



Veer Madho Singh Bhandari Uttarakhand Technological University, Dehradun

Curriculum (first year)

Of

Master of Hotel Management (M.H.M.)

Duration: Two years Full time

Program description:

This program aims to provide professional and managerial expertise in hotel management. This course will also focus on Revenue Management and Sales & Marketing. Students will receive extensive exposure to hotel operations through practice to acquire knowledge and attitude to work in hospitality organizations.

This programme will also provide a pathway to a career in hospitality related research, teaching, and consultancy.

Duration: 02 years

Semester: 04 Semesters

Eligibility: as per AICTE/UGC norms

Admission Criteria: as per university norms

Programme mode: Regular

Credits: the entire course of MHM shall be of **111** credits. Thus, normally each of the courses credit shall be assigned on the basis of the lectures/tutorials/laboratory work/project work or other forms of learning required to complete the course contents in a semester.

1 credit = 1 hour of lecture/instruction per week

Instructions can be in the form of lecture/tutorials/laboratory work/field work. 2 hours of laboratory/field work shall be considered equivalent to 1 hour of lecture.

Course Structure:**Semester- I**

Subject Code	Subject	Credit	Total Hrs/week	Internal Marks	External Marks	Total Marks/ Semester
MHMT-101	Hospitality & Tourism Business	4	4	30	70	100
MHMT-102	F & B Service Operation & Management-I	4	4	30	70	100
MHMP-102	F & B Service Operation & Management-I	2	4	30	70	100
MHMT-103	Front Office Operation & Management-I	4	4	30	70	100
MHMP-103	Front Office Operation & Management-I	2	4	30	70	100
MHMT-104	Accommodation Operation & Management-I	4	4	30	70	100
MHMP-104	Accommodation Operation & Management-I	2	4	30	70	100

MHMT-105	Food of India	4	4	30	70	100
MHMT-106	Research in Hospitality Industry	4	4	30	70	100
MHMT-107	Properties Development & Planning	4	4	30	70	100
MHMP-108	Workshop on soft skills	1	2	30	-	30
Total		35	42			1030

Semester- II

Subject Code	Subject	Credit	Total Hrs/week	Internal Marks	External Marks	Total Marks/ Semester
MHMT-201	Food Production Operation & Management-I	4	4	30	70	100
MHMP-201	Food Production Operation & Management-I	2	4	30	70	100
MHMT-202	F & B Service Operation & Management-II	4	4	30	70	100
MHMP-202	F & B Service Operation & Management-II	2	4	30	70	100
MHMT-203	Accommodation Operation & Management-II	4	4	30	70	100
MHMP-203	Accommodation Operation & Management-II	2	4	30	70	100
MHMT-204	Hotel Information System	4	4	30	70	100
MHMT-205	Hotel workforce Management	4	4	30	70	100
MHMT-206	Food & Beverage Management	4	4	30	70	100
MHMT-207	Case Studies in Hospitality Industry	4	4	30	70	100
MHMT-208	Business Communication	2	2	30	70	100
Total		36	42			1100

Semester- III

Subject Code	Subject	Credit	Total Hrs/week	Internal Marks	External Marks	Total Marks/ Semester
MHMT-301	Food Production Operation & Management-II	4	4	30	70	100
MHMP-301	Food Production Operation & Management-II	2	4	30	70	100
MHMT-302	Front Office Operation & Management-II	4	4	30	70	100
MHMP-302	Front Office Operation & Management-II	2	4	30	70	100
MHMT-303	Hospitality Sales & Marketing	4	4	30	70	100
MHMT-304	Business Environment	4	4	30	70	100

MHMT-305	Principles & Practice of Management	4	4	30	70	100
MHMT-306	Customer Relationship Management	4	4	30	70	100
MHMT-307A	Advance Culinary Skills	4	4	30	70	100
MHMP-307A	Advance Culinary Skills	2	4			
MHMT-307B	Advance F & B Service Operation & Management	4	4			
MHMP-307B	Advance F & B Service Operation & Management	2	4			
MHMT-307C	Advance Front office Operation & Management	4	4			
MHMP-307C	Advance Front office Operation & Management	2	4			
MHMT-307D	Advance Accommodation Operation & Management	4	4			
MHMP-307D	Advance Accommodation Operation & Management	2	4			
Total		34	40			

(Students have to choose any one course from MHMT-307A/B/C/D with their practical)

Semester- IV (Industry Integrated Practical Module)

Subject Code	Subject	Credit	Total Hrs/week	Internal Marks	External Marks	Total Marks/ Semester
MHMT-401	Specialized Training Report & Viva-Voce	6	12	50	200	250

P- Practical
Total credit- 111

T- Theory
Total Marks- 3280

MHMT-101

Hospitality & Tourism Business

Unit-I

Tourism- Introduction, Meaning, Types, Elements, Component, Scope, Historical development of tourism. Tourism Resources and Products. Performance of tourism in India at National and International level. Characteristics of Tourist, Visitor, Excursionist and traveler.

Unit – II

Hospitality- Introduction, concept, development over the ages in context of Indian and International hospitality Industry. The Hotel Industry: Organization of Hotels, Ownership structure: (Sole Proprietorship, Partnership, Franchisees and Management Contract). Major Hotel Chains in India. Overview of major Hotel departments. Inter and Intra departmental relationships.

Unit- III

Tourism Impacts: Positive and Negative Impacts of Tourism; Socio Cultural, Economic, Environmental and Political.

Unit- IV

Travel Agencies and Tour-Operators: Overview and relevance in tourism. Tourism Paradigms – Eco Tourism, Green Tourism, Alternate Tourism, Heritage tourism, Sustainable Tourism, Cultural Tourism.

Suggested Reading:

- Anand, M.M., Tourism and hotel Industry in India, Prentice Hall, New Delhi, 1976
- Bhatia, A. K., International Tourism, Sterling Publishers, New Delhi.
- Bhatia, A. K., Tourism development: Principles, Practices and Philosophies, Sterling Publishers, New Delhi.
- McIntosh, Robert, W. Goldner, Charles, Tourism: Principles, Practices and Philosophies, John Wiley and Sons Inc. New York, 1990 (9th edition).
- Mill, Robert Christie and Alastair M. Morrison, The Tourism System, Englewood Cliffs, N.J., Prentice Hall, 1985.
- Negi, J.M.S., Tourism and Travel- Concepts and principles, Gitanjali Publishing House, New Delhi, 1990.
- Robinson, H.A., Geography of Tourism, Me Donald and Evans, London, 1976
- Sevlam, M., Tourism Industry in India, Himalaya Publishing House, Bombay, 1989
- Seth, P.N., Successful Tourism Planning and Management, Cross Section Publications.
- Kaul, R.N., Dynamics of Tourism: A Trilogy, Sterling Publishers, New Delhi II.
- Peters, M., International Tourism, Hutchinson, London.
- Tourism Development Principles & Practices – A.K. Shastri

MHMT-102

Food and Beverage Service Operation & Management-I

Unit- I

Introduction to Food and Beverage Service

Introduction, Sections and their Importance. Types of F&B outlets. Ancillary departments. Qualities of F&B staff. Organizational set-up of F&B Service department in small, medium and large hotels. Job description and Job specification of different Service personnel. Career opportunities in F&B Industry. Latest trends in F&B Service Industry.

Unit- II

Food & Beverage Service Equipment

Types & Usage of Equipment - Furniture, Chinaware, Silverware. Glassware, Linen & Disposables, Special Equipment. Role of Kitchen stewarding department. Care and maintenance of F&B service equipments.

Unit-III

F&B Service Methods

Table Service –English / Silver, American, French, Russian Self Service – Buffet & Cafeteria. Specialized Service – Gueridon, Tray, Trolley, Lounge, Buffet service and Banquet procedures etc. Single Point Service – Take Away, Vending Kiosks, Food Courts & Bars, Automats. Mis-en- place & Mis-en-scene. Room Service- Introduction, types, importance, organizational structure & service procedure.

Unit-IV

Menu

Menu Planning, considerations and constraints French Classical Menu. Classical Foods & its Accompaniments with Cover. Rules for waiting at a Table.

Food and Beverage Service Operation & Management-I Practical: MHMP-102

- Practice on Restaurant Etiquettes
- Knowledge and Handling of F&B Service Equipments and Furniture.
- Correct handling and practice of service spoons and service forks, silver service.
- Layout of various meals
- Receiving and seating the guests, presenting menu cards and taking the order from guests and writing of KOT.
- Clearing of a meal (course by course).
- Making and presentation of a bill
- Napkin folds
- Arrangement of side board
- Role play:
 - Hostess
 - Senior captain
 - Steward/ Waiter
 - Bus boy
 - Trainee

Suggested Reading:

- Food and Beverage Service, 9th Edition by John Cousins , Dennis Lillicrap, Suzanne Weekes.
- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.
- Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Restaurant management by Mill, Publisher Pearson publication.
- Food and Beverage Service by R. Singaravelavan
- Food and beverage service by Bruce Axler and Carol Litrides.
- Food and beverage service Bobby George and sandeep Chatterjee.
- Food and beverage service operations by Dr jagmohan Negi, S Chand Publications.

MHMT-103

Front Office Operation & Management-I

Unit- I

Introduction to Front Office

Layout of the front office, Different section of the front office and their Importance, Qualities of Front Office staff. Organizational set-up of Front office Department in small, medium and large hotels. Job description and Job specification of different front office personnel.

Unit- II

Basic Information for Front Desk Agents

Different types of rooms. Numbering of rooms and food plan, Basis of charging a guest. Tariff and tariff fixation, Terms used at Front Desk.

Unit-III

Reservation

Sources & Modes of Reservation, Types of Reservation, Systems of Reservation Amendments and cancellations procedures, Group reservation, overbooking. Modes of Payments- Advantages and Disadvantages

Unit-IV

Registration

Pre-registration activities, Methods of registration, Room & rates assignment, Handling registration of Foreigners, Room change procedure. Telephonic etiquettes/ manners, the need for developing the telephone skills

Front Office Operation & Management-I Practical: MHMP-103

- Front Office Equipments and Furniture (Rack, counter, Bell Desk)
- Filling up of Various Performa
- Welcoming of Guests
- Telephone Handling
- Role play:
 - Reservations
 - Arrivals & Departure
 - Luggage handling
 - Message and Mail Handling
 - Paging
 - HMS Training

Suggested Reading:

- Front office management in hotel, Chkravarti B.K., CBS publishers and distributors,
- 1999.
- Front office: procedures, social skills, yield and management, Abbott, Peter and Lewry,
- Sue, New Delhi: Butterworth- Heinemann.
- Bhatnagar S, K., Front Office Management, Frank Brothers & Co.
- Bardi James, Front Office Operations
- Front office, Elsevier publications

MHMT-104

Accommodation Operation & Management-I

Unit- I

Introduction

Meaning and definition. Importance of Housekeeping; Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Roles 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.

Unit-II

Cleaning Science

Types of cleaning equipments, selection, general principles; Types of cleaning daily, weekly spring and deep cleaning, Housekeeping control desk-importance, role; Types of registers and files maintained; Types of Keys and Keys control; Lost of Found procedure and formats.

Unit-III

Cleaning of Public Areas: Cleaning process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/bar/banquet halls/Administration offices/Lifts and Elevators/Staircase/back areas/Front areas/ Corridor), Pest Control: Types of pests, Control procedures.

Unit-IV

Cleaning of Guest Rooms: Daily cleaning of (Occupied/Departure vacant Under repair VIP rooms, Weekly cleaning/spring cleaning, Evening service, Systems & procedures involved, Forms and Formats, Guest room cleaning - Replenishment of Guest supplies and amenities.

Accommodation Operation & Management-I Practical: MHMP-104

- Rooms layout and standard supplies. (Amenities);
- Identification of cleaning equipments both manual and Mechanical. Use of different
- Brushes, brooms, mops, identification of cleaning agents.
- Maids Trolley: Set Up, Stocking and usage.
- Bed making:
 - Identifying of linen.
 - Step by step procedure for making bed/ Turn down service.
- Cleaning guestrooms (Vacant occupied, departure), placing/ replacing guest supplies and soiled linen.
- Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.

Suggested Readings:

- Hotel and Catering Studies – Ursula Jones
- 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.
- House Craft – Valerie Paul
- House Keeping Management - Matt A. Casado; Wiley Publications

- Housekeeping and Front Office – Jones
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- In House Management by A.K. Bhatiya.
- Key of House Keeping by Dr. Lal
- Commercial Housekeeping & Maintenance – Stanley Thornes
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein,
- Publisher :CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A.
- Jones, Wiley Publications
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer Publisher: Traveler's

MHMT-105

Food of India

Unit – I

Indian Food

Introduction, Key features & factors that affect eating habits in different parts of the country i.e. geographic location, historical background, available ingredients, equipments, staple foods. Essentials of Indian Food: Spices, Herbs etc. **Food of Northern India (Kashmir, Punjab, Haryana, Delhi, Himachal, Uttar Pradesh):** Introduction, geographic location, historical background, available ingredients, equipments, staple foods & Regional specialties.

Unit – II

Western India (Rajasthan, Gujarat, Maharashtra) & Madhya Pradesh: Introduction, geographic location, historical background, available ingredients, equipments, staple foods & Regional specialties.

Unit – III

Food of Eastern India (West Bengal, Orissa, Bihar and North-Eastern States): Introduction, geographic location, historical background, available ingredients, equipments, staple foods & Regional specialties.

Unit – IV

Food of South India (Andhra Pradesh, Tamil Nadu, Karnataka & Kerala) & Goa: Introduction, geographic location, historical background, available ingredients, equipments, staple foods & Regional specialties.

Practical

- Students shall perform practicals in food production lab regarding regional specialties of India. The dishes will be decided by the concerned faculty member.

Suggested Readings:

- Theory of Cookery, Krishna Arora, Frank Bros. & Co.
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Modern Cookery (Vol- I & II) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cesarani
- Theory of Catering By Kinton & Cesarani
- Professional Chef: The Art of Fine Cooking by Arvind Saraswat
- Prashad by J Inder Singh & Pradeep D Gupta
- Dawaat by J Kalra

MHMT-106

Research in Hospitality Industry

Unit-I

Research

Meaning, characteristics, types and relevance of research; trend and challenges with special reference to tourism and hotel business. Research process. Identification and formulation of research problem. Research methodology: meaning and procedural guidelines. Literature review: Meaning, Importance and sources of literature.

Unit-II

Research design

Meaning of research design; need for research design; features of a good Research design; different research designs. Sampling design: the concept of sampling; Aims of sampling, census versus sample survey; steps in sampling design; characteristics of a good sample design; criteria for selecting a sampling procedure; sampling techniques/methods: probability sampling and non-probability sampling.

Unit-III

Measurement and scaling techniques

Measurement in research; sources of Error in measurement; test of sound measurement; technique of developing measurement tools; measurement scales; meaning of scaling; bases of scales- classification, importance; scaling techniques-rating and ranking; types of scales. Collection of Data- nature, sources of data; methods of data collection.

Unit-IV

Processing of data

Classification and Tabulation, Interpretation of data Report writing- meaning functions; types of research report; significance of report writing report.

Suggested Reading:

- Research Methodology (Pearson Publication) by Ranjit Kumar
- Management Research Methodology (Pearson Publication) by Krishnaswamy, Sivakumar & Mathirajan
- Business Research Methods (Tata McGraw Hill Publication) by Cooper & Schindler
- Research Methodology (New Age Publishers) by C.R. Kothari
- Methods in Social Research (Surjeet Publications) by William J. Goode & Paul K. Hatt

MHMT-107

Properties Development & Planning

Unit-I

Technical requirements as established by law and Need

Introduction; developing business profile; project selection; feasibility report constitution of the establishment – type of business i.e. Sole proprietorship, partnership, companies etc.; specific clearances – land conversion, building approval, trade licenses (essential licenses/permits etc.); infrastructure requirements – specific clearances from civic bodies, financial assistance/aid; fire safety; pollution control board.

Unit-II

Facilities Design & Analysis

Overview of project design; design consideration – architectural, building, etc.; systematic layout planning – flow of guest/staff movement – diagrams, analysis of areas – operational, functional, administrative; design of areas – overview, cost considerations; facilities design for other hospitality areas e.g., hostels, hospitals, industrial canteens, flight services (including costs & controls)

Unit-III

Initiation of Green Practices in Hospitality Industry

Energy & water conservation: environment-friendly HVAC units; skylights to save energy; high efficiency lighting in guest-rooms & public areas; solar panels; occupancy sensors; water conservation fixtures; preventive maintenance. Waste minimization: organic composting; dumpster monitoring (segregation of dry & wet garbage); recycling (e.g. Individual newspapers not sent to rooms, use of bulk soap & shampoo dispensers, guestroom bathrooms, using recycled paper products like bags, coasters etc); alternatives to plastic bottled water; achieving close to zero-solid waste; sustainable food & beverage options. International certifications of green practices: eco-leaf rating; green globe rating; green key rating; Nordic swan rating; LEEDS.

Unit-IV

Planning for Special Guests

Special guests: meaning and types; planning considerations; international planning guidelines.

Suggested Reading:

- Tarun dayal. Hotel facility planning. Oxford university press, New Delhi
- Hospitality Facilities management and Design, David M. Stipanuk, Harold Roffmann, Educational Institute, AHMA
- How things work-The Universal Encyclopedia of Machines, Volume 1 &2
- The Management of Maintenance and Engineering Systems in the Hospitality Industry, Frank D. Borsenik & Alan T, Stutts, John Willey & Sons Inc. NY
- Air Conditioning Engineering, W.P.Jones,English Language Book Society/Edward Arnold

MHMP-108

Workshop on Soft Skills

Unit-I

Soft Skills for Hospitality Industry

Introduction, Defining Personality, Creating First Impression, Grooming, Attire/ Clothing, Basic Social Etiquette's. Personality traits as antecedents of employees, performance. Attitude and behavior in Hospitality industry.

Unit-II

Body Language

Introduction, Genetics and Cultural roots, Why body language, positive body gestures, negative body gestures, leadership skills, motivational skills, self-confidence, Attitude, Self Esteem, Time management. Essentials of body language in hospitality sector: Expression while standing, sitting, and Head and Hand movement, Facial Expression. Importance of Body language for hospitality professionals.

Unit-III

Communication and Listening Skills

Introduction, guidelines for effective communications-voice modulation, Active listening skills, essentials of active listening, ways to improve active listening skills. Presentation Skills: Managing presentation nerves, six steps to conquering your presentation nerves, planning an effective presentation, delivering an effective presentation.

Unit-IV

Group Dynamics and Team Building

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

Suggested Reading:

- Rajiv. K. Mishra, Personality Development by, Rupa & co.
- Soft Skills, 2015, Career Development Centre, Green Pearl Publication.
- Dr. Neeraj Aggarwal, Personality and Body Language for Hospitality Professionals, Aman Publication, Delhi.

MHMT-201

Food Production Operation & Management-I

Unit-I

Professional Kitchen & Cooking

Introduction & evolution of Cookery. Aims and objectives of cooking food. Qualities of Kitchen staff, Hierarchy of Kitchen Department, coordination of kitchen with other departments. Personal & Kitchen Hygiene, Protective clothing, Work Centres, Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen.

Unit- II

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 – III

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 – IV

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.

Food Production Operation & Management-I Practical: MHMP-201

- Personal hygiene.
- Knowledge of cooking ingredients.
- Knowledge of basic first aid
- Knowledge of equipments & Fuels.
- Knowledge of pre-preparation techniques.
- Knowledge of various cooking methods. (at least 02 practicals for each)
- Planning Kitchen for various types of hotels.

Suggested Readings:

- Theory of Cookery by Krishna Arora
- Modern Cookery (Vol. I) by Philip E. Thangam
- Larousee Gastronomie by Paul Hamlyn
- The Book of Ingredients by Jane Grigson
- The professional Chef by Le Rol A. Polson
- Professional Cooking by Wayne Gisslen
- The complete guide to the art of modern cookery by Escoffier
- Professional cooking by Wayne Glasslen

MHMT-202

F & B Service Operation & Management-II

Unit-I

Non Alcoholic Beverages

Introduction, Classifications and Types. Tea: History, types, production process, service and storage. Coffee: History, types, production process, service and storage.

Unit-II

Alcoholic Beverages

Introduction, classifications, types. (A brief detail). Beer: History, types, production process, national and international brands, service and storage. Spirits: History, types, production process, national and international brands, service and storage.

Unit-III

Wine

Introduction, classification, types, production process. Wine tasting and faults. Wine labelling. Pairing alcohol and food. Knowledge of Wine grapes, and wine regions. International wine brands. Old world wine and new world wine. Professional wine service and storage.

Unit-IV

Mixology

Bar equipment, Different kinds of glassware, Techniques of Mixology, Garnish preparation, Classic and Contemporary Cocktails and Mocktails

F & B Service Operation & Management-II Practical: MHMP-202

- Briefing and de-briefing.
- Service of hot beverages – Tea, Coffee.
- Pantry and Still room operation.
- Laying and service of banquets and buffet.
- Wine service – Taking the order, presenting the bottle, opening of cork and service of red, rose, white and sparkling wines.
- Service of spirits – whiskey, rum, gin, brandy and vodka.
- Service of cocktails and liqueurs. Service of beer.
- Mixology tips & Garnishers

Suggested Reading:

- The hospitality Managers Guide to Wines, Beers and Spirits by Albert W.A. Schmid.
- Food and Beverage Service, 9th Edition by John Cousins, Dennis Lillicrap, Suzanne Weekes.
- The Bar Beverage Book by Costas Katsigris and Chris Thomas.
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.
- The Bar Beverage Book by Costas Katsigris and Chris Thomas and Mary Porter.
- Introduction F& B Service- Brown, Heppner & Deegan
- Managing bar and beverage operations by Lendal H Kotschevar and Mary L. Tanke
- Food and Beverage Service by R. Singaravelavan

MHMT-203

Accommodation Operation & Management-II

Unit-I

Housekeeping Supervision

Importance of inspection, Check-list for inspection, typical areas usually neglected where special attention is required, Degree of discretion / delegation to cleaning staff.

Unit-II

Linen/Uniform Tailor Room

Layout, Types of Linen, sizes and Linen exchange procedure, Selection of linen, Storage Facilities and conditions, Par stock: Factors affecting par stock, calculation of par stock, Discard Management, Linen Inventory system, Uniform designing: Importance, types, characteristics, selection, par stock

Unit-III

Interior Decoration

Importance, Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture. Colors: Color Wheel, Importance & Characteristics, Classification of colors, Color Schemes. Lighting: Classification, Types & Importance.

Unit-IV

Laundry Management

In-house Laundry vs contract Laundry: merits & demerits, Layout, Laundry Flow process, Equipment (Washing machine, Hydro extractor, Tumbler, Calendar/Flat work Iron, Hot head/Steam press, Cooler press, Pressing tables), Stains and Stain removal.

Accommodation Operation & Management-II Practical: MHMP-203

- Laundry equipment handling
- Laundry operations
- Handling different types of fabrics in manual & mechanical laundry
- Special decorations
- Stain Removal: Different types of stains to be removed by hand using different chemicals.
- Flower Arrangements

Suggested Readings:

- Hotel and Catering Studies – Ursula Jones
- 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.
- House Craft – Valerie Paul
- House Keeping Management - Matt A. Casado; Wiley Publications
- Housekeeping and Front Office – Jones
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke

- In House Management by A.K. Bhatiya.
- Key of House Keeping by Dr. Lal
- Commercial Housekeeping & Maintenance – Stanley Thornes
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher :CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer Publisher: Traveler's Tales
- Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
- The Professional Housekeeper – Tucker Schneider, ; Wiley Publications

MHMT-204

Hotel Information System

Unit- I

Introduction to Computers

Introduction to Computer: Classification, Generations, Capabilities Characteristics & Limitations, Application and use of Computers in Hotel.

Unit- II

Introduction to Computer Hardware

Components of Computers-Hardware: Hardware elements - input, storage, processing & output devices. Block diagram of computer.

Unit- III

Introduction to Computer Software's & MIS

Types of Software, System Software, Application Software, Utility Software's, Use of MS-Office: Basics of MS-Word, MS-Excel and MS-Power Point, Concept and definitions of MIS, Role of MIS, Characteristics of MIS, Limitations of MIS, Hotel management information system.

Unit- IV

Introduction to Internet & E-Commerce

Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing).Benefits, Hardware and Software requirements, Web Browser, Search Engines, E-Commerce, advantages, Computer Reservation systems, Property Management Systems (PMS), Information Systems in Hospitality.

Suggested Readings:

Leon & Leon, 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, Data Communications & Computer Network, Thomson Learning, Bombay.

Hanson & Kalyanam, Internet Marketing & e-commerce, Thomson Learning, Bombay

Bharat Bhasker, Electronic Commerce, TMH, N Delhi

MHMT-205

Hotel Workforce Management

Unit-I

HRM and HRD concept, objective, need and importance. HRD Philosophy and approaches: Mechanical, Paternalism and social approaches and their applicability in Hospitality Industry. Contemporary issues and challenges of HRM in Hospitality Industry.

Unit II

Hotel Manpower planning; Job analysis; Sources of Recruitment in Hospitality Industry; Selection procedures used in Hotels; Employee training and development methods used by hotels.; Placement and orientation of new employee in Hotels ; Transfers and promotions in Hotels.

Unit III

Performance Appraisal and its techniques used in Hotels; Career planning; Maintenance of Human Resource compensation; wage and salary administration, CTC (Cost to company) concepts and implications in Hospitality Industry; Stress Management and Quality Work Life in Hospitality Industry.

Unit IV

Personnel welfare and working conditions; Reasons for high employee turnover in Hospitality Industry Employee retention and strategies; Grievance Handling System in Hotels.

Suggested Reading:

- Human Resource Development & Management in The Hotel Industry- S.K. Bhatia, Nirmal Singh
- Principles and Techniques of Personnel Management Human Resource Management- Dr. Jagmohan Negi
- Human Resource Development Practice in Travel and Tourism- S.C. Bagri
- Human Resources Management: VSP Rao

MHMT-206

Food & Beverage Management

Unit- I

Food and Beverage Management

Concept, importance and scope. Process of Food and Beverage Management. Cost and sales concept: Fixed and Variable Costs, Monetary and Nonmonetary sales concepts. Factors that cause industry-wide variations in cost percentages. Food & Beverage Control: Introduction and importance of Food cost control, Beverage cost control and Portion control, Duties and responsibilities of F&B controls department in F&B operations. Techniques and process of control in F&B operations.

Unit-II

Purchasing

Introduction and importance of purchasing department in food service establishment. Purchasing staff, Selection of suppliers, Purchase procedure, Different method of purchasing. Quality and Quantity purchasing standard, Characteristics of perishable and non- perishable foods. Standard purchase specifications (SPS) and there importance in F&B management department.

Unit-III

Receiving

Introduction and importance of receiving department in food service establishment. Receiving staff, Receiving procedure for different types of product, Different method of receiving, essential equipments and supplies needed for proper receiving, Duties and responsibilities of receiving clerk. Record maintained in receiving departments, Primary purpose of receiving, Standard for the receiving process.

Unit-IV

Storing & Issuing: Storing & issuing procedures, Storing & Issuing controls, Store Room personnel, Equipments needed for proper storing and issuing, Importance of establishing standards for each of the following: storage temperatures for foods, storage containers for foods, shelving, cleanliness of storage facilities and assigned locations for the storage of each particular food. Principle of stock rotation as applied to foodservice. Issuing procedures for directs and those for stores.

Suggested Readings:

- Arora K. 1977: Theory of cooking, Frank Bros. & Co. Delhi
- Escoffer. 1979: The complete guide to the art of modern cookery, virtue and co. ltd. Sureey.
- Halliday. EG and Noble I.T 1959: How's and Why's of cooking. The university & Co.
- Hughes. D and Bannion M. 1970: Introductory Foods. The Macmillan Co. Ltd. New York Understanding
- cooking. Arnold . Hanemann India
- Philip T.E 1981: modern cookery for teaching and the trade . vol-I . Orient Longman Ltd. Bombay
- Paul R. Dittmer.2003: Principles of food, beverage and labor cost control, John Wiley & sons

MHMT-207

Case Studies in Hospitality Industry

Unit-I

Introduction to Case Studies

Concept, Role of case studies in learning, Procedure for case preparation, Understanding and analyzing case studies. Current status & future strategies of Resorts, Condominiums and Timesharing units in India.

Unit-II

International Star Hotels

The case studies will cover-General Profiles, current strategies of Taj, Oberoi and ITC Group of Hotels., Case-I, The Taj's people, philosophy and star system, Case-2 Four Season's approach: The golden rule and a global strategy

Unit-III

Theme Hotels

The case studies will cover- General profiles, current status and future strategies of Theme and Heritage Hotels Case-1. Chokhi Dhani, Case-2. Uppal's Orchid

Unit-IV

Fast Food Chains

The case studies will cover- General profiles, current status and future strategies of Fast Food Restaurant chains such as Mc Donald's Pizza Hut and Nirula's, Case-1. Quality Croutons, Case-2. Menu changes resulting from food delivery shortages.

Suggested Readings:

- O'Halloram, K. Jarvis and A.A. Chabot, Oearson Cases in Hospitalityand Tourism Management Prentice Hall, NewJersey
- J.S. Harrison and C.A. Enz (Hospitality Strategic Management: Conceptsand Cases,pitman.
- P.Kotler, Tourism Marketing, Person.
- Manjulachaudhary, Tourism Marketing, Oxford, NewDelhi.
- H. Berberoglu, Tourism and Hospitality industry Case Studies,Pitman
- Mohinder Chand, Managing Hospitality Operation, Anmol Publications, NewDelhi,

MHMT-208

Business Communication

Unit-I **Communication**

Meaning, Process, Importance of Communication in Business, Types of Information, Formal and Informal Communication, Internal and External Communication, Communication Channels, Choosing the Means of Communication, Audience Analysis, Ethical Considerations for Business Communication, Media of Communication, Barriers of Communication, Approaches to Effective Communication, Essentials of Effective Business Communication (7Cs model)

Unit-II **Strategies to Improve Individual Reading and Listening Skills**

Developing Reading Skills: Identify The Purpose of Reading, Factors Effecting Reading, learning how to think and read, developing effective reading habits, reading tactics and strategies: training eye and training mind (SQ3R), Recognizing a broad range of thought patterns in reading selections, reading and interpreting visuals, making inferences, recognizing facts and opinions. Developing Listening Skills: importance, purpose of listening, art of listening, factors affecting listening, components of effective listening, and process of listening, principles and barriers to listening, activities to improve listening.

Unit-III **Types of Communication**

Oral Communication: Advantages and Disadvantages, Conversation as Communication, Art of Public Speaking, Telephonic Conversations and Voice Mails, Group Communication through Committees, Preparing and Holding Meetings, other formal communication with public at large, seminar, symposia and conferences, Overcoming Stage fright, Ambiguity Avoidance. Written Communication: Advantages and Disadvantages, Covering letter, Need, Functions and Kinds, Layout of Letter Writing, Types of Letter Writing: Persuasive Letters, Request Letters, Sales Letters, Complaints and Adjustments; Departmental Communication: Meaning, Need and Types: Interview Letters, Promotion Letters, Resignation Letters, Newsletters, Circulars, Agenda, Notice, Office Memorandums, Office Orders, Press Release Report Writing: Structure, Types, Formats. Nonverbal – Features, Understanding of Body Language, Posture, Gestures.

Unit-IV **Developing Effective Public Relations**

Drafting Speech, Press Release, Brochures, Handouts, Leaflets, e-newsletters. Group Discussion- Nature, Uses and Importance, Guidelines for GD Presentations: How to make effective Presentations, Four P's of Presentation, Structuring, Rehearsing, and Delivery Methods. Resume Writing: Planning, Organizing Contents, Layout, Guidelines for Good Resume. Interviews: Preparation Techniques, Frequently Asked Questions about How to face an interview board, Proper body posture, Projecting a positive image, Steps to succeed in interviews, Practice Mock.

Suggested Readings:

- Lesikar, Petit & Flatley, Lesikar's Basic Business Communication, Tata McGraw Hill
- Raman Meenakshi Prakash Singh, Business Communication, Oxford University Press.

- Rizvi Ashraf, Effective Technical Communication, Tata McGraw Hill
- Krizan, Buddy, Merrier, Effective Business Communication, Cengage Learning
- Poe &Fruchling, Basic Communication, AITBS
- Diwan& Aggarwal, Business Communication, Excel
- Baugh, Frayer& Thomas, How to write first class Business Correspondence, Viva Books
- Devaraj, Executive Communication, Tata McGraw Hill
- Ober, Effective Business Communication, Cengage Learning