNIT 2: Planning & Decision Making: Nature & Importance of Planning, Types of Plans, Meaning of Decision, Types of Decisions, Steps in Rational Decision making

UNIT 3: Organising: Concept, nature, significance of organizing, Formal and informal organization, Types of organization, functional, Line and staff relationship, Delegation and Authority, Centralization and Decentralization. Recruitment – internal and external sources, Steps in the process of selection, recruitment Vs selection.

UNIT 4: Directing & Controlling: Meaning, nature, significance, characteristics of directing, chain of command, authority – responsibility-accountability relationship, Elements of Direction – supervision, communication, training and development, leadership, motivation. Leadership – meaning, importance, theories and styles, Supervision – Meaning, nature and significance of supervision.

Controlling: Meaning of Managerial Control, Steps in Control Process, Need for Control System, Benefits of Control, Control Techniques

UNIT 5: Motivation: Meaning, nature and importance of motivation, morale incentives, Motivation and productivity relationship, Types of motivation, theories of motivation – Herzberg's hygiene-motivation (two factor) theory, Maslow's theory of need hierarchy, Mc Gregory's theory 'X' and theory 'Y'.

Suggested Readings:

1. Principles of Management by P C Tripathi
2. Principles of Management by B S Moshal
3. Harold Koontz & Heinz Weihrich Fundamental of Management
4. P. C Tripathi and P N Reddy Principals of Management
5. Principals of Management – S.V Gankar

BHMP 306: Personality Development Skills –I Practical

Practical: 2 Credits - 0; Total Hours =30

Internal Maximum Marks: 50

Course Contents

1. Personality Enrichment

Grooming, Personal hygiene, Body language

2. Etiquettes & Manners

Basic Etiquettes – formal, informal, professional; Social & Business Dining Etiquettes, Social & Travel Etiquettes

3. Personality Development Strategies

Art of good Conversation, Art of Intelligent Listening, Reading Skills, Communication Skills, Presentation Skills, Public Speaking, Extempore

4. Interpersonal Skills

Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc, at work place, importance and art of ‘Small Talk’ before serious business.

5. Telephone conversation

Thumb rules, voice modulation, tone, do’s & don’ts, manners and accent, handling telephonic & skype conversations

6. Electronic Communication Techniques: Effective and professional practices of handling E mail, Fax, etc.

7. General Awareness

- a. Current affairs (Latest international and domestic news)
- b. General Knowledge (related to industry)

BHMT 331: Facility Planning

Theory: 2 Credits; Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

Prior Learning: The Students studying this course should have basic knowledge of Operational areas of hotels and allied industry and its importance. They must understand the importance proper facility planning and management in Hospitality sector.

Learning Objective: The teachers delivering lectures in this course should understand that students have a basic knowledge of Facility planning and optimizing use of resources. The students undertaking this course should be able to understand following:

1. Role of Facility Planning in Hotel Operations,
2. Importance of Maintenance,
3. Layout of planning of parking
4. Obtaining basic knowledge of Project Management.
5. Prevention of Hazards.

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Prepare Facility plan for Hospitality sector.
2. Plan effective maintenance of operational areas
3. Manage Parking
4. Handle Hazards.

Course Contents

Unit – 1 Facility Planning & Hotel Design: - facility planning definition, planning consideration, carpet area, plinth area, Role of designer, Design Consideration, Attractive Appearance, Efficient Plan, Good Location, Suitable material, Good workmanship, Sound financing, Competent Management, planning for disabled (guest rooms, wash rooms & other public areas)

Unit – 2 Stores –Layout and Design: -features of store, site location, store design principles, Stores layout and planning (dry, cold and bar), various store equipment, Work flow in stores

Unit – 3 Car Parking: - Types of parking (Above grade, below grade, On grade, composite), Factors of Planning, Layout, Multi storey Parking, Under Ground Parking etc, Parking management, Calculating the Car Park area, Car Parking for physically disabled, accessibility requirements for parking areas, valet parking.

Unit – 4 Project Management: -Introduction to Network analysis, Basic rules and procedure for network analysis, C.P.M and PERT, Comparison of CPM &PERT, Classroom exercises, Network crashing determining crash cost, normal cost

Suggested Readings:

1. Hospitality Facility management – David M. Stipanuk
2. How things work – The universal Encyclopedia of Machines, Vol-1 & 2
3. The Management of maintenance & Engineering system in Hospitality Industry – Frank D. Boresenik
4. Building construction – Sushil Kumar
5. The Complete Guide to DIY and home maintenance – Mike Lawrence

BHMT 332: Hotel Accounting

Theory: 2 Credits; Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

Prior Learning: The Students studying this course should have the basic knowledge of business, business activities, business transactions, importance of maintaining the accounts and also having some mathematical skills. Basic Accounts in 2 nd semester (BHMT 223) is compulsory pre requisite.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that accounting is a very important method to record the business transactions and events not only to record but also as documentary evidence. The students undertaking this course should be able to understand following:

1. Meaning and role of accounting in hotels.
2. Importance and role Internal Controls
3. Types of audits
4. Different types operational departmental accounting.

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. What is the role of accounting in a hotel, to maintain and providing business information to the users of accounting?
2. Plan internal control procedure for hotels.
3. How to prepare and handling different departmental accounts.
4. Definition, importance and characteristics of audit.

Course Contents

Unit – 1 Uniform System of Accounts for Hotels - A. Introduction to Uniform system of accounts, Contents of the Income Statement, Practical Problems. Contents of the Balance Sheet (under uniform system), Practical problems, Departmental Income Statements and Expense statements (Schedules 1 to 16), Practical problems

Unit – 2 Internal Control - Definition and objectives of Internal Control, Characteristics of Internal Control, Implementation and Review of Internal Control

Unit – 3 Internal Audit and Statutory Audit - An introduction to Internal and Statutory Audit, Distinction between Internal Audit and Statutory Audit, Implementation and Review of internal audit

Unit – 4 Departmental Accounting - An introduction to departmental accounting,

Allocation and apportionment of expenses, Advantages of allocation, Draw-backs of allocation, Basis of allocation, Practical problems

Suggested Readings:

1. Uniform System of Accounts for the Lodging Industry (Halie - Hospitality Accounting / Financial Management)
2. Hotel Accounting by Anil Katharina (Book Radar)
3. Hotel Internal Control Guide for the Lodging Industry (Ahlei - Financial Management Committee)
4. Ind AS made easy (for CA Final) by Ravi Kanth Miriyala
5. Illustrated Guide to Indian Accounting Standards (Ind AS) (5th Edition May 2018) by B.D. Chatterjee

BHMT 333: Nutrition & Diet Planning

Theory: 4 Credits; Total Hours =60

External Maximum Marks: 100

Internal Maximum Marks: 50

Prior Learning: The Students studying this course should have basic knowledge of nutrition and its importance.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of nutrients and its requirement. The students undertaking this course should be able to understand following:

1. Requirement of nutrition for health
2. Nutrients in different food sources
3. Functions of food
4. Importance of balanced diet
5. Changes in nutrients after cooking

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Meal preparation with nutrients in proper amount
2. Importance of nutrition for health
3. Storage and preservation of food

Course contents

Unit 1: Basic Nutrition: Food as source of nutrients, functions of food, definition of nutrition, nutrients & energy, adequate, optimum & good nutrition, malnutrition. Interrelationship between nutrition & health: - Visible symptoms of goods health

Unit 2: Food Nutrients: Carbohydrates: Functions, classification, food sources, storage in body, Role of fibres in human nutrition. Fats & oils: composition, saturated and unsaturated fatty acids, classification, food sources, function of fats. Proteins - composition, sources, essential & non-essential amino acids, functions, Protein deficiency. Minerals - macro & micronutrients. - Functions, sources. Bioavailability and deficiency of Calcium, Iron, Iodine, Sodium & Potassium (in very brief), Vitamins (water & fat soluble) - definition, classification & functions. Water- functions, sources, requirement, water balance & effect of deficiency.

Unit 3: Energy: Definition of Energy and Units of its measurement (Kcal),Energy contribution from macronutrients (Carbohydrates, Proteins and Fat),Factors affecting energy requirements, Concept of BMR, SDA, Thermodynamic action of food, Dietary sources of energy, Concept of energy balance and the health hazards associated with Underweight, Overweight

Unit 4: Balanced Diet: Definition& introduction, five basic food groups, recommended Dietary Allowances, How to use food guide (according to R.D.A.). Therapeutic Diet: basic concept, Invalid Cookery: Importance, concept and role of chef.

Suggested Readings:

- Nutrition Science- B.Srilakhmi
- Food Science & Nutrition – Sunetra Roday
- Food hygiene and Sanitation - Sunetra Roday
- Food Science- Potter and Hotchkiss
- Principles of Food chemistry by deMan
- Food facts and principles by Manay & Shalakshara swamy

Semester – IV

BHMT 401: Food Production Operations

Theory: 4 Credits; Total Hours =60
Practical: 2 Credits, Total Hours =60
External Maximum Marks: 100
Internal Maximum Marks: 50

Prior Learning: The Students studying this course should have basic knowledge of kitchen layout and speaking English language. They must have undergone a familiarization round to an operational Kitchen.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of Food Production operations so that they can be put to use in an efficient & effective way. The students undertaking this course should be able to understand following:

1. Operational aspect of Larder Kitchen and Brigade
2. Charcuterie and its various application in culinary industry
3. Familiarization with Convenience Food and Fast Foods
4. Latest Food styling techniques
5. Learn different pastries and cakes

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Handle day to day operation of larder kitchen.
2. Charcuterie and its various application
3. Convenience Food & Fast Foods
4. Practice latest food styling techniques
5. Prepare different pastries and cakes.
6. Cold platter and display

Course Contents

Unit-1: Larder & Charcuterie: Introduction of Larder. Sections of the Larder, Duties & Responsibilities of Larder Chef, Equipment used in the larder, Layout of larder with equipment and various sections. Charcuterie: Introduction of Charcuterie, Forcemeat- Types of forcemeats, Preparation of forcemeats, Uses of forcemeats, Sausage – Types & Varieties, Casings – Types & Varieties, Fillings – Types & Varieties, Additives & Preservatives, preparation of Galantines, Ballotine, Roulade, Pate, terrines, Quenelles, Mousse & Mousseline, Choud froid, Aspic and Jelly, Mousse, Brines, Cures & Marinades, understanding Ham, Bacon & Gammon and it's uses.

Unit- 2: Food Presentation & Styling: Basics of food presentation and styling. Art of garnishing, Plate presentation - Importance of proportion, colour, variety, balance, height, layout of the plate. Buffet set ups - Innovation and creativity in presentation & styling food, center piece, NON EDIBLE DISPLAYS (Ice carvings, Fruit & vegetable Displays, Salt dough, Jelly Logo, Thermocol work).

Unit-3: Convenience Food & Fast Foods: Definition, Characteristics, Types – Indian & International, planning fast food menus, Equipment used, Differences, Role of convenience foods in fast food operation, Advantages & Disadvantages of convenience.

Unit- 4: Basic Bakery: Principal of baking, uses of different types of oven , various mixes, methods and temperature variations, Basic Bread Making: Role of Ingredients: Flour, Salt, Sugar, Yeast, Fat, Liquid, Egg, Flavourings, And Bread improvers, Method of bread making: Bread varieties: White Loaf, Multi Grain Loaf, Whole Wheat Loaf, Soft Rolls and Hard Rolls, Bread faults and remedies.

BHMP 401 - Food Production Operations- Practical

Practical: 2 Credits, Total Hours =60

External Maximum Marks: 50

Internal Maximum Marks: 25

1. Preparation of Galantines, Ballontine, Roulade, Pate, terrines, Quenelles, Mousse & Mousseline, Choud froid, Aspic and Jelly, Mousse,
2. Practicing Plate Presentations and Decoration for the planned 5-6 menus
3. Preparing Cold Platters and preparing charcutiere items
4. Preparing different sandwiches, Pancakes, Burgers, Pizza, Foot-long etc
5. Preparing dishes with convenience food
6. Preparation of different breads.

Suggested Reading:

1. Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Cookery, Mrs. K.Arora, Frank Brothers
3. Garde Manger: The Art and Craft of the Cold Kitchen By Culinary Institute of America
4. The larder chef: food preparation and presentation By W K H Bode, M. J. Leto, W. K. H. Bode
5. Modern Cookery (Vol-I) For Teaching & Trade, Philip E.Thangam, Orient Longman
6. Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn
7. The Complete Guide to the Art of Modern Cookery, Escoffier

BHMT 402: Food & Beverage Service Operations -II

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours=60

External Maximum Marks: 100

Internal Maximum Marks: 50

Prior Learning: The Students studying this course should have basic knowledge of Alcoholic Beverages and Food & Beverage Operations.

Learning Objective: The students undertaking this course should be able to understand following:

1. Different types of Spirits and their production.
2. Types and Production of Liqueurs
3. The basics of Bar planning.
4. The basics of cocktails and production.
5. Knowledge of Tobacco products.

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Plan a Bar setup, do basic Bar Misc-en-place.
2. Differentiate between different spirits and their production.
3. Should be able to handle bar operations, service of liquor and cocktails
4. Understand different tobacco products.

Course Contents

Unit – 1: Spirits & Liqueurs: Definition, Introduction to distillation process. Concept of proof and types: British, American, Gay Lussac. Introduction, production and types of spirits: whisky, rum, vodka, gin, tequila, brandy. Other alcoholic beverages: Absinthe, Ouza, aquavit, slivovitz, arrack, Feni, grappa, calvados Sake, Perry, cider etc. Liqueurs: Introduction, Definition, Classification. Production methods and brands.

Unit – 2: Bar Operations: Introduction, Definition, Classification, Types of Bar, Parts of bar. Tools and equipments used in bar. License requirements. Staffing, bar planning and designing, planning bar menu. Responsible alcohol Service, Complaint Handling and importance of customer relations.

Unit – 3: Cocktails: Introduction, history, Definition, Classification. Cocktail making methods. Classical and innovative cocktails with recipes. Costing, standard recipe card and latest trends in cocktails.

Unit – 4: Tobaccos: Introduction and manufacturing of tobacco. Cigar & Cigarette: production, types, storage, service and brands.

BHMP 402: Food & Beverage Service Operations -II Practical:

Practical: 2 Credits, Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

1. Service of spirits I – Tequila, White Rum, Vodka and Gin
2. Service of spirits II- Whisky, Brandy, Dark Rum
3. Service of Liqueurs.
4. Planning checklist of various tools and equipments used in Bar.
5. Bar setup and operations.
6. Taking bar inventory.
7. Cocktail preparation and service.
8. Practicing service of Cigar & Cigarette.
9. Preparing bar menus.

Suggestive Readings:

1. Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi
2. Food & Beverage Control By: Richard Kotas and Bernard Davis
3. Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
4. Food & Beverage Management By: Bernard Davis & Stone
5. Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS
6. Food & Beverage Service Management- Brian Vargese
7. Food & Beverage Service Training Manual- Sudhir Andrews, Tata Mc Graw Hill.
8. Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann
9. Introduction F & B Service- Brown, Heppner & Deegan
10. The Bar and Beverage Book, 5th Edition - Costas Katsigris, Chris Thomas, Wiley Publications
11. Principles and Practices of Bar and Beverage Management – James Murphy; Goodfellow Publishers
12. ManageFirst: Bar and Beverage Management – National Restaurant Association

BHMT 403: Front Office Operations -II

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

External Maximum Marks: 100

Internal Maximum Marks: 50

Prior Learning: The students undergoing this course should have knowledge of Front Office operations and different packages.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Front Office activities in regards to check in & check out. The students undertaking this course should be able to understand following:

1. Check out Procedure
2. Computer application in Front Office Application
- 2 Control of Cash & Credit
- 3 Night Auditing
- 4 Role of Property management softwares
- 5 New trends of Front office, highlights of International classification system

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

- 1 Procedure required in Guest Check out
- 2 Night audit Process
- 3 Using property management systems
- 4 Revenue Control

Course Contents

Unit 1: Check out Procedure: -, Departure activity at various desk during checkout :- 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 Check-Out, Express Check out, Self-Check out, Digital Check-Out (Hotel Website, Hotel's Mobile Apps , OTA's, Social Media) .

Unit 2: Front Office Accounting & Night Auditing: - Front Office Accounting cycle, Types of Accounts, Budgeting, Importance of Night Auditing, Duties & Responsibility of Night Auditor, Common Revenue Centre's of a Hotel, Basis steps involved in preparing Night Audit, Vouchers/Folios/Ledgers/Allowances/Reports , 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

Unit 3: Computer application in Front Office Applications: - Importance of Computer in Front Office, PMS: - Definition, PMS application in Front Office (Reservation, Front Desk, Room, Cashier, Night Audit, set up, Reporting, Back office Module), Different PMS systems: - Micros (Micros Opera & Micros Fidelio), Amadeus, IDS Fortune, Shawman, World span

Unit 4: Recent Practices in Hospitality worldwide- The Changing trends of accommodation industry, New Concepts, the digitalized guest necessities. Basic information about American and European classification system.

BHMP 403: Front Office Operations -II

Practical:

Practical: 2 Credits, Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

- 1 Role play on Check out process for: FIT, GIT (group leader), handling cash/ credit card, foreign currency.
- 2 Practicing & updating Room Status with Individual Check-in, Check-Out, Overstay, under stay.
- 3 Practice front office operations on PMS.
- 4 Forecasting reports for Room Availability with Individual Check-in, Check-Out, Overstay, under stay, Group Checkout.
- 5 Preparation of Night Auditor reports.
- 6 Check & use of **Meta Search Hotel Website**: - Google **Hotel** Ads, TripAdvisor, Kayak, and Trivago for Hotels in Uttarakhand and write about 5 hotels opted by you as a guest with reasons.

Suggested Readings:

1. Check-In Check-Out: Managing Hotel Operations – Gary K. Vallen: Pearson Education India
2. Managing Front Office Operations – Kasavana & Brooks – 7th Edition & 10th Edition Educational Institution AHMA
3. Hotel Front Office Training Manual – Suvradeep Gauranga Ghosh
4. Hotel Front Office Management – James Bardi
5. Hotel Front Office : Operations and Management - [Tewari, Jatashankar R.](#) - Oxford University Press
6. Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
7. Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
8. Front Operation & Administration, - Dennis Foster
9. Front office procedures & Management - Peter Abbot

BHMT 404: Accommodation Operations – II

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =30

External Maximum Marks: 100

Internal Maximum Marks: 50

Prior Learning: The Students studying this course should have clear cut knowledge of the core functioning of housekeeping department.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Hotel operations in respect to the Accommodation Operation area. The students undertaking this course should be able to understand following:

1. Different Systems and SOPs
2. Inventory systems
3. Importance of interior decoration, new trends,
4. Role of colour scheme, lighting, Furniture in hotels.
5. Different types of floor, wall covering and windows.

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Practice SOP, inventory procedure,
2. Handle job allocations,
3. Plan Interior decoration and refurbishing

Course Contents

Unit 1: Interior Decoration, Furniture, Fittings, Soft Furnishing and Accessories - Definition, Purpose and importance, Elements of design, Principles of design, Different types of furniture, Fittings, Soft Furnishing and Accessories, Selection procedure, care, use and maintenance.

Unit 2: Colours, Light and Lighting System - Colour wheel, Classification of colours, Colour schemes, Classification of light, Types of lighting, Importance and applications.

Unit 3: Flower Arrangement and Indoor Plants: -Need and importance, Equipments & Tools required, Care and conditioning of cut flowers, Principle of design, Styles of flower arrangement, flowers used in hotels for arrangements, Selection and care of indoor plants, Procedure of layering the pot

Unit 4: Floor Coverings, Wall Coverings and Windows - Types and characteristics, Selection criteria, Care and maintenance.

BHMP 404: Accommodation Operations – II

Practical:

Practical: 2 Credits, Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

- 1 Preparing layout of a guest room indicating furniture, fixtures, fittings, lighting and colour scheme.
- 2 Preparing 3D model of guest rooms using interior decoration techniques
- 3 Practicing various flower arrangements.
- 4 Cleaning of different flooring and walls
- 5 Decoration according to the different event and themes

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
6. Housekeeping operations and management by Margret Kappa

BHMT 405: Writing Skills in Hospitality

Theory: 2 Credits; Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

Prior Learning: The Students studying this course should have basic knowledge of writing, reading and speaking English language in workplace. They must understand the importance of communication in hospitality sector. They should have knowledge of writing emails and usage of phraseology in the hospitality industry.

Learning Objective: The teachers delivering lectures in this course should understand that students have a basic knowledge English communication. The students undertaking this course should be able to understand following:

1. Different types of Academic writings
2. Writing for routine Business communication process.
3. Office management
4. Knowledge of professional writings

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Usage of proper English grammar in phraseology in academic writing
2. Write formal and informal letters, emails and write resume,
3. Writing reports, précis, synopsis

Course Contents

UNIT 1- Academic Writing: Academic Writing, its nature, scope and function, Types of academic writing, their nature, scope and methodology involved, Descriptive Writing:, Analytical Writing, Persuasive writing, Critical Writing

UNIT 2- Office Management and Correspondence: Types of correspondence, Role and function of correspondence, developing writing skills: paragraph writing, biography writing (writing biography of famous hoteliers), Drafting effective letters, letter formats indents and style, Written Communication formal versus informal correspondence.

UNIT 3-Organizational Correspondence: Upward, downward, lateral communication, their purpose and functions for enhanced correspondence. Written communication: Writing memos, circulars, notices, advertisements, press notes and appraisals. Communication with outside world: Business letters of different types, email writing and manners.

UNIT 4- Professional Writing: Writing summary, précis. Synopsis Writing, Writing Reports (general reports on events and happenings and dissertation reports) and Proposals, Blog Writing and Web content writing (techniques involved in writing reviews of articles, products)

Suggested Readings:

1. Raman, Meenakshi & Sangeeta Sharma. Technical **Communication:** Principles and Practice. Second Edition. New Delhi: Oxford University Press, 2011.
2. Organizational Theory and behavior: BS Moshal (2012):ISBN 978-93-8116-260-6: Anne Books Pvt. Ltd, New Delhi
3. Understanding Organizational Behavior: Udai Pareek (2010): ISBN-10-0-19-569086-9: Oxford University Press, New Delhi.
4. Methods Of Communication: Dr Ankit K Dixit(2010) ISBN 81-6204-062-0: Aman Publications, New Delhi.
5. Written Communications: Dr. Shailendra K Singh (2010): ISBN 978-81-8204-059-1,Aman Publications, New Delhi.

6. Business Communication: Building Critical Skills by Kitty O. Locker, Stephen Kyo Kaczmarek, Hardcover: 637 pages, Publisher: Irwin/McGraw-Hill
7. Excellence In Business Communication (6th Edition) by John Thill, Courtland L. Bovee, Paperback: 656 pages, Publisher: Prentice Hall

BHMT 441: Food & Beverage Controls

Theory: 2 Credits; Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

Prior Learning: The Students studying this course should have basic knowledge of Food & Beverage Operations.

Learning Objective: The students undertaking this course should be able to understand following:

1. Objectives of F&B Controls
2. Purchase cycle
3. Inventory Controls
4. F&B production & sales control
5. The different frauds involved in F&B operations

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Understand the process of F&B Controls
2. Knowledge of Purchase cycle
3. Practice Inventory Controls
4. Practice F&B production & sales control
5. Control different frauds involved in F&B operations

Course Contents

Unit – 1 F&B Controls - Introduction, Objectives of F&BC. Problems in F&BC, Methodology in F&BC, **Cost Dynamics:** Elements of cost, Classification of cost group, Cost Formulae, Cost/Volume / Profit Relationship (Break Even Analysis), Pricing.

Unit – 2 The Control Cycle - Purchasing- Types, P.O, Invoice, SPS., Receiving – Types, Equipments, Credit Memo, Document by supplier, Frauds, Storing – Procedures, formats, Stock levels, Bin Card, Meat Tag, Issuing- Procedure and formats, Transfer Notes, Requisition / indent sheet.

Unit – 3 Inventory Control – Objectives, Types of Inventory - Perpetual and Physical, Different methods, level and techniques, Inventory cost control- ABC classification system, Mini-Max method.

Unit – 4 Food & Beverage Production & Sales Control – Objective, Sales control, steps and procedures. Standard yield, Standard Recipe, Standard Portion, Frauds & pilferages at different level and control measures

Suggested Readings:

1. Food & beverage management – by Bernard Davis & Sally Stone; Butterworth – Heinemann Ltd. UK
2. Food & Beverage Control – by Richard Kotas & Bernard Davis; International Text book Company Ltd, Glassgow
3. Food & beverage Control by Jai Prakash Kant
4. Food & Beverage Operation – Cost Control & Systems Management- By Charles Levinson, Prentice Hall
5. Food & beverage management – by Partho ,M Seal

BHMT 442: Event Management

Theory: 2 Credits; Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

Learning Objective:

The Course Learning Objectives are:

1. This course is designed to provide an Introduction to the Principals of Event management.
2. The student will learn how to formulate event tourism strategies for destinations.
3. The planning development Management and implementation of festivals, entertainment events, corporate events, cultural events and sports events will be focused upon.

Learning Outcomes:

Upon successful completion of this course, students are expected to be able to:

1. Identify the Importance of Tourism in Event Management
2. Classify the types of events
3. Describe the difference between sponsorship and donations
4. Explain the steps necessary to create a successful event

Course Contents

Unit – 1 Introduction to Event & Event Management – Introduction, Nature & Importance, types of Events, Unique Features & Similarities, Practices in Event Management, Key Steps to a Successful Event.

Unit – 2 The Dynamics of Event Management - Event Planning & Organizing, Problem Solving & Crises Management, Leader-ship & Participants Management, Managing People & Time, Site & Infrastructure Management. Handling License and legislative permissions.

Unit – 3 Introduction to MICE - Planning MICE, Components of Conference Market, Characteristics of Conference & Conventions, MICE as a Supplement to Tourism, Process of Convention Management.

Unit – 4 Event Marketing - Customer Care, Marketing Tools & Equipments, Promotion, Media Relations & Publicity, Event Co-ordination, Visual & Electronic Communication, Event Presentation & Evaluation.

Unit – 5 Travel Industry Fairs - Benefits of Fairs, ITB, WTM, BTF, TTW, FITUR, KTM, IITM, CII Events, PATA Travel Mart.

Suggested Readings:

1. Avrich Barry (1994), Event And Entertainment Marketing, Vikas, Delhi.
2. Bhatia A.K. (2001), Event Management, Sterling Publishers, New Delhi.
3. David C. Watt (1998), Event Management In Leisure And Tourism, Pearson, Uk
4. Joe Gold Blatt (1997), Special Events- Best Practices In Modern Event Management, John Wiley And Sons, New York.
5. Panwar J.S. (1998), Marketing In The New Era, Sage, New Delhi

BHMT 443: Laundry Management

Theory: 2 Credits; Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 25

Learning Objective:

The Course has following Learning Objectives: After completion of this course students will be able to:

1. Understand Concept and Importance of Laundry Management in a Star category Hotel
2. Understand the process of Handling Guest Laundry
3. Become familiar with tools and equipment used in Laundry Operations and perform basic task Laundry.
4. Gain Knowledge about Dry cleaning process it's cycle and stain removal.

Learning Outcome: After completion of this course students attain following competencies and skills, the learning will be measured through following learning outcomes which they should be able to:

1. Explain the Process of laundry operations and be able to use the basic tools and equipments.
2. Understand the managerial skills necessary to efficiently operate an on premises laundry operation (OPL). Skills addressed included planning the physical layout of an on-premises laundry operation, developing procedures for laundering different fabrics, organizing the flow of linens through the laundering process, staffing the OPL.
3. Understand the duties of Valet and perform its duties.
4. Understand the process of collecting, handling and delivering Laundry and perform the related task.
5. Understand the Dry-cleaning process and perform the related tasks including stain removal
6. Should be able to explain the recent trends in field of Laundry Operations.

Course Contents

Unit 1: Managing Laundry Operations – Concept of laundry operations, the process , laundry cycle, tools & Equipments used, Chemicals used, dos & don'ts. On premises laundry and off premises laundry. Briefing, de briefing and planning day schedules. Records and formats used. Pricing. Legal issues in operations.

Unit 2: Handling Guest Laundry –Valet service, Procedure of collecting, Marking, supplies used for packaging laundry, Methods of processing, wash and care instructions, delivering guest laundry, various types of laundry services available in the hotel, methods of bill settlement, handling procedure of defected laundry, guest communication and interaction.

Unit 3: Dry Cleaning Management - Fuel used and make of machinery, Dry cleaning cycle, Distillation process of chemical used, Importance of dry cleaning, ironing process, folding patterns, mending and repairs, handling damage and colour bleeding.

Unit 4: Stain Treatment – Types of stain, Stain removal kit, Stain treatment unit/machine in laundry, Spotting, principles of stain removal, treatment of common stain found in hotel like Curry, Blood, Coffee and Grease.

Unit 5: Emerging trends in laundry – Best practices, environmental aspects, energy & water conservation, application of technology, new trends.

Suggested Readings:

1. Hotel Housekeeping Management Book by Gajanan Shrike
2. Hotel Housekeeping: Operations and Management by [Smritee, G. Raghubalan](#)
3. Hotel Accommodation Management by Roy C Wood (Routledge Hospitality Essentials Series)

SCHEME FOR CHOICE BASED CREDIT SYSTEM IN BHMCT
Bachelor of Hotel Management & Catering Technology
Third Year (Semester – V)

Semester V: Industry Integrated Practical Module

Sem	Choice	Subject code	Subject name	Credit	Total credit	Total Hrs/ Week	Internal marks	External marks/ subject	Total marks/ semester
V	DSC-5A P	BHMP 501	Food Production Operations - Industry Exposure -1	6	6	12	200	400	600
	DSC-5B P		Food & Beverage Service Operations - Industry Exposure -1	6	6	12			
	DSC-5C P		Room Division Operations Industry Exposure -1	6	6	12			
	DSC-5D P		Other Departments – Industry Exposure-1	2	2	4			
			Total Credits in this semester	20	40				600

SCHEME FOR CHOICE BASED CREDIT SYSTEM IN BHMCT
Bachelor of Hotel Management & Catering Technology
Third Year (Semester – VI)

Sem	Choice	Subject code	Subject name	Credit	Total credit	Total Hrs/Week	Internal marks	External marks	Total marks/semester
VI	DSC-6A Compulsory	BHMT 601	Introduction to International Cuisine	4	4	4	50	100	150
	DSC-6A-P Compulsory	BHMP 601	Introduction to International Cuisine Practical	2	2	4	25	50	75
	DSC-6B Compulsory	BHMT 602	Food & Beverage Management - I	4	4	4	50	100	150
	DSC-6B-P Compulsory	BHMP 602	Food & Beverage Management - I Practical	2	2	4	25	50	75
	DSC-6C Compulsory	BHMT 603	Rooms Division Management - I	4	4	4	50	100	150
	DSC-6C-P Compulsory	BHMP 603	Rooms Division Management – I Practical	2	2	4	25	50	75
	AEC-6A	BHMT 604	Hotel Information System	2	2	2	25	50	75
	AEC-6B	BHMP 605	Personality Development Skills - II Practical	2	2	2	25	50	75
	AEC-6C	BHMT 606	Entrepreneurship in Small Business	2	2	2	25	50	75
	SE-6A	Elective Group (Theory)-6		2	2	2	25	50	75
Total Credits in this semester					24	32			900

Elective 6 – Any One

BHMT 661 - Human Resource Management
 BHMT 662 - Hospitality Sales & Marketing
 BHMT 663 - Financial Management

Semester V

Industry Integrated Practical Module

Duration of Exposure: 20 weeks

Leave Formalities: 1 weekly off, festivals and national holidays given by the hotel, 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. The training in V semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval needs to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure from parent Institute.

Training Schedule:

Housekeeping: 4-5 weeks; **Front Office:** 4-5 weeks; **Food and Beverage Service:** 4- 5 weeks
Food Production: 4-5 weeks; **floating weeks:** others (In the areas of Interest) may be availed
Total weeks: 22 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester the number of credits assigned is 20. Being practical oriented the number of hours input per week comes as 40 hours per week.

Academic Credits for training shall be based on following:

- Log books and attendance, Appraisals, Report and presentation, as applicable.
- All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed.
- Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) should be made. It should be made for duration of 10 minutes.
- Marks will be awarded on this jointly by a panel of one internal and one external examiner. The presentation should express the student's experiences in the department and what has he learned/ observed.

The Training Report will be submitted in the form specified as under:

- a) The typing should be done on single side of the paper.
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook.;
2. Appraisal;
3. A copy of the training certificate.

4. IT Report in all four Departments.
5. Power point presentation on a CD, based on training report
6. Attendance sheet
7. Leave Card

Evaluation of Industrial exposure:

- a. The viva will be conducted by an external examiner on the basis of the experimental learning in operation areas of the hotel. The 60% weight age will be given to report writing, log book & presentation and 40% weight age viva voce.

SEMESTER-V

Food Production Operations (Industry Exposure-1)

Practical: 6 Credits

WHAT TO OBSERVE

Food Production

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinations and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la cart orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different mise-en-place – (Raw, Semi-Processed)
17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Rechauffe/ Leftover Cooking

Food & Beverage Service Operations (Industry Exposure-1)

Practical: 6 Credits

WHAT TO OBSERVE

Food & Beverage Service

BANQUETS

1. What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures.
2. Types of banquet layouts

3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chafing dish used- their different makes sizes
11. Par stock maintained (glasses, cutlery, crockery etc)
12. Store room – stacking and functioning

RESTAURANTS

1. Taking orders, placing orders, service and clearing
2. Taking handover form the previous shift
3. Laying covers, preparation of mise-en-place and arrangement and setting up of station
4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.
11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery and the timely pickup

BAR

1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f & b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnish with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunken guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT/BOT control
18. Coordination with kitchen for warm snacks

19. using of draught beer machine
20. Innovative drink made by the bar tender

ROOM SERVICE/INROOM DINNING

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedure
4. Room service Layout Knowledge
5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

Room Division Operations- (Industry Exposure-1)

Practical: 6 credits

WHAT TO OBSERVE

Room Division

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C, T.V.etc
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency.
7. Observe how woodwork, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & Procurement of fresh linen
9. Observe the procedure for Freshen up and Turn down service
10. Observe room layout, color themes and furnishings used in various categories and types
11. Carpet brushing and vacuum cleaning procedure
12. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleaning procedure and frequency
14. Understand policy and procedure for day-to-day cleaning
15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other service (like shoe shine etc.)

The Control Desk

1. Maintenance of Log Book
2. Understand the functions in different shifts

3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handing of work during peak hours
6. Observe the formats used by department and study various records maintained

Public Area

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observes tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

Front Office

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.
5. Identification of kind, mode and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. How to receive and room a guest
14. Room blockings
15. Size, situations and general colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose
19. How to take check-ins and check-outs on the computer
20. Various reports prepared by reception
21. Key check policy
22. Mail & message handling procedures
23. Percentage of no-shows to calculate safe over booking
24. Group and crew rooming, pre-preparation and procedures
25. Scanty baggage policy
26. Handlin of room changes / rate amendments/ date amendments/ joiners/ one person departure/allowances/ paid outs and all formats accompanying them

27. Requisitioning of operating supplies
28. Handling of special situations pertaining to guest grievance, requests etc
29. Bell Desk / Concierge Functions: luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.
30. Travel Desk: coordination, booking, transfers etc.

Other Departments (Industrial Exposure-1)

Practical: 2 Credits

WHAT TO OBSERVE

Human Resource Practices

1. Organisation Mission/ Vision/ Values
2. The Human Resource Divisions
3. Human Resource Roles,
4. HR Challenges
5. Manpower Planning Process,
6. Managing Workers
7. Recruitments – Policy & Techniques
8. Group Expectations from New Employees
9. Learning & Development
10. Training Practices & Methods
11. Organizational Culture
12. Managing Employee Performance
13. Employee Motivation,
14. Job Satisfaction
15. Organizational Culture
16. Disciplinary Action
17. Innovative Practices in Units/ Group

WHAT TO OBSERVE

Writing Skills for Hospitality (Writing of Industrial Reports)/ Hospitality Operation Software Skills/ Trade Presentation Skills

1. Hotel/ Business Communications
2. Email & Web Applications
3. Software Operations
4. Professional Presentations
5. Annual Reports
6. Appraisals
7. Inter Office Communications

8. Intra Office Communications

9. Formal Telephonic Conversations

10. Interacting with Guest/Colleague/Seniors/Juniors

Further the students have to observe the routine activities of the following subsidiary departments;

1. Security department
2. Fire
3. Finance & Account
4. Sales & Marketing etc.

BHMT 601: Introduction to International Cuisine

Theory: 4 Credits; Total Hours: 60

Practical: 2 Credits, Total Hours: 60

Learning Objective: To impart the in-depth fundamental knowledge and induce little professional competence in the students about International cuisine, Catering systems & Bakery.

Learning Outcome: After studied the course the students should possess with the theoretical & practical knowledge of the cuisines of different countries along with their classical preparations.

Course Contents

Unit – 1

Oriental Cuisine- *Chinese, Japanese, Thai, Indonesian, and Malaysian:* Introduction, Historical background, Geographical concern, Ingredients used Regional cooking style, Methods of cooking, utensils used, Famous Dishes and Staple food.

Unit – 2

European and Western Cuisine- *English, French, German, Scandinavian, Italian, Lebanese, Mediterranean (Spanish and Greek), Mexican, Moroccan and Turkish:* Introduction, Historical background, Geographical concern, Regional cooking style, Methods of cooking, Equipments & Utensils used, famous dishes and Staple food.

Unit – 3

Specialized Catering System: Central Production System- Cook chill system, Cook Freeze System process, Sous-vide system (Purpose, process, equipments and containers) Batch Cooking; purpose, process, equipments and containers. Hospital Catering; Invalid Cookery- Low calorie cooking, Low carbohydrate and low cholesterol cooking, Diet cooking,

Unit – 4

International Bakery and Patisserie: Custards- Basic custards, creams and puddings, Soufflés and mousses, Different dessert sauces, meringues. Pastry- Short Crust, Laminated, Choux, Hot Water ,Rough Puff, Cakes and its types, Yeast raised cakes, cookies (different types), Fruit desserts & still frozen desserts-Ice-cream, bombes, sorbets, Sugar preparations, Icings, chocolates, candies etc. Chocolate- types and uses, basic chocolate prep, role of chocolate in food presentation.

BHMP 601: Introduction to International Cuisine Practical

- Two Practical's of four to five course menu of following cuisines:-
 1. Oriental cuisine
 2. Lebanese

3. Spanish
 4. Mexican
 5. French Cuisine
 6. Italian Cuisine
 7. Middle eastern
- Familiarisation with, commodities, herbs and spices and their usage in International cuisine with the help of simple dishes preparation indicating their usage.
 - Regional sauces and their usages in cookery.
 - Preparation of Cakes, Custards, Puddings and Pre-plated desserts using basic bakery preparations.

Suggested Reading:

- International cuisine – Jeremy Macveigh
- The Professional Chef Ninth edition – John Wiley Sons
- The complete book of pasta – Jeni wright
- International cuisine and Food Production Management – Parvinder Singh Bali
- Food production Operation and management vol-1 – Dr. Gulshan Soni.
- Ingredients - Loukie werle, Jill cox

BHMT 602: Food & Beverage Management-I

Theory: 4 Credits; Total Hours: 60

Practical: 2 Credits, Total Hours: 60

Learning Objective: To induce supervisory skills about the operations, controlling aspects of F & B service and to give knowledge about alcoholic beverages to the students and make them perfect in the service of these beverages.

Learning Outcome: The students after having studied the course should be able to acquaint with the following:

1. Gueridon Service
2. F & B Cost control
3. Bar operations

Course Contents

Unit-1

Gueridon Service: Introduction, Types of trolley, Equipments, Maintenance of equipment, Food preparation techniques, Flambéing, Carving, salad making, Advantages and limitation of Gueridon service.

Unit-2

Function Catering: Banquets- Introduction, Organization Chart Of Banquet Department, Duties And Responsibilities Of Banquet Staff, Types - Formal & Informal Banquets, Reception, Cocktail Parties (Standing & Sit Down), Conventions, Seminars, Exhibitions, Fashion Shows, Trade Fairs, Wedding Booking Procedures, FP, Contract Of Agreement, Banquet Menus. **Buffet Service:** Introduction, Classification of Buffet - Sit down, Finger, Fork, Free flow, Types of Buffet setups, Equipments required, checklist, Staffing, sequence of food placement in buffet, buffet display, Buffet menu planning & recent Trends.

Unit – 3

Bar Management: Introduction, Purchasing, Storing, Receiving, Issuing; Controlling, marketing Beverages, Products Responsibly, Employee Management, Art of Mixology.

Unit – 4

Food & Beverage Cost Control: Introduction, Advantages of Cost control, volume forecasting, yield management, purchase specification, standard recipe, portion Control, Standard Cost.

BHMP 602 Food & Beverage Management - I Practical

- Trolley service, practicing Flambé and Carving.

- Buffet Set ups
- Practicing banquet booking procedure – taking the enquiry & confirming the booking
- Filling Function Prospectus/BEO
- Organizing different formal & informal banquet functions.
- Organizing different conference set ups
- Organizing theme parties & food festivals
- Bar Setups & services
- Service of Wines & Bar Menus
- Reading Wine Labels,
- Cocktail parties
- Role Plays & Situation handling in Bar

Suggested Readings:

- Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi
- Food & Beverage Control By: Richard Kotas and Bernard Davis
- Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
- Food & Beverage Service: R. Singaravelavan
- Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Vargese
- Food & Beverage Service Training Manual- Sudhir Andrews, Tata Mc Graw Hill.
- Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann
- Introduction F & B Service- Brown, Heppner & Deegan
- The Bar and Beverage Book, 5th Edition - Costas Katsigris, Chris Thomas, Wiley Publications
- Principles and Practices of Bar and Beverage Management – James Murphy; Good fellow Publishers
- Manage First: Bar and Beverage Management – National Restaurant Association

BHMT 603: Rooms Division Management – I

Theory: 4 Credits; Total Hours: 60

Practical: 2 Credits, Total Hours: 60

Learning Objective: To inculcate the supervisory and planning skills in the students along with the knowledge of property management softwares.

Learning Outcome: The students after having studied the course should be able to acquaint with the following:

1. Safety & security of guest.
2. Departmental Budgeting
3. First Aid etc.

Course Contents

Unit-1

First Aid, Safety & Security: First Aid: Concept, importance and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration etc. Safety awareness and accident prevention, handling fire emergencies & other emergency situations. Special provisions for differently abled guest, - added features and modifications in guest room & Public Areas: Wash – rooms, restaurants, main entrance etc. Safety, security & Comfort of typical Market segment i.e. Airlines crew guest rooms, single lady guests, Children.

Unit – 2

Budgeting: Definition, Types, budget cycle, Making Room division budget, Factors affecting budget planning, budgetary control, Advantages & Disadvantages of budgeting.

Unit - 3

Contract Services and New trends: Contract Services, Types of contract services, Guidelines for hiring contract services, Advantages & disadvantages of contract services, Energy and Water Conservation in room division, new trends in front office and housekeeping.

Unit – 4

Front Office Salesmanship & Complaint Handling: Role of Communication skills, developing salesmanship, up selling Techniques, Role of reservation department in sales, selling for a full house in lean business seasons. **Guest Complaint Handling:** What is a complaint? Why do guests complain? Examples & case study, How to handle complaints? Benefits derived from complaint handling. Effect of complaints on brand image and revenue, Analysis of complaints, Methods of resolving them, Follow up systems, role of emotions in complaint handling.

BHMP 603: Rooms Division Management – I Practical

- Standard operating procedure
- Skill oriented task (e.g. cleaning and polishing glass, brass, etc.)
- First aid, first aid kit,
- Dealing with emergency situation
- Fire drill (demo)
- Role plays
- Case studies

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II) Edn.) – Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- Security Operations By Robert McCrie, Publisher: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks

BHMT 604: Hotel Information System

Theory: 2 Credits; Total Hours: 30

Learning Objective: To inculcate the knowledge about information technology, the role of computers in office automation.

Learning Outcome: The students after having studied the course should be able to acquaint with the following:

1. HIS and MIS
2. CRS and GDS
3. Software modules

Course Contents

Unit- 1

Hotel Information System: Meaning, Objectives; HIS Terminologies; Software Modules: Reservation, Guest Accounting; Point of Sale (POS), Cash Accounting System (CAS), and General Management.

Unit- 2

Management Information System (MIS): MIS-Meaning & Concepts, MIS Design & Functions, MIS performance evaluation, Role of Computers in MIS.

Unit- 3

Computer Based Reservation System: Global Distribution System, Central Reservation Systems (CRS), Reservation through the Internet, New Developments Reservation through the internet. Role of OTA, Social Media, Disruptors, Meta search Hotel websites, Search Engines (Google+, Bing, Yahoo Etc) in Hotel Reservations. Impact of Trip advisor on Indian Hotel Industry.

Unit- 4

Room Management Applications: Room Management Module: Room Status, Housekeeping Functions, In House Guest Information Functions. Introduction Information system activities - Word Processing, Electronic Spread sheets, Interactive Video, Electronic Communications System. Simultaneous usage of multiple devices in Guest Room, Data Storage & Security, Hotel Apps on Smartphone.

Suggested Readings:

- Michael L. Kasavana, “Hotel Information System”.
- Maeve Cummings, Stephen Haag “Management Information Systems for the Information Age/ Edition 9”
- D.P. Goyal “Management Information Systems: Managerial Perspectives”
- Chatterjee, Indrajit “Management Information Systems”
- Ashok Arora “Management Information Systems”

BHMP 605: Personality Development Skills -II

Practical: 2 Credits; Total Hours: 30

Course Contents

WHAT TO OBSERVE

(a) Indicators of a successful person

Creativity, Multiple Intelligence, Emotional Intelligence, Interpersonal Relation, Attitude & Temperament.

(b) Leadership

Skills for a good Leader, Assessment of Leadership Skills

(c) Stress Management

Causes of Stress and its impact, distress, Circle of control, Stress Busters. Emotional Intelligence: What is Emotional Intelligence, Emotional quotient, Why Emotional Intelligence matters, Emotion Scales, Managing Emotions.

(d) Decision Making

Importance and necessity of Decision Making, Process and practical way of Decision Making, Weighing Positives & Negatives.

(e) Conflict Resolution

Conflicts in Human Relations, Causes, Case Studies, Approaches to conflict resolution.

(f) Interview preparation

- How to speak short stories (related to industry) and famous people.
- Employability Quotient-Resume Building.
- The art of participation in Group Discussion, Team Behaviour, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression.
- Interview: Frequently asked questions-Psychometric Analysis, Facing the interviewer.
- Interview related practice: Questions and answers and dialogues related to the four core sectors of hospitality.
- Short speech on hospitality events (buffet, live counters, theme parties).
- Extempore and Group Discussion on current topics

BHMT 606: Entrepreneurship in Small Businesses

Theory: 2 Credits; Total Hours: 30

Learning Objective: To impart the knowledge about an entrepreneur or start-up business and make the students more competent and confident to encourage them to incorporate in an entrepreneur business.

Learning Outcome: The students after having studied the course should be able to acquaint with the following:

1. Entrepreneurship process
2. Role of Govt. in entrepreneurship
3. Business plan

Course Contents

Unit- 1

Entrepreneurship: Meaning and Importance, Evolution of term 'Entrepreneurship', Factors influencing entrepreneurship- Psychological factors, Social factors, Economic factor, Environmental factors. Attributes required for entrepreneurship, Characteristics of an entrepreneur, Types of entrepreneur, Barriers to entrepreneurship, case studies of successful entrepreneurs.

Unit- 2

Entrepreneurial Process: Developing the concept and plan, Understanding the project, writing the plan, License procurement and registration process, buying an Existing Business. Investment Process, Budgeting process, Market Survey, resource mobilization, preparing DPR.

Unit- 3

Organisation Assistance: Assistance to an entrepreneur, New Ventures, Industrial Park (Meaning, features, & examples), Special Economic Zone (Meaning, features & examples), Financial assistance by different agencies, Environmental Clearance, National Small Industries Corporation (NSIC), Financial assistance to MSME, Small industries Development Bank of India.

Unit- 4

Rules and Legislation: Applicability of Legislation, Industries Development (Regulations) Act, 1951, Factories Act, 1948, The Industrial Employment (Standing Orders) Act, 1946, Environment (Protection) Act, 1986, The sale of Goods Act, 1950, Forms of Business, Partnership Act. (Characteristics of all the Acts need to be discussed).

Suggested Reading:

- Entrepreneurship- Abha Mathur-2017 edition
- The manual for Indian Starts up- Vijay Kumar Iyaturi, ISBN: 9780143428527
- Dream chasers- Shobha Warriier
- All in one

BHMT 661: Human Resource Management

Theory: 2 Credits; Total Hours: 30

Learning Objective: The objective of this module is to introduce the procedures and practices being applied for the manpower training and placement, besides understanding the relation between employee and organization.

Learning Outcome: The students after having studied the course should be able to acquaint with the following:

1. Human resource planning
2. Employee welfare
3. Recruitment & selection process
4. Employee and organization relation

Course Contents

Unit- 1

Introduction to Human Resource Management: Concept of human resource management, Scope of human resource management, History of human resource management, Functions of human resource management, Role of HR executives.

Unit- 2

Human Resource Planning & HRM in India: Process of human resource planning, Need for human resource planning, Successful human resource planning, Job analysis, Job description & Job specification. Changing role of human resource in India, Globalization, and Globalization impact on HR.

Unit- 3

Recruitment and Selection: Concept of Recruitment, Factors Affecting Recruitment, Sources of Recruitment, Selection, Selection Process, Application Forms, Selection Test, Interviews, Evaluation, Placement, Induction. Training: types, importance & techniques. Promotion & Transfers.

Unit- 4

Performance Appraisal & Labour – Management Relations: Concept and Need for Performance, Types of Appraisal Methods, 360 degree appraisal, Benefits, Collective Bargaining, Workers Participation in Management, Labour Turnover – Causes & Measures to prevent Labour Turnover, Minimum Wages Act.

Suggested Readings:

- Personnel Management & Industrial Relations – Dr P C Shejwalkar & Mr S R Malegaonkar
- Personnel Management – Mamoria
- Pramod Verma : Personnel Management in Indian Organisations.
- Edwin b. Flippo : Personnel Management, McGraw Hill.
- Human Resource Management in the Hospitality Industry -Frank M /Mary L Monochello
- Guide for Labour Management – H L Kumar
- Human Resource Management & Human Relations – V P Michael
- Arun Monappa & S. Saiyuddain : Personal Management, Tata McGraw Hill.

BHMT 662: Hospitality Sales & Marketing

Theory: 2 Credits; Total Hours: 30

Learning Objective: To familiarize the students with products of hotel industry, pricing of products and its various channels of distribution.

Learning Outcome: The students after having studied the course should be able to acquaint with the following:

1. Concepts of Marketing
2. Hospitality product & service
3. Consumer behaviour

Course Contents

Unit – 1

Introduction to Marketing: Definition of Marketing, Customer orientation & Core concepts of Marketing, Introduction to 7 P's of Marketing mix, Factors affecting Business Environment.

Unit – 2

Consumer Behaviour: Concept of Consumer Behaviour, Models of Consumer Behaviour (5 stage model), Factors affecting Consumer behaviour,

Unit – 3

Hospitality Product and Service: Definition of Hospitality product, Definition of Service, Characteristics of Service, Levels of hospitality products, Branding, New product development, Product life cycle.

Unit -4

Pricing strategies for Hospitality and Tourism: Setting the price, analyzing the cost, Determining demand, Factors affecting pricing.

Suggested Readings:

- Marketing for Hospitality and Tourism – Philip Kotler / Bowen / Maken
- Tourism Marketing – S. M. Jha
- Marketing Management - Philip Kotler / Keller / Koshy / Jha
- Tourism Marketing and Communication – Romila Chawla
- Hospitality Marketing- Neil Wearne

BHMT 663: Financial Management

Theory: 2 Credits; Total Hours: 30

Learning Objective: To familiarize the students with financial management system, sources of finance and working capital mgmt.

Learning Outcome: The students after having studied the course should be able to acquaint with the following:

1. Financial Mgmt. System
2. Working Capital management
3. Financial ratio

Course Contents

Unit 1

Evolution, Scope and Functions of Finance: Introduction; Scope of Finance; Financial Management System; Finance Functions; Role of a Finance Manager, Sources of Finance; Introduction, Short-term Finance, Long-term Funds.

Unit 2

Objectives of a Firm: Introduction; Profit Maximization; Wealth Maximization.

Unit 3

Ratio Analysis: Meaning and objectives; Classification; Profitability ratios, Financial ratios, Turnover ratios.

Unit 4

Working Capital Management: Introduction; Concepts of Working Capital; Operating Cycle Method, Funds Flow Statement and Cash flow statement: Meaning, Uses, Preparation.

Suggested Readings:

- Hotel Finance –Iyengar, Oxford University Press
- Financial Analysis, S.N. Maheshwari & Sharad K. Maheshwari
- Financial Management, J.M. Pandey
- Analysis of Financial Statement, TS. Grewal
- Financial & Cost Control Techniques in Hotel & Catering Industry, Dr. Jagmohan Negi
- Introduction to Financial Management, I.M. Pandey
- Financial Management, Mittal and Aggarwal