

**RASHTRASANT TUKADOJI MAHARAJ NAGPUR
UNIVERSITY NAGPUR**

**BACHELOR OF HOTEL MANAGEMENT AND
CATERING TECHNOLOGY**

(SEMESTER PATTERN)

RASHTRASANT TUKADOJI MAHARAJ NAGPUR UNIVERSITY NAGPUR
FACULTY OF SCIENCE AND TECHNOLOGY
DIRECTION NO.17 OF 2019

(Issued under section 12(8) of the Maharashtra Public Universities Act,2016)

The Examination leading to the Degree of Bachelor of Hotel Management and Catering
Technology semester pattern Direction, 2019.

Whereas the Maharashtra Public Universities Act, 2016 is made applicable to the University w.e.f.
1st March 2017 (hereinafter referred to as the Act);

AND

Whereas, Section 12(8) of the Act empowered the Vice-Chancellor to issue Direction for
regulating the matter for which Statute/Ordinance /Regulations is not made or to amend the
existing Statute /ordinance /Regulations;

AND

Whereas proviso of section 12(8) provided that the Direction issued by the Vice-Chancellor shall
automatically lapsed after 180 days.

AND

Whereas, Direction No. 74 of 2016 was issued by the Vice-Chancellor on 07/10/2016.Which could
not have been converted into the Statute/Ordinance/Regulations within Six months

AND

Whereas, Direction No.74 of 2016 issued by the Vice-Chancellor on 07/10/2016 is
required to be renewed for regulating the matter involved in the said Direction.

Now, therefore, I, Dr. Siddharthavinayaka P. Kane, Vice-Chancellor,Rashtrasant Tukadoji
Maharaj Nagpur University, Nagpur in exercise of powers conferred upon me under provision of
section 12(8) of the Maharashtra Public Universities Act, 2016, do hereby issue following
Directions to renew Direction No. 74 of 2016.

1. This Direction shall be called "Direction governing the Examination leading to the Degree of
Bachelor of Hotel Management & Catering Technology (Semester Pattern) in the faculty of
Science and Technology Direction No. 17 of 2019 R.T.M. Nagpur University, Nagpur.
2. The Direction shall come into force from the date of its issuance by Hon'ble Vice Chancellor
and shall remain in force till the relevant ordinance comes into force being in accordance with
the provisions of the Act.

3. Nature of course

The duration of the Bachelor of Hotel Management and Catering Technology course shall be of
four academic years consisting of eight semesters with University examinations at the end of each
semester namely:-

- a. Bachelor of Hotel Management and Catering Technology, Semester-I
Exam.

- b. Bachelor of Hotel Management and Catering Technology, Semester-II Exam.
- c. Bachelor of Hotel Management and Catering Technology, Semester- IIIExam.
- d. Bachelor of Hotel Management and Catering Technology, Semester-IV Exam.
- e. Bachelor of Hotel Management and Catering Technology, Semester-V Exam.
- f. Bachelor of Hotel Management and Catering Technology, Semester-VI Exam.
- g. Bachelor of Hotel Management and Catering Technology, Semester-VII Exam.
- h. Bachelor of Hotel Management and Catering Technology, Semester-VIII Exam.

The examinations shall be held at such places and dates which shall be notified by the University.

The period of Academic Session shall be such as may be notified by the University.

4.The Examination specified in proceeding section shall be held twice a year at such places on such dates as may be decided by the University. The main examination of semester I, III, V and VII shall be held in winter whereas the examination for semester II, IV, VI and VIII shall be held in summer. The supplementary examination of semester I, III, V and VII will be held in summer whereas supplementary examination for semester II, IV, VI, VIII will be held in winter. There shall be no practical examination duringsemester I, III, V and VII. Practical examination will be held during semester II, IV, VI, VIII only considering complete curriculum andterm work of both the semesters of that particular year.

5. Eligibility Criteria

Subject to the compliance with provisions of this Direction and of other Ordinances in force from time to time, a candidate for admission to the examination shall:

- a. In the case of Bachelor of Hotel Management & Catering Technology Semester – I, have passed XII Standard Examination of Maharashtra State Board of Secondary & Higher Secondary Education or an examination recognized as equivalent thereto under the following Faculties – Science / Home Science / Commerce / Arts with compulsory English with not less than 45% marks (40% marks for backward class candidates) In addition the rules notified by Government of Maharashtra from time to time.

OR

The candidate should have passed the Indian School Certificate (Std. XII) Examination or any other equivalent Higher Secondary (Std.XII) Examination of a Councilor Board outside Maharashtra State with English, Science, Home Science, Commerce, Arts and with not less than 45% marks (40% marks for backward class candidates from Maharashtra State only) in the Faculties of Science/Home Science/Commerce/Arts with English. Admission to BHMCT Semester–I shall be after appearing for MAH-HM-CET.

b) In the case of Bachelor of Hotel Management & Catering Technology Semester-III, have passed 50% of the subjects Semester-I &II Examination taken together.

c) In case of Bachelor of Hotel Management & Catering Technology-semester-V, have passed the Bachelor of Hotel Management & Catering Technology Semester – I & II (i.e. part-I) and 50% of the subjects of Semester-III &IV Examination taken together.

OR

3 year diploma or 3 year degree course examination in Hotel Management & Catering Technology of M.S.B.T.E./IHM/Rashtrasant Tukadoji Maharaj Nagpur University of any other equivalent Board/University with minimum 50% of marks in aggregate.

d) In case of Bachelor of Hotel Management & Catering Technology semester VII, have passed semester –III & IV examination of the University and 50% of the subject of semester V & VI taken together.

- b. Without prejudice to the other provisions of the Ordinance No.6 relating to the examination in general the provision of paragraph 5,7,8,10 and 32 of the said ordinance of ATKT as well as reassessment / provisional admission as issued from time to time, shall apply to every collegiate candidate.

6. The ATKT rules for admission for the Course Bachelor of Hotel Management and Catering Technology shall be as given in the following table:-

Admission to semester	Student should have appeared the examination	Candidate should have passed in all the subjects of the following examination of R.T.M. Nagpur University	Candidate should have passed at least half of the passing heads of the following examinations together of R.T.M. Nagpur University
Semester I	--	As provided in the para 5 (a) of the direction	-----
Semester II	I	-----	-----
Semester III	II	-----	Semester I and II
Semester IV	III	-----	Semester I, II and III
Semester V	IV	Semester (I, II) Ist year	Semester III and IV
Semester VI	V	-----	Semester III, IV and V
Semester VII	VI	Semester III, IV) II year	Semester V and VI
Semester VIII	VII	-----	Semester V, VI and VII

7. Fee Structure:

The fees for the examinations shall be as prescribed by the University, from time to time and whenever, any change is made in the fees prescribed for any particular examination that shall be notified through a notification for the information of the examinees.

8. Every candidate for Bachelor of Hotel Management & Catering Technology Examination shall be examined in the subjects as set out in the Appendix to Directions Appendix A1,A2,A3,A4,A5,A6,A7 & A8

- i. The scope of the subjects shall be as indicated in the respective syllabus in force from time to time.
- ii. Medium of examination shall be English.

9. An applicant for admission to an Examination shall satisfy the Head of the Department / Principal as regards the Sessional examinations/Internal assessment conducted during the academic year regarding her / his suitability to take the University examination.

10. In order to pass in the Examination an examinee shall obtain in each subject not less than the minimum marks as indicated in the Appendices.
11. The Head of the Department / Principal shall maintain in her/his office the complete record of the marks obtained by the candidate in the sessional examinations/internal assessment that shall be submitted, before the commencement of the University examination, to the Controller of Examination, in a sealed cover.
12. There shall be no classification of successful examinees at I, II, III, IV, V, VI, VII semester of Bachelor of Hotel Management and Catering Technology examinations in the Faculty of Science and Technology.
13. Division of examinees successful at the VIIIth semester of Bachelor of Hotel Management and Catering Technology shall be determined on the basis of the aggregate marks obtained at all the semesters of Bachelor of Hotel Management & Catering Technology.
14. Those obtaining 60% or more marks in aggregate shall be placed in First Division and all other successful examinees in the Second Division respectively.
15. An examinee who is successful at an examination and obtained not less than 75% or more of the marks prescribed in a subject shall be declared to have passed the examination with Distinction in that subject.
16. Provision of Ordinance No. 3 of 2007 relating to the condonation of Deficiency of marks for passing an examination and of ordinance No. 10 relating to examinations and compartments as amended from time to time shall apply to the Examination under this Direction.
17. An unsuccessful examinee at any of the examination of Bachelor of Hotel Management & Catering Technology shall have an option to carry her/his Sessional Examination/Internal assessment college assessment marks for Theory/Practical examinations to her/his successive attempt(s) at the examination. The examinee however can forgo her/his Sessional Examination/Internal assessment marks in subject/subjects in which case she/he shall be examined for total marks comprising of theory /practical and college assessment together at her/his successive attempt(s).
18. As soon as possible after the examinations but not later than 30th June next following in case of examination held in March-April and 26th February next following, in case of examination held in October-November, the Board of Exams shall publish a list of successful examinees. List of successful examinees at the Eighth semester of Bachelor of Hotel Management & Catering Technology examination shall be arranged in the First and Second Division as envisaged in clause 14 of the ordinance and names of examinee passing the said examination as whole in the minimum prescribed period and obtaining the prescribed number of places in the first or second Division shall be arranged in order of Merit as provided in the examination in General Ordinance No. 6.
19. Notwithstanding anything to the contrary in this Direction, no person shall be admitted to this examination, if she/he already passed the same examination or an equivalent examination thereto of other Statutory University.

20. That educational tour or visit comprising of 8-10 days shall be compulsory for the students during III / IV semester of the course. OR A short tour / factory visit of 2-3 days shall be arranged during the course.
21. After completion of semester II and semester VI examination an Internship comprising of 10 weeks each vocational training into the Hotel Organization recognized by the Head of the Institution shall be a compulsory part as prescribed in the Appendices (2) (6).
22. Successful examinees at the I, II, III, IV, V, VI, VII, VIII semesters of Bachelor of Hotel Management and Catering Technology Examination shall be entitled to receive certificate signed by Registrar, titled Bachelor of Hotel Management and Catering Technology, Semester I, II, III, IV, V, VI, VII, VIII respectively and those successful at all the exams of Bachelor of Hotel Management and Catering Technology shall on payment of the prescribed fee receive a degree in the prescribed form, signed by the Vice-Chancellor, at the convocation to be held by the University.
23. The Scheme of Examination shall be as per Appendix: 1,2,3,4,5,6,7,8 and 9 (Semester pattern). The details / title of the theory papers can be suitably modified considering the need of the subject without disturbing the main structure.
24. With the issuance of this Direction No. 17 of 2019, Direction No. 74 of 2016, governing the examinations leading to award of Bachelor of Hotel Management & Catering Technology in the Faculty of Science and Technology shall stand repealed in phasic manner.

I, further, direct that the aforesaid Direction shall come into force from the date of issuance and shall remain in force till the relevant Ordinance comes into being, in accordance with the provisions of the Maharashtra Public Universities Act, 2016.

Nagpur
Date:22/04/2019

sd
(Dr.Siddharthavinayaka P. Kane)
Vice Chancellor

APPENDIX A (1)
EXAMINATION LEADING TO BACHELOR OF HOTEL MANAGEMENT & CATERING
TECHNOLOGY, SEMESTER –I

Sr. No	Subject (Theory)	Sessi- onal	Marks Paper	Total	Passing Marks	No.of Theory Per Week	Periods Practi- cals	Time for Exam.
1-T-I	Food Production Foundation –I	20	80	100	40	4	--	3
1-T-II	Food & Beverage Service Foundation –I	20	80	100	40	4	--	3
1-T-III	Housekeeping Foundation -I	20	80	100	40	4	--	3
1-T-IV	Front Office Foundation –I	20	80	100	40	4	--	3
1-T-V	English and Communication Skills	20	80	100	40	4	--	3
1-T-VI	Hygiene and Food Safety in Hospitality	20	80	100	40	4	--	3
	Library					2		
	Total			600		24+2 =26		
PRACTICAL								
Sr. No	Subject Practical	Term Work Marks	Marks Paper	Total	Passing Marks	No.of Theory	Periods Practi- Cals Per week	Time for Exam.
1-P-I	Food Production Foundation –I	--	--	--	--	--	8	--
1-P-II	Food & Beverage Service Foundation –I	--	--	--	--	--	4	--
1-P-III	Housekeeping Foundation -I	--	--	--	--	--	4	--
1-P-IV	Front Office Foundation –I	--	--	--	--	--	4	--
1-P-V	Communication Skills	--	--	--	--	--	2	--
							22	

Note:- Outdoor Catering 5 times
One Practical batch will consist of 16 students.
N.B. One period is of 48 Minutes

APPENDIX A (2)
EXAMINATION LEADING TO BACHELOR OF HOTEL MANAGEMENT & CATERING
TECHNOLOGY, SEMESTER –II

Sr. No	Subject (Theory)	Sessi- onal	Marks Paper	Total	Passing Marks	No.of Theory Per Week	Periods Practi- cals	Time for Exam.
2-T-I	Food Production Foundation –II	20	80	100	40	4	-	3
2-T-II	Food & Beverage Service Foundation –II	20	80	100	40	4	-	3
2-T-III	House Keeping Foundation -II	20	80	100	40	4	-	3
2-T-IV	Front Office Foundation –II	20	80	100	40	4	-	3
2-T-V	English & Generic Skill	20	80	100	40	4	-	3
2-T-VI	Food & Science and Nutrition	20	80	100	40	4	-	3
	Library					2		
	Total			600		24+2 =26		

PRACTICAL

Sr. No	Subject Practical	Term Work Marks	Marks Paper	Total	Passing Marks	No.of Theory	Periods Practi- Cals Per week	Time for Exam.
2-P-I	Food Production Foundation –II	20	80	100	50	-	8	3
2-P-II	Food & Beverage Foundation -II	20	80	100	50	-	4	3
2-P-III	House Keeping Foundation -II	20	80	100	50	-	4	3
2-P-IV	Front Office Foundation –II	20	80	100	50	-	4	3
2-P-V	Communication, Generic Skills & Personality development	20	80	100	50	-	2	3
				500			22	

- Compulsory 2½ months (10 weeks) Industrial Training in Hotel/ Hospitality Organization.
 - Log Book on training should be maintained by the student and signed by Training Co-ordinator / Head of the Deptt./Head of Institution
 - Grade should be allotted as:- Excellent A, Very Good-B, Good-C, Fair-D, Poor-E.
- One Practical batch will consist of 16 students.
N.B. One period is of 48 Minutes

APPENDIX A (3)
EXAMINATION LEADING TO BACHELOR OF HOTEL MANAGEMENT & CATERING
TECHNOLOGY, SEMESTER –III

Sr. No	Subject (Theory)	Sessi- onal	Marks Paper	Total	Passing Marks	No. of Theory per week	Periods Practi- cals	Time for Exam.
3-T-I	Food Production Operation –I	20	80	100	40	4	-	3
3-T-II	Food & Beverage Operation -I	20	80	100	40	4	-	3
3-T-III	Housekeeping Operation – I	20	80	100	40	4	-	3
3-T-IV	Front Office Operations –I	20	80	100	40	4	-	3
3-T-V	French	20	80	100	40	4	-	3
3-T-VI	Hotel Engineering & Facility Management	20	80	100	40	4	-	3
	Library					2		
	Total			600		24+2= 26		

PRACTICAL

Sr. No	Subject Practical	Term Work Marks	Marks Paper	Total	Passing Marks	No.of Theory	Periods Practi- Cals per week	Time for Exam.
3-P-I	Food Production Operation –I	--	--	--	--	--	8	--
3-P-II	Food & Beverage Operation -I	--	--	--	--	--	4	--
3-P-III	House Keeping Operation – I	--	--	--	--	--	4	--
3-P-IV	Front Office Operations –I	--	--	--	--	--	4	--
3-P-V	French -I	--	--	--	--	--	2	--
							22	

Note:- Outdoor Catering 5 times
One Practical batch will consist of 16 students.
N.B. One period is of 48 Minutes

APPENDIX A (4)

EXAMINATION LEADING TO BACHELOR OF HOTEL MANAGEMENT & CATERING
TECHNOLOGY, SEMESTER –IV

Sr. No	Subject (Theory)	Sessi- onal	Marks Paper	Total	Passing Marks	No. of Theory Per week	Periods Practi- cals	Time for Exam.
4-T-I	Food Production Operations –II	20	80	100	40	4	-	3
4-T-II	Food & Beverage Operations -II	20	80	100	40	4	-	3
4-T-III	Housekeeping Operations – II	20	80	100	40	4	-	3
4-T-IV	Front Office Operations –II	20	80	100	40	4	-	3
4-T-V	Principles of Management	20	80	100	40	4	-	3
4-T-VI	Basic Hotel Accounting	20	80	100	40	4	-	3
				600		24		
PRACTICAL								
Sr. No	Subject Practical	Term Work Marks	Marks Paper	Total	Passing Marks	No.of Theory	Periods Practi- Cals Per week	Time for Exam.
4-P-I	Food Production Operation –II	20	80	100	50	-	8	3
4-P-II	Food & Beverage Operation -II	20	80	100	50	-	4	3
4-P-III	Housekeeping Operation – II	20	80	100	50	-	4	3
4-P-IV	Front Office Operations –II	20	80	100	50	-	2	3
4-P-V	Hotel Engineering & Facility Management	10	40	50	25	-	4	3
4-P-VI	French -I	10	40	50	25	-	2	3
				500			24	

Note:- Outdoor Catering 5 times
One Practical batch will consist of 16 students.
N.B. One period is of 48 Minutes

APPENDIX A (5)

EXAMINATION LEADING TO BACHELOR OF HOTEL MANAGEMENT & CATERING
TECHNOLOGY, SEMESTER –V

Sr. No	Subject (Theory)	Sessi- onal	Marks Paper	Total	Passing Marks	No. of Theory per week	Periods Practi- Cals	Time for Exam.
5-T-I	Food Production Management–I	20	80	100	40	4	-	3
5-T-II	Food & Beverage Management–I	20	80	100	40	4	-	3
5-T-III	Housekeeping Management–I	20	80	100	40	4	-	3
5-T-IV	Front Office Management–I	20	80	100	40	4	-	3
5-T-V	Application of Computer-I	20	80	100	40	4	-	3
5-T-VI	Financial Management	20	80	100	40	4	-	3
				600		24		
PRACTICAL								
Sr. No	Subject Practical	Term Work Marks	Marks Paper	Total	Passing Marks	No.of Theory	Periods Practi- Cals per week	Time for Exam
5-P-I	Food Production Management–I	--	--	--	--	--	8	--
5-P-II	Food & Beverage Management–I	--	--	--	--	--	4	--
5-P-III	Housekeeping Management–I	--	--	--	--	--	4	--
5-P-IV	Front Office Management–I	--	--	--	--	--	4	--
5-P-V	Application of Computer-I	--	--	--	--	--	4	--
							24	

Note:- Outdoor Catering 5 times
One Practical batch will consist of 16 students.
N.B. One period is of 48 Minutes

APPENDIX A (6)

EXAMINATION LEADING TO BACHELOR OF HOTEL MANAGEMENT & CATERING
TECHNOLOGY, SEMESTER –VI

Sr. No	Subject (Theory)	Sessi- onal	Marks Paper	Total	Passing Marks	No. of Theory Per week	Periods Practi- cals	Time for Exam
6-T-I	Food Production Management -II	20	80	100	40	4	-	3
6-T-II	Food & Beverage Service Management -II	20	80	100	40	4	-	3
6-T-III	Housekeeping Management -II	20	80	100	40	4	-	3
6-T-IV	Front Office Management -II	20	80	100	40	4	-	3
6-T-V	Application of Computer - II	20	80	100	40	4	-	3
6-T-VI	Hospitality Marketing	20	80	100	40	4	-	3
				600		24		
PRACTICAL								
Sr. No	Subject Practical	Terms Works Marks	Marks Paper	Total	Passing Marks	No.of Theory	Periods Practi- Cals Per week	Time for Exam
6-P-I	Food Production Management -II	20	80	100	50	-	8	3
6-P-II	Food & Beverage Service Management -II	20	80	100	50	-	4	3
6-P-III	House Keeping Management -II	20	80	100	50	-	4	3
6-P-IV	Front Office Management -II	20	80	100	50	-	4	3
6-P-V	Applications of Computers-I & II	20	80	100	50	-	4	3
				500			24	

- Compulsory 2½ months (10 weeks) Industrial Training in Hotel/ Hospitality Organization.
- Log Book on training should be maintained by the student and signed by Training Co-ordinator / Head of the Deptt./Head of Institution
- Grade should be allotted as :- Excellent A, Very Good-B, Good-C, Fair-D, Poor-E.

One Practical batch will consist of 16 students.

N.B. One period is of 48 Minutes

APPENDIX A (7)
EXAMINATION LEADING TO BACHELOR OF HOTEL MANAGEMENT & CATERING
TECHNOLOGY, SEMESTER –VII

Sr. No	Subject (Theory)	Sessi- onal	Marks Paper	Total	Passing Marks	No. of Theory per week	Periods Practi- Cals	Time for Exam
7-T-I	Food Production Management –III	20	80	100	40	4	-	3
7-T-II	Food & Beverage Service Management – III	20	80	100	40	4	-	3
7-T-III	Housekeeping Management -III	20	80	100	40	4	-	3
7-T-IV	Public Relation	20	80	100	40	4	-	3
7-T-V	Entrepreneurship Development	20	80	100	40	4	-	3
7-T-VI	Research Methodology	20	80	100	40	4	-	3
	Library	--	--	-	--	2	--	
				600		24+2 =26		
PRACTICAL								
Sr. No	Subject Practical	Term Work Marks	Marks Paper	Total	Passing Marks	No.of Theory	Periods Practi- Cals per week	Time for Exam
7-P-I	Food Production Management –III	--	--	--	--	--	8	--
7-P-II	Food & Beverage Service Management – III	--	--	--	--	--	4	--
7-P-III	Housekeeping Management -III	--	--	--	--	--	4	--
7-P-IV	Public Relation	--	--	--	--	--	4	--
7-P-V	Computer Based Training Presentation	--	--	--	--	--	2	--
							22	

One Practical batch will consist of 16 students.

N.B. One period is of 48 Minutes

APPENDIX A (8)
EXAMINATION LEADING TO BACHELOR OF HOTEL MANAGEMENT & CATERING
TECHNOLOGY, SEMESTER –VIII

Sr. No	Subject (Theory)	Sessi- onal	Marks Paper	Total	Passing Marks	No. of Theory Per week	Periods Practi- cals	Time for Exam.
8-T-I	Advance Food Production	20	80	100	40	4	-	3
8-T-II	Advance Food & Beverage Service	20	80	100	40	4	-	3
8-T-III	AdvanceAccommodati on Management	20	80	100	40	4	-	3
8-T-IV	Travel & Tourism	20	80	100	40	4	-	3
8-T-V	Human Resource Management	20	80	100	40	4	-	3
8-T-VI	Hospitality Laws & Licenses	20	80	100	40	4	-	3
				600		24		
PRACTICAL								
Sr. No	Subject Practical	Terms Works Marks	Marks Paper	Total	Passing Marks	No.of Theory	Periods Practi- Cals per week	Time for Exam
8-P-I	Advance Food Production	20	80	100	50	-	8	3
8-P-II	Advance Food & Beverage Service	20	80	100	50	-	4	3
8-P-III	AdvanceAccommodatio n Service Management	20	80	100	50	-	4	3
8-P-IV	Public Relation & Travel & Tourism	20	80	100	50	-	2	3
8-P-V	Project work & Training Presentation	20	80	100	50	-	6	3
				500			24	

- On completion of 5 month training presentation will be evaluated by External & Internal examiners.

One Practical batch will consist of 16 students.
N.B. One period is of 48 Minutes

APPENDIX A (9)
General Rules and Regulations

A) Pattern of Question Paper

1. The Syllabus of every subject is divided into 5 units.
2. Students have to solve 5 questions. One questions each from each unit.
3. All questions should have equal weightage.
4. Each paper will be of 3 hours duration.

B) Absorption scheme:

- 1) While switching over to semester pattern, the failure students of yearly pattern will be given FIVE chances, to clear the examination.
- 2) If an examinee failed to pass the under graduate programme within EIGHT successive years (for Eight semesters degree) from the date of his / her first admission to particular programme he/ she shall be declared as “Not Fit for the Course (NFC)” and he/she will not be allowed to appear further for any previous examination of the course.
- 3) After four years from the date of implementation of semester pattern, any student passing-

FIRST year of Bachelor of Hotel Management & Catering Technology should be admitted to third semester.

SECOND year of Bachelor of Hotel Management & Catering Technology should be admitted to fifth semester.

THIRD year of Bachelor of Hotel Management & Catering Technology should be admitted to seventh semester.

Bachelor of Hotel Management and Catering Technology

Semester-I
FOOD PRODUCTION AND PATISSERIES FOUNDATION- I
1-T-1

Theory – 80
Sessional -20
Total – 100

UNIT	CONTENT	MARKS
I	<p>Introduction to Cookery and Culinary History</p> <ul style="list-style-type: none"> • Definition of cooking • Culinary history-Development of the culinary art from the middle ages to modern cookery (Escoffier, Marie Antonie Careme, Michelin Star) • Introduction to Nouvelle cuisine and Professional Cookery and their basic Characteristics • Weight & volumes Equivalent(conversion tables) (American ; British) • Temperature conversion °C to °F. <p>Aims & Objectives Of Cooking Food</p> <ul style="list-style-type: none"> • Aims and objectives of cooking food • Various textures and Consistencies • Techniques used in Pre-preparation 	16
II	<p>Introduction To Professional Kitchen</p> <ul style="list-style-type: none"> • Levels of skills and experiences • Attitudes and behavior in the kitchen • Personal hygiene • Uniforms & protective clothing • Safety procedure in handling equipment 	16
III	<p>Hierarchy Area Of Department And Kitchen</p> <ul style="list-style-type: none"> • Classical Brigade • Modern staffing in various category hotels • Duties and responsibilities of various Kitchen Personnel • Co-operation with other departments Attitude & Skill in Kitchen. 	16
IV	<p>A Classification Of Foundation Materials According To Their Types and Functions</p> <ul style="list-style-type: none"> • Foundation material • Salt • Liquid • Sweetening • Fats & Oils • Raising Agents • Thickening Agents • Flavors • Seasonings • Essences, Essences oil 	16

V	<p>Basic Methods of Cooking</p> <ul style="list-style-type: none"> • Heat Transfer • Conduction, Convection; Radiation • Methods: Boiling, Baking; Simmering; Stewing; Braising; Broiling; Poaching; Grilling; Roasting; Frying, Steaming. • Advantages and Disadvantages, Principles of each of the above ,Care and precautions to be taken ,Selection of food for each type of cooking <p>Fuels: Advantages& Disadvantage of fuels used in kitchen</p> <ul style="list-style-type: none"> • Gas • Charcoal • Electricity • Tools and utensils used in kitchen 	16
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Books Recommended

1. Bali, P. S. (2009). *Food Production Operations* . New Delhi: Oxford University Press.
2. Bali, P. S. (2012). *Quantity Food production*. New Delhi: oxford university press.
3. S.Bali, P. (2012). *International Cuisine & Food Production*. New Delhi: Oxford University Press.
4. Thagan, P. (1999). *Modern Cookery Vol I & II*. New delhi: Orient Longman Ltd.
5. Arora, K. (2000). *Theory of Cookery*. New Delhi: frank Bros & Co (Publishers) ltd.
6. Wayne, G. (1995). *Professional Cooking*. USA: John Wiley & Sons.
7. *Larousse Gastronomique*. (2001). USA: Hamlyn- a division of Octopus Publishing group Ltd.
8. Kalra, I. (2000). *Prasad - Cooking with indian Masters*. New delhi: Allied Publishers ltd.
9. Saraswat, A. (2003). *Professional Chef*. New Delhi: UBS Publishers distributors Pvt Ltd .
10. David Foskett, V. C. (2003). *The Theory Of Catering*. London: Book Power Publishers.
11. Mohini Sethi, S. M. (1997). *catering Management - An Integral Approach* . New Delhi: New Age International (P) Ltd.
12. Wayne, G. (1995). *Professional Baking* . USA: John Wiley & Sons

Food and Beverage Service Foundation –I

1-T-II

Theory – 80
Sessional -20
Total – 100

Unit	Topics	Marks
I	The Food & Beverage Service Industry <ul style="list-style-type: none"> • Introduction to the Food & Beverage Industry • Classification of Catering Establishments (Commercial & Non-Commercial, residential & Non-residential) • Inter-departmental relationships (Within F&B and other department) 	16
II	The Food & Beverage Service Areas <ul style="list-style-type: none"> • Restaurant • Coffee shop • Room Service • Bars • Banquets • Snack Bar • Executive Lounges • Discotheque • Night Club • Specialty Restaurant • Cafeteria service • Fast food service Auxiliary areas <ul style="list-style-type: none"> • Still Room/Pantry • Store Room/ Silver Room / Plate room • linen room • Kitchen stewarding 	16
III	The Food & Beverage Service equipments Types & Usage of Equipments- Furniture, cutlery, flatware, Silverware & Glassware, hollow ware, Linen, Special Equipment, Care & maintenance	16
IV	Food & Beverage Service Personnel Food & Beverage Service Organization Structure - Duties & responsibilities of F&B staff Attributes of a waiter Basic Etiquettes	16
V	The Food & Beverage Service Method <ul style="list-style-type: none"> • Table Service : Silver, English, American, Russian, French • Self Service : Buffet & Cafeteria • Specialized Service : Géuridon, Lounge & Butler • Single Point Service : Takeaway, Vending, Kiosks, Food Courts & Bars 	16

Books Recommended:

- Food and Beverage Service – Lillicrap. D.R. ; Edward Arnold Ltd. London
- Professional Food and Beverage Service Management – Verghese Brian; Macmillan India Ltd.
- Food and Beverage management and Service –Waiter; Barrie & Jenkins London 1965.
- The Waiter – Fuller John & Currie. A.J ; Hutchinson
- Food and Beverage Service- Dhawan Vijay; Franc Bros &Co.
- The Steward, Dias. P

Hotel Housekeeping Foundation -I
1-T-III

Theory – 80
Sessional -20
Total – 100

Unit	Contents	Marks
1	Introduction <ul style="list-style-type: none"> • Introduction and Importance of Hotel House-Keeping Department • Basic layout of House-keeping Department • Co-ordination of House-Keeping with other departments of the hotel • Organization structure of HK department. (Large / medium/Small) • Aims of professional House keeper • Qualities of House Keeping staff. 	16
2	Housekeeping Desk <ul style="list-style-type: none"> • Importance, Role, Co-ordination, Role during Emergencies. • General operations of control desk(Service by Desk) • Handling telephone calls • Handling Lost & Found – Guest articles & Hotel articles. • Reports, Forms, & Registers maintained at House Keeping desk. • Daily routine and system 	16
3	Cleaning of guest Room and Public Areas <ul style="list-style-type: none"> • Principles of Cleaning • Daily cleaning –(Occupied / Departure / Vacant/ Under Repair /VIP/DND rooms) • Weekly cleaning • Spring cleaning • Public area cleaning (Lobby/cloakroom/Restaurant/ Bar/Banquet Halls / Admin officer lifts & Elevations / staircase /Back areas / Front areas/ Corridor • Definition of Contract cleaning • Evening Service (Turn down) • Second Service • Individual Cleaning and team (Group) Cleaning. 	16
4.	Hotel Guest Room <ul style="list-style-type: none"> • Types of rooms • Basic layout of guest room • Layout of corridor; • Rules on guest floor • Furniture in Guest room • Beds, Mattress and Bedding • Fixture , Fittings Soft furnishings , Accessories 	16

	<ul style="list-style-type: none"> • Guest supplies and Amenities in a guest Room • Types of Linen and their sizes • Replacement of Guest supplies and amenities (STD room, VIP room, VVIP room) 	
5	<p>Cleaning equipments</p> <ul style="list-style-type: none"> • Types of equipments: Manual & Mechanical • Types of trolleys and caddies • Storage, use, upkeep, Maintenance • Selection • Pantry replacement 	16

Books Recommended:-

1. Bansal, T. (2010). *Hotel Facility Planning*. New Delhi: Oxford University Press.
2. Martin, R. (1997). *Professional Management Of Housekeeping Operations*. New York: John Wiley & Sons, Inc.
3. Raghubalan, G. (2011). *Hotel Housekeeping Operations and Management*. New Delhi, India: Oxford University Press.
4. Singh, M. (2012). *Hotel Housekeeping*. New Delhi: Tata McGraw-Hill.

FRONT OFFICE FOUNDATION-I
1-T-IV

Theory – 80
Sessional -20
TOTAL 100

UNIT	C O N T E N T	MARKS
I	<p>Introduction To Hotel Industry</p> <ul style="list-style-type: none"> •Definition of Hotel • Development of Hotel industry with reference to India and world • Classification of Hotel • Star classification • Locations • Size • Type of Clientele <p>Different Department of Hotel Introduction to Front Office Department Importance of Front Office Department</p> <ul style="list-style-type: none"> •Different sections of front office department •Layout of Front Office (lobby and back office) •Equipments and furniture of Front Office 	16
II	<ul style="list-style-type: none"> • Staff organization of front office (small, medium, large, hotels) <ul style="list-style-type: none"> • Food Plans • Symbols and abbreviations used operations in Front office operations • Importance and Role of Front Office staff. • Personality traits of front office staff • Duties and responsibilities of Receptionist • Job description of front office Manager • Lobby manager • Receptionist • Reservationists 	16
III	<p>Hotel Brochures and Tariffs. Different types of room rates Basis of charging tariffs Use of brochure and tariffs</p> <p>Communication Co-ordination of front office with other departments. Handling of Telephone Manners Front Office responsibilities Communication – internal and interdepartmental. Guest services – basic information.</p>	16
IV	<p>Reservation</p> <ul style="list-style-type: none"> ○ Meaning and Need of Reservation ○ Sources of Reservation ○ Reservation Process ○ Advance letting out chart ○ Density chart ○ Booking diary ○ Reservation form ○ Whitney system of Reservation ○ Whitney rack ○ Whitney slip • Changing system of reservations 	16

V	Registration <ul style="list-style-type: none"> • Meaning and importance of Registration Procedure – • Arrival stage • Guest with advance reservation • Walk-in guest – • Right for reservation, advance payment policy. • Registration Records – • Registration Form, • Front office terminology. 	16
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Books Recommended:-

- Andrews, S. (1999). *Hotel front office training manual*. New Delhi: Tata Publishing Company limited.
- D.Collins. (1967). *Accommodation Operations*. New Delhi: Plymouth macdonald Evans.
- Jatashankar.R.Tiwari. (2009). *Hotel front Office Operations and Management*. New Delhi: Oxford University press.
- S.K.Bhatnagar. (2002). *Front Office Management* . New Delhi: Frank Bros.& co(publishers)ltd.
- Singh, D. R. (2000). *Front Office management*. New Publication: Aman Publication.

ENGLISH & COMMUNICATION SKILL

1-T-V

Theory – 80
Sessional -20
Total – 100

UNIT	C O N T E N T	Marks
1	Listening Skills <u>Communication –Types and Process</u> <ul style="list-style-type: none"> • Introduction, definition • Process of communication • Direction of communication – up – wards, downward, horizontal, vertical and diagonal • Types of communication – formal, informal, verbal, non-verbal, oral and written • Interpersonal communication – one way / two way elements of communication Importance of Listening Skills Developing Listening Skills <u>Sessional Work</u> Activities related to Listening Skills a)Telephonic conversation b)Situational listening Skills (Meeting, Dialogue, Seminars etc)	16
2	Effective Public Speaking 1)Voice training and expression 2)Presentation Techniques 3)Non verbal communication:	16

	Types of NonVerbal Communication: Two types of NonVerbal Communication Haptics, Chronemics, Kinesis, artefacts, and <u>oculesics</u>	
3	Grammar 1) Articles 2) Preposition 3) Active and Passive Voice 4) Subject Verb Agreement 5) Tenses 6) Correction of Errors GRAMMAR EXERCISE	16
4	1. Paragraph Writing 2. Précis Writing 3. Comprehension Passage 4. Advertisements	16
5	1. Hotel Related Generic Vocabulary for Eg: amenities, brochures, damage charge, housekeeping, maid, kitchenette, vending machine, wake up call 2. Business Letters • Complaint letter • Enquiry letter • E-mail writing • Quotation letter	16

Books Recommended:-

1. Wren and Martin – English Grammar
2. Examine your English by Margaret M. Malson, published by Orient Longman
3. Common Mistakes in English by T.J. Fitkies, Published by Orient Longman
4. Developing Communication Skills by Krishna Menon and Meera Banerjee, Published by Macmillan India Ltd.
5. Communications in Tourism and Hospitality, Lynn Van Der Wagen, Hospitality Press.
6. Professional Communication Skills : By Pravin S.R. Bhatia, A.M. Sheikh: S.Chand and company
7. English Grammar Composition and Effective Business Communication By M.A. Pink, S.E. Thomas : S.Chand
8. Contemporary English Grammar Structures and Compositions by David Green Macmillan Publication
9. English At The Workplace Department of English, University of Delhi , Chief Editor: Mukti Sanyal Macmillan Publication
10. Presentations (The Business Skills Series) by Anne Laws Orient Black Swan
11. Applied English Grammar and Composition Dr. P.C. Das New Central Book Agency(P) Ltd
12. Business Benchmark, Upper – Intermediate Student’s Book Guy Brook- Hart Cambridge University Press
13. 7 Habits of Highly effective people : Steven Covey, Effective Technical Communication, M Ashraf Rizvi, Mc Graw Hill Education (India) Pvt. Ltd New Delhi

Theory: 80
Internal: 20
Total: 100

Unit	Content	Marks
I	<p>Introduction To Hygiene in Hospitality Sector</p> <ul style="list-style-type: none"> ➤ Introduction and Importance of hygiene in hotel industry ➤ Personal Hygiene. ➤ Food Hygiene. ➤ Work place Hygiene ➤ Food Safety Management System- food safety elements, implementation of FSMS, Prerequisites 	16
II	<p>Implementing principles of hygiene in the various departments of a hotel</p> <ul style="list-style-type: none"> ➤ Food & Beverage production (Kitchen) ➤ Food & Beverage Service ➤ Housekeeping ➤ Front office ➤ Engineering ➤ Training and HR 	16
III	<p>Purchasing, Receiving And Storage of Foods</p> <ul style="list-style-type: none"> ➤ Procedures while purchasing and receiving foods ➤ Importance of storage of food ➤ Points to be considered while storing food ➤ Classification of food according to ease of spoilage ➤ Storage of leftover food, hot food and cooling of foods ➤ Various storage zones-dry, refrigerator, freezer- special reference to temperatures <p>Sanitary procedure followed while preparing and storing foods</p>	16
IV	<p>Contamination And Spoilage</p> <ul style="list-style-type: none"> ➤ Contamination and food spoilage ➤ Conditions which lead to spoilage ➤ Signs of spoilage in various foods ➤ Microbes and their role in food spoilage ➤ Factors affecting and controlling microbial growth ➤ Food borne illness and remedies 	16
V	<p>Food laws and regulations</p> <ul style="list-style-type: none"> ➤ The need for food laws, ➤ AGMARK, ISI, ISO ➤ HACCP ➤ The Food Safety and Standards Act-2006 – General Principles of Food Safety, Responsibilities of the food business operator, Enforcement of the Act, Offences and penalties ➤ Codex Alimentarius 	16

Books Recommended:

1. Jill, T. (1992). *Food hygiene for food handlers- second edition*. . The Macmillan press Ltd.
2. Kinton,R. (2001).*Theory of Catering-Ninth Edittion*. East Lothian, Scotland. Scotprint
3. Roday,S. (2008).*Food Science & Nutrition*.New Delhi. Oxford University Press

4. Roy, H. (1988.). *Safety in Catering – A guide for supervisors and managers*. The Macmillon press Ltd. .
5. Southgate, J. S. (1986). *The science of catering 2nd edition* . Edward Arnold.
6. Sussams, M. C. (1988). *Success in principles of catering second edition*
7. Sapra N. (2015) *The Hospitality Industry, Significance and Application of HACCP,*

FOOD PRODUCTION FOUNDATION

1-P-I

PRACTICAL	CONTENT
I	Cut of vegetable 1. intro to equip / Rota / Indenting
II	Indian Menus – 5 (Six Course Menu) <ul style="list-style-type: none"> • Roties - 4 Varieties • Dal - 3 Varieties • Vegetable 3 / Paneer 2 Varieties • Meat 2/Chicken2/Fish2 Varieties • Rice-4 Varieties • Sweets -4 Varieties
III	Continental -4(Six course menu) Soup (Thick, Thin, Cream soups) Main course (Four vegetarian, Four non-vegetarian) Accompaniments(vegetables, salads, potatoes) Desserts (Caramel Custard, Honeycomb mould, coffee mousse)
IV	Snack Menu – 2 South Indian Parathas
V	Quick Bread- Pour batters(waffles/pancakes/popovers) Drop batters (muffins/coffee cakes/biscuits)
VI	Cakes With Shortening – pound cake, cup cake, Un-shortened- Sponge Cake Combination- Chiffon Cake
VII	Cookies Drop Cookies Bagged out cookies Coconut Macaroon

FOOD & BEVERAGE SERVICE FOUNDATION – I

1-P-II

<i>Sr.No</i>	<i>Content</i>
1.	Familiarization of F&B Service equipment, Care & Maintenance of F&B Service equipment
2.	Stacking Sideboard
3.	Napkin Folds
4.	Carrying a Tray / Salver
5.	Laying a Table Cloth, Changing a Table Cloth during service
6.	Service of Water
7.	Holding Service Spoon & Fork
8.	Compilation and service of Menu 3 Course 4 Course 5 Course 6 course 7 course
9.	Changing dirty ashtray
10.	Crumbing and clearance

Housekeeping Foundation –I

1-P-III

Sr. no	Practical
1	Handling telephone calls Handling of lost and found Filling Forms and registers at the desk
2	Cleaning of room Cleaning of bathroom Making of bed
3	Mechanical cleaning- sweeping, mopping, washing of floors Vacuum cleaning- floors, carpets, upholstery

FRONT OFFICE FOUNDATION-I
1-P-IV

SR. No	CONTENT
1	Do's and Don'ts of Front desk Back office Front desk
2	Grooming of Front office staff i) General hygiene ii) Posture iii) Personal Grooming
3	Handling of Brochures Handling Tariff cards
4	Industrial Visit to hotel :- Front Office
5	Telephone handling - Telephone manners, How to Handle calls, Screening calls and Transferring calls
6	Information regarding Hotel and facilities offered on telephone and in person.
7	Assignments: Visit to hotels of city and draw the layout of the lobby of the hotel. Collection of tariff card and brochures of the hotel. Tourism information of Indian States and Capital, Railway information. Local City Knowledge. 10 Names of national and international hotel chain with their company name.

COMMUNICATION SKILLS

1-P-V

10 Marks each

- 1) Telephonic conversation
- 2) PPT Presentation
- 3) Grammar
- 4) Advertisement Copy
- 5) Hotel Related Generic Vocabulary

Semester- II
FOOD PRODUCTION FOUNDATION
2-T-I

Theory – 80
Sessional -20
Total – 100

UNIT	CONTENT	MARKS
I	Foundation of continental cookery <ul style="list-style-type: none"> • Stocks: Definitions; classification, Preparation, recipe of 1 lt. storage, uses, care, (7) golden rules of stock making. • Soups : Definitions ; Classification, Consommé (recipe 1 lt.), garnishes for all kinds of soups, accompaniments for soups 	16
II	Foundation of continental cookery <ul style="list-style-type: none"> • Sauces : Definition: Classification/ compositions, recipe of mother sauces – 1 lt. Derivatives- any 7 • Fumets, Glazes, Essences, Aspics 	16
III	Kitchen Layouts <ul style="list-style-type: none"> • Layout of receiving areas. • Layouts of service and wash up. • Butchery and vegetable mis-en place area. • Cold kitchen, Hot kitchen, Garde manger, Bakery and Confectionery Kitchen Stewarding <ul style="list-style-type: none"> • Organization Layout • Equipment required • Importance of kitchen stewarding 	16
IV	Vegetable And Fruit Cookery <ul style="list-style-type: none"> • Introduction – Classification of vegetables • Pigments and color changes • Effects of heat on vegetables and Fruits • Classification of fruits • Uses of fruit & vegetables in cookery 	16
V	Rice, Cereals & Pulses <ul style="list-style-type: none"> • Introduction • Classification and identification • Cooking of rice, cereals and pulses • Varieties of rice and other cereals 	16

Books Recommended

- Bali, P. S. (2009). *Food Production Operations* . New Delhi: Oxford University Press.
- Bali, P. S. (2012). *Quantity Food production*. New Delhi: oxford university press.
- S.Bali, P. (2012). *International Cuisine & Food Production*. New Delhi: Oxford University Press.
- Thagan, P. (1999). *Modern Cookery Vol I & II*. New delhi: Orient Longman Ltd.
- Arora, K. (2000). *Theory of Cookery*. New Delhi: frank Bros & Co (Publishers) ltd.
- Wayne, G. (1995). *Professional Cooking*. USA: John Wiley & Sons.

- *Larousse Gastronomique*. (2001). USA: Hamlyn- a division of Octopus Publishing group Ltd.
- Kalra, I. (2000). *Prasad - Cooking with indian Masters*. New delhi: Allied Publishers Ltd.
- Saraswat, A. (2003). *Professional Chef*. New Delhi: UBS Publishers distributors Pvt Ltd.

FOOD & BEVERAGE SERVICE FOUNDATION-II
2-T-II

Theory – 80
Sessional -20
Total – 100

Unit	Topics	Marks
I	Mise-en-Scene • Mise-en-place • Receiving the Guest • Points to be remembered while laying a Table • Points to be observed while waiting at a table	16
II	Non-Alcoholic Beverages Classification (Nourishing, Stimulating and Refreshing beverages) A. Tea - Types & Brands, B. Coffee - Types & Brands, C. Juices, Soft Drinks, Mock tails, mineral water.	16
III	Room Service/ In Room Dining Service Introduction, general principles, pitfalls to be avoided Cycle of Service, scheduling, staffing, Room service menu planning Forms and Formats, thumb rules ,Use of technology for room service Order Taking, Suggestive Selling, breakfast cards, Time management- lead time from order taking to Clearance, amenity vouchers	16
IV	Menu Origin of Menu, Objectives of menu, Types –Ala Carte, Table D’hôte, carte du jour, plat du jour. Menu Planning, considerations and constraints,13 Course French Classical Menu , French name of dishes Menu terminology Simple control system Necessity and functions of a control system, Billing Methods – Duplicate & Triplicate System, KOTs & BOTs, Computerized KOTs (Kitchen Order Ticket, Beverage Order Ticket),Presentation of bill.	16
V	Tobacco History / Country / Types Cigarettes – Types and Brand names Cigars – shapes, sizes, colors and Brand names Storage of cigarettes & cigars	16

Books Recommended:-

- Andrews, S. (2003). *Food and Beverage Service (Training Manual)*. New Delhi : Tata Mc Graw-hill .
- Dennis Lillicrap, J. C. (2002). *Food and Beverage Service*. London : Hodder and Stoughton Educational.
- Dhawan, V. (2003). *Food & Beverage Service* . New Delhi : Fraank Bros & co. (Publishers) ltd.
- Singaravelavan, R. (2011). *Food and Beveragae Service*. New Delhi : Oxford University press.’

- Ahmed, M. (2005). *Food and Beverage Services*. New Delhi : Anmol Publication
- Vergheese, B. (1999). *Professional Food and Beverage Service Management*. Bangalore: Macmillan Indian Ltd.

Housekeeping Foundation-II
2-T-III

Theory – 80
Sessional -20
Total – 100

Unit	Contents	Marks
1	<p>Cleaning Agents</p> <ul style="list-style-type: none"> • Types of cleaning agents • Characteristics of good cleaning agent • Ph scale and cleaning with their application • Cleaning products (Domestic / Industrial) • Distribution & Control • Green cleaning • Blue Cleaning 	16
2	<p>Composition ,Care and cleaning of Different surfaces</p> <ul style="list-style-type: none"> • Metals • Glass • Ceramics • Wood • Stone • Leather • Rubber 	16
3.	<p>Textiles</p> <ul style="list-style-type: none"> • Types of Fabrics • Properties of Fabric • Fabric identification • Characteristics of various fabrics <p>Linen Room</p> <ul style="list-style-type: none"> • Types of linen Room • Layout of linen Room • Equipments& accessories in linen Room • Organization (staffing) of linen Room • Storage facilities & conditions • Linen exchange procedure • Selection of linen and purchase of linen • Linen Inventory; par stock – • Factors affecting par stock; calculation 	16
4	<p>Uniform Room</p> <ul style="list-style-type: none"> • Layout of uniform Room • Equipment & accessories required • Organization (staffing) of uniform Room • Storage facilities and conditions • Exchange procedure • Types and selection of uniform • Maintenance and care of uniforms • Inventory; par tock – Factors affecting par stock; calculations. • Uniform designing :- Importance, types, characteristics <p>Tailor Room</p> <ul style="list-style-type: none"> • Functions of tailor room, tasks in tailor room • Equipments used in tailor Room 	16

5	<p>Laundry</p> <p> Laundering of Hotel linen</p> <ul style="list-style-type: none"> • In house Vs contracting, merits & Demerits • Equipments used in a Laundry: (Washing machine, Hydro extractor, Tumble, Dryer, calendar or flat work Iron , steam press ,Collar press ,pressing tables.) • Cleaning agents • Dry cleaning • Blueing • Starching • Procedures of a Laundry (work flow) • Wash cycle: Independent, Continuous batch process • Linen and load calculations • Linen life span • Lay out • Stains & stain Removal <p> Laundering of Guest linen</p> <ul style="list-style-type: none"> • Guest Laundry form • Guest laundry handling: collection, delivery cycle, billing, complaints regarding laundry: missing and mending • Care labels 	16
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Books Recommended:-

Bansal, T. (2010). *Hotel Facility Planning*. New Delhi: Oxford University Press.

Martin, R. (1997). *Professional Management Of Housekeeping Operations*. New York: John Wiley & Sons, Inc.

Raghubalan, G. (2011). *Hotel Housekeeping Operations and Management*. New Delhi, India: Oxford University Press.

Singh, M. (2012). *Hotel Housekeeping*. New Delhi: Tata McGraw-Hill.

Front Office Foundation-II
2-T-IV

Theory – 80
Sessional -20
Total – 100

UNIT	C O N T E N T	MARKS
I	Reservations Importance of guest cycle (Various stages, sectional staff in contact during each stage) Modes and sources of reservation. Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats) Computerized system (CRS, Instant reservations) Types of reservation (guaranteed, confirmed, groups, FIT) Procedure for amendments, cancellation and overbooking.	16
II	Pre-Arrival Procedures Pre arrival activities(Preparing an arrival list, notification etc) Procedure for VIP arrival. Procedure for group arrival(special arrangements, meal coupons, etc)	16
III	Guest Arrival Types of registration.(Register, Loose Leaf, Registration Cards) Receiving guests. Arrival procedure for various categories of guests (Foreigners along with C-forms, FITs- walkin , with confirmed reservation) Notification of guest arrival. Criteria for taking advance.(Walk-ins, Scanty Baggage etc) Front office terminology related to : Reservation, Reception and Registration	16
IV	Guest Stay Rooming a guest (introduction to the hotel facilities, orientation of the room) Procedure for room change Safe deposit procedure. Assisting guest with all possible information and help (medical etc.) Handling guest messages.	16
V	Guest Departure Departure notification Task performed at bell desk, cashier /reception. Express check outs Late check outs and charges. Methods of Payment Credit card handling Traveler cheques, Personal checks Handling cash Indian , Foreign currency Other methods of payment [Travel agent , Bill to Company etc-] Front office terminology related to : Reservation Reception Registration	16

Books Recommended:

- Andrews, S. (1999). *Hotel front office training manual*. New Delhi: Tata Publishing Company limited.
- D.Collins. (1967). *Accommodation Operations*. New Delhi: Plymouth macdonald Evans.
- Jatashankar.R.Tiwari. (2009). *Hotel front Office Operations and Management*. New Delhi: Oxford University press.
- S.K.Bhatnagar. (2002). *Front Office Management* . New Delhi: Frank Bros.& co(publishers)ltd.
- Singh, D. R. (2000). *Front Office management*. New Publication: Aman Publication.

Communication, Generic Skills& Personality Development
2-T-V

Theory – 80
Sessional -20
Total – 100

Unit I

- 1)Bio-data /Resume
- 2)Job Application
- 3)Technical report writing
Official Report Writing
 - Industrial Visit Report
 - Travel Report
 - Workplace Report
 - Inventory Report
 - Feasibility Report
 - Summer Training
- 4)Creating a write up for an event:
 - 1) Notices
 - 2) Press notes
 - 3) Circulars
 - 4) Memos

Sessional Work

Job Application
Report Writing
Notices/ Circulars

Unit II

Grammar Unit

- 1)Correction of Errors
- 2)Direct and Indirect Speech
- 3)Active and Passive Voice
- 4)Transformation of Sentences

Communication and Barriers of Communication

- Non-verbal communication – bar chart, pie chart, organizational chart, the importance of non verbal communication
- Difference between verbal and non-verbal communication
Types of barriers – physical, mechanical, semantic, cultural

Sessional Work

How to overcome barriers of Communication

Unit III

- 1) Dialogue writing
- 2) Group Discussion
- 3) Role Playing

Sessional Work

Dialogue writing
Group Discussion

Unit IV

- 1) Professional Manners and Etiquettes
- 2) Personal Interview Techniques
- 3) Meeting Agendas and Minutes writing

Sessional Work

Role Playing
Mock personal interviews
Mock Professional situations

Unit V

Soft Skill Development

- 1) Goal Setting
- 2) Team Building
- 3) Time Management
- 4) Stress Management
- 5) Health and Hygiene

Seminar Presentation Techniques

Sessional Work

Presenting a seminar on a selected topic

Books Recommended

- Professional Communication Skills : By Pravin S.R.Bhatia, A.M Sheikh: S.Chand and company
- English Grammar Composition and Effective Business Communication By M.A. Pink, S.E.Thomas : S.Chand
- Contemporary English Grammar Structures and Compositions by David Green Macmillan Publication
- English At The Workplace Department of English, University of Delhi , Chief Editor: MuktiSanyal Macmillan Publication
- Presentations (The Business Skills Series) by Anne Laws Orient Black Swan
- Applied English Grammar and Composition Dr. P.C.Das New Central Book Agency(P) Ltd
- Business Benchmark, Upper – Intermediate Student’s Book Guy Brook- Hart Cambridge University Press
- 7 Habits of Highly effective people :Steven Covey
Effective Technical Communication, M Ashraf Rizvi, Mc Graw Hill Education (India) Pvt. Ltd New Delhi

Food Science & Nutrition
2-T-VI

Theory – 80
Sessional -20
Total – 100

UNIT	CONTENT	MARKS
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I	<p>NUTRITION. Introduction Definition of term “nutrition”, nutrients Importance of food - physiological, psychological & sociological importance. Energy, Unit, Factors affecting energy requirements, Dietary sources of energy, and concept of energy balance. Balanced diet , Definition , Importance of balanced diet Basic five food groups. Malnutrition & its prevention. Menu planning - factors affecting meal planning</p>	16
II	<p>Food adulteration Definition ,Its effect on our health. • Common adulterants Emulsions • Types of emulsions • Emulsifying agents • use of food emulsion with special reference to mayonnaise</p> <p>Browning reaction, causes, desirable and undesirable effects in food preparation, Prevention of undesirable browning.</p>	16
III	<p>Carbohydrates</p> <ul style="list-style-type: none"> • Definition, composition, classification • Functions of carbohydrates in the body • Dietary sources & Daily requirements • Effects of deficiency and excess <p>Lipids Definition , Functions ,Classification: saturated and unsaturated fat. Dietary sources and requirements Effects of deficiency and excess Cholesterol , Effects of increasing in cholesterol contents in the dietfactors increasing its level in Blood.</p>	16
IV	<p>Proteins . Definition ,Composition ,Classification based on nutritional quality Mutual supplementation to improve the quality of vegetable proteins with low budget Functions , dietary sources , Requirements; effects of deficiency and excess</p> <p>Vitamins Classification of vitamins Functions, sources and deficiency of fat soluble vitamins – A, D, E, K Functions, sources &- deficiency of water soluble vitamins – Vitamin c, Thiamine, Riboflavin, Niacin, B 12, Folic acid.</p> <p>Minerals. Functions and classification of minerals in general Functions, food sources, requirements of calcium, iron, iodine, fluorine and na (sodium)</p>	16

V	<p>Water ,Importance of water in health ,Water balance ,Dehydration, heat cramps and methods to prevent</p> <p>Nutritional losses upon cooking and the methods to prevent the same [Mechanical , Leaching ,Enzymatic action , Oxidation , Heat ,,Acid and alkalis]</p> <p>Effect of heat on proteins: denaturation, coagulation, Change in starch on cooking • Gelatinization of starch</p> <p>Rancidity: factors affecting rancidity, prevention of rancidity , hydrogenation</p>	16
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Books Recommended:

- Michael Colleer and Coline Sussams, Success in Principles of Catering 2nd edition (1988)
- J.A. Stretch and H.A. Southgate, The Science of Catering. 2nd edition (1986)
- W.C. Frazier, D.D. Westhoff, Food Microbiology – 3rd edition (1991)
- Meyer, Food Chemistry.
- M. Swaminathan- Essentials of food and Nutrition, Volume I and II, Ganeshand Company, Madras.
- 6. Food and Nutrition- A text book of Home Science for senior students, Arya Publishing House, New Delhi.
- Joshi Shubangini, Nutrition and Dietetics; Tata McGraw-Hill Publishing Company Limited.
- C. Gopalan, B.V. Rama Shastri and S.C. Balasubramanian; Nutritive value of India Foods, National Institute of Nutrition (ICMR), Hyderabad, India.

FOOD PRODUCTION FOUNDATION-II
2-P-1

Term Work Marks-20
Practical – 80
Total- 100

PRACTICAL	CONTENT
I	<p>Indian Menus – 5 (Six Course Menu)</p> <ul style="list-style-type: none"> • Roties - 4 Varieties • Dal - 3 Varieties • Vegetable 3 / Paneer 2 Varieties • Meat 2/Chicken2/Fish2 Varieties • Rice-4 Varieties • Sweets -4 Varieties
II	<p>Continental -4(Six course menu)</p> <ul style="list-style-type: none"> • Soup (Thick, Thin, Cream soups) • Main course (Four vegetarian, Four non-vegetarian) • Accompaniments(vegetables, salads, potatoes) • Desserts (Sundae, Trifle pudding, fresh fruit platter, Chocolate pudding)
III	<p>Snack Menu –2</p> <ul style="list-style-type: none"> • North Indian • Poha/Cutlet
IV	<p>Cakes</p> <ul style="list-style-type: none"> • With Shortening – Fruit cake, Layer cake • Un-shortened- Angel cake
V	<p>Cookies</p> <ul style="list-style-type: none"> • Short dough cookies • Rolled Cookies • Ice box Cookies
	<p>Pastries (Demonstrations)</p> <ul style="list-style-type: none"> • Short Crust • Danish • Flaky • Choux

FOOD & BEVERAGE SERVICE – II
2-P-II

Term Work Marks-20
Practical – 80
Total- 100

Sr.No	Content
1	Dining & Service etiquettes
2	Receiving the guest, presenting the menu, taking orders
3	Compilation and service of French Classical Menu
4	<ul style="list-style-type: none">• Tea Service• Coffee Service• Mock tails- Preparation & Service• Service of Juices, Soft drinks, Mineral water, Tonic water• Cocoa & Malted Beverages Service
5	Telephone handling in room dining
6	Tray/Trolley Set-Up & Service:- <ul style="list-style-type: none">• Room Service Tray Setup• Room Service Trolley Setup
7	Handling Guest Complaints
8	Table Exhibits/ Layouts & Service <ul style="list-style-type: none">• A La Carte Cover• Table d' Hotel Cover• English Breakfast Cover• Continental Breakfast Cover Afternoon Tea Cover/High Tea Cover
9	Presenting the Bills

Housekeeping Foundation II
2-P-III

Term Work Marks-20
Practical – 80
Total- 100

Sr. no	Practical
1	Metal cleaning Glass cleaning Wood cleaning Leather Rubber
02	Designing uniform For F&B, FO, HHK, FP 7 Bakery, security- for managers, supervisors and low level management. Understanding equipments used in tailor room
03	Hand washing Machine washing Bluing
04	Stain removal

Front Office Foundation -II
2-P-IV

Term Work Marks-20
Practical – 80
Total- 100

S no	CONTENT
1	Knowledge of records and formats used in reservation
2	Basic knowledge of records of pre registration and arrival
3	Check in procedures
4	Procedure for room change.
5	Paging.
6	Message handling-in house and out-house
7	Checkout procedures
6	Assignments Knowledge of countries, Capital and currencies, Languages, Music, Dance and festivals Of India. Hotel Chains (National & International)

ENGLISH & GENRIC SKILLS
2-P-V

Term Work Marks-20
Practical – 80
Total- 100

- 1) Technical report writing
- 2) Grammar
- 3) Role Playing
- 4) Meeting Agendas and Minutes writing
- 5) Presenting a seminar on a selected topic
- 6) Technical report writing
- 7) Grammar
- 8) Role Playing
- 9) Meeting Agendas and Minutes writing
- 10) Presenting a seminar on a selected topic

Semester III
FOOD PRODUCTION OPERATION
3-T-I

Theory – 80
Sessional -20
Total – 100

UNIT	CONTENT	MARKS
I	<p>Classical Indian National Cookery</p> <ul style="list-style-type: none"> • Introduction to Cuisines of India – Kashmir, UP, Punjab, W.B., Assam, Orissa, Goa, Rajasthan, Maharashtra, Gujarat, Kerala, Tamil Nadu, Andhra Pradesh, Karnataka. • Factors affecting eating habits, geographic location, Historical background & seasonal availability of raw materials • Traditional preparation for festivals & special Occasion • Utensils, special equipments • staple diet, Snacks. • Service in that particular state • Sweets 	16
II	<p>Basic Spices & Condiments</p> <ul style="list-style-type: none"> • Spices used in Indian cookery • Role of spices in Indian cookery • Indian equivalent of spices (names) <p>Masalas used in Indian Cookery</p> <ul style="list-style-type: none"> • Blending of spices & concept of masala • Different masalas used in Indian cooking -wet & dry - Dhansak, Goda etc. • Varieties of masalas available in different regional areas- 	16
III	<p>A. Indian pastes & gravies</p> <ul style="list-style-type: none"> • Basic Indian pastes used in Indian Cookery • Different gravies used in Indian Cookery : Red-Makhani, Kadhai, Green, White, Yellow • Recipes of each Gravy for 100 Pax. • Examples of dishes of each Gravy <p>B. Ethnic traditions of Muslims, Jains, Christians, Parsis, Buddhist, Hindus, Sikhs</p>	16
IV	<p>Kitchen Equipments used in Quantity Cookery</p> <ul style="list-style-type: none"> • Different types of equipments(Heat generating and Refrigeration equipments) • Storage tables and hand tools • Uses, Maintenance, and Criteria for selection Kitchen Equipment used in Quantity Cookery 	16
V	<p>Quantity Kitchen Management</p> <ul style="list-style-type: none"> • Layout of (large) Qty Kitchens, Institutional / Industrial & Flt. Kitchen • Work flow in quantity kitchens <p>Parameters for Quantity Menu Planning</p> <ul style="list-style-type: none"> • Canteens for school & college 	16

	<ul style="list-style-type: none"> • Philanthropic institution • Industrial canteen • Airlines • Seaways • Hospitals • Function Catering (outdoor Parties) 	
	Menu planning for each of above	

Books Recommended

- Bali, P. S. (2009). *Food Production Operations* . New Delhi: Oxford University Press.
- Bali, P. S. (2012). *Quantity Food production*. New Delhi: oxford university press.
- S.Bali, P. (2012). *International Cuisine & Food Production*. New Delhi: Oxford University Press.
- Thagan, P. (1999). *Modern Cookery Vol I & II*. New delhi: Orient Longman Ltd.
- Arora, K. (2000). *Theory of Cookery*. New Delhi: frank Bros & Co (Publishers) ltd.
- Wayne, G. (1995). *Professional Cooking*. USA: John Wiley & Sons.*Larousse Gastronomique*. (2001). USA: Hamlyn- a division of Octopus Publishing group Ltd.
- Kalra, I. (2000). *Prasad - Cooking with indian Masters*. New delhi: Allied Publishers ltd.
- Saraswat, A. (2003). *Professional Chef*. New Delhi: UBS Publishers distributors Pvt Ltd .
- David Foskett, V. C. (2003). *The Theory Of Catering*. London: Book Power Publishers.
- Mohini Sethi, S. M. (1997). *catering Management - An Integral Approach* . New Delhi: New Age International (P) Ltd.
- Wayne, G. (1995). *Professional Baking* . USA: John Wiley & Sons

FOOD & BEVERAGE OPERATION- I
3-T-II

Theory – 80
Sessional -20
Total – 100

Unit	Topics	Marks
I	Alcoholic Beverage (Wines) <ul style="list-style-type: none"> • Introduction, definition, History, classification; • Structure of grapes, Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> • France- Champagne 	16
II	Wines of <ul style="list-style-type: none"> • Germany • Italy- Asti Spumante, Chianti, Marsala • Spain- Sherry • Portugal- Port and Madeira • Australia 	16
III	New World Wines (Principal wine regions, grape varieties and brand names) <ul style="list-style-type: none"> • USA • Australia • India • Chile • South Africa Food & Wine Harmony; Storage of wines, Wine terminology (English & French)	16
IV	Aperitifs History / Origin, Definition, Production, Types / classification Name of aperitifs and Liqueurs along with <ul style="list-style-type: none"> • Country of origin • Pre-dominant flavors • Service • Brand names 	16
V	Beer <ul style="list-style-type: none"> • Introduction - • Ingredients • Manufacture • Types & brands – Indian and international, Special beers • Storage & service Brief introduction about Other fermented and brewed beverages – Sake, Cider, Perry Other Alcoholic Beverages- Absinthe, Ouzo, Aquavit, Slivovitz, Arrack	16

Housekeeping Operation – I
3-T-III

Theory – 80
Sessional -20
Total – 100

Unit	Contents	Marks
1	Interior Designing <ul style="list-style-type: none"> • Objectives of Interior Design • Basic types of design • Elements of design • Principles of design • Units of design 	16
2	Colour <ul style="list-style-type: none"> • Colour wheel • Importance & Characteristics • Colour scheme • Properties of colour • Effects of colour 	16
3	Lighting, Heating and Ventilation : <ul style="list-style-type: none"> • Importance of Lighting • Types (Classification) • Methods of Lighting • Lighting plans Heating and Ventilation	16
4	Floor finishes: <ul style="list-style-type: none"> • Types • Characteristics • maintenance Wall coverings <ul style="list-style-type: none"> • Types • Characteristics • maintenance 	16
5	Window treatment <ul style="list-style-type: none"> • Types of windows • Classification of window treatment • Curtains headings and accessories • Measurement and installation of drapes 	16

Books Recommended:

- Bansal, T. (2010). *Hotel Facility Planning*. New Delhi: Oxford University Press.
- Martin, R. (1997). *Professional Management Of Housekeeping Operations*. New York: John Wiley & Sons, Inc.
- Raghubalan, G. (2011). *Hotel Housekeeping Operations and Management*. New Delhi, India: Oxford University Press.
- Singh, M. (2012). *Hotel Housekeeping*. New Delhi: Tata McGraw-Hill.

FRONT OFFICE OPERATIONS-I
3-T-IV

Theory – 80
Sessional -20
Total – 100

UNIT	C O N T E N T	MARKS
I	Function of Reception <ul style="list-style-type: none"> • Meaning and importance of Reception department • Handling of Hotel Mail / staff mail • Hotel Mail and key rack • Handling of black list and no shows • Key handling and different types of key • Importance of key control • Paging system • Wake-up calls. • Handling of emergencies • 	16
II	Bell Desk Operations Importance of bell desk, Bell boy control, Handling of luggage, Left luggage, procedure Handling of group luggage, concierge, Handling of scanty baggage, Paging systems Reservation Activities <ul style="list-style-type: none"> • Group booking procedure • Computerized reservation • Centralized reservation • Complete procedure of Whitney system of reservation. • Guaranteed and Non Guaranteed reservation • Overbooking • Forecasting 	16
III	Registration <ul style="list-style-type: none"> • Handling Registration for individuals • Handling Registration for groups • Handling Registration foreigners • Room change Procedure • Knowledge of passport, VISA for registration purpose. 	16
IV	Departure Procedure <ul style="list-style-type: none"> • Meaning of check-out • Express check-out Procedure • Late check-out • Late charges Front Office Billing <ul style="list-style-type: none"> • Introduction to cashier section • Credit in Hotel • Modes of settlement of bills • Handling of Guest Valuables 	16
V	Front Office accounting system Handling of credit instruments. Procedure of Handling of credit cards Handling of foreign exchange, FXA, FXB, Billing procedure, Mechanical billing NCR Computerized Billing	16

Books Recommended:

- Andrews, S. (1999). *Hotel front office training manual*. New Delhi: Tata Publishing Company limited.
- D.Collins. (1967). *Accommodation Operations*. New Delhi: Plymouth macdonald Evans.
- Jatashankar.R.Tiwari. (2009). *Hotel front Office Operations and Management*. New Delhi: Oxford University press.
- S.K.Bhatnagar. (2002). *Front Office Management*. New Delhi: Frank Bros.& co(

- publishers)ltd.
- Singh, D. R. (2000). *Front Office management*. New Publication: Aman Publication

FRENCH
3-T-V

Theory – 80
Sessional -20
Total – 100

UNIT	C O N T E N T	MARKS
I	<ul style="list-style-type: none"> • The Alphabets • Accents • Numbers • Articles- Definite/ Indefinite • 	16
II	<ul style="list-style-type: none"> • Days of the week/months/date • Nouns/prepositions • Glossary of general food items Auxiliary Verbs • Adjectives of profession/ nationality • Time 	16
III	<ul style="list-style-type: none"> • Ist Group Verbs • Feminine and Phralisation of nouns • Culinary terms in French • Feminine and Pluralisation of Adjectives • IInd group verb • "Formules de Politesse" 	16
IV	<ul style="list-style-type: none"> • Future and past tense • Currency/weights and measures • Negation & Interrogation • Adverbs and Pronouns • Basic French conversation with guests • IIIrd group Verbs 	16
V	<ul style="list-style-type: none"> • Translation • Glossary terms- Brigade/equipments/ingredients/ classical menus/wine 	16

HOTEL ENGINEERING & FACILITY PLANNING
3-T-VI

Theory – 80
Sessional -20
Total – 100

UNIT	CONTENT	MARKS
I	<p>Maintenance Department</p> <ul style="list-style-type: none"> • Definition, scope, objectives • Importance of maintenance dept. in hotel industry • Organization of maintenance dept. in 3/4/5 Star Hotel. • Duties and responsibilities of engineering dept • Types of maintenance <ul style="list-style-type: none"> - Preventive maintenance - Breakdown maintenance - Predictive maintenance - Contract maintenance <p>Energy Management</p> <ul style="list-style-type: none"> <input type="checkbox"/> Importance of energy conservation <input type="checkbox"/> Use of solar energy for various activities <input type="checkbox"/> Energy conservation program for <ul style="list-style-type: none"> o Front office o Kitchen o F and B o Housekeeping o Laundry and Sanitation o Guestrooms 	16
II	<p>Water , Sanitation and Waste treatment</p> <ul style="list-style-type: none"> • Water purification methods • Methods of water softening(Ion exchange, Zeolite process) • Cold and hot water distribution system • Various plumbing fixtures • Types of sanitary traps and their applications • Types of water closets and flushing • Classification of solid waste • Garbage collection and disposal system 	16
III	<p>Electrical Systems</p> <ul style="list-style-type: none"> • Switch, Plug, Socket • AC and DC system. • Single and three phase system • Types of Electrical safety devices <ul style="list-style-type: none"> Fuses Earthing Circuit breakers • Methods of lighting • Calculation of electricity bill 	16

IV	Heating, ventilation, refrigeration and air conditioning <ul style="list-style-type: none"> • Heating system • Heat insulation • Types of ventilation • Definitions –heat, temp, specific heat, sensible heat, latent heat,relative humidity, dry bulb temp, wet bulb temp ,tons of refrigeration • Refrigerant-types, properties of good refrigerants • Refrigeration cycle • Factors affecting human comfort • Types of ac systems-unitary and centralized • Window AC • Walk in freezer and cold storage 	16
V	Designing of facilities <ul style="list-style-type: none"> • Designing of building and civil infrastructure – Roof, Exterior Walls, Elevator • Shafts and Landscaping • Designing of parking areas – Standard Parking Space allotment, Layout • Considerations • Designing of Lodging Facilities – Designing of Guest Room, Suites,Lobbies, • Recreational facilities • Designing of Food and Beverage area –Concept of Designing Food and Beverage Production and Service Areas 	16

Books Recommended:

- Hospitality Facilities Management and Design -David M. Stipanuk, Harold Roffmann; Publication : Educational Institute, AHMA
- How Things Work – The Universal Encyclopedia of Machines , Volume 1 and 2
- The Management of Maintenance and Engineering Systems in the Hospitality Industry - Frank D. Borsenik , Alan T. Stutts, John Wiley & Sons Inc., New York.
- Air Conditioning Engineering; W. P. Jones, English Language Book Society
- Refrigeration and Air Conditioning - Domkundwar
- A Text Book of Hotel Maintenance- Goyal and Arora

FOOD PRODUCTION OPERATION-I
3-P-I

PRACTICAL	CONTENT
	Regional Menues
I	Kashmir(Min. 10 dishes)
II	Uttar Pradesh/ Avadh (Min. 10 dishes)
III	West Bengal(Min. 10 dishes)
IV	Assam (Min. 10 dishes)
V	Goa (Min. 10 dishes)
VI	Kerala (Min. 10 dishes)
VII	Karnataka (Min. 10 dishes)
VIII	Yeast based product
IX	Breakfast – croissants, Danish, Brioche, Sandwich Bread loaf
X	Lunch- Sliced Bread (loaves) / French bread, Brown Bread, Whole wheat bread. Marbled bread, Display of Bread Basket, Rolls – Atleast - 2 Types, Soup / Bread sticks,
	High Tea – Mini croissants Baget

FOOD & BEVERAGE OPERATION – I
3-P-II

Sr.No	Content
1.	Planning ,Taking order and service of 13 course French classical menu along with Wines
2.	Special Food Service - (Cover, Accompaniments & Service) Classical Hors d' oeuvre :- <ul style="list-style-type: none"> • Caviar, Smoked Salmon, Pate de Foie Gras, Melon
3.	Service of Beer <ul style="list-style-type: none"> • Service of Bottled & canned Beers • Service of Draught Beers
4.	Service of Aperitifs <ul style="list-style-type: none"> • Service styles – neat/on-the-rocks/with cream/en frappe • Service from the Bar
5	Service of Old World Wines <ul style="list-style-type: none"> • Service of Red Wine • Service of White/Rose Wine • Service of Sparkling Wines • Service of Fortified Wines • Service of Aromatized Wines

HOUSEKEEPING OPERATION-I
3-P-III

Sr.no	Content
01	Colour wheel , At least 5 color schemes to be made for hotel rooms
02	Plan a hotel suite on paper and chalk out a lighting plan for the same
03	At least 5 types of window treatment to be made on 5 types of windows found in hotels.

FRONT OFFICE OPERATIONS-I
3-P-IV

Sr.no	Content
1	Handling of hotel mail Wake-up call handling Handling of scanty baggage guest Handling of left luggage Reservation Procedures i) On Telephone ii) In person iii) Mail Whitney System Reservation Maintaining and Handling records of reservation and registration Cancellation of reservation Handling of Group Booking Check-in procedure for WALK-IN guests Check in procedure for group Check in procedure for VIP Check in procedure for Foreigners Religion of India Currencies , countries and their capitals Festivals of India Front office emergencies

FRENCH-I
3-P-V

Sr.	CONTENT
I	Self introduction, description of a person, speaking about time, weather, months, season, days and number, family and home colors
II	Role plays (conversation) with guest about room booking at a hotel, table reservation at a restaurant, booking ticket at cinema.
III	Read and translate – English to French and French to English. Topics – menus, recipe, French dishes, wines, cheese and vocabulary based on hotel and restaurant.
IV	Speech on a topic (based on)- - Describe a hotel, restaurant, menu, city and country.

Books Recommended:

- La langue et La civilization Francaises- G. Mauger,; Hachette, 79, BoulevardSt.Germain, Paris.
- Le Fran, cais de l'Hotellerie et du Tourisme - Max DANY
- Jean Robert la lay, Hachette (part I part II, all the conversational up to pg. 106. Thisbook is to be used for conversation and translations.)

SEMESTER IV
FOOD PRODUCTION OPERATIONS II
4-T-I

Theory – 80
Sessional -20
Total – 100

UNIT	CONTENT	MARKS
I	Egg Cookery <ul style="list-style-type: none"> • Introduction – Classification of Eggs • Structure of an egg • Selection of egg • Methods Of Cooking (Effects of heat) Uses of egg in cookery and bakery	16
II	Fish Cookery <ul style="list-style-type: none"> • Introduction to fish cookery • Classification of fish with examples • Cuts of fish with menu examples • Selection of fish and shell fish • Cooking of fish (effects of heat) 	16
III	Indenting and Stores Indenting, Principles of Indenting Qty. & portions for Bulk production Practical difficulties involves in Indenting <ul style="list-style-type: none"> • Conversion of Recipes Stores <ul style="list-style-type: none"> • Principles of storage, • Types of stores • Layout of Dry and cold room • Staff Hierarchy, • Guidelines for efficient storage • Control procedures • Inventory Procedures • EOQ– Economic order Quantity • Re-order levels • Bin Cards • Form and formats • Function of a store Manager • Computerized store control system. • Standard purchase specification • Dealing with suppliers. 	16
IV	Introduction to Bakery & confectionery <ul style="list-style-type: none"> • Definition of baking • Principles of baking • Bakery Equipment (5 small & 5 large) and Tools Characteristics Functions of ingredients in Bakery & Confectionery <ul style="list-style-type: none"> • Flour, Shortening agents • Sweetening agents • Raising agents • Dairy products 	16
V	Pastries Making <ul style="list-style-type: none"> • Types-Short crust, Laminated, Choux, Hot water/Rough puff 	16

	<ul style="list-style-type: none"> • Methods of preparation, Recipes and Evaluation • Differences and faults • Uses of each pastry • Care to be taken while preparing pastry • Temperature of baking pastry 	
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FOOD & BEVERAGE OPERATIONS-II
4-T-II

Theory – 80
Sessional -20
Total – 100

Unit	Topics	Marks
I	Alcoholic beverage - Spirits Introduction & Definition Production of Spirit <ul style="list-style-type: none"> • Pot-still method • Patent still method 	10
II	Production of spirits (History, Manufacture, Regions, Types and brands) Whisky-Scotch ,Irish, American ,Canadian Rum Brandy	20
III	Production of spirits (History, Manufacture, Regions, Types and brands) Gin Vodka Tequila	20
IV	Liqueurs History / Origin, Definition, Production, Types / classification Name of Liqueurs along with <ul style="list-style-type: none"> • Country of origin • Pre-dominant flavors • Service Brand names	14
V	Cocktails Introduction to Cocktails History, Types and Preparation Classical Cocktails and Innovative cocktails, Recipes of Classical Cocktails – 5 cocktails of each base.	16

Books Recommended:-

- Roger B. Boulton, V. L. (2005). *Principles and Practices of Winemaking*. New York : S.K. Jain for CBS Publisher .
- Broom, D. (2013). *The Complete Bartender's Guide*. china: Carlton Books Limited .
- Cullen, P. (2001). *The Food and Beverage Manager* . New Delhi: Global Books & Subscription Services.
- Dennis Lillicrap, J. C. (2002). *Food and Beverage Service*. London : Hodder and Stoughton Educational.
- Dhawan, V. (2003). *Food & Beverage Service* . New Delhi : Fraank Bros & co. (Publishers) ltd.
- Singaravelavan, R. (2011). *Food and Beveragae Service*. New Delhi : Oxford University press.'
- Jones, P. (1988). *Food Service Operations*. London : Cassell Wellington House.
- Verghese, B. (1999). *Professional Food and Beverage Service Management*. Bangalore: Macmillan Indian ltd.

HOUSEKEEPING OPERATIONS –II
4-T-III

Theory – 80
Sessional -20
Total – 100

Unit	Contents	Marks
1	Furniture <ul style="list-style-type: none"> • Types of furniture • Types of Joints in furniture. • Selection • Materials used • Furniture care & cleaning • Selection of furniture for hotels (Commercial / Resort) • Furniture’s Arrangement in hotels 	16
2	Renovation <ul style="list-style-type: none"> • Reasons to renovate • Types of renovation • Subsidiary processes in Renovation • Refurbishing • Redecoration 	16
3	Flower arrangement <ul style="list-style-type: none"> • Concept and Importance • Types and shapes • Principles • Conditioning of plant material • Tool, equipments and Accessories • Color schemes in Flower Arrangement 	16
4	Housekeeping Supervision <ul style="list-style-type: none"> • Importance of inspection • Checklist for inspection, typical areas usually neglected • Self supervision techniques for cleaning staff 	16
5	Pest control <ul style="list-style-type: none"> • Types of pests • Pest control Goals • Common pests and their control • Integrated Pest management • Methods of Pest Control 	

Books Recommended:

- Bansal, T. (2010). *Hotel Facility Planning*. New Delhi: Oxford University Press.
- Martin, R. (1997). *Professional Management Of Housekeeping Operations*. New York: John Wiley & Sons, Inc.
- Raghubalan, G. (2011). *Hotel Housekeeping Operations and Management*. New Delhi, India: Oxford University Press.
- Singh, M. (2012). *Hotel Housekeeping*. New Delhi: Tata McGraw-Hill.

FRONT OFFICE OPERATIONS-II
4-T-IV

Theory – 80
Sessional -20

UNIT	CONTENT	MARKS
I	Reports and Statistics • Averages • Occupancy • Guest • Rooms • Graphical representation- 1)mean 2)median 3)mode Yield Management	16
II	Cashier and Night Auditing Duties of cashier Job description of Night Auditors Duties of cashier Recapitulation Sheet Transcript Night Receptionist Report	16
III	HOTEL MARKETING • Marketing- meaning, definition • Hotel Marketing • Marketing in Hotel - specific features of Hotel Marketing • Hotel as marketing Product	16
IV	SELLING BY RECEPTION STAFF • Reception as a sales department • Selling techniques for reception • Points for sale • Room assignment • Selling to different type of clientele UPSELLING • Up selling - meaning, qualities to be acquired by Front Office staff for up selling • Up selling- non pressure technique • Selling to different type of clientele, FIT's, Travel Group • Terms and conditions between Travel Agency and Hotels	16
V	UPSELLING • Up selling - meaning, qualities to be acquired by Front Office staff for up selling • Up selling- non pressure technique • Selling to different type of clientele, FIT's, Travel Group • Terms and conditions between Travel Agency and Hotels	16
	PROMOTIONAL ACTIVITY • Meaning and understanding of Promotion • Purpose of promotion • Types of promotional activities • Promotional activities used in general • Promotional activities used by Hotel • In house promotional activities	

Books Recommended:

- Andrews, S. (1999). *Hotel front office training manual*. New Delhi: Tata Publishing Company limited.
- D.Collins. (1967). *Accommodation Operations*. New Delhi: Plymouth macdonald Evans.
- Jatashankar.R.Tiwari. (2009). *Hotel front Office Operations and Management*. New Delhi: Oxford University press.
 - S.K.Bhatnagar. (2002). *Front Office Management* . New Delhi: Frank Bros.& co(publishers)ltd.
 - Singh, D. R. (2000). *Front Office management*. New

PRINCIPLES OF MANAGEMENT

4-T-V

Theory- 80
Sessional - 20
Total – 100

UNIT	CONTENT	MARKS
I	<p>CONCEPT OF MANAGEMENT Nature , function, definition, Characteristics and importance of management, levels of Management, the process of management:- planning, organizing, staffing, directing and controlling. Is Management a science or art? Management as profession, Management and administration.</p> <p>DEVELOPMENT OF MANAGEMENT THOUGHT Scientific management: contribution of Taylor,Fayol, Drucker.</p>	16
II	<p>PLANNING Meaning, nature and importance of planning, type of plans, characteristics of planning advantages and disadvantages of planning, steps in planning, components of planning.</p> <p>DECISION MAKING Types of decisions, step-by-step decision making process, review of decision.</p> <p>ORGANISATION Meaning, nature and importance of organization, principles of organization, organization charts and manuals, formal and informal organization, types of organization:- functional, line and staff and committee, Span of management, Delegation,:-Centralization and decentralization.</p>	16
III	<p>STAFFING Meaning, manpower planning, job analysis, recruitment, selection, training, promotion, performance appraisal, job evaluation and merit rating,</p> <p>DIRECTING: Meaning, nature of directing, characteristics of directing, principles of directing, importance of directing, techniques of directing orders, chain of command, authority-responsibility-accountability relationship, supervision.</p>	16
IV	<p>LEADERSHIP Definition, different styles of leadership, Qualities of leader, difference between leader and manager, Leadership theories.</p> <p>MOTIVATION Meaning, nature and objectives of motivation, benefits of motivation, theories of motivation, Maslow’s theory of need hierarchy. Herzberg’s hygiene-motivation theory. Vroom’s expectancy theory –Mc Gregory’s theory ‘X’ and theory ‘Y’,</p>	16
V	<p>COMMUNICATION Meaning and nature of communication, types of communication: upward / downward, verbal / non-verbal, formal-informal, barriers to communication, communication process.</p>	

	CONTROLLING Meaning, control process, need for control, control techniques, budgetary and non-budgetary control, marketing control-production control-quality control, financial control-information control, concept of strategic control, control & accountability and pressure to perform.	16
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Books Recommended:

- Principles of management, Dr(Mrs). Pratibha M. Siriya
- Management – Stoner & Freeman
- Essentials of Management – Koontz & O'donnel
- Management and Organisation – M. Louis Allen
- Management Theory and Practice – Earnest Dale
- Management tasks- Peter F Drucker
- Management Process – Davar R.
- Fundamentals of Management – J.S.
- Principles of management – P.N. Reddy
- Essentials of Management – Chatterji
- Personnel Management & Industrial Relations- Verma& Agarwal

BASIC HOTEL ACCOUNTING
4-T-VI

Theory- 80
Sessional - 20
Total – 100

UNIT	C O N T E N T	M A R K S
I	<p>Introduction of Basic Accounts and Journal.</p> <ul style="list-style-type: none"> □ Meaning, Scope (area of application), Objective, Advantages and Disadvantages. □ Book-Keeping and Accountancy: Meaning and their systems with features. □ Double Entry System : Principles, Application, Nature, Advantages and limitations. □ Classification of Accounts, Principles and Rules (simple problems only). • Journal : Meaning of Journal & its Advantages, Format of Journal with the utility of each column. Requirement of Journal entries. (simple problem only) 	16
II	<p>Subsidiary Book, ledger and Trial Balance</p> <ul style="list-style-type: none"> • Meaning and Advantages of subsidiary book • Kinds of Subsidiary Book. • Petty Cash Book- Meaning advantages (simple Problems). • Ledger: Meaning of ledger, Division of ledger. Rules of Posting. Balancing of ledgers, Kinds of Balances [simple problem only) • Trial Balance: Meaning, Objectives and Advantages of Trial Balance. System of preparation / Presentation of Trial Balance. Preparation of Trial Balance [Simple problem only) 	16
III	Final Accounts of Hotel Industry :	

	<ul style="list-style-type: none"> • Meaning of Final Account, Need and Advantages. • Component and their importance- Trading Account, Profit and Loss Account, Profit and Loss Appropriation Account & Balance Sheet. Meaning of Adjustments and their Treatment in Final Accounts. • Simple Problems on Final Accounts. 	16
IV	<p>Guest Records and Billing</p> <ul style="list-style-type: none"> • Hotels : Definition, Characteristics, Classification of Hotels, Rooms and Guest : (under different categories) • Departments in a hotel as operating and Non-operating, Revenue Producing and Non-Revenue Producing. • Basis of Charging Room Rates. (Simple Problems Only) • Guest Weekly Bill : Format (Computerized and Manual) (simple problems only) 	16
V	<p>Auditing and Hotel Statistics</p> <ul style="list-style-type: none"> • Meaning, Scope and Advantages of Auditing. • Meaning of Night Auditor, His Duties, Function and Responsibilities. • Various Reports to be prepared by Night Auditor : List and Their Draft (Format) • House Count. Ratios on 1. Occupancy 2. Room Rate – Average per Guest. 3. Covers. 	16

Books Recommended:

1. Hotel Accounting & financial control, Ozi A. D'cunha & Gleson O. D'cunha,; The Dickeys Enterprise, Mumbai,
2. Modern Accountancy (Vol I & II), A. Mukherjee,; Tata-Mc Graw- Hill Publishing company Ltd. Calcutta.
3. Accountancy for C.A. Foundation, P.C. Tulsian,; Tata-Mcgraw-hill publishing company Ltd. New Delhi.

FOOD PRODUCTION OPERATIONS-II

4-P-I

Term Work Marks -20

Practical-80

Total-100

PRACTICAL	CONTENT
	Regional Menus
I	Punjab (Min. 10 dishes)
II	Orissa (Min. 10 dishes)
III	Rajasthan (Min. 10 dishes)
IV	Maharashtra / Malavani (Min. 10 dishes)
V	Gujrat / Bohri / Parsi (Min. 10 dishes)
VI	Tamil Nadu (Min. 10 dishes)
VII	Andhra Pradesh / Hyderabad (Min. 10 dishes)
IX	Biryani
X	Fried Snacks
XI	Tandoori Snacks

FOOD & BEVERAGE OPERATIONS-II
4-P-II

Term Work Marks -20
Practical-80
Total-100

Sr.No	Content
1.	Service of Spirits Service styles – neat/on-the-rocks/with appropriate mixers <ul style="list-style-type: none">• Service of Whisky• Service of Vodka• Service of Rum• Service of Gin• Service of Brandy
2.	Cocktails demonstration <ul style="list-style-type: none">• Making of 5 cocktail of each base.• Classical / contemporary cocktails
3.	Service of Liqueurs <ul style="list-style-type: none">• Service styles – neat/on-the-rocks/with cream/en frappe• Service from the Bar

HOUSEKEEPING OPERATIONS-II
4-P-III

Term Work Marks -20
Practical-80
Total-100

Sno	Practical
01	Use of checklist by supervisor to check any 5 situations in housekeeping Classification of waste
02	Plan furniture arrangement for 2 types of rooms and public area
03	Western flower arrangement Ikebana – shohin type arrangement

FRONT OFFICE OPERATIONS-II
4-P-IV

Term Work Marks -20
Practical-80
Total-100

S no	C O N T E N T
1	Handling of different types of guest, Handling of VI P's, Handling a black list
2	Calculation of reports / statistics
3	Preparing of Reports
4	Preparing promotional Material
5	Preparation of final bill
6	Procedure for handling credit card

Assignment:

- 1) Dances of India
- 2) Wild Life sanctuaries of India.

Books Recommended:

- Andrews, S. (1999). *Hotel front office training manual*. New Delhi: Tata Publishing Company limited.
- D.Collins. (1967). *Accommodation Operations*. New Delhi: Plymouth macdonald Evans.
- Jatashankar.R.Tiwari. (2009). *Hotel front Office Operations and Management*. New Delhi: Oxford University press.
- S.K.Bhatnagar. (2002). *Front Office Management*. New Delhi: Frank Bros.& co(publishers)ltd.
- Singh, D. R. (2000). *Front Office management*. New Publication: Aman Publication.

HOTEL ENGINEERING & FACILITY MANAGEMENT

4-P-V

Term Work Marks -10
Practical-40
Total-50

1. Calculation of Electricity Bill
2. Study of Maintenance Schedule of
 - Kitchen
 - Guest Room
 - Refrigerator
 - Fire Extinguisher
 - Housekeeping
3. Electrical Accessories: Fuse, Switch, Socket, Plug etc.
4. Lighting Systems and types of lamps
5. Signs and Symbols
6. Hot and Cold Water Distribution System
7. Plumbing Fixtures
8. Different types of taps: Bib tap, Pillar tap, Waste – not tap
9. Refrigerator / Vapour Compression system in hotel
10. Air Conditioner: Window AC
11. Maintenance Tools: Tester, Screw driver, Wire cutter, Plier, Chisel, Rip saw, Hack saw, Claw hammer

SEMESTER- V
FOOD PRODUCTION MANAGEMENT-I
 5-T-I

Theory – 80
 Sessional -20
 Total – 100

UNIT	CONTENT	MARKS
I	International Cooking France, Italy, China, Russia, Spain : Geographical location, historical background, staple food with regional influence, ingredients, methods of Cooking, specialties, special equipment	16
II	Meat Cookery <ul style="list-style-type: none"> • Introduction to meat cookery • Types, Selection and Storage of Meat • Cuts of beef/veal • Cuts of lamb/mutton • Cuts of pork • Variety meats (Offal's) 	16
III	Poultry <ul style="list-style-type: none"> • Types of Poultry • Cuts of Poultry • Uses of Poultry • Selection and Storage of Poultry Cooking Methods	16
IV	Cake Making <ul style="list-style-type: none"> • Role of ingredients • Recipe balancing • Method of cake making • Cake icing and decoration Faults & remedies Cookies Making <ul style="list-style-type: none"> • Types: Dropped, Piped, Hand rolled, Cutter cut, Sheet, Frozen and cut, Stencil, Sandwich, Festive. • Methods of mixing & Baking • Uses of cookies • Preparation and evaluation • Common Faults 	16
V	Bread Making/Yeast Dough's (Fermented Goods) <ul style="list-style-type: none"> • Role of ingredients • Types – (Rich / lean) • Methods of bread making • Stages in bread making • Effect of over fermentation & under fermentation • Over & under proving of dough's of bread & fermented goods • Faults and remedies • Bread Disease • Bread Improvers 	

Books Recommended

Bali, P. S. (2009). *Food Production Operations* . New Delhi: Oxford University Press.
 Bali, P. S. (2012). *Quantity Food production*. New Delhi: oxford university press.

- S.Bali, P. (2012). *International Cuisine & Food Production*. New Delhi: Oxford University Press.
- Thagan, P. (1999). *Modern Cookery Vol I & II*. New delhi: Orient Longman Ltd.
- Arora, K. (2000). *Theory of Cookery*. New Delhi: frank Bros & Co (Publishers) ltd.
- Larousse Gastronomique*. (2001). USA: Hamlyn- a division of Octopus Publishing group Ltd.
- Kalra, I. (2000). *Prasad - Cooking with indian Masters*. New delhi: Allied Publishers ltd.
- Saraswat, A. (2003). *Professional Chef*. New Delhi: UBS Publishers distributors Pvt Ltd David Foskett, V. C. (2003). *The Theory Of Catering*. London: Book Power Publishers.
- Mohini Sethi, S. M. (1997). *catering Management - An Integral Approach* . New Delhi: New Age International (P) Ltd.
- Wayne, G. (1995). *Professional Baking* . USA: John Wiley & Sons

FOOD AND BEVERAGE MANAGEMENT-I
5-T-II

Theory – 80
Sessional -20
Total – 100

Unit	Topics	Marks
I	Introduction to Bar <ul style="list-style-type: none"> • Types of bar <ul style="list-style-type: none"> • Cocktail • Dispense • Parts of Bar <ul style="list-style-type: none"> • Front Bar • Back Bar • Under Bar (speed rack, garnish containers, Ice well, etc) 	16
II	Bar Planning & Operation Bar staffing Opening and closing duties <ul style="list-style-type: none"> • Control Methods & Licenses Basic of layout and designs considering such as target clientele, décor, Area size, Location, plumbing, lighting and flooring Requirements of the relevant state / Territory Liquor Act in relation to service of alcohol.	16
III	Equipments and Beverage List Bar equipments and tools Wine service equipment Beer service equipment Cocktail bar equipment Beverage list Planning and designing the Beverage list Bar accompaniments & garnishes Bar accessories & disposables.	16
IV	Beverage Control Objectives of Beverage Control, Purchasing, Receiving, Storing, Issuing control, Standard Drink list, Standard Portion Size, Bar Frauds, Books Maintained.	16
V	Inventory Control Importance, Objectives, Methods, determining stock Levels, Perpetual and Monthly inventory, Pricing of beverages, corkage etc.	16

HOUSEKEEPING MANAGEMENT –I

5-T-III

Theory – 80
 Sessional -20
 Total – 100

Unit	Contents	Marks
1	Internal Environment <ul style="list-style-type: none"> • Noise • Air conditioning • Light 	16
2	Contract cleaning <ul style="list-style-type: none"> • Define outsourcing • Considerations for contracts • Contract services in housekeeping • Steps while outsourcing • Contract specification • Pricing contracts • Advantages and Disadvantages of outsourcing 	16
3	Planning and organizing Housekeeping Department <ul style="list-style-type: none"> • Division of work • Area inventory list • Frequency schedules • Performance standards • Productivity standards • Inventory levels – determining par levels, • Work schedules 	16
4	Safeguarding assets <ul style="list-style-type: none"> • Concept of safeguarding Assets • Security from theft – by staff , by guest • Security in Hotel guest rooms 	16
5	Safety awareness & First aid <ul style="list-style-type: none"> • Concept and Importance • Safety : Accidents, Fires (cause, Procedure, Accident report form) First aid: Concept and Emergency Procedures(Heart attack, Artificial Respiration, Burns and scalds, fainting, fracture.)	16

Books Recommended:

1. Bansal, T. (2010). *Hotel Facility Planning*. New Delhi: Oxford University Press.
2. Martin, R. (1997). *Professional Management Of Housekeeping Operations*. New York: John Wiley & Sons, Inc.
3. Raghubalan, G. (2011). *Hotel Housekeeping Operations and Management*. New Delhi, India: Oxford University Press.
4. Singh, M. (2012). *Hotel Housekeeping*. New Delhi: Tata McGraw-Hill.

FRONT OFFICE MANAGEMENT –I
 5-T-IV

Theory – 80
 Sessional -20
 Total – 100

UNIT	CONTENT	MARKS

I	Environmental Management Environmental and Ecology, Environmental Pollution- air, water Environmental Education and Environmental Legislations Environmental Management in Hospitality Industry Green Practices in Front Office	16
II	Total Quality Management Guests Perception of Quality, Total Quality Management, Practices in Total Quality Management	16
III	Japanese 5 S Practice, Business Process Re-engineering, Quality Control Circles, Kaizen, Bench Marking Benefits TQM	16
IV	Budget Types of Budget Budgetary Factors affecting budget	16
V	Sales of Marketing of Hospitality Products Sales and marketing team Sales and marketing techniques New trends in sales	16

Books Recommended:

- Andrews, S. (1999). *Hotel front office training manual*. New Delhi: Tata Publishing Company limited.
- D.Collins. (1967). *Accommodation Operations*. New Delhi: Plymouth macdonald Evans.
- Jatashankar.R.Tiwari. (2009). *Hotel front Office Operations and Management*. New Delhi: Oxford University press.
- S.K.Bhatnagar. (2002). *Front Office Management* . New Delhi: Frank Bros.& co (publishers)ltd. Singh, D. R. (2000). *Front Office management*. New

APPLICATION OF COMPUTER –I
5-T-V

Theory: 80
Sessional : 20
Total 100

UNIT	CONTENT	MARKS
I	Computer Fundamentals and Applications <ul style="list-style-type: none"> ➤ Evolution and development of computer ➤ Understanding the characteristics of computers ➤ Understanding Block Diagram of Computer ➤ Function of each block and its components ➤ Application areas of computer ➤ Benefit and limitations of computers ➤ Types of Computers short introduction 	16
II	Computers Hardware and its Application Various types of input and output devices <ul style="list-style-type: none"> ➤ Keyboard ➤ Mouse ➤ Card Reader 	16

	<ul style="list-style-type: none"> ➤ Printer ➤ Monitor ➤ Scanner etc. ➤ Storage devices and its use. 	
III	<p>Computers Software</p> <ul style="list-style-type: none"> ➤ Operating System Software – Windows and Linux. ➤ Application Software- Ms-Office, PDF Generator ➤ Software used in Hotels. ➤ SPSS for data Analysis. ➤ Antivirus and its types. 	16
IV	<p>Modern Computing</p> <ul style="list-style-type: none"> ➤ Internet. ➤ Browsing. ➤ E-Mail. ➤ Network Topologies. ➤ Threats in new age computing – Spyware, Adware, SPAM and phishing. <p>E-Commerce</p> <ul style="list-style-type: none"> ➤ Introduction to e-Commerce and its types ➤ Business on the net. ➤ Mobile Computing 	16
V	<p>Micro Soft Office-WORD</p> <ul style="list-style-type: none"> ➤ Introduction to word processing. ➤ File Commands, Print, Page Setup. ➤ Editing - Cut, Copy, Paste, Find, Replace, etc. ➤ Formatting Commands – Fonts, Bullets, Borders, Columns, Tabs, Indents, Paragraph formatting. ➤ Tables, Auto Text, Auto Correct ➤ Using References tools • Hyperlinks 	16

Books Recommended:

1. C.S.V.Murthy. (2001). *Data Communication and Networking*. New Delhi: Himalaya Publishing House.
2. Jawadekar, W. S. (2004). *Management Information System*. New Delhi: Tata McGraw-Hill Publishing Company Limited.
3. L, A., & Leon, M. (2002). *Introduction to Computers*. Chennai: Vijay Nicole Imprints Pvt. Ltd.
4. Rajaraman, V. (2004). *Fundamentals of Computer*. New Delhi: Prentice-Hall of India Private Limited.
5. Shroff, R. (2004). *Computer Systems and Applications*. Mumbai: Himalaya Publishing House.
6. Sinha, P. K., & Sinha, P. (2007). *Computer Fundamentals*. New Delhi: BPB Publications.
7. Lonnie E. Moseley & David M. Boodey. *Mastering MS-OFFICE*. New Delhi: BPB Publication
8. Any other – which are available in the area and city – which the faculty deem fit

FINANCIAL MANAGEMENT
5-T-VI

Theory: 80
Sessional : 20
Total 100

Unit & contents	Marks
<p>Unit 1. Working Capital & Cash Management:</p> <p>1.1 Working Capital: (08 marks)</p> <ul style="list-style-type: none"> ➤ Meaning, Scope and Factors affecting the working capital for Hospitality and Other Industries. Kinds of Working Capital. Meaning, Effects, Remedies and Points of Distinction between Fixed & Working Capital, Over & Under Working Capital. ➤ Problems based on forecasting of working capital (Requirement). <p>1.2 Cash Budget: (08 marks)</p> <ul style="list-style-type: none"> ➤ Nature of cash, Motives for holding cash, Determining optimum cash balance, Methods of accelerating and slowing cash flow. Meaning, Objectives, Functions, Advantages, Limitations and Prerequisites for cash budget [receipt and payment technique]. ➤ Preparation of cash budget. 	16
<p>Unit 2. Business Budgets:</p> <p>2.1 Budget & Budgetary Control: (08 marks)</p> <ul style="list-style-type: none"> ➤ Meaning of Budget, Features, and Requirements for ideal Budgets (Key Factors). Kinds of Budget with distinction, Advantages and Disadvantages. Significance for Hospitality Industry. ➤ Meaning, Objectives, Functions, Advantages, Limitations and Prerequisites or essentials of Budgetary Control. <p>2.2 Flexible and Operational Budget: (08 marks)</p> <ul style="list-style-type: none"> ➤ Meaning, Objectives, Functions, Advantages, disadvantages, Limitations and Prerequisites (if any) for Flexible, Production, Purchase & Sales budget. ➤ Simple Problems on Flexible Budgets, Operational / functional Budgets [Production, Purchase & Sales]. 	16
<p>Unit 3. Process, Service & Operation Costing:</p> <p>3.1 Process Cost: (08 marks)</p> <ul style="list-style-type: none"> ➤ Meaning, application, features advantages and disadvantages, Suitability to Hospitality Industry. ➤ Normal and Abnormal Loss and Gains, Wastage and Scrap, By – Product / Joint Product. ➤ Simple Problems on Process Costing. <p>3.2 Operation Costing: (08 marks)</p> <ul style="list-style-type: none"> ➤ Meaning, application, features, advantages, disadvantages, Suitability to Hospitality Industry and different methods of allocation. ➤ Classification of cost as Standing, Running and Capital cost/outlay. ➤ Preparation of Hotel, Taxi and Canteen operation cost sheet. 	16
<p>Unit 4. : Break Even Point [Marginal Costing]:</p> <p>4.1 Break Even Point [Cost Volume Profit Analysis]: (16 marks)</p> <ul style="list-style-type: none"> ➤ Meaning of BEP (CVP), P/V Ratio, and Margin of Safety: Objectives, application, assumptions, advantages and Disadvantages. Graphical presentation of CVP / BEP Charts. ➤ Meaning, Necessity, Scope, advantages and disadvantages of Marginal Costing & its Significance to Hospitality Industry. ➤ Computation of P/V Ratio, BEP, MOS, Expected Profit and Expected Sales for desired amount. ➤ Problems on - Make / Hire or Buy. Dropping or choosing a Line / Product. Acceptance of an order at a special Price. Roll of Key / Limiting factor in decisions. 	16
<p>Unit 5. Variance Analysis (Standard Costing)::</p> <p>5.1 Variance Analysis: (16 marks)</p> <ul style="list-style-type: none"> ➤ Meaning, Features, Area of Application, Advantages and Disadvantages. 	16

<p>Significance of Variance Analysis to Hospitality Industry.</p> <ul style="list-style-type: none"> ➤ Points of Distinction between: Standard Cost, Historical Cost and Estimated Cost. Normal Standards and Revised Standards. Controllable and uncontrollable factors / elements. ➤ Problems on Material and Sales Variances only. 	
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Books Recommended:

1. Ozi A. D'cunha & Gleson O.D'cunha, Hotel Accounting & Financial Control, The Dicky's Enterprise, Mumbai.
2. D.K. Mittal & Luv Mittal, Cost Accounting; Galgotia Publishing Company, New Delhi,
3. R.K. Sharma & Shashi K. Gupta, Management Accounting; Kalyani Publishers, H.O. Ludhiana,
4. S.C. Kuchhal, Financial Management; Chaitanya Publishing House Allahabad.

FOOD PRODUCTION MANAGEMENT-I
5-P-I

PRACTICAL	CONTENT
	International cuisine (Six Course Menus)
I	France – 2 menus
II	Italy – 2 menus
III	China – 2 menus
IV	Russia – 1 menu
V	Fatless sponge- Black forest, pineapple sponge, Sponge Fruit Flan
VI	Fatless sponge- Chocolate Pyramid, Angel Food Cake
VII	Butter sponge - Check-mate Gateau, Caramel chip Gateau, Banana Bread,
VIII	Butter sponge - Brownies, Novelty Cake made using Victoria sponge.

FOOD & BEVERAGE MANAGEMENT – I
5-P-II

Sr. No	Content
1.	Planning different types of bar for different occasions
2.	Different bar equipment – care and use
3.	Setting a Bar for Wine service, Beer service, Cocktail demonstration, etc along with their specific equipment
4.	Dispense Bar <ul style="list-style-type: none"> • Function / Operation • Storage of Alcoholic Beverage • Service from Dispense Bar
5.	Taking Inventory

HOUSEKEEPING MANAGEMENT-I
5-P-III

01	Learning about recent security systems used in hotels. (either by visit /internet usage/ magazines)
02	List of 5 leading organizations of India which take contracts for at least 5 services
03	First aid in collaboration with any Doctor.

FRONT OFFICE MANAGEMENT-I
5-P-IV

S no	C O N T E N T
1	Inovative sales technique
2	Task for sales team
3	Preparing Budget
4	TQM
5	Evaluation of guest satisfaction

APPLICATION OF COMPUTER –I
5-P-V

PRACTICAL / ASSIGNMENTS

INTERNET:-

- To search and download information from the internet as a topic and submit (Hard / Soft copy).
- Create email id, send mail to friends as an assignment.

WORD: -

- Type recipe of any dish, with its image, with ingredients in a table.
- Different formats used in hotels.
- Students' Resumes with students' photograph. (WORD)
- Writing of Resume, Bio-Data and CV.

SEMESTER VI

FOOD PRODUCTION MANAGEMENT-II
6-T-I

Theory – 80
Sessional -20
Total – 100

UNIT	CONTENT	MARKS
I	Pasta <ul style="list-style-type: none"> • Types, storage, manufacture of pasta • Methods of cooking • Accompanying sauces used 	16
II	Desserts <ul style="list-style-type: none"> • Classification of Hot and Cold Desserts • Hot Desserts: Hot Puddings, Soufflés, Tarts and Pies, Crapes and Pancakes, Laminated Pastries and Fruit based hot desserts. • Cold Desserts: Cold Puddings, Fruit Based, Custard and Cream Based Tarts, Pies and Flans, Jellies, Sponges and Yeast Leavened Desserts, Meringue based Desserts. Presentation of dessert Ice creams and frozen desserts <ul style="list-style-type: none"> • Churn frozen desserts • Still frozen desserts • Bombe, Mousses, Soufflés & Bavarois • Classical frozen desserts • Equipments used in Frozen Desserts • Storage and service of Frozen Desserts. 	16
III	Sandwiches <ul style="list-style-type: none"> ○ Parts of Sandwiches ○ Types of Bread ○ Types of filling – classification ○ Spreads and Garnishes ○ Types of Sandwiches ○ Making of Sandwiches ○ Storing of Sandwiches 	16
IV	Appetizers & Garnishes <ul style="list-style-type: none"> ○ Classification of Apptizers ○ Examples of Appetizers ○ Historic importance of culinary Garnishes ○ Explanation of different Garnishes • Quenelles, Parfaits, Roulades <ul style="list-style-type: none"> ○ Preparation of Quenelles, Parfaits and Roulades 	16
V	Modern Techniques in preparation <ul style="list-style-type: none"> • Microwave • Infra-red • Vacuum reduction • Cook chill & Cook freeze • Rechaffe cookery 	

Books Recommended

- Bali, P. S. (2009). *Food Production Operations* . New Delhi: Oxford University Press.
- Bali, P. S. (2012). *Quantity Food production*. New Delhi: oxford university press.

- S.Bali, P. (2012). *International Cuisine & Food Production*. New Delhi: Oxford University Press.
- Thagan, P. (1999). *Modern Cookery Vol I & II*. New delhi: Orient Longman Ltd.
- Arora, K. (2000). *Theory of Cookery*. New Delhi: frank Bros & Co (Publishers) ltd.
- Wayne, G. (1995). *Professional Cooking*. USA: John Wiley & Sons.
- *Larousse Gastronomique*. (2001). USA: Hamlyn- a division of Octopus Publishing group Ltd.
- Kalra, I. (2000). *Prasad - Cooking with indian Masters*. New delhi: Allied Publishers Ltd.
- Saraswat, A. (2003). *Professional Chef*. New Delhi: UBS Publishers distributors Pvt Ltd .
- David Foskett, V. C. (2003). *The Theory Of Catering*. London: Book Power Publishers.

FOOD & BEVERAGE SERVICE MANAGEMENT –II
6-T-II

Theory – 80
Internal -20
Total – 100

Unit	CONTENT	
I	SALES CONTROL <ul style="list-style-type: none"> • Procedure of Cash Control • Machine System • ECR • NCR • Preset Machines • POS • Reports • Thefts • Cash Handling 	16
II	Banquets History, Types, Organization of Banquet department, Duties & responsibilities of Banquet staff, Booking procedure, Tentative and Guaranteed bookings, Function Prospectus/ Banquet Performa/ Banquet Event order, Letter of agreement, registration and confirmation forms.	16
III	Banquet protocol Space / Area requirement, Table plans/ Seating arrangement , Misc-en-place , Service , Toasting, Toast master & Toast procedures Informal Banquet <ul style="list-style-type: none"> • Reception • Cocktail parties • Convention • Seminar • Exhibition • Fashion shows • Trade Fair • Wedding • Outdoor catering 	16
IV	Buffets Introduction, Types of Buffet, Popular buffets, different Factors to consider while planning buffets, Space and staff requirement, Sequence of food, Menu planning, Equipment and buffet presentation ,Supplies, Check list,	16

	Place cards/ Signages, Pre and post event duties of the waiting staff.	
V	Outdoor Catering/ Off Premises Catering History, Types, speculative business nature, Preliminary survey to be taken for an outdoor catering, Equipment, Supplies, use of Check list, problems of outdoor catering.	16

Books Recommended:-

1. Cousins, D. L. (2010). *Food and Beverage Service*. London: Hodder Education
2. Cullen, P. (2001). *The Food and Beverage Manager*. New Delhi: Global Books & Subscription Services.
3. Dennis Lillicrap, J. C. (2002). *Food and Beverage Service*. London : Hodder and Stoughton Educational.
4. Dhawan, V. (2003). *Food & Beverage Service*. New Delhi : Fraank Bros & co. (Publishers) ltd.
6. Singaravelavan, R. (2011). *Food and Beveragae Service*. New Delhi : Oxford University press.'
7. Tharakan, Y. G. (2004). *A Guide to Food & Beverage*. Bangalore: Tata McGraw-Hill .
8. Jones, P. (1988). *Food Service Operations*. London : Cassell Wellington House.
9. Ahmed, M. (2005). *Food and Beverage Services*. New Delhi : Anmol Publication
10. Verghese, B. (1999). *Professional Food and Beverage Service Management*. Bangalore: Macmillan Indian ltd.

HOUSEKEEPING MANAGEMENT-II

6-T-III

Theory – 80
Internal -20
Total – 100

Unit	Contents	Marks
1	Housekeeping in other Areas <ul style="list-style-type: none"> • Airlines • Malls • Hospitals • Cruises • Hostels 	16
2	Housekeeping in Leisure facilities <ul style="list-style-type: none"> • Swimming pool • Spa & Sauna • Gymnasiums • Health Clubs • Safety in leisure facilities 	16
3	Facilities for physically challenged guest <ul style="list-style-type: none"> • Introduction • Types of physically challenged guests • Guidelines for planning Facilities for different types of physically challenged guests:- public entrance, interior, bathroom, WC. 	16
4	Horticulture and landscaping <ul style="list-style-type: none"> • Essential components of Horticulture • Landscaping • Indoor plants • Bonsai in Hotel properties 	16
5	Purchasing in Housekeeping <ul style="list-style-type: none"> • Principles of purchasing • Stages in Purchasing • Types of purchasing • Annual Purchases –of guestroom supplies, cleaning supplies and linen 	16

Books Recommended:

1. Bansal, T. (2010). *Hotel Facility Planning*. New Delhi: Oxford University Press.
2. Martin, R. (1997). *Professional Management Of Housekeeping Operations*. New York: John Wiley & Sons, Inc.
3. Raghubalan, G. (2011). *Hotel Housekeeping Operations and Management*. New Delhi, India: Oxford University Press.
4. Singh, M. (2012). *Hotel Housekeeping*. New Delhi: Tata McGraw-Hill.

FRONT OFFICE MANAGEMENT II
6-T-IV

Theory – 80
Internal -20
Total – 100

UNIT	CONTENT	MARKS
I	Computer Application in front office Property management system ,PMS- Application in front office Reservation module Front desk module	16
II	Room module Back office module Different property management system Micros, Amadeus PMS, IDS Fortune, ShawMan, and modern software's	16
III	Evaluating Hotel Performance Methods of measuring Hotel Performance, Occupancy Ratios, Average Daily Rate per guest, Revenue per available room(Rev-Par), Evaluation of Hotels by Guests	
IV	Yield Management and Forecasting Yield Management- Measuring Yield in Hotel Industry, Yield Management in Hotel Industry, Elements and Benefits of Yield Management, Yield Management Strategies	16
V	Forecasting Benefits of Forecasting Room Availability and forecasting Factors affecting forecasting	

APPLICATION OF COMPUTER –II

6-T-V

Theory :80
Internal :20
Total: 100

UNIT	CONTENTS	MARKS
I	Management Information System <ul style="list-style-type: none"> ➤ Concept of MIS ➤ Definition of MIS ➤ Role of MIS ➤ Impact of MIS ➤ MIS and It's USERS 	16
II	Hotel Information System <ul style="list-style-type: none"> ➤ PMS ➤ Front office and Back Office Uses of PMS ➤ Application in other areas of hotel ➤ Advantages and Limitations. 	16
III	Micro Soft Office EXCEL <ul style="list-style-type: none"> ➤ Introduction to excel, its features and Applications, ➤ Auto Fill, Custom Lists etc. ➤ Cell Reference – Relative & Absolute (\$) 	16

	<ul style="list-style-type: none"> ➤ Formulae, Functions (Math/Stats, Text, Date, IF) ➤ Charts – Types, Parts of the Chart ➤ Databases (Create, Sort, AutoFilter, Sub Total) 	
IV	<p>Micro Soft Office POWERPOINT</p> <ul style="list-style-type: none"> ➤ Introduction to presentation concept ➤ Different Slide Layouts and views of slides. ➤ Inserting ClipArt, Pictures, Organizational Chart, Graphs and Tables. ➤ Custom Animations, Slide Timings, Slide Show. ➤ Using Multimedia in Presentation. 	16
V	<p>Multimedia</p> <ul style="list-style-type: none"> ➤ Understanding Multimedia ➤ Multimedia and computer system ➤ Multimedia components <ul style="list-style-type: none"> ○ Text ○ Graphics ○ Animation ○ Audio ○ Video ➤ Multimedia applications 	16

RECOMMENDED BOOKS:

1. C.S.V.Murthy. (2001). *Data Communicationb and Networking*. New Delhi: Himalaya Publishing House.
2. Jawadekar, W. S. (2004). *Management Information System*. New Delhi: Tata McGraw-Hill Publishing Company Limited.
3. L, A., & Leon, M. (2002). *Introduction to Computers*. Chennai: Vijay Nicole Imprints Pvt. Ltd.
4. Rajaraman, V. (2004). *Fundamentals of Computer*. New Delhi: Prentice-Hall of India Private Limited.
5. Shroff, R. (2004). *Computer Systems and Applications*. Mumbai: Himalaya Publishing House.
6. Sinha, P. K., & Sinha, P. (2007). *Computer Fundamentals*. New Delhi: BPB Publications.
7. Lonnie E. Moseley & David M. Boodey. *Mastering MS-OFFICE*. New Delhi: BPB Publication
8. Any other – which are available in the area and city – which the faculty deem fit

HOSPITALITY MARKETING
6-T-VI

Theory -80
Sessional-20
Total – 100

UNIT	CONTENT	MARKS
I	<p>Market & Marketing</p> <ul style="list-style-type: none"> • Market- Meaning ,Definition ,Types • Marketing- Meaning and Definition Origin of Marketing Marketing Concept Marketing Process • Marketing Mix -Meaning and Definition 4 P's of Marketing mix 7 P's of Services marketing • Marketing Environment- Meaning ,Definition, Types • Market Analysis- Meaning, Definition 	16
II	<ul style="list-style-type: none"> • Marketing Strategy Meaning ,Definition Market segmentation, Criteria for Segmentation Hotel Market Target Market, Developing Target Market Strategy Positioning- Meaning ,Definition • Marketing Research Concept ,Meaning , Process, Need ,Method, Scope 	16
III	<ul style="list-style-type: none"> • Consumer Behaviour and Consumer Goods • Consumer Behaviour Buyer Behaviour and psychology Buyer Motives Buying Decision Making Process • Consumer Goods –Definition, Classification of consumer goods Product Planning, concept, Development Channels of distribution – Meaning and types Storages and ware houses – storages situation, Advantages and essentials of good storages 	16
IV	<ul style="list-style-type: none"> • Sales Management and Promotion Sales Management -Meaning and definitions of sales management Nature and importance of sales management Importance of sales manager • Sales Promotion Meaning and definition Objectives of promotion Relation between promotion and marketing mix elements Sales promotion tools – coupons, brochures, point of purchase display 	16

V	<ul style="list-style-type: none"> • Sales Organization <ul style="list-style-type: none"> Introduction to sales organization Need and Importance of sales organization Functions of sales organization Types of sales organization • Budget <ul style="list-style-type: none"> Benefits of budgeting Budget for sales department activities The budgeting process Flexibility in budgeting 	16
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Books Recommended:

- Abbey, J. R. (2003). *Hospitality Sales and Marketing*. American Hotel & Lodging Educational Institute.
- Davar, R. (1993). *Modern Marketing Management*. Universal Book Traders.
- Kotler, P. (2016). *Marketing for Hospitality and Tourism*. Pearson Education, Limited.
- Kotler, P. (2007). *Marketing Management: Analysis Planning Implementation and Control*. Prentice Hall of India.
- Negi, J. (2002). *Marketing And Sales Strategies For Hotels And Travel Trade*. New Delhi: S. Chand Limited.
- R. S. N. Pillai, R. P. (1987). *Modern Marketing: Principles and Practices*. New Delhi: S. Chand Limited.

FOOD PRODUCTION MANAGEMENT-II
6-P-I

Term Work Marks -20
Practical-80
Total-100

PRACTICAL	CONTENT
	International cuisine (Six Course Menus)
I	France – 2 menus
II	Italy – 2 menus
III	China – 1 menu
IV	Spain – 1 menu
V	Pastries (4 Varieties each)
VI	Flaky Pastry – Palmiers, Turn overs, Vol-au-vents, Cream horns
VII	Short crust pastry – Banquette, Chocolate meringue pie, Mushroom quiche
VIII	Choux Pastry – Chocolate éclairs. Creams puff, Profit rolls, Pyramid
IX	Rough Puff Pastry - One variety

FOOD & BEVERAGE SERVICE MANAGEMENT– II
6-P-II

Term Work Marks -20
Practical-80
Total-100

Sr. No	Content
1.	Function organization of banquet
2.	Planning & Operating Food & Beverage Outlets <ul style="list-style-type: none"> • Case study of Food & Beverage outlets - Hotels & Restaurants
3.	Function Catering – Banquets <ul style="list-style-type: none"> • Planning & organizing Formal & Informal Banquets • Planning & organizing Outdoor caterings
4.	Function Catering – Buffets <ul style="list-style-type: none"> • Planning & organizing various types of Buffet Compiling menu for special occasion Like corporate, association, social
5.	Drawing of table plan
6.	Seating arrangement
7.	Clearance and rearranging
8.	Calculation of Crockery for banquets as per menu and service
9.	Use of checklist for outdoor catering

HOUSEKEEPING MANAGEMENT –II
6-P-III

Term Work Marks -20
Practical-80
Total-100

SR. No.	Practical
01	Report on any 2 other than hotel areas where housekeeping is carried out (gymnasium/ airlines/ malls/ cruises/Hostels)
02	Landscape designing
03	Report on facilities for physically challenged guest in any one mall / hotel in the city

Front Office Management-II
6-P-IV

Term Work Marks -20
Practical-80
Total-100

UNIT	C O N T E N T
I	Computer Application in FO-- PMS
II	Yield management and Forecasting
III	Green practices in front office
IV	Selling by front office Staff,
V	Up Selling Techniques used by front office staff
VI	Handling Complaints
VII	Promotion and marketing of hotel

Assignments:

- 1) Beaches of India
- 2) Hill Stations of India

Books Recommended:

APPLICATION OF COMPUTER –II
6-P-V

Term Work Marks -20
Practical-80
Total-100

SUGGESTED PRACTICAL / ASSIGNMENTS

EXCEL:-

- List of employees, with salary and other details.
- KOT,
- Different formats used in hotels.
- Report Card with Pass / Fail Result,
- Bills with details of Hotel Rooms,
- Charts.

POWERPOINT:-

- To present the above information as a presentation as an assignment.
- Use different layouts, organizational chart, design templates, in the presentation.
- Using audio and video in presentations.

SEMESTER VII
FOOD PRODUCTION MANAGEMENT III
7-T-I

Theory – 80
 Sessional -20
 Total – 100

UNIT	CONTENT	MARKS
I	International Cuisine <ul style="list-style-type: none"> • Thai, Mexican, Greek, German, Great Britain, Lebanese (Mediterranean); Geographical location, historical background, staple food with regional influence, ingredients, methods of Cooking, specialties, special equipment. • Menu Examples of Japanese cuisine (Only theory) Snacks & Fast Food 	16
II	Larder Organization <ul style="list-style-type: none"> • Introduction of Larder Work <ul style="list-style-type: none"> ○ Definition ○ Equipments used in the larder ○ Layout of a typical larder with equipment and various sections • Terms & Larder Control <ul style="list-style-type: none"> ○ Common terms used in the Larder and Larder control ○ Essentials of Larder Control ○ Importance of Larder Control Hors d'oeuvres, Salads, Cold buffet, Farcis and terrines, Cold sauces and dips. Non-Edible Display :Ice-carving, Tallow sculpture, fruit & vegetable display	16
III	Charcuterie <ul style="list-style-type: none"> • Sausage : <ul style="list-style-type: none"> ○ Introduction to Charcuterie ○ Sausage: Types & Varieties ○ Casings: Types & Varieties ○ Fillings :Types & Varieties o Additives & Preservatives • Forcemeats <ul style="list-style-type: none"> ○ Types of Forcemeats ○ Preparation of Forcemeats ○ Uses of Forcemeats • Brines, Cures & Marinades <ul style="list-style-type: none"> ○ Types of Brines ○ Preparation of Brines ○ Methods of Curing ○ Types of Marinades ○ Uses of Marinades ○ Difference between Brines, Cures & Marinades 	16
IV	<ul style="list-style-type: none"> • Ham, Bacon & Gammon <ul style="list-style-type: none"> ○ Cuts of Ham, Bacon & Gammon. ○ Differences between Ham, Bacon & Gammon ○ Processing of Ham & Bacon ○ Making of galantines 	16
V	<ul style="list-style-type: none"> • Pates <ul style="list-style-type: none"> ○ Types of Pate ○ Pate de foie gras ○ Making of Pate 	16

	<ul style="list-style-type: none"> ○ Commercial pate and Pate Maison ○ Truffle – Sources, Cultivation and uses and Types of truffle. ● Mousse & Mousseline <ul style="list-style-type: none"> ○ Types of mousse ○ Preparation of mousse ○ Preparation of mousseline ○ Difference between mousse and mousseline ● ChaudFroid <ul style="list-style-type: none"> ○ Meaning of Chaudfroid ○ Making of Chaudfroid& Precautions ○ Types of Chaudfroid ○ Uses of Chaudfroid ● Aspic & Gelee <ul style="list-style-type: none"> ○ Definition of Aspic and Gelee ○ Difference between the two ○ Making of Aspic and Gelee ○ Uses of Aspic and Gelee 	
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Books Recommended

- Bali, P. S. (2009). *Food Production Operations* . New Delhi: Oxford University Press.
- Bali, P. S. (2012). *Quantity Food production*. New Delhi: oxford university press.
- S.Bali, P. (2012). *International Cuisine & Food Production*. New Delhi: Oxford University Press.
- Thagan, P. (1999). *Modern Cookery Vol I & II*. New delhi: Orient Longman Ltd.
- Arora, K. (2000). *Theory of Cookery*. New Delhi: frank Bros & Co (Publishers) ltd.
- Wayne, G. (1995). *Professional Cooking*. USA: John Wiley & Sons.
- *Larousse Gastronomique*. (2001). USA: Hamlyn- a division of Octopus Publishing group Ltd.
- Kalra, I. (2000). *Prasad - Cooking with indian Masters*. New delhi: Allied Publishers Ltd.
- Saraswat, A. (2003). *Professional Chef*. New Delhi: UBS Publishers distributors Pvt Ltd .
- David Foskett, V. C. (2003). *The Theory Of Catering*. London: Book Power Publishers.
- Mohini Sethi, S. M. (1997). *catering Management - An Integral Approach* . New Delhi: New Age International (P) Ltd.
- Wayne, G. (1995). *Professional Baking* . USA: John Wiley & Sons.
- Sapra, D. (2015). *The Hospitality Industry , Significance And Application Of HACCP*. Nagpur: Swaprakashan Publication.
- Lora Arduser, D. R. (2000). *HACCP & Sanitation Restaurant and Food Service Operations*. Atlantic Publishing Group ,inc.
- Usha Raina, S. K. (2003). *Basic Food Preparation*. New Delhi: Orient Longman Private Ltd.

Food & Beverage Service Management III
7-T-II

Theory – 80
Sessional -20
Total – 100

Unit	CONTENT	MARKS
I	Gueridon Service Introduction, History, Definition, Staffing, Equipment used, General Principles of operations, Advantages & Disadvantages, Factors to create impulse buying, Types of trollies used in Gueridon service, open kitchen, Use of liquor in Gueridon service, Complete procedure of Gueridon service.	20
II	Kitchen Stewarding Importance, Opportunities in kitchen stewarding, Record maintaining, Machine used for cleaning and polishing.	10
III	Planning & Operating Various F&B Outlet Such As Commercial Restaurants, Fast Food Outlets, Mobile Catering On The Basis Of Physical layout, Objectives, Steps in planning, Factors to be considered while planning, Various set ups for seating, Planning staff requirement, Menu planning, Selecting and planning of heavy duty and light equipment, Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc.	20
IV	Menu Management (Menu Merchandising And Menu Engineering) Menu control, Menu structure, Basic criteria and General Presentation of menu, Menu as a In house Marketing tool, Menu Engineering- Definition and Objectives, methods and advantages.	20
V	Hazards In Bars, Restaurants, Stewarding And Cellar Structure and Environment, Machinery and equipments, Glassware, Handling and lifting, Inspection checklist	10

Books Recommended

- Dhawan, V. (2003). *Food & Beverage Service*. New Delhi : Fraank Bros & co. (Publishers) ltd.
- Singaravelavan, R. (2011). *Food and Beveragae Service*. New Delhi : Oxford University press.
- Tharakan, Y. G. (2004). *A Guide to Food & Beverage*. Bangalore: Tata McGraw-Hill .
- Jones, P. (1988). *Food Service Operations*. London : Cassell Wellington House.

HOUSEKEEPING MANAGEMENT III
7-T-III

Theory – 80
Sessional -20
Total – 100

Unit	Contents	Marks
1	Ergonomics in Housekeeping <ul style="list-style-type: none"> • Definition • Principles • Significance and need of Ergonomics in Housekeeping • Analysis of risk factor in Housekeeping • Mitigation of risk factor in Housekeeping 	16
2	Full Circle of management <ul style="list-style-type: none"> • Problem solving • Managerial styles • Development of others • Personal development • Housekeeping managers of the future 	16
3	Standard operating Procedures <ul style="list-style-type: none"> • Standardisation • Structured versus Unstructured operations • Suitable subjects for standard operating procedures in hotels • Examples of standard operating procedures. 	16
4	Ecotels <ul style="list-style-type: none"> • Ecotel certification • Choosing eco-friendly site • Energy conservation • Water conservation • Waste management • Environment friendly housekeeping 	16
5	Electronic Housekeeping & Software's used in Housekeeping <ul style="list-style-type: none"> • IT –savvy Housekeeping • Managing Labour costs with Technology • Accounting and Budgeting with Technology 	16

Books Recommended:

Bansal, T. (2010). *Hotel Facility Planning*. New Delhi: Oxford University Press.

Martin, R. (1997). *Professional Management Of Housekeeping Operations*. New York: John Wiley & Sons, Inc.

Raghubalan, G. (2011). *Hotel Housekeeping Operations and Management*. New Delhi, India: Oxford University Press.

Singh, M. (2012). *Hotel Housekeeping*. New Delhi: Tata McGraw-Hill.

Public Relations
7-T-IV

Theory – 80
Internal -20
Total – 100

UNIT	C O N T E N T	MARKS
I	Evolution of Public relation <ul style="list-style-type: none"> • Definition of Public relation • Growth of public relation 	16
II	Importance of Public relation <ul style="list-style-type: none"> • Qualities of public relation personnel • Public relation in an organization 	16
III	Tools of Public Relation <ul style="list-style-type: none"> • Advertising , publicity, publication , oral communication, • Public relation management Ethics of PR Organization • Public relation and publicity 	16
IV	<ul style="list-style-type: none"> • Public relation & internal publics • Public relation & external publics • Public relation in crisis 	16
V	<ul style="list-style-type: none"> • Planning of public relation • Public relation and communication, Public relation and advertising Purpose of public relation advertising, Budgeting of public relation 	16

Books Recommended:

- Iqbal.s.Sachdeva. (2009). *Public Relations Principles and Practices*. New Delhi: Oxford University Press.
- Sam, B. (1970). *Practical Public Relation*. New Delhi: Sir Issar Pitman and SonsLtd
- Glenn.F.Ross. (1998). *The Psychology Of Tourism*. New delhi: Hospitality Press, Victoria, Australia.
- S.K.Bhatnagar. (2002). *Front Office Management* . New Delhi: Frank Bros.& co(publishers)ltd.

ENTREPRENEURSHIP DEVELOPMENT
7-T-V

Theory – 80
Internal -20
Total – 100

Units	Content	Marks
1.	Meaning, characteristics, functions and types of entrepreneur. Entrepreneurship scope, role in economical development, barriers and obstacles to Entrepreneur development. Factors affecting Entrepreneurship growth.	20
2.	ENTREPRENEURSHIP DEVELOPMENT PROGRAMMES (EDPs) <ul style="list-style-type: none"> • Need of EDPs • Objectives of EDPs • Role and problem of SSI in India • Franchising dealership Forms of commercial organization, sale trades, proprietorship, partnership and joint stock companies.	20
3.	PROJECT IDENTIFICATION AND SELECTION (PIS) <ul style="list-style-type: none"> • Meaning of project • Project identification • Project selection 	08
4.	PROJECT FORMULATION AND PROJECT APPRAISAL <ul style="list-style-type: none"> • Meaning of project report • Significance of project report • Contents of a project report • Formulation of a project report • Specimen of a project report • Common errors in project formulation • Concept of project appraisal • Method of project appraisal 	16
5.	FINANCING OF ENTERPRISE Need for financial planning Sources of finance Capital structure Term-Loans Sources of short-Term finance INSTITUTIONAL FINANCE TO ENTREPRENEURS Industrial development Bank of India (IDBI) Industrial finance cooperation of India (IFCI) Industrial credit and investment corporation of India (ICICI) Industrial reconstruction bank of India (IRBI) Life insurance corporation of India (LIC) Unit trust of India (UTI) State financial corporation's (SFCs)	16

Books Recommended

- Entrepreneurship Development- S.S. Khanka, S Chand & Company Ltd.
- Dynamics of Entrepreneurial Development and Management- Vasant Desai, Himalaya Publishing House
- Entrepreneurship-Rajeev Roy, Oxford University Press

RESEARCH METHODOLOGY
7-T-VI

Theory – 80
Internal -20
Total – 100

Units	Content	Marks
1	1. Meaning, and definition of Research statement of research problem and <ul style="list-style-type: none"> ○ Research objectives ○ Selection of title ○ Application of Research 2. Research Design and Data Collection	16
2	ED and Research Project Introduction <ul style="list-style-type: none"> i) Meaning & definition of Research ii) Statement of Research problem and Research objectives iii) Selection of title iv) Application of Research 	16
3	Research Design and data collection <ul style="list-style-type: none"> i) Primary Research ii) Secondary Research iii) Research approaches –observation, Experiment, survey iv) Research Instrument – Questionnaire, Mechanical 	16
4	Sampling Plan <ul style="list-style-type: none"> i) Sampling unit ii) Sampling size iii) Sample selection process Data Analysis <ul style="list-style-type: none"> i) Classification ii) Tabulation iii) Analysis and Interpretation 	16
5	Report Writing <ul style="list-style-type: none"> i) Report Format ii) Executive Summary, iii) Literature of review iv) Finding v) Conclusions & Recommendations vi) Bibliography 	16

FOOD PRODUCTION MANAGEMENT- III
7-P-I

PRACTICAL	CONTENT
I	Microwave Menu(6 Course)- 2 menus
II	Snacks & fast Food- 2 menus
III	Breakfast Cookery-2menus
IV	Bread-Enriched Dough
V	Pizzas- 2 varieties
VI	Cold Buffet- 2 menus(include Cold cuts , Canapes, Terrines& Galantine)
VII	Demo on Non- Edible display
VII	Chocolate- Filled Chocolates& Chocolate Decoration
VIII	Marzipan-Almond paste, Marzipan shapes
IX	Fondant – as icing, and as filling
X	Meringue – as icing and used as/in product
XI	Sugar boiled candies- 5 Varieties

FOOD & BEVERAGE SERVICE MANAGEMENT – III
7-P-II

UNIT	Content
1.	Equipment for Gueridon service – care and use
2.	Gueridon Service <ul style="list-style-type: none"> • Organizing Mis-en-place for Gueridon Service • Preparation of Following Dishes • Crepe suzette • Banana au Rhum • Peach Flambé • Rum Omelette • Steak Diane • Pineapple flambe
3.	Designing different types of Menu card for service purpose <ul style="list-style-type: none"> • Psychology • Graphic Design
4.	HACCP practices inside Bar and Restaurant Hazardous materials:- <ul style="list-style-type: none"> • Inspection checklist • Hazards & dealing with hazardous materials

Housekeeping Management –III
7-P-III

Sr. No	Practical
1	Design a questionnaire for hotel housekeepers to analyze work place pain and hazards
2	Developing SOP for any 2 activities of housekeeping
3	Enlist electronic facilities in housekeeping (through internet/ magazines/ visits)

Public Relation
7-P-IV

UNIT	C O N T E N T
I	Developing Corporate communication skills
II	Group Discussion and personal interview techniques
III	Developing presentation skills and C.V.
IV	Organizing press conference
V	Preparation of promotional brochures.
VI	Crisis handling in PR

COMPUTER BASED TRAINING PRESENTATION
7-P-V

The training presentation has to be a Multimedia PowerPoint presentation using a computer or a laptop connected to LCD / projection system depending upon the available resources. The students could show it in their personal laptop also. Log book shall also be evaluated. The training report will be evaluated.

The seminar will be scheduled by the college based on the training report and the final viva-voce will be commenced.

SEMESTER-VIII
ADVANCE FOOD PRODUCTION
8-T-I

Theory – 80
 Sessional -20
 Total – 100

UNIT	CONTENT	MARKS
I	Food presentation principles <ul style="list-style-type: none"> • The Concept of Plate Presentation <ul style="list-style-type: none"> ○ Colour ○ Garnish (Unconventional garnishes, Role & uses of garnishes Food Styling) ○ Cooking Method ○ Plate Selection ○ Arranging Food • Merging of Flavors, Shapes, and Textures on the Plate • Emerging Trends in Food Presentation • Food photography & problems there in 	16
II	Research and Product Development <ul style="list-style-type: none"> • Testing New Equipment • Developing New Recipes • Food Trials • Evaluating A Recipe • Organoleptic Sensory Evaluation 	16
III	Food safety & hygiene <ul style="list-style-type: none"> • HACCP Principles • HACCP Specialization • HACCP Certification 	16
IV	Breakfast <ul style="list-style-type: none"> • International and Indian menus, • Preparations of traditional / classical items, • ‘Power breakfast’ & ‘Brunch’ concept Convenience foods – Role of convenience foods in fast food operations, advantages & disadvantages of Convenience foods. Labor & cost saving aspect of Convenience foods. New Concepts <ul style="list-style-type: none"> • Slow food movement • Molecular Gastronomy • Genetically Modified Foods • Organic Foods • Vegan cuisine • Use of non-edible components 	16
V	Confectionery <ul style="list-style-type: none"> • Meringues – Making, factors affecting stability, cooking, types & uses. • Chocolate work • Fondant • Marzipan • Ice-Creams & Sorbets 	16

	Sugar <ul style="list-style-type: none"> • Types of sugar & Sugar boiled icings Other sundry material & mixtures used in confectionery such as jam, jellies, curds, creams, custards, gelatin, agar-agar, pectin, gums (Arabic, Tracanth) dextrin	
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Books Recommended

- Bali, P. S. (2009). *Food Production Operations* . New Delhi: Oxford University Press.
- Bali, P. S. (2012). *Quantity Food production*. New Delhi: oxford university press.
- S.Bali, P. (2012). *International Cuisine & Food Production*. New Delhi: Oxford University Press.
- Thagan, P. (1999). *Modern Cookery Vol I & II*. New delhi: Orient Longman Ltd.
- Arora, K. (2000). *Theory of Cookery*. New Delhi: frank Bros & Co (Publishers) ltd.
- Wayne, G. (1995). *Professional Cooking*. USA: John Wiley & Sons.
- *Larousse Gastronomique*. (2001). USA: Hamlyn- a division of Octopus Publishing group Ltd.
- Kalra, I. (2000). *Prasad - Cooking with indian Masters*. New delhi: Allied Publishers ltd.
- Saraswat, A. (2003). *Professional Chef*. New Delhi: UBS Publishers distributors Pvt Ltd .
- David Foskett, V. C. (2003). *The Theory Of Catering*. London: Book Power Publishers
 - Food Hygiene and Sanitation, S. Roday, Tata Mc Graw-Hill
 - Cousins, D. L. (2010). *Food and Beverage Service*. London: Hodder Education .
 - Cullen, P. (2001). *The Food and Beverage Manaager* . New Delhi: Global Books & Subscription Services

ADVANCE FOOD & BEVERAGE SERVICE

8-T-II

Theory – 80
Sessional -20
Total – 100

Unit	Content	Marks
I	Recent Concerns And Trends Future Of Quick Service Restaurants Technology In Food And Beverage Industry	16
II	Planning And Organizing The Food And Beverage Service Department Developing a good F&B Team, Performance and productivity standards , Time and motion study in Food and Beverage operations,	16
III	Planning And Organizing The Food And Beverage Service Personnel Job procedures(Task analysis), Job allocation and work schedules, Calculating staff strength & planning duty rosters, team work , training and leadership in food and beverage department , devising training programs for F&BS staff, Performance measures, Customer relations, sales promotions	16
IV	Food And Beverage Management Introduction, Objectives of F&B Management, Responsibilities of F&B Management, Constraints to F&B Management, Managing quality in F&B operations.	16
V	Marketing and sales in restaurant • Introduction • Catering consideration • Types of menu / product • Marketing banquet facilities • Marketing Plan	16

Books Recommended:

- Food and Beverage Service – Lillicrap. D.R. ; Edward Arnold Ltd. London
- Professional Food and Beverage Service Management – Verghese Brian; Macmillan India Ltd.
- Food and Beverage management and Service –Waiter; Barrie & Jenkins London 1965.
- The Waiter – Fuller John & Currie. A.J ; Hutchinson
- Food and Beverage Service- Dhawan Vijay; Franc Bros &Co.
- The Steward, Dias. P

Advance Accommodation Management
8-T-III

Theory – 80
Sessional -20
Total – 100

S.no	Contents	Marks
1	Managing HK personnel <ul style="list-style-type: none"> • Documents for personnel Management • Determining Staff Strength • Recruiting • Selecting • Hiring • Orienting 	16
2	Training <ul style="list-style-type: none"> • Training employees • Steps in Planning a training programme • Benefits of training • Types of training 	16
3	Scheduling <ul style="list-style-type: none"> • Parameter to consider • Work schedules • Planning Duty rosters • Advantages of a duty rosters 	16
4	Housekeeping Budgeting <ul style="list-style-type: none"> • Types of Budgets • House Keeping Expenses • Budget planning process • Income Statement of Rooms Division • Controlling expenses 	16
5	New property Operations <ul style="list-style-type: none"> • Introduction • Starting up housekeeping • System and procedures • Countdown Changing trends in Housekeeping <ul style="list-style-type: none"> • Hygiene not just Cleanliness • New scientific techniques 	16

Books Recommended:

- Bansal, T. (2010). *Hotel Facility Planning*. New Delhi: Oxford University Press.
 Martin, R. (1997). *Professional Management Of Housekeeping Operations*. New York: John Wiley & Sons, Inc.
 Negi, D. J. (2000). *Human Resorce Development and Management in Hotel Industry*. New Delhi: Frank Bros. & Co.
 Rao, P. (2004). *Personnel and Human Resource Management*. Mumbai: Himalaya Publishing Centre.
 W.F.Casio. (1998). *Managing Human Resources*. Boston: McGraw-Hill.

Travel & Tourism
8-T-IV

Theory – 80
Internal -20
Total – 100

UNIT	C O N T E N T	MARKS
I	Tourism through Centuries (India and World), Ancient, and Medieval and Modern history of tourism Factors influencing the growth of tourism, Globalization and Tourism.	16
II	Significance of Tourism, social, economic cultural – Definition of travel, Traveller, Visitor, Excursionist, Tourist, Picnic – Concept, leisure and business.	16
III	Typology and forms of tourism – International, Inbound, Outbound, interregional, intra regional, domestic, International, national and other forms Social tourism.	16
IV	Tourism an overview – components (5A's Attraction, Accessibility, Accommodation, Amenities and Activities), Tourism system and Elements of tourism (Leeper's Model) – Characteristics of Tourism, (Intangibility, Perishability, Variability, Inseparability, Heterogeneous, Characteristics of tourism products.	16
V	Tourism as an Industry: Multi-sectoral and multifaceted nature of tourism business – Linkages of tourism with other industries/Sectors. Roles of Government and Private sector in tourism development – Hospitality Industry, Skills / attributes required for successful Tourism and Hospitality Career.	16
	Brief introduction to tourism Suppliers: Accommodation, Travel, and Transportation industries. Role of Travel Agents, Tour Operators, NTOs, Information Centers – Career opportunities in Travel Tourism	

Books Recommended:

- Cooper, F. (2000). *Tourism principles and Practices*. New delhi: Pitman.
- Sunetra Roday, A. B. (2009). *Tourism Operations & Mngement*. New Delhi: oxford University Press.
- Glenn.F.Ross. (1998). *The Psychology Of Tourism*. New delhi: Hospitality Press, Victoria, Australia.

HUMAN RESOURCE MANAGEMENT

8-T-V

Theory 80
Sessional 20
Total – 100

UNIT	C O N T E N T	MARKS
I	Concept of Human Resource Management <ul style="list-style-type: none"> • Personnel Management- Definition, Objective, Function, Importance • Difference Between Personnel Management and Human Resource Management • Human Resource Management- Definition, Objective, Function, Importance, Scope, Functions of HR Manager 	16
II	<ul style="list-style-type: none"> • Human Resource Planning • Career Planning • Recruitment- Sources • Selection Process • Interviews • Placement • Induction and Orientation • Training • Promotions • Demotions • Transfers • Absentism • Replacement 	16
III	<ul style="list-style-type: none"> • Job Analysis- Job Description and Specification, • Job evaluation techniques • Management Development; Performance appraisals-Objective, Process, Methods • Grievance Handling (PONJ) • Compensation Management, Wage and Salary Administration 	16
IV	<ul style="list-style-type: none"> • Industrial Psychology and Behavioral Science • Leadership: Role, Types, style, importance and qualities of a leader • Motivating Human Resource • Quality of Work Life <ul style="list-style-type: none"> ○ Quality of Work ○ Morale ○ Job Satisfaction ○ Social Security ○ Health and Safety ○ Labour Welfare 	16

V	<ul style="list-style-type: none"> • Current Trends of HR Systems in Hospitality Industry • Industrial Relations - Meaning & Characteristics Industrial Relations - Nature of Trade Unions - Problems of Trade Union • Industrial Disputes - Settlement of Industrial Disputes. • Collective Bargaining - Features - Pre-requisite of Collective Bargaining - 	16
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Books Recommended:

A.M.Sharma. (2003). *Personnel and Human Resource Management*. Mumbai: Himalaya Publishing House.

C.B. Mamoria, S. G. (2004). *Human Resource Management*. Mumbai: Himalaya Publishing House.

Dwivedi, R. (2001). *Managing Human Resources Personnel Management in Indian Enterprises*. Delhi: Galgotia Publishing Company.

HOSPITALITY LAWS & LICENSES
8-T-VI

Theory 80
Sessional 20
Total – 100

UNIT	CONTENT	MARKS
I	Introduction to law: <ul style="list-style-type: none"> ➤ Meaning & Definition of Law ➤ Objects of Law ➤ Importance of studying Law Indian Contract Act <ul style="list-style-type: none"> ➤ Definition of Contract, Proposal, Agreement, Consideration, etc. Essentials of Valid contract ➤ Competent Parties ➤ Types of Contracts – valid, void and voidable. ➤ Performance of Contract ➤ Discharge of Contract ➤ Remedies for Breach of Contract ➤ Indemnity and Guarantee 	16
II	Licenses And Permits <ul style="list-style-type: none"> ➤ Licenses and permits for hotels and catering establishments- procedure for procurement, bye laws of hotels & restaurant under municipal corporation ➤ Renewal suspension and termination of licenses. Food Legislation <ul style="list-style-type: none"> ➤ Principles of food laws-acts regarding prevention of food adulteration, definition, authorities under the act, procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time. ➤ Essential commodities Act Liquor Legislation- <ul style="list-style-type: none"> ➤ Bombay Prohibition Act ➤ Possession of Indian liquor ➤ Possession of foreign liquor 	16

	➤ Law for Indian made foreign liquor	
III	Industrial Legislation ➤ Factories Act, ➤ Payment of Wages Act, ➤ Industrial Disputes Act, ➤ Apprentices Act, ➤ Provident Fund Act, ➤ Trade Unions Act (each Act with reference to hotel industry)	16
IV	Law Of Tenancy Rent control act, distinction between guest and tenant, inn keeper, guest relationship, inn-keeper's lien, bye laws as affecting catering establishments. Consumer Protection Act consumer protection councils, procedure for redressal of grievances	16
V	Payment of Wages Act, 1936: ➤ Important Definitions under the Act ➤ Rules relating to wage TEACHING SCHEME, time & mode of wage ➤ Payment ➤ Authorized Deductions Workmen's Compensation Act, 1923: ➤ Important Definitions under the Act ➤ Partial & Total Disablement ➤ Accident ➤ Accident arising out of an employment ➤ Accident 'in the course of an employment ➤ Employer's liability to pay compensation ➤ Amount of compensation payable by an employer	16

ADVANCE FOOD PRODUCTION
8-P-I

Term Work Marks -20
Practical-80
 Total-100

PRACTICAL	CONTENT
I	Thai Menu(6 Course) -2 menus
II	Mexican Menu(6 Course)- 2 menus
III	Greek Menu(6 Course) -2 menus
IV	German Menu(6 Course)- 2 menus
V	Great Britain Menu(6 Course) -2 menus
VI	Lebanese (Mediterranean) (6 Course)-1 menu
VII	Display of Plate Presentation – (10 Dishes)
VII	Ice-cream – 5 varieties
VIII	Sorbets – 5 varieties

IX	Mousse/ Souffles/ Bavarois – 5 varieties each

ADVANCE FOOD & BEVERAGE SERVICE
8-P-II

Term Work Marks -20
Practical-80
Total-100

UNIT	Content
1.	F&B Staff Organization Developing Organization Structure of various Food & Beverage Outlets Determination of Staff requirements in all categories Making Duty Roster Preparing Job Description & Specification
2.	Supervisory Skills Conducting Briefing & Debriefing - Restaurant, Bar, Banquets & Special events
3.	Drafting Standard Operating Systems (SOPs) for various F & B Outlets Supervising Food & Beverage operations Preparing Restaurant Log
4.	Handling of emergency situation

Advance Accommodation Service Management
8-P-III

Term Work Marks -20
Practical-80
Total-100

S. no	Practical
01	Making schedules for 100 room, 200 room and 300 room properties for morning , evening and night shift
02	Making roster for for 100 room, 200 room and 300 room properties for morning , evening and night shift with occupancy percentage. Making roster for villa type hotels, resorts
03	Making tent cards to train guest for conserving energy.

Public Relation & Travel & Tourism
8-P-IV

Term Work Marks -20
Practical-80
Total-100

C O N T E N T	
I	Types of Tourism – Assignments and presentation
II	Preparation of itinerary – National & International – Presentation
III	Package tours
IV	Most popular tourism destination in India and abroad
V	Latest trends in tourism
VI	Current affairs related to travel and tourism

Project Work & Training Presentation
8-P-V

Term Work Marks -
i) Project work – 10
ii) Training Presentation – 10
Practical
i) Project work – 40
ii) Training Presentation – 40
Total-100

i) Project Work

Project should be carried out in the following manner

- ED and Research Project
 - Introduction
 - i) Meaning & definition of Research
 - ii) Statement of Research problem and Research objectives
 - iii) Selection of title
 - iv) Application of Research
 - Meaning, and definition of Research statement of research problem and research objectives
1. Selection of title Application of Research
 2. Research Design and Data Collection
 3. Sampling Plan
 - i) Sampling unit
 - ii) Sampling selection process
 4. Data Analysis
 5. Report writing

Every student shall select a research project from the Hospitality Industry. The nature of the product shall be based on the synthesis of their experience and knowledge gained from allied subjects. Subject of the project shall be approved by the department at the commencement of the

session. The research project will be guided by the faculty of the department/college. The students will be required to submit the project report on a prescribed date.

Comprehensive Viva-Voce/ Seminar based on Project

The seminar will be scheduled by the college or the department based on the Project and the final vice-voce will be commenced on the day and date prescribed by the university in the presence of External & Internal Examiner.

ii) Training Presentation

The training presentation has to be a Multimedia PowerPoint presentation using a computer or a laptop connected to LCD / projection system depending upon the available resources. The students could show it in their personal laptop also. Log book shall also be evaluated. The training report will be evaluated.

The presentation will be scheduled by the college based on the training report and the final viva-voce will be commenced on the day and date prescribed by the university in the presence of External & Internal Examiner.

BHMCT
(BACHELOR OF HOTEL MANAGEMENT AND
CATERING TECHNOLOGY)

“PSOs and POs of SBTC College BHMCT”

Bachelor of Hotel Management and Catering Technology

Programme Specific Outcomes

The expected Programme Specific Outcomes of the Bachelor of Hotel Management and Catering Technology degree are as follows: -

- PSO 1:** To excel in professional career by acquiring solid foundation in hospitality.
- PSO 2:** To provide students with an in-depth understanding of the operational aspects and knowledge of the fundamental principles of the Hospitality Industry.
- PSO 3:** To understand the essentials of the Hotel Industry, Commercial Kitchen operations, Front Office, Accommodation operation, Food & Beverage Service and the wines.
- PSO 4:** To acquire ethical, professional, managerial, interpersonal and communication skill sets to work efficiently.
- PSO 5:** Understand the concepts and application of administrative, financial, computer and technical skills that are needed to be successful within the hospitality industry.
- PSO 6:** To exhibit professional and ethical standards in terms of teamwork spirit, as entrepreneurs and respectable leaders so as to be able to work globally.

Programme Outcomes

The expected Programme Outcomes of the Bachelor of Hotel Management and Catering Technology degree are as follows: -

- [PO 1] Hotel and Hospitality Knowledge:** Apply the knowledge of hotel, hospitality and core area of specialisation to solve the complex problems while serving the industry.
- [PO 2] Problem Analysis:** Ability to analyse and formulate applications for solving problems in the field of hospitality.
- [PO 3] Design and Development of Solution:** Design practical solutions in hospitality industry for any specific needs to exhibit the professionalism with appropriate consideration for the public health and safety, and the cultural, societal, and environmental considerations.
- [PO 4] Conduct investigations of complex problems:** Investigate and apply technical skills to solve complex problems occurring while serving the industry.
- [PO 5] Modern Tool Usage:** Create, select, and apply appropriate techniques, resources, and modern management and IT tools with an understanding of the limitations.
- [PO 6] Communication:** Communicate effectively to present the information to the subordinates, management and other stakeholders of the hospitality industry.
- [PO 7] Individual and team work:** Develop function capably as an individual, team member and as a leader in a team.

[PO 8] Hospitality and Society: Apply the contextual knowledge to assess societal, health, safety, legal, and cultural issues and the subsequent responsibilities related to the hospitality services.

[PO 9] Environment and Sustainability: Understand the impact of the hotel, hospitality and tourism in social and environmental contexts, and demonstrate the knowledge of need for sustainable development.

[PO 10] Ethics: Apply ethical principles and commit to professional ethics and responsibilities while serving the hospitality industry.

[PO 11] Lifelong learning: Recognise the need for lifelong learning to meet the developments and changes occurring with time and technological changes.



AKSHAY DANDALE
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**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
SYLLABUS WITH COURSE OUTCOMES**

BHMCT Semester-I

FOOD PRODUCTION AND PATISSERIES FOUNDATION- I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : I
Course Title : Food Production and Patisseries Foundation- I	
Course Code : 1-T-I	Theory
Credits : 4	Number of Lectures in a week: 4

Rationale: This subject proposes to develop basic knowledge and culinary skills, which will help students to develop a comprehensive awareness of culinary history, ingredients and their uses, methods of cooking, basic tools and utensils used in kitchen.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	<p>Introduction to Cookery and Culinary History</p> <ul style="list-style-type: none"> • Definition of cooking • Culinary history-Development of the culinary art from the Middle Ages to modern cookery (Escoffier, Marie Antonie Careme, Michelin Star) • Introduction to Nouvelle cuisine and Professional Cookery and their basic Characteristics • Weight & volumes Equivalent (conversion tables) (American; British) • Temperature conversion °C to °F. <p>Aims & Objectives of Cooking Food Various textures and Consistencies Techniques used in Pre-preparation</p>	CO 1. Perceive the concept of cooking and culinary development through the ages towards the modern approach, aims and objectives of cooking, pre-preparation techniques and different textures and consistencies. Familiarisation with the calculary aspects of different weights, volumes and temperatures.
II	<p>Introduction to Professional Kitchen</p> <ul style="list-style-type: none"> • Levels of skills and experiences • Attitudes and behaviour in the kitchen • Personal hygiene • Uniforms & protective clothing • Safety procedure in handling equipment 	CO2. Illustrate the attributes of Professional kitchen and rules for operating equipment
III	<p>Hierarchy Area of Department and Kitchen</p> <ul style="list-style-type: none"> • Classical Brigade • Modern staffing in various category hotels • Duties and responsibilities of various Kitchen Personnel 	CO3. Understand the classical and modern hierarchy of kitchen department along with duties and responsibilities of staff.

	<ul style="list-style-type: none"> • Co-ordination with other departments • Attitude & Skill in Kitchen. 	
IV	<p>A Classification of Foundation Materials according to their types and functions</p> <ul style="list-style-type: none"> • Foundation material • Salt • Liquid • Sweetening • Fats & Oils • Raising Agents • Thickening Agents • Flavors • Seasonings • Essences, Essences oil 	CO4. Acknowledge the raw materials on the basis their function, nature and use.
V	<p>Basic Methods of Cooking Heat Transfer</p> <ul style="list-style-type: none"> • Conduction, Convection; Radiation <p>Methods:</p> <ul style="list-style-type: none"> • Boiling, Baking; Simmering; Stewing; Braising; Broiling; Poaching; Grilling; Roasting; Frying, Steaming. • Advantages and Disadvantages, Principles of each of the above, Care and precautions to be taken, Selection of food for each type of cooking <p>5.3. Fuels: Advantages & Disadvantage of fuels used in kitchen</p> <ul style="list-style-type: none"> • Gas • Charcoal • Electricity • Tools and utensils used in kitchen 	CO5. Illustrate the methods of heat transfer, basic methods of cooking and fuels, tools and utensils used in kitchen.
References	<ol style="list-style-type: none"> 1. Bali, P. S. (2009). Food Production Operations. New Delhi: Oxford University Press. 2. Bali, P. S. (2012). Quantity Food production. New Delhi: oxford university press. 3. S.Bali, P. (2012). International Cuisine & Food Production. New Delhi: Oxford University Press. 4. Thagan, P. (1999). Modern Cookery Vol I & II. New Delhi: Orient Longman Ltd. 5. Arora, K. (2000). Theory of Cookery. New Delhi: frank Bros & Co (Publishers) ltd. 6. Wayne, G. (1995). Professional Cooking. USA: John Wiley & Sons. 7. Larousse Gastronomique. (2001). USA: Hamlyn- a division of Octopus Publishing group Ltd. 8. Kalra, I. (2000). Prasad - Cooking with Indian Masters. New Delhi: 	

	Allied Publishers ltd. 9. Saraswat, A. (2003). Professional Chef. New Delhi: UBS Publishers distributors Pvt Ltd. 10. David Foskett, V. C. (2003). The Theory of Catering. London: Book Power Publishers. 11. Mohini Sethi, S. M. (1997). catering Management - An Integral Approach. New Delhi: New Age International (P) Ltd. 12. Wayne, G. (1995). Professional Baking. USA: John Wiley & Sons
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FOOD PRODUCTION AND PATISSERIES FOUNDATION- I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : I
Course Title : Food Production and Patisseries Foundation- I	
Course Code : 1-P-I	Practical
Credits :	Number of Lectures in a week: 8

Detailed Course Content and Course Objectives

Practical	Contents	Course Objectives
I	Cut of vegetable Introduction to equipment / Rota / Indenting	CO1. Understanding the kitchen equipment, tools, kitchen kit and briefing on writing of practical Journal. Demonstration of various cuts of vegetables.
II	Indian Menus -4 (Six Course Menu) <ul style="list-style-type: none"> • Roties - 3 Varieties • Dal - 3 Varieties • Vegetable 3 / Paneer 2 Varieties • Meat 2/Chicken2/Fish1 Varieties • Rice-3 Varieties • Sweets -3 Varieties 	CO2. Preparation of Indian dishes for developing skills of basic preparation techniques and cooking methods. (Four menus)
III	Continental -4(Four course menu) <ul style="list-style-type: none"> • Soup (Thick, Thin, Cream soups) • Main course (Four vegetarian, Four non-vegetarian) • Accompaniments (vegetables, salads, potatoes) • Desserts (Caramel Custard, Honeycomb mould, coffee mousse) 	CO3. Understanding and practicing of basic Continental preparations. (Four Menus)
IV	Snack Menu -2 <ul style="list-style-type: none"> • South Indian • Parathas 	CO4. Demonstration and Practice of South Indian preparations and Parathas. (Two Menus)
V	Quick Bread- <ul style="list-style-type: none"> • Pour batters (waffles/pancakes/popovers) • Drop batters (muffins/coffee cakes/biscuits) 	CO5. Introduction to Bakery and demonstrations. (Two Practical).
VI	Cakes <ul style="list-style-type: none"> • With Shortening – pound cake, cupcake • Un-shortened- Sponge Cake • Combination- Chiffon Cake 	CO6. Demonstration and Practice of basic cakes (Three Practical)
VII	Cookies <ul style="list-style-type: none"> • Drop Cookies • Bagged out cookies • Coconut Macaroon 	CO7. Demonstration and Practice of basic cookies (Two Practical)

FOOD & BEVERAGE SERVICE FOUNDATION-I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : I
Course Title : Food and Beverage Service Foundation- I	
Course Code : 1-T-II	Theory
Credits : 4	Number of Lectures in a week: 4

Rationale: This subject proposes to familiarise the student with Food and beverage service industry and its operations in various kinds of outlets. The subject will help students to develop a comprehensive awareness of service equipments, classical and modern hierarchy, duties and responsibilities and various service methods.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	<p>The Food & Beverage Service Industry</p> <ul style="list-style-type: none"> • Introduction to the Food & Beverage Industry • Classification of Catering Establishments (Commercial & Non-Commercial, residential & Non-residential) • Introduction to Food & Beverage Operations (Types of F&B Outlets) Inter-departmental relationships (Within F&B and other departments) 	CO 1. Perceive the concept of Food and Beverage Service Industry along with different commercial and noncommercial catering establishments and familiarization with the Food and Beverage Operations
II	<p>The Food & Beverage Service Areas</p> <ul style="list-style-type: none"> • Restaurant • Coffee shop • Room Service • Bars • Banquets • Snack Bar • Executive Lounges • Discotheque • Night Club • Specialty Restaurant • Cafeteria service • Fast food service <p>Auxiliary areas</p> <ul style="list-style-type: none"> • Still Room/Pantry • Store Room/ Silver Room / Plate room • linen room • Kitchen stewarding 	CO 2. Illustrate the Food and Beverage Service areas and to understand the location, functions, equipment used and importance of Auxiliary section
III	<p>The Food & Beverage Service equipments</p> <p>Types & Usage of Equipment-</p> <ul style="list-style-type: none"> • Furniture 	CO3. Understand the various Food and Beverage Service equipment, tools and their types and care, maintenance.

	<ul style="list-style-type: none"> • Cutlery • Flatware • Silverware • Glassware, • Hollow ware • Linen, <p>Special Equipment, Care & maintenance</p>	
IV	<ul style="list-style-type: none"> • Food & Beverage Service Personnel • Food & Beverage Service Organization Structure • Duties & responsibilities of F&B staff • Attributes of a waiter • Basic Etiquettes 	CO4. Understand the classical and modern hierarchy of Food and Beverage Service department along with duties and responsibilities of staff.
V	<p>The Food & Beverage Service Method</p> <ul style="list-style-type: none"> • Table Service: Silver, English, American, Russian, French • Self Service: Buffet & Cafeteria • Specialized Service: Gueridon, Lounge & Butler • Single Point Service: Takeaway, Vending, Kiosks, Food Courts & Bars 	CO5. Illustrate different methods of Food and Beverage Services along with their principals, advantages and dis-advantages.
References	<ol style="list-style-type: none"> 1. Dennis Lillicrap, J. C. (2002). Food and Beverage Service. London: Hodder and Stoughton Educational. 2. Verghese, B. (1999). Professional Food and Beverage Service Management. Bangalore: Macmillan Indian Ltd. 3. Dhawan, V. (2003). Food & Beverage Service. New Delhi: Frank Bros & Co. (Publishers) Ltd. 4. Dias, P. (1996). The Steward. Orient BlackSwan. Jenkins, B. &. (1965). Food and Beverage management and Service -. London. 5. John Fuller, A. J. (1981). The Waiter. In A. J. John Fuller, The Waiter. Hutchinson. 	

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FOOD & BEVERAGE SERVICE FOUNDATION-I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : I
Course Title : Food & Beverage Service Foundation-I	
Course Code : 1-P-II	Practical
Credits : 4	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practical	Contents	Course Objectives
I	Familiarization of F & B Service equipment, Care & Maintenance of F & B Service equipment	CO1. Understanding the Food & Beverage Service equipment, tools, service kit and briefing on writing of practical Journal.
II	Stacking Sideboard	CO2. Demonstration and practice of setting up of sideboard for smooth service operations.
III	Napkin Folds	CO3. Demonstration and practice of various Napkin Folds for placing in cover.
IV	Carrying a Tray / Salver	CO4. Demonstration and mock practice of carrying tray and salver.
V	Laying a Table Cloth, Changing a Table Cloth during service	CO5. Demonstration and Practice of Laying/ relaying a Table Cloth.
VI	Service of Water	CO6. Demonstration and Practice of water service.
VII	Holding Service Spoon & Fork	CO7. Demonstration and Practice of Holding Service gear.
VIII	Compilation and service of Menu <ul style="list-style-type: none"> • 3 Course • 4 Course • 5 Course • 6 Course • 7 Course 	CO8. Practicing compilation and service of Table d hote menus.
IX	Changing dirty ashtray	CO9. Demonstration and Practice of Changing dirty ashtray.
X	Crumbing and clearance	CO10. Demonstration and Practice of Crumbing and clearance of the table.

HOUSEKEEPING MANAGEMENT –I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : I
Course Title : Housekeeping Foundation- I	
Course Code : 1-T-III	Theory
Credits : 4	Number of Lectures in a week: 4

Rationale: This course is serving as an introduction to the housekeeping department and provide an insight into the daily routine of housekeeping operations and hotel guest room. Descriptive knowledge of the control desk activities and various cleaning equipment used by the housekeeping department.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Introduction <ul style="list-style-type: none"> • Introduction and Importance of Hotel House-Keeping Department • Basic layout of House-keeping Department • Co-ordination of House-Keeping with other departments of the hotel • Organization structure of HK department. (Large /medium/Small) • Aims of professional House keeper • Qualities of House Keeping staff. 	CO 1. Understand the importance of housekeeping in hotels its co-ordination with others department. Identify the functional layout for department to achieve maximum efficiency in providing guest services and Determination of the personal attribute required in housekeeping personnel.
II	Housekeeping Desk <ul style="list-style-type: none"> • Importance, Role, Co-ordination, Role during Emergencies. • General operations of control desk (Service by Desk) • Handling telephone calls • Handling Lost & Found – Guest articles & Hotel articles. • Reports, Forms, & Registers maintained at Housekeeping desk. • Daily routine and system 	CO2. Understand the various form, formats and registers maintained at Housekeeping desk along with desks operations and daily routine and system of the department.
III	Cleaning of guest Room and Public Areas <ul style="list-style-type: none"> • Principles of Cleaning • Daily cleaning – (Occupied / Departure / Vacant/ Under Repair /VIP/DND Rooms) • Weekly cleaning • Spring cleaning • Public area cleaning (Lobby/cloakroom / Restaurant/ 	CO3. Identify the suitable cleaning processes for the various Public areas and guest rooms and the principles of Cleaning.

	<p>Bar/Banquet Halls / Admin officer lifts & Elevations/ staircase /Back areas / Front areas/ Corridor</p> <ul style="list-style-type: none"> • Definition of Contract cleaning • Evening Service (Turn down) • Second Service • Individual Cleaning and team (Group) Cleaning. 	
IV	<p>Hotel Guest Room</p> <ul style="list-style-type: none"> • Types of rooms • Basic layout of guest room • Layout of corridor; • Rules on guest floor • Furniture in Guest room • Beds, Mattress and Bedding • Fixture, Fittings Soft furnishings, Accessories • Guest supplies and Amenities in a guest Room • Types of Linen and their sizes • Replacement of Guest supplies and amenities (STD room, VIP room, VVIP room) 	CO4. Learn about the identification, description, layouts and importance of different types of guestrooms. Enumerate the various kinds of Beds, Mattress, Beddings, Fixtures, Fittings, Soft furnishing, Accessories, Guest supplies and amenities in the Guest rooms.
V	<p>Cleaning Equipment</p> <ul style="list-style-type: none"> • Types of Equipments: Manual & Mechanical • Types of trolleys and caddies • Storage, use, upkeep, Maintenance • Selection • Pantry replacement 	CO5. Enumerate the types, use, maintenance, storage, and selection of diverse cleaning equipment.
References	<ol style="list-style-type: none"> 1. Bansal, T. (2010). Hotel Facility Planning. New Delhi: Oxford University Press. 2. Martin, R. (1997). Professional Management of Housekeeping Operations. New York: John Wiley & Sons, Inc. 3. Raghubalan, G. (2011). Hotel Housekeeping Operations and Management. New Delhi, India: Oxford University Press. 4. Singh, M. (2012). Hotel Housekeeping. New Delhi: Tata McGraw-Hill. 	

HOUSEKEEPING FOUNDATION-I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : I
Course Title : Housekeeping Foundation- I	
Course Code : 1-P-III	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practical	Contents	Course Objectives
I	<ul style="list-style-type: none">• Handling telephone calls• Handling of lost and found• Filling Forms and registers at the desk	CO1. Learn about answering and transferring the various inter and intra departmental calls and understand the systematic procedures and documentation of lost and find articles and records.
II	<ul style="list-style-type: none">• Cleaning of room• Cleaning of bathroom• Making of bed	CO2.Lay down the standards for cleaning of guestrooms and bed-making procedure.
III	<ul style="list-style-type: none">• Mechanical cleaning- sweeping, mopping, washing of floors Vacuum cleaning- floors, carpets, upholstery	CO3. Practice basic cleaning procedures for sweeping, mopping, washing of floors Vacuum cleaning- floors, carpets, upholstery

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FRONT OFFICE FOUNDATION- I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : I
Course Title : Front Office Foundation- I	
Course Code : 1-T-IV	Theory
Credits :	Number of Lectures in a week: 4

Rationale: Front office plays an important role in Tourism and Hospitality industry as it is first and last point of interaction with guests being situated at the entrance. The subject aims to establish the importance of Front office in hotel by clearing the concepts such as classification of hotels, different sections and layouts of front office department, hierarchy of the department and the job description, Hotel Brochures and Tariffs, different types of rooms and guest services. It prepares the student to acquire basic knowledge and skills necessary for reservation, registration and terminology used in front office.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Introduction to Hotel Industry <ul style="list-style-type: none"> • Definition of Hotel • Development of Hotel industry with reference to India and world • Classification of Hotel • Star classification • Locations • Size • Type of Clientele • Different Department of Hotel • Introduction to Front Office Department • Importance of Front Office Department • Different sections of front office department • Layout of Front Office (lobby and back office) • Equipments and furniture of Front Office 	CO1: Perceive the concept of hospitality, tourism and hotel Industry and understand the classification of hotel, importance of front office and various sections of front office and related layouts. Familiarisation with the furniture and equipment for front office department.
II	<ul style="list-style-type: none"> • Staff organization of front office (small, medium, large, hotels) • Food Plans • Symbols and abbreviations used operations in Front office operations • Importance and Role of Front Office staff. • Personality traits of front office staff • Duties and responsibilities of Receptionist <p>Job description of</p> <ul style="list-style-type: none"> • front office Manager 	CO2: Illustrate hierarchy and staff organization chart of front office, duties and responsibilities of front desk professionals with their attitude and attribute. Understand the important sign, symbol and abbreviation used in front operations.

	<ul style="list-style-type: none"> • Lobby manager • Receptionist • Reservationists 	
III	<ul style="list-style-type: none"> • Hotel Brochures and Tariffs. • Different types of room rates Basis of charging tariffs Use of brochure and tariffs • Communication • Co-ordination of front office with other departments. Handling of Telephone Manners • Front Office responsibilities • Communication- internal and interdepartmental. • Guest services- basic information. 	<p>CO3: Illustrate the types and different category of room and understand the bases of charging room rate and also how to read tariff card and brochures.</p> <p>Understand the importance of communication and internal relationship with other departments, also posture, gesture and some details of telephone handling</p>
IV	<p>Reservation</p> <ul style="list-style-type: none"> • Meaning and Need of Reservation • Sources of Reservation • Reservation Process • Advance letting out chart • Density chart • Booking diary • Reservation form • Whitney system of Reservation • Whitney rack • Whitney slip • Changing system of reservations 	<p>CO4: Understand meaning and importance of reservation, source, and process of reservation.</p> <p>Recognise the handling of different kinds of bookings and the records of reservations.</p>
V	<p>Registration</p> <p>Meaning and importance of Registration Procedure</p> <ul style="list-style-type: none"> • Arrival stage • Guest with advance reservation • Walk-in guest • Right for reservation, advance payment policy. <p>Registration Records</p> <ul style="list-style-type: none"> • Registration Form, <p>Front office terminology</p>	<p>CO5: Illustrate meaning and importance of registration with its procedure for different kinds of arrivals and type of guests and gather knowledge regarding advance payment policy at the time of reservation and registration</p>
References	<ol style="list-style-type: none"> 1. Andrews, S. (1999). Hotel front office training manual. New Delhi: Tata Publishing Company limited. 2. D. Collins. (1967). Accommodation Operations. New Delhi: Plymouth Macdonald Evans. 3. Jatashankar. R. Tiwari. (2009). Hotel front Office Operations and Management. New Delhi: Oxford University press. 4. S. K. Bhatnagar. (2002). Front Office Management. New Delhi: Frank Bros.& co(publishers)ltd. 5. Singh, D. R. (2000). Front Office management. New Publication: Aman Publication. 	

FRONT OFFICE FOUNDATION- I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : I
Course Title : Front Office Foundation- I	
Course Code : 1-P-IV	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	Do's and Don'ts of <ul style="list-style-type: none"> • Front desk • Back office 	CO1: Familiarisation attitude and attribute, rules and regulation of front office
II	Grooming of Front office staff <ul style="list-style-type: none"> • General hygiene • Posture • Personal Grooming 	CO2: Understand the importance of grooming and personal hygiene in professional and Hospitality industry
III	Handling of Brochures Handling Tariff cards	CO3: Learn how to present Tariff card and Brochures to the guest
IV	<ul style="list-style-type: none"> • Telephone handling – Telephone manners, How to Handle calls, screening calls and Transferring calls • Information regarding Hotel and facilities offered on telephone and in person. 	CO4: Understand the telephone manners, handling screening and transferring calls. Acquire telephonic conversation sense such as to take details and provide necessary details about hotel.
V	Assignments: <ul style="list-style-type: none"> • Visit to hotels of city and draw the layout of the Front Office & lobby of the hotel. • Collection of tariff card and brochures of the hotel. • Tourism information of Indian States and Capital, Railway information. Local City Knowledge. • 10 Names of national and international hotel chain with their company name. 	CO5: Observe the layout arrangement of front office, lobby, porch, etc. and understand how to read the brochures & tariff card. Explore the famous tourist spot around the city and reading of railway time table and note down Top 10 national and international hotel chains.

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ENGLISH AND COMMUNICATION SKILLS

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : I
Course Title : English And Communication Skills	
Course Code : 1-T-V	Theory
Credits :	Number of Lectures in a week: 3

Rationale: This subject proposes to develop basic foundation for general communication verbal and nonverbal communication as well as business communication, providing guidelines for active listening and understand interpreting the information, further understanding the importance of grammar and the basic terminologies used in the hotel industry for the effective communication.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	<p>Listening Skills Communication-Types and Process</p> <ul style="list-style-type: none"> • Introduction, definition • Process of communication • Direction of communication- up-wards, downward, horizontal, vertical and diagonal • Types of communication- formal, informal, verbal, non-verbal, oral and written • Interpersonal communication- one-way / two-way elements of communication <p>Importance of Listening Skills Developing Listening Skills Sessional Work Activities related to Listening Skills a) Telephonic conversation b) Situational listening Skills (Meeting, Dialogue, Seminars etc)</p>	CO1. Demonstrate the importance of effective communication and the wide scope of interpersonal communication. Familiarization with the operational front of telephone and assisting in the note making and situational dialogue writing.
II	<p>Effective Public Speaking</p> <ol style="list-style-type: none"> 1. Voice training and expression 2. Presentation Techniques 3. Non-verbal communication: <p>Types of Non-Verbal Communication: Two types of Non-Verbal Communication Haptics, Chronemics, Kinesis, artefacts, and Oculesics</p>	CO2. Familiarization with the importance of speaking in front of large group with proper presentation and good body language and other important factors contributing for better impact.
III	<p>Grammar</p> <ol style="list-style-type: none"> 1. Articles 2. Preposition 3. Active and Passive Voice 4. Subject Verb Agreement 5. Tenses 	CO3. Understanding the use of correct grammatical forms in effective written communication.

	6. Correction of Errors GRAMMAR EXERCISE	
IV	1. Paragraph Writing 2. Précis Writing 3. Comprehension Passage 4. Advertisements	CO4. Familiarization with the concept of various forms of writing.
V	1. Hotel Related Generic Vocabulary for E.g.: amenities, brochures, damage charge, housekeeping, maid, kitchenette, vending machine, wake-up call 2. Business Letters <ul style="list-style-type: none"> • Complaint letter • Enquiry letter • E-mail writing • Quotation letter 	CO5. Familiarization with the glossary of hotel industry and its use in day-to-day operations. Understanding the importance of written communication in various formats by means of documentation.
References	1. Wren and Martin – English Grammar 2. Examine your English by Margaret M. Malson, published by Orient Longman 3. Common Mistakes in English by T.J. Fitkies, Published by Orient Longman 4. Developing Communication Skills by Krishna Menon and Meera Banerjee, Published by Macmillan India Ltd. 5. Communications in Tourism and Hospitality, Lynn Van Der Wagen, Hospitality Press. 6. Professional Communication Skills: By Pravin S.R. Bhatia, A.M Sheikh: S. Chand and company 7. English Grammar Composition and Effective Business Communication by M.A. Pink, S.E. Thomas: S. Chand 8. Contemporary English Grammar Structures and Compositions by David Green Macmillan Publication 9. English At the Workplace Department of English, University of Delhi, Chief Editor: Mukti Sanyal Macmillan Publication 10. Presentations (The Business Skills Series) by Anne Laws Orient Black Swan 11. Applied English Grammar and Composition Dr. P.C. Das New Central Book Agency(P) Ltd 12. Business Benchmark, Upper – Intermediate Student’s Book Guy Brook- Hart Cambridge University Press 13. 7 Habits of Highly effective people: Steven Covey, Effective Technical Communication, M Ashraf Rizvi, Mc Graw Hill Education (India) Pvt. Ltd New Delhi	

COMMUNICATION SKILLS

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : I
Course Title : Communication Skills	
Course Code : 1-P-V	PRACTICAL
Credits :	Number of Lectures in a week: 2

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Telephonic conversation	CO1. Familiarization with the use of telephone and etiquettes of handling a call.
II	PPT Presentation	CO2. Understand the use presentation tool for effective presentation in front of large audience.
III	Grammar	CO3. Familiarization with the application of correct grammatical rule in written communication.
IV	Advertisement Copy	CO4. Understanding the importance of pictorial message and the information coding.
V	Hotel Related Generic Vocabulary	CO5. Familiarization with the different terminologies used in hotel industry and the decoding of the various codes used in the process of communication.

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HYGIENE AND FOOD SAFETY IN HOSPITALITY

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : I
Course Title : Hygiene and Food Safety in Hospitality	
Course Code : 1-T-VI	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop basic knowledge and insight of the importance about safe food handling and good practices of hygiene and a wide exposure to understand food-based problems caused as a result of faulty operational practices as well as a detailed understanding towards food safety rules and regulations.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Introduction to Hygiene in Hospitality Sector. <ul style="list-style-type: none"> • Introduction and Importance of hygiene in hotel industry. • Personal Hygiene. • Food Hygiene. • Work place Hygiene. • Food Safety Management System- food safety elements, implementation of FSMS, Prerequisites. 	CO1. Understanding the need of maintaining good hygienic practices in order to deliver safe food along with acquiring food safety norms as per industry standards.
II	Implementing principles of hygiene in the various departments of a hotel. <ul style="list-style-type: none"> • Food & Beverage production (Kitchen) • Food & Beverage Service. • Housekeeping. • Front office. • Engineering. • Training and HR. 	CO2. Familiarization with the various hygienic code of conduct that are the thumb rule to be followed by everyone in their respective department.
III	Purchasing, Receiving and Storage of Foods. <ul style="list-style-type: none"> • Procedures while purchasing and receiving foods • Importance of storage of food • Points to be considered while storing food • Classification of food according to ease of spoilage • Storage of leftover food, hot food and cooling of foods • Various storage zones-dry, refrigerator, freezer- special reference to temperatures Sanitary procedure followed while preparing and storing foods 	CO3. Understanding the wide concept of good practices in purchasing, receiving of goods and storage of perishable and non-perishable goods along with safe handling of cooked food their holding as well as their storage.
IV	Contamination and Spoilage	CO4. Familiarization with the

	<ul style="list-style-type: none"> • Contamination and food spoilage • Conditions which lead to spoilage • Signs of spoilage in various foods • Microbes and their role in food spoilage • Factors affecting and controlling microbial growth • Food borne illness and remedies 	various source of contamination, microbes, faults and reasons behind the food spoilage their visible indicators and the remedies to overcome these problems.
V	Food laws and regulations <ul style="list-style-type: none"> • The need for food laws, • AGMARK, ISI, ISO • HACCP • The Food Safety and Standards Act-2006- General Principles of Food Safety, Responsibilities of the food business operator, Enforcement of the Act, Offences and penalties • Codex Alimentarius 	CO5. Understand the need and application of various food related rules and regulation that are to be followed mandatorily by the food handlers.
References	<ol style="list-style-type: none"> 1. Jill, T. (1992). Food hygiene for food handlers- second edition. The Macmillan press Ltd. 2. Kinton, R. (2001). Theory of Catering-Ninth Edition. East Lothian, Scotland. Scotprint 3. Roday, S. (2008). Food Science & Nutrition. New Delhi. Oxford University Press 4. Roy, H. (1988.). Safety in Catering – A guide for supervisors and managers. The Macmillan press Ltd. 5. Southgate, J. S. (1986). The science of catering 2nd edition. Edward Arnold. 6. Sussams, M. C. (1988). Success in principles of catering second edition 7. Sapra N. (2015) The Hospitality Industry, Significance and Application of HACCP. 	

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BHMCT Semester-II

FOOD PRODUCTION AND PATISSERIES FOUNDATION- II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : II
Course Title : Food Production and Patisseries Foundation- II	
Course Code : 2-T-I	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop basic knowledge and culinary skills required in Continental Kitchen, which will help students to develop a comprehensive awareness of Stocks, Soups and Sauces. It also specifies further inclusive of layouts of various kitchens and particularization of kitchen stewarding department in hotels for smooth functioning. The subject also focuses on functions of ingredients such as vegetables, fruits, rice, pulses and cereals in terms of their classification, uses and cooking.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Foundation of Continental Cookery <ul style="list-style-type: none">• Stocks: Definitions; classification, preparation, recipe of 1 lt. storage, uses, care, (7) golden rules of stock making.• Soups: Definitions; classification, Consommé (recipe 1 lt.), garnishes for all kinds of soups, accompaniments for soups	CO1. Enumerate different types of stocks and their application in cooking. Understand the classification of soups, their garnishes and accompaniments.
II	Foundation of Continental Cookery <ul style="list-style-type: none">• Sauces: Definition: Classification/ compositions, recipe of mother sauces-1 lt. Derivatives- any 7• Fumets, Glazes, Essences, Aspics	CO2. Perceive the mother sauces and their derivatives used in Continental cookery. Understand the terms Fumets, Glazes, Essences, Aspics and their prerequisite.
III	Kitchen Layouts <ul style="list-style-type: none">• Layout of receiving areas. Layouts of service and wash up, Butchery and vegetable mis-en place area. Cold kitchen, Hot kitchen, Garde manger, Bakery and Confectionery Kitchen Stewarding <ul style="list-style-type: none">• Organization Layout• Equipment required• Importance of kitchen stewarding	CO2. Develop comprehensive insight of layouts of receiving area, service and wash up area and kitchen departments. Understand kitchen stewarding department in terms of its organisation, equipment required and importance.
IV	Vegetable and Fruit Cookery <ul style="list-style-type: none">• Introduction – Classification of vegetables• Pigments and colour changes• Effects of heat on vegetables and Fruits• Classification of fruits• Uses of fruit & vegetables in	CO4. Acquire the detail knowledge of vegetables and fruits used in cookery.

	cookery	
V	Rice, Cereals & Pulses <ul style="list-style-type: none"> • Introduction • Classification and identification • Cooking of rice, cereals and pulses • Varieties of rice and other cereals 	CO5. Acquire the detail knowledge of Rice, Cereals and Pulses used in cookery
References	<ol style="list-style-type: none"> 1. Bali, P. S. (2009). Food Production Operations. New Delhi: Oxford University Press. 2. Bali, P. S. (2012). Quantity Food production. New Delhi: oxford university press. 3. S. Bali, P. (2012). International Cuisine & Food Production. New Delhi: Oxford University Press. 4. Thagan, P. (1999). Modern Cookery Vol I & II. New Delhi: Orient Longman Ltd. 5. Arora, K. (2000). Theory of Cookery. New Delhi: frank Bros & Co (Publishers) ltd. 6. Wayne, G. (1995). Professional Cooking. USA: John Wiley & Sons. 7. Larousse Gastronomique. (2001). USA: Hamlyn- a division of Octopus Publishing group Ltd. 8. Kalra, I. (2000). Prasad - Cooking with Indian Masters. New Delhi: Allied Publishers ltd. 9. Saraswat, A. (2003). Professional Chef. New Delhi: UBS Publishers distributors Pvt Ltd. 	

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FOOD PRODUCTION AND PÂTISSERIES FOUNDATION- II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : II
Course Title : Food Production and Patisseries Foundation- I	
Course Code : 2-P-I	Practical
Credits :	Number of Lectures in a week: 8

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	Indian Menus – 4 (Six Course Menu) <ul style="list-style-type: none"> • Roties - 3 Varieties • Dal - 3 Varieties • Vegetable 3 / Paneer 2 Varieties • Meat 2/Chicken2/Fish2 Varieties • Rice-3 Varieties • Sweets -3 Varieties 	CO1. Preparation of Indian dishes and practicing the skills of basic preparation techniques, cooking methods and presentation of food. (Four menus)
II	Continental - (Four course menu) <ul style="list-style-type: none"> • Soup (Thick, Thin, Cream soups) • Main course (Four vegetarian, Four non-vegetarian) • Accompaniments (vegetables, salads, potatoes) • Desserts (Sundae, Trifle pudding, fresh fruit platter, Chocolate pudding) 	CO2. Practicing of Continental preparations, preparing garnishes and plate/platter presentation. (Four Menus)
III	Snack Menu <ul style="list-style-type: none"> • North Indian • Poha/Cutlet 	CO3. Demonstration and Practice of North Indian preparations and Poha/Cutlet. (Two Menus)
IV	Cakes <ul style="list-style-type: none"> • With Shortening – Fruit cake, Layer cake • Un-shortened- Angel cake 	CO4. Practicing Shortened and un-shortened cakes (Two Practical)
V	Cookies <ul style="list-style-type: none"> • Short dough cookies • Rolled Cookies • Ice box Cookies 	CO5. Practicing of cookies using different methods (Two Practical)
VI	Pastries (Demonstrations) <ul style="list-style-type: none"> • Short Crust • Danish • Flaky • Choux 	CO6. Demonstration and Practice of basics of Pastry making (Three Practical)

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FOOD & BEVERAGE SERVICE FOUNDATION-II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : II
Course Title : Food & Beverage Service Foundation-II	
Course Code : 2-T-II	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop basic knowledge about non-alcoholic beverages, service of food and beverages in room, different types of menus and tobacco, which will help students to develop a comprehensive awareness of non-alcoholic beverages, tobaccos products.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	<ul style="list-style-type: none"> • Mise-en-Scene • Mise-en-place • Receiving the Guest • Points to be remembered while laying a Table • Points to be observed while waiting at a table 	CO1. Understand the Mise-en-Scene, Mise-en-place for the operation.
II	<p>Non-Alcoholic Beverages</p> <ul style="list-style-type: none"> • Classification • Nourishing • Stimulating <p>Refreshing beverages</p> <p>a. Tea</p> <ul style="list-style-type: none"> • Types & Brands, <p>b. Coffee</p> <ul style="list-style-type: none"> • Types & Brands, <p>c. Juices, Soft Drinks, Mock tails, mineral water.</p>	CO2. Enumerate different types of Non-Alcoholic Beverages along with service.
III	<p>Room Service/ In Room Dining Service</p> <ul style="list-style-type: none"> • Introduction, general principles, pitfalls to be avoided Cycle of Service, scheduling, staffing, Room service menu planning. • Forms and Formats, thumb rules, Use of technology for room service • Order Taking, Suggestive Selling, breakfast cards, Time management- lead time from order taking to Clearance, amenity vouchers 	CO3. Perceive the concept of Room Service/ In Room Dining Service along with different Forms and Formats use in room service.
IV	<p>Menu</p> <ul style="list-style-type: none"> • Origin of Menu • Objectives of menu • Types –Ala Carte, Table D’hôte, 	CO4. Develop comprehensive knowledge about the different types of Menu and Understanding basic methods of Simple control

	<p>carte du jour, plat du jour.</p> <ul style="list-style-type: none"> • Menu Planning, considerations and constraints, • 13- Course French Classical Menu, • French name of dishes, Menu terminology <p>Simple control system</p> <ul style="list-style-type: none"> • Necessity and functions of a control system, • Billing Methods (Duplicate & Triplicate System) • KOTs & BOTs • Computerized KOTs (Kitchen Order Ticket, Beverage Order Ticket) • Presentation of bill. 	<p>system, their Types, advantages and dis-advantages.</p>
V	<p>Tobacco</p> <ul style="list-style-type: none"> • History/ Country/ Types <p>a) Cigarettes – Types and Brand names</p> <p>b) Cigars – shapes, sizes, colours and</p> <ul style="list-style-type: none"> • Brand names Storage of cigarettes & cigars 	<p>CO5. Acquire the detail knowledge of tobacco and their types and products.</p>
References	<ol style="list-style-type: none"> 1. Andrews, S. (2003). Food and Beverage Service (Training Manual). New Delhi: Tata Mc Graw-hill. 2. Dennis Lillicrap, J. C. (2002). Food and Beverage Service. London: Hodder and Stoughton Educational. 3. Dhawan, V. (2003). Food & Beverage Service. New Delhi: Frank Bros & co. (Publishers) Ltd. 4. Singaravelavan, R. (2011). Food and Beveragae Service. New Delhi: Oxford University press. 5. Ahmed, M. (2005). Food and Beverage Services. New Delhi: Anmol Publication 6. Verghese, B. (1999). Professional Food and Beverage Service Management. 7. Bangalore: Macmillan Indian Ltd. 	

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FOOD & BEVERAGE FOUNDATION –II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : II
Course Title : Food & Beverage Foundation –II	
Course Code : 2-P-II	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	Dining & Service etiquettes	CO1. Proffering dining & service etiquettes.
II	Receiving the guest, presenting the menu, taking orders	CO2. Demonstration and Practice of Receiving the guest, presenting the menu and orders taking.
III	Compilation and service of French Classical Menu	CO3. Practicing compilation and service of Table d hote and à la carte menus.
IV	<ul style="list-style-type: none"> • Tea Service • Coffee Service • Mock tails- Preparation & Service • Service of Juices, Soft drinks, Mineral water, Tonic water • Cocoa & Malted Beverages Service 	CO4. Demonstration and Practice of service of non-alcoholic beverages.
V	Telephone handling in room dinning	CO5. Demonstration and Practice of telephone handling procedure follow in room dinning.
VI	Tray/Trolley Set-Up & Service <ul style="list-style-type: none"> • Room Service Tray Setup • Room Service Trolley Setup 	CO6. Practicing Set-Up of Room Service Tray and Trolley.
VII	Handling Guest Complaints	CO7. Learn and illustrate the way of solving the difficulties of guest
VIII	Table Exhibits/ Layouts & Service <ul style="list-style-type: none"> • A La Carte Cover • Table d' Hote Cover • English Breakfast Cover • Continental Breakfast Cover • Afternoon Tea Cover/High Tea Cover 	CO8. Tendering the skills of laying and service for different menus.
IX	Presenting the Bills	CO9. Demonstration and Practice of Presenting the bills to the guest.

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HOUSEKEEPING FOUNDATION- II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : II
Course Title : Housekeeping Foundation- II	
Course Code : 2-T-III	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This course emphasis on various cleaning aids and textiles used in housekeeping department and their handling. Hotel linen and their maintenance, management of staff uniforms and the various functions carried out in the sewing room and hotel laundry, which is a part of the housekeeping department.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Cleaning Agents <ul style="list-style-type: none"> • Types of cleaning agents • Characteristics of good cleaning agent • Ph scale and cleaning with their application • Cleaning products (Domestic/ Industrial) • Distribution & Control • Green cleaning • Blue Cleaning 	CO 1. Review the types, use, storage, and selection of cleaning agents used by housekeeping staff.
II	Composition, Care and cleaning of Different surfaces <ul style="list-style-type: none"> • Metals • Glass • Ceramics • Wood • Stone • Leather • Rubber 	CO2. Understand the various methods of cleaning and maintain different surface and its importance.
III	Textiles <ul style="list-style-type: none"> • Types of Fabrics • Properties of Fabric • Fabric identification • Characteristics of various fabrics Linen Room <ul style="list-style-type: none"> • Types of linen Room • Layout of linen Room • Equipment & accessories in linen Room • Organization (staffing) of linen Room • Storage facilities & conditions • Linen exchange procedure • Selection of linen and purchase of linen 	CO3. Predict fabric performance based on the knowledge of textiles for selection. Understand the activities carried out in the linen room and its planning and layout.

	<ul style="list-style-type: none"> • Linen Inventory; par stock • Factors affecting par stock; calculation 	
IV	<p>Uniform Room</p> <ul style="list-style-type: none"> • Layout of uniform Room • Equipment & accessories required • Organization (staffing) of uniform Room • Storage facilities and conditions • Exchange procedure • Types and selection of uniform • Maintenance and care of uniforms • Inventory; par stock – Factors affecting par stock; calculations. • Uniform designing: - Importance, types, characteristics <p>Tailor Room</p> <ul style="list-style-type: none"> • Functions of tailor room, tasks in tailor room • Equipments used in tailor Room 	CO4. Observe management and designing of uniforms of hotel staffs. Understand the activities carried out in the sewing room and equipment used in sewing room.
V	<p>Laundry</p> <p>Laundering of Hotel linen</p> <ul style="list-style-type: none"> • In house Vs contracting, merits & Demerits • Equipments used in a Laundry: (Washing machine, Hydro extractor, Tumble, Dryer, calendar or flat work Iron, steam press, Collar press, pressing tables.) • Cleaning agents • Dry cleaning • Blueing • Starching • Procedures of a Laundry (work flow) • Wash cycle: Independent, Continuous batch process • Linen and load calculations • Linen life span • Lay out • Stains & stain Removal <p>Laundering of Guest linen</p> <ul style="list-style-type: none"> • Guest Laundry form • Guest laundry handling: collection, delivery cycle, billing, complaints regarding laundry: missing and mending 	CO5 Study the types of laundries and the planning and layout of an on-premises laundry, laundry equipment, aids, and material and the Laundry process for hotel linen and guest laundry and identifying the various aspects of stain removal, dry-cleaning and handling of guest laundry.

	<ul style="list-style-type: none">• Care labels	
References	<ol style="list-style-type: none">1. Bansal, T. (2010). Hotel Facility Planning. New Delhi: Oxford University Press.2. Martin, R. (1997). Professional Management of Housekeeping Operations. New York: John Wiley & Sons, Inc.3. Raghubalan, G. (2011). Hotel Housekeeping Operations and Management. New Delhi, India: Oxford University Press.4. Singh, M. (2012). Hotel Housekeeping. New Delhi: Tata McGraw-Hill.	

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HOUSEKEEPING FOUNDATION-II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : II
Course Title : Housekeeping Foundation-II	
Course Code : 2-P-III	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	<ul style="list-style-type: none">• Metal cleaning• Glass cleaning• Wood cleaning• Leather Rubber	CO1. Learn about the methods of cleaning metal, glass, wood and leather surfaces.
II	<ul style="list-style-type: none">• Designing uniform for F&B, FO, HHK, FPP, Bakery, Security- for managers, supervisors and low-level management.• Understanding Equipments used in tailor room	CO2. Design the various uniforms for various positions in hotels and identify the various equipment used in tailor room.
III	<ul style="list-style-type: none">• Hand washing• Machine washing• Bluing• Stain removal	CO3. Observe the hand and machine fabric washing and bluing of fabric.

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FRONT OFFICE FOUNDATION- II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : II
Course Title : Front Office Foundation- II	
Course Code : 2-T-IV	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop basic knowledge and skills required in Front office desk, which will help students to develop a comprehensive awareness of procedures to be followed during reservation, pre-arrival, arrival and departure. It also specifies further the importance of guest stay in hotel and handling procedures for services and facilities such as rooming the guest or changing of room, safe deposit and mail handling procedures.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Reservations <ul style="list-style-type: none"> Importance of guest cycle (Various stages, sectional staff in contact during each stage) Modes and sources of reservation. Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats) Computerized system (CRS, Instant reservations) Types of reservation (guaranteed, confirmed, groups, FIT) Procedure for amendments, cancellation and overbooking. 	CO1: Learn the process of reservation with the various type and mode.
II	Pre-Arrival Procedures <ul style="list-style-type: none"> Pre arrival activities (Preparing an arrival list, notification etc) Procedure for VIP arrival. Procedure for group arrival (special arrangements, meal coupons, etc) 	CO2. Understand the concept of pre-arrival and basic preparation of Pre-arrival of guests with reservation, VIP and group.
III	Guest Arrival <ul style="list-style-type: none"> Types of registration. (Register, Loose Leaf, Registration Cards) Receiving guests. Arrival procedure for various categories of guests (Foreigners along with C-forms, FITs- walk-in, with confirmed reservation) Notification of guest arrival. Criteria for taking advance. (Walk-ins, Scanty Baggage, etc.) Front office terminology related to: Reservation, Reception and 	CO3. Familiarization with the term Guest Arrival and importance of registration and different type of Check-in.

	Registration	
IV	Guest Stay <ul style="list-style-type: none"> • Rooming a guest (introduction to the hotel facilities, orientation of the room) • Procedure for room change • Safe deposit procedure. • Assisting guest with all possible information and help (medical etc.) • Handling guest messages. 	CO4. Understand the importance of guest stay and learn about handling procedures for services and facilities which are provided in Guest Stay.
V	Guest Departure <ul style="list-style-type: none"> • Departure notification • Task performed at bell desk, cashier /reception. • Express check outs • Late check outs and charges. • Methods of Payment • Credit card handling • Travellers cheques, Personal checks • Handling cash Indian, Foreign currency • Other methods of payment [Travel agent, Bill to Company etc.] Front office terminology related to: • Reservation Reception Registration 	CO5. Learn the Activities departure and pre-departure, Posting of bills, mode of payment, Handling of cards, etc.
References	Books Recommended: <ol style="list-style-type: none"> 1. Andrews, S. (1999). Hotel front office training manual. New Delhi: Tata Publishing Company limited. 2. D. Collins. (1967). Accommodation Operations. New Delhi: Plymouth Macdonald Evans. 3. Jatashankar. R. Tiwari. (2009). Hotel front Office Operations and Management. New Delhi: Oxford University press. 4. S. K. Bhatnagar. (2002). Front Office Management. New Delhi: Frank Bros. & co (publishers) ltd. 5. Singh, D. R. (2000). Front Office management. New Publication: Aman Publication. 	

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FRONT OFFICE FOUNDATION- II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : II
Course Title : Front Office Foundation- II	
Course Code : 2-P-IV	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I.	Knowledge of records and formats used in reservation	CO1. Learn the basics of making different kinds of forms and cards.
II.	Basic knowledge of records of preregistration and arrival	CO2. Understand the basics of forms and slips need to be fill before and after arrival.
III.	Check in procedures	CO3. Familiarization with the concept of Check-in with its different terminology and various type registration.
IV.	Procedure for room change	CO4. Learn and understand the important of change and its process.
V.	Paging	CO5. Understand the concept of Paging and use of paging with needs of it.
VI.	Message handling-in house and outhouse	CO6. Learn the process of handling the message and deliver to the person.
VII.	Checkout procedures	CO7. Learn the process of check-out and preparation before the departure.
VIII.	Assignments <ul style="list-style-type: none"> • Knowledge of countries, Capital and currencies, Languages, Music, Dance and festivals Of India. Hotel Chains (National & International) 	CO8. Take out the details various countries and its capital with their currencies, Languages, Music, Dance and festivals Of India and illustrate about national and international Hotel Chains.


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ENGLISH AND GENERIC SKILLS

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : II
Course Title : English And Generic Skills	
Course Code : 2-T-V	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop the basics of self-presentation documents and other documents in communication along with correct grammatical use of words, get awareness on the effective communication and various barriers that affect the process of communication. Understand the importance of non-verbal representation of information in different formats.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	<ol style="list-style-type: none"> 1. Bio-data /Resume 2. Job Application 3. Technical report writing <ul style="list-style-type: none"> • Official Report Writing • Industrial Visit Report • Travel Report • Workplace Report • Inventory Report • Feasibility Report • Summer Training 4. Creating a write up for an event: <ol style="list-style-type: none"> 1. Notices 2. Press notes 3. Circulars 4. Memos <p>Sessional Work</p> <ul style="list-style-type: none"> • Job Application • Report Writing • Notices/ Circulars 	<p>CO1. Prepare the self-representation documents to be used along with application. Familiarization with the creative writing of different office essential writeup and understanding the importance of presenting information in non-verbal mode of communication.</p>
II	<p>Grammar Unit</p> <ul style="list-style-type: none"> • Correction of Errors • Direct and Indirect Speech • Active and Passive Voice • Transformation of Sentences <p>Communication and Barriers of Communication</p> <ul style="list-style-type: none"> • Non-verbal communication – bar chart, pie chart, organizational chart, the importance of non-verbal communication • Difference between verbal and non-verbal communication Types of barriers – physical, mechanical, semantic, cultural. <p>Sessional Work</p>	<p>CO2. Understand the correct use of Grammar and formation of sentences and familiarization with the process of communication, its importance and the different communication and the various barriers in effective communication.</p>

	<ul style="list-style-type: none"> • How to overcome barriers of Communication 	
III	<ol style="list-style-type: none"> 1. Dialogue writing 2. Group Discussion 3. Role Playing <p>Sessional Work</p> <ul style="list-style-type: none"> • Dialogue Writing • Group Discussion 	CO3. Familiarization with the advance writing skill and participation in group talk that will exhibit the leadership quality of individual.
IV	<ol style="list-style-type: none"> 1. Professional Manners and Etiquettes 2. Personal Interview Techniques 3. Meeting Agendas and Minutes writing <p>Sessional Work</p> <ul style="list-style-type: none"> • Role Playing • Mock personal interviews • Mock Professional situations 	CO4. Familiarization with the industry needed code of conduct of interpersonal communication, different personal interview techniques, during a meeting and compiling statements from points and reaction-based situation handling.
V	<p>Soft Skill Development</p> <ul style="list-style-type: none"> • Goal Setting • Team Building • Time Management • Stress Management • Health and Hygiene <p>Seminar Presentation Techniques</p> <p>Sessional Work</p> <ul style="list-style-type: none"> • Presenting a seminar on a selected topic 	CO5. Develop comprehensive insight on soft skills that are must for individual and acquire the detail knowledge of presentation in small or large groups with a particular topic.
References	<ol style="list-style-type: none"> 1. Professional Communication Skills: By Pravin S.R. Bhatia, A.M Sheikh: S. Chand and company 2. English Grammar Composition and Effective Business Communication by M.A. Pink, S.E. Thomas: S. Chand 3. Contemporary English Grammar Structures and Compositions by David Green Macmillan Publication 4. English At the Workplace Department of English, University of Delhi, Chief Editor: Mukti Sanyal Macmillan Publication 5. Presentations (The Business Skills Series) by Anne Laws Orient Black Swan 6. Applied English Grammar and Composition Dr. P.C. Das New Central Book Agency(P) Ltd 7. Business Benchmark, Upper – Intermediate Student’s Book Guy Brook- Hart Cambridge University Press 8. Habits of Highly effective people: Steven Covey Effective Technical Communication, M Ashraf Rizvi, Mc Graw Hill Education (India) Pvt. Ltd New Delhi 	

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COMMUNICATION, GENERIC SKILLS & PERSONALITY DEVELOPMENT

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : I
Course Title : Communication, Generic Skills & Personality Development	
Course Code : 2-P-V	PRACTICAL
Credits :	Number of Lectures in a week: 2

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Technical report writing	CO1. Acquire the writing skill and creative writing techniques that are must for day-to-day operations.
II	Grammar	CO2. Understand the conceptual use of grammatical rules to have error free writing and the use of correct grammatical rules for impressive writing.
III	Role Playing	CO3. Understand the importance of stepping in role to have better understanding of others in difficult situation.
IV	Meeting Agendas and Minutes writing	CO4. Familiarization with the skill of taking running notes during a meeting or a talk and build up the statements from it.
V	Presenting a seminar on a selected topic	CO5. Acquire the good presentation skills and understand the use of different gadgets used in presentation of a topic.

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FOOD SCIENCE & NUTRITION

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : II
Course Title : Food Science & Nutrition	
Course Code : 2-T-6	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop basic knowledge about various nutrients responsible for human growth. It also simplifies the concept of Energy, Balance Diet, Malnutrition and Meal Planning. The subject also focusses on the detail information about the nutrients function, types, deficiency and Prevention of Carbohydrates, Proteins, Vitamins, Minerals and Lipids. The subject also simplifies the importance of water and effect of heat on nutrients.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	<p>Nutrition</p> <ul style="list-style-type: none"> • Introduction, Definition of term 'nutrition', nutrients. • Importance of food - physiological, psychological & sociological importance. • Energy, Unit, Factors affecting energy requirements, Dietary sources of energy, and concept of energy balance. • Balanced diet, Definition, Importance of balanced diet Basic five food groups. • Malnutrition & its prevention. • Menu planning - factors affecting meal planning 	<p>CO 1. Introduction to the basic concept of nutrition; its importance and impact on body; energy and its daily requirement in our body. Illustrate the importance of balance diet, basic knowledge related to malnutrition and prevention and the aspects and factors involved in meal planning.</p>
II	<p>Food adulteration</p> <ul style="list-style-type: none"> • Definition, Its effect on our health. Common adulterants <p>Emulsions</p> <ul style="list-style-type: none"> ○ Types of emulsions ○ Emulsifying agents ○ Use of food emulsion with special reference to mayonnaise <p>Browning reaction, causes, desirable and undesirable effects in food preparation, Prevention of undesirable browning.</p>	<p>CO2. Illustrate the term food adulteration and adulterants and perceiving the basic information about emulsion and its related concept. Enumerate the effect of browning reaction in food preparation.</p>
III	<p>Carbohydrates</p> <ul style="list-style-type: none"> • Definition, composition, classification • Functions of carbohydrates in the body • Dietary sources & Daily 	<p>CO3. Develop comprehensive knowledge about the carbohydrate and Lipids in terms of functions, its requirements.</p>

	<p>requirements</p> <ul style="list-style-type: none"> • Effects of deficiency and excess <p>Lipids</p> <ul style="list-style-type: none"> • Definition, Functions, Classification: saturated and unsaturated fat. • Dietary sources and requirements • Effects of deficiency and excess • Cholesterol, Effects of increasing in cholesterol contents in the diet • Factors increasing its level in Blood. 	
IV	<p>Proteins</p> <ul style="list-style-type: none"> • Definition, Composition, Classification based on nutritional quality • Mutual supplementation to improve the quality of vegetable proteins with low budget Functions, dietary sources, Requirements; effects of deficiency and excess. <p>Vitamins</p> <ul style="list-style-type: none"> ○ Classification of vitamins Functions, sources and deficiency of fat-soluble vitamins-A, D, E, K Functions, sources & deficiency of water-soluble vitamins- Vitamin c, Thiamine, Riboflavin, Niacin, B 12, Folic acid. <p>Minerals</p> <ul style="list-style-type: none"> ○ Functions and classification of minerals in general Functions, food sources, requirements of calcium, iron, iodine, fluorine and Na (sodium) 	CO4. Acquiring the detail information regarding the protein, Vitamins and Minerals and its related concept.
V	<p>Water</p> <ul style="list-style-type: none"> • Importance of water in health, Water balance, Dehydration, heat cramps and methods to prevent • Nutritional losses upon cooking and the methods to prevent the same [Mechanical, Leaching, Enzymatic action, Oxidation, Heat, Acid and alkalis] • Effect of heat on proteins: denaturation, coagulation, 	CO5. Illustrate the importance of water in cooking and nutritional losses and its prevention while cooking. Familiarisation with the effect of heat on Proteins & Carbohydrates.

	<p>Change in starch on cooking</p> <ul style="list-style-type: none"> • Gelatinization of starch • Rancidity: factors affecting rancidity, prevention of rancidity, hydrogenation 	
References	<ol style="list-style-type: none"> 1. Michael Colleer and Coline Sussams, Success in Principles of Catering 2nd edition (1988) 2. J.A. Stretch and H.A. Southgate, The Science of Catering. 2nd edition (1986) 3. W.C. Frazier, D.D. Westhoff, Food Microbiology – 3rd edition (1991) 4. Meyer, Food Chemistry. 5. M. Swaminathan- Essentials of food and Nutrition, Volume I and II, Ganesh and Company, Madras. 6. 6. Food and Nutrition- A text book of Home Science for senior students, Arya Publishing House, New Delhi. 7. Joshi Shubangini, Nutrition and Dietetics; Tata McGraw-Hill Publishing Company Limited. 8. C. Gopalan, B.V. Rama Shastri and S.C. Balasubramanian; Nutritive value of India Foods, National Institute of Nutrition (ICMR), Hyderabad, India. 	

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BHMCT Semester-III

FOOD PRODUCTION OPERATION- I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : III
Course Title : Food Production Operation- I	
Course Code : 3-T-1	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop basic knowledge and culinary skills of different regional cuisines which will help students to develop a comprehensive awareness of culinary history, geographical locations, ingredient their uses, methods of cooking, basic tools and utensils used in various regional cooking in India. It also emphasis on the ethic eating traditions of various religious community. The subject also focusses on basic spices, pastes and gravy required to produce numerous dishes along with the quantity equipment and various types of catering are discussed in detail.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Classical Indian National Cookery <ul style="list-style-type: none">• Introduction to Cuisines of India- Kashmir, UP, Punjab, W.B., Assam, Orissa, Goa, Rajasthan, Maharashtra, Gujarat, Kerala, Tamil Nadu, Andhra Pradesh, Karnataka.• Factors affecting eating habits, geographic location, Historical background & seasonal availability of raw materials• Traditional preparation methods• Utensils, special equipments• Accompaniments & Garnishes; staple diet, Snacks.• Service in that particular state• Sweets.• Food Prepared for festivals & special Occasion.	CO 1. Understanding the cuisines of India in terms of traditional methods of cooking, equipments used, staple diet, accompaniments and garnishes, special occasion along with the food prepared and sweets.
II	Basic Spices & Condiments <ul style="list-style-type: none">• Introduction to Indian Spices• Spices used in Indian cookery• Role of spices in Indian cookery• Indian equivalent of spices (names) Masalas used in Indian Cookery <ul style="list-style-type: none">• Blending of spices & concept of masala• Different masalas used in Indian cooking -wet & dry - Dhansak, Goda etc.	CO2. Illustrate the various types of spices and masalas used in Indian cookery along with its benefits, scientific names and uses.

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	<ul style="list-style-type: none"> • Composition of above-mentioned masala • Varieties of masalas available in different regional areas • Proprietary masala blends. 	
III	<p>A. Indian pastes & gravies</p> <ul style="list-style-type: none"> • Basic Indian pastes used in Indian Cookery • Different gravies used in Indian Cookery: Red, Makhani, Kadhai, Green, White, Yellow □ Recipes of each Gravy for 100 Pax. • Examples of dishes of each Gravy <p>B. Ethnic traditions of Muslims, Jains, Christians, Parsis, Buddhist, Hindus, Sikhs</p>	CO3. Understand the classical pastes and gravies used in Indian Cookery and familiarization with various ethnic tradition of religious communities in India.
IV	<p>Kitchen Equipments used in Quantity Cookery</p> <ul style="list-style-type: none"> • Types of the kitchen equipments • Different types of special equipments • Heat generating and Refrigeration equipments • Storage tables and hand tools • Uses, Maintenance, and Criteria for selection • Kitchen Equipment used in Quantity Cookery 	CO4. Illustrate the different types of equipment used in quantity cookery with its uses, care and maintenance.
V	<p>Quantity Kitchen Management</p> <ul style="list-style-type: none"> • Layout of (large) Qty Kitchens, Institutional/ Industrial & Flt. Kitchen • Work flow in quantity kitchens <p>Parameters for Quantity Menu Planning</p> <ul style="list-style-type: none"> • Canteens for school & college • Philanthropic institution • Industrial canteen • Airlines • Seaways • Hospitals • Function Catering (outdoor Parties) • Menu planning for each of above 	CO5. Understanding basic layouts of quantity kitchen with its work flow and familiarisation with various industrial / institutional catering services and planning of menus.
References	<ol style="list-style-type: none"> 1. Bali, P. S. (2009). Food Production Operations. New Delhi: Oxford University Press. 2. Bali, P. S. (2012). Quantity Food production. New Delhi: oxford university press. 3. S. Bali, P. (2012). International Cuisine & Food Production. New 	

	<p>Delhi: Oxford University Press.</p> <ol style="list-style-type: none">4. Thagan, P. (1999). Modern Cookery Vol I & II. New Delhi: Orient Longman Ltd.5. Arora, K. (2000). Theory of Cookery. New Delhi: frank Bros & Co (Publishers) ltd.6. Wayne, G. (1995). Professional Cooking. USA: John Wiley & Sons.7. Larousse Gastronomique. (2001). USA: Hamlyn- a division of Octopus Publishing group Ltd.8. Kalra, I. (2000). Prasad - Cooking with Indian Masters. New Delhi: Allied Publishers ltd.9. Saraswat, A. (2003). Professional Chef. New Delhi: UBS Publishers distributors Pvt Ltd.10. David Foskett, V. C. (2003). The Theory of Catering. London: Book Power Publishers.11. Mohini Sethi, S. M. (1997). catering Management - An Integral Approach. New Delhi: New Age International (P) Ltd.12. Wayne, G. (1995). Professional Baking. USA: John Wiley & Sons
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FOOD PRODUCTION OPERATION-I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : III
Course Title : Food Production Operation-I	
Course Code : 3-P-1	Practical
Credits :	Number of Lectures in a week: 8

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	Kashmir (Min. 10 dishes)	CO1. Preparing the Kashmiri dishes for understanding the basic skills, preparation techniques and method of cooking of that particular cuisine.
II	Uttar Pradesh/Avadh (Min.10dishes)	CO2. Demonstrating and Preparing the Uttar Pradesh dishes for understanding the basic skills, preparation techniques and method of cooking of that particular cuisine.
III	West Bengal (Min. 10 dishes)	CO3. Acquire the knowledge regarding the Bengali dishes for developing the basic skills, preparation techniques and method of cooking of that particular cuisine.
IV	Assam (Min. 10 dishes)	CO4. Preparing the Assamese dishes for understanding the basic skills, preparation techniques and method of cooking of that particular cuisine.
V	Goa (Min. 10 dishes)	CO5. Preparing the Goan dishes for understanding the basic skills, preparation techniques and method of cooking of that particular cuisine.
VI	Kerala (Min. 10 dishes)	CO6. Preparing the Kerala dishes for understanding the basic skills, preparation techniques and method of cooking of that particular cuisine.
VII	Karnataka (Min. 10 dishes)	CO7. Preparing the Karnataka dishes for understanding the basic skills, preparation techniques and method of cooking of that particular cuisine.
	Yeast based product	
IX	Breakfast- croissants, Danish, Brioche, Sandwich Bread loaf	CO 8. Demonstration and Practice of various breakfast breads. (Two Practical)
X	Lunch- Sliced Bread (loaves) / French bread, Brown Bread, Whole wheat bread. Marbled bread, Display of Bread Basket, Rolls – At least - 2 Types, Soup / Bread sticks.	CO 9. Demonstration and Practice of various breads used for lunch. (Two Practical)
XI	High Tea – Mini croissants Baget	CO 10. Demonstration and Practice of

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		various breads used for High Tea. (One Practical)
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FOOD & BEVERAGE OPERATION -I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : III
Course Title : Food & Beverage Operation- I	
Course Code : 3-T-II	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop basic knowledge of Alcoholic Beverages, which will help students to Know about the Classification of wine, Structure of grape, Old world wines and New world wines, Definition of Aperitifs, Classification of aperitifs and Liqueurs along with Country of origin, Introduction of Beer, Manufacturing of Beer, Types & brands of Indian and international beer, Brief introduction about other fermented and brewed beverages – Sake, Cider, Perry, Other Alcoholic Beverages- Absinthe, Ouzo, Aquavit, Slivovitz, Arrack.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Alcoholic Beverage (Wines) <ul style="list-style-type: none"> • Introduction, definition, classification; • Structure of grapes, Viticulture & Vinification, vine diseases, Consumption–benefits, abuse, sensible drinking 	CO 1. Understand Alcoholic Beverage and their classification, Structure of grapes, Viticulture & Vinification, vine diseases, Consumption–benefits, abuse, sensible drinking
II	Wines <ul style="list-style-type: none"> • Definition & History, Classification with examples Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> • France- Champagne • Germany • Italy- Asti Spumante, Chianti, Marsala • Spain- Sherry • Portugal- Port and Madeira • Australia 	CO2. Recognize Wines and detailed classification of wines with examples. Explore the Old-World Wine with wine regions, wine laws, grapes varieties, production and brand names.
III	New World Wines (Principal wine regions, grape varieties and brand names) <ul style="list-style-type: none"> • USA • Australia • India • Chile • South Africa • Algeria • New Zealand Food & Wine Harmony; Storage of wines, Wine terminology (English & French)	CO3. Understand the New World Wine with wine regions, wine laws, grapes varieties, production and brand names. Recognize the factors influencing wine for various types of dishes.
IV	Aperitifs	CO4. Perceive Aperitifs,

	<ul style="list-style-type: none"> • History / Origin, Definition, Production, Types / classification Name of aperitifs and Liqueurs along with • Country of origin • Pre-dominant flavors • Service • Brand names 	Production, classification of Aperitifs and Liqueurs along with Country of origin.
V	<p>Beer</p> <ul style="list-style-type: none"> • Introduction • Ingredients • Manufacture • Types & brands – Indian and international, Special beers • Storage & service <p>Brief introduction about other fermented and brewed beverages</p> <ul style="list-style-type: none"> • Sake, Cider, Perry • Other Alcoholic Beverages- Absinthe, Ouzo, Aquavit, Slivovitz, Arrack 	CO5. Learn about Beer in terms of its ingredients, production, classification according to the alcoholic strength and Indian and international brands. Enumerate other fermented and brewed beverages.
References	<ol style="list-style-type: none"> 1. Roger B. Boulton, V. L. (2005). Principles and Practices of Winemaking. New York: S.K. Jain for CBS Publisher. 2. Broom, D. (2013). The Complete Bartender's Guide. china: Carlton Books Limited. 3. Cullen, P. (2001). The Food and Beverage Manager. New Delhi: Global Books & Subscription Services. 4. Dennis Lillicrap, J. C. (2002). Food and Beverage Service. London: Hodder and Stoughton Educational. 5. Dhawan, V. (2003). Food & Beverage Service. New Delhi: Frank Bros & co. (Publishers) ltd. 6. Singaravelavan, R. (2011). Food and Beverage Service. New Delhi: Oxford University press. 7. Jones, P. (1988). Food Service Operations. London: Cassell Wellington House. 8. Verghese, B. (1999). Professional Food and Beverage Service Management. Bangalore: Macmillan Indian ltd. 	

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FOOD & BEVERAGE OPERATION -I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : III
Course Title : Food & Beverage Operation -I	
Course Code : 3-P-II	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practical	Contents	Course Objectives
I	Planning, Taking order and service of 13 course French classical menu along with Wines.	CO1. Understanding the Planning, taking order and service of 13 course French classical menu along with Wines.
II	Special Food Service - (Cover, Accompaniments & Service) Classical Hors d'oeuvre: - <ul style="list-style-type: none"> • Caviar, Smoked Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, • Cheese • Dessert (Fresh Fruit & Nuts) 	CO2. Demonstration and Practice of service for Classical Hors d'oeuvre, Cheese and Dessert.
III	Service of Beer <ul style="list-style-type: none"> • Service of Bottled & canned Beers • Service of Draught Beers 	CO3. Demonstration and Practice of Service of Beer.
IV	Service of Aperitifs <ul style="list-style-type: none"> • Service styles – neat/on-the-rocks/with cream/en frappe • Service from the Bar 	CO4. Demonstration and Practice of Service of Aperitifs.
V	Service of Old-World Wines <ul style="list-style-type: none"> • Service of Red Wine • Service of White/Rose Wine • Service of Sparkling Wines • Service of Fortified Wines • Service of Aromatized Wines • Service of Cider, Perry & Sake 	CO5. Demonstration and Practice of Old-World Wines.

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HOUSEKEEPING OPERATION –I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : III
Course Title : HOUSEKEEPING OPERATION –I	
Course Code : 3-T-III	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to address the aesthetic upkeep of the hotel property and the importance of integration of beauty, and functionalism in interior designing by learning the elements and principles of design and various aspects of interior decoration, such as floor finishes, lighting, and window treatments.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Interior Designing <ul style="list-style-type: none"> • Objectives of Interior Design • Basic types of design • Elements of design • Principles of design • Units of design 	CO 1. Perceive the importance of successful integration of beauty, expressiveness, and functionalism in interior designing.
II	Colour <ul style="list-style-type: none"> • Colour wheel • Importance & Characteristics • Colour scheme • Properties of colour • Effects of colour 	CO2. Illustrate the significant role played by colour in interior decoration.
III	Lighting, Heating and Ventilation: <ul style="list-style-type: none"> • Importance of Lighting • Types (Classification) • Methods of Lighting • Lighting plans Heating and Ventilation	CO3. Understand importance of lighting, heating and ventilation in hotels interiors.
IV	Floor finishes <ul style="list-style-type: none"> • Types • Characteristics • Maintenance Wall coverings <ul style="list-style-type: none"> • Types • Characteristics • Maintenance 	CO4. Identification and maintenance of various types of floor and wall coverings.
V	Window treatment <ul style="list-style-type: none"> • Types of windows • Classification of window treatment • Curtains headings and accessories • Measurement and installation of drapes 	CO5. Study about the different types of windows and window treatments.
References	1. Bansal, T. (2010). Hotel Facility Planning. New Delhi: Oxford University Press.	

	<ol style="list-style-type: none">2. Martin, R. (1997). Professional Management of Housekeeping Operations. New York: John Wiley & Sons, Inc.3. Raghubalan, G. (2011). Hotel Housekeeping Operations and Management. New Delhi, India: Oxford University Press.4. Singh, M. (2012). Hotel Housekeeping. New Delhi: Tata McGraw-Hill.
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HOUSEKEEPING OPERATION-I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : III
Course Title : HOUSEKEEPING OPERATION-I	
Course Code : 3-P-III	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	<ul style="list-style-type: none">Colour wheel; At least 5 colour schemes to be made for hotel rooms	CO1. Implement sample colour schemes for a room.
II	<ul style="list-style-type: none">Plan a hotel suite on paper and chalk out a lighting plan for the same	CO2. Learn about the various lighting requirement based on the function carried out in particular room
III	<ul style="list-style-type: none">At least 5 types of window treatment to be made on 5 types of windows found in hotels.	CO3. Understanding the various window treatment on various windows in the hotels

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FRONT OFFICE OPERATIONS-I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : III
Course Title : Front Office Operations-I	
Course Code : 3-T-IV	Theory
Credits :	Number of Lectures in a week: 4

Rationale: The subject aims to establish the importance of Front office and their role in the Hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of reception counter and bell desk related to arrival and Departure.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	<p>Function of Reception</p> <ul style="list-style-type: none"> • Meaning and importance of Reception department <p>Handling of mail</p> <ul style="list-style-type: none"> • Handling of Hotel Mail/staff mail • Hotel Mail and key rack • Handling of guest mail • Message handling <p>Handling of black list and no shows</p> <p>Key handling and different types of key</p> <ul style="list-style-type: none"> ○ Importance of key control • Paging system • Wake-up calls. • Handling of emergencies • International rules for guest • Handling of guest valuables 	<p>CO1. Learn and understand the importance of Reception and learn the various activities of front desk such as handling of mails, keys, messages, wakeup calls, emergencies and guest's valuables.</p>
II	<p>Bell Desk Operation</p> <ul style="list-style-type: none"> • Importance and base role played by the bell desk, Bell boy, control • Handling of luggage, Left luggage, procedure Handling of group luggage, • Bell desk and concierge, Handling of scanty baggage, • Paging systems • Reservation Activities • Group booking procedure • Computerized reservation • Centralized reservation • Complete procedure of Whitney system of reservation. • Guaranteed and Non-Guaranteed reservation • Cancellation and Amendments • Overbooking • Forecasting 	<p>CO2. Familiarization with bell desk operations and its duties, responsibilities and role played in activities such as handling of different luggage, concierge, scanty baggage, Paging, reservation, overbooking and forecasting.</p>

III	Registration <ul style="list-style-type: none"> • Handling Registration for individuals • Handling Registration for groups • Handling Registration foreigners • Room change Procedure • Knowledge of passport, VISA for registration purpose. 	CO3. Learn the process of handling registration for individuals, groups and foreigner guests. Understand Room change Procedure and details of passport and VISA.
IV	Departure Procedure <ul style="list-style-type: none"> • Meaning of check-out • Express check-out Procedure • Late check-out • Late charges Front Office Billing <ul style="list-style-type: none"> • Introduction to cashier section • Credit in Hotel • Modes of settlement of bills • Handling of Guest Valuables 	CO4. Understand Handling of check-out procedures, bill presentation and settlement of bills.
V	Front Office Accounting System <ul style="list-style-type: none"> • Handling of credit instruments • Procedure of Handling of credit cards • Handling of foreign exchange • FXA, FXB • Billing procedure • Mechanical billing • NCR Computerized Billing 	CO5. Understand and learn the importance of front office accounting, handling of cash, foreign currency, making of NCR and Night Audit report And closing of Day
References	<ol style="list-style-type: none"> 1. Andrews, S. (1999). Hotel front office training manual. New Delhi: Tata Publishing Company limited. 2. D. Collins. (1967). Accommodation Operations. New Delhi: Plymouth Macdonald Evans. 3. Jatashankar. R. Tiwari. (2009). Hotel front Office Operations and Management. New Delhi: Oxford University press. 4. S. K. Bhatnagar. (2002). Front Office Management. New Delhi: Frank Bros.& co(publishers)ltd. 5. Singh, D. R. (2000). Front Office management. New Publication: Aman Publication 	

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FRONT OFFICE OPERATIONS-I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : III
Course Title : Front Office Operations-I	
Course Code : 3-P-IV	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I.	<ul style="list-style-type: none"> • Handling of hotel mail • Wake-up call handling 	CO1. Learn to record of wake-call on guest request and process to give them wake-up call according to time.
II.	<ul style="list-style-type: none"> • Handling of scanty baggage guest • Handling of left luggage 	CO2. Illustrate the handling of Luggage and process of handling Scanty Baggage guest
III.	Reservation Procedures <ul style="list-style-type: none"> • On Telephone • In person • Mail 	CO3. Learn how to take reservation on phone, mail and in person
IV.	<ul style="list-style-type: none"> • Whitney System Reservation 	CO4. Understand how to record future booking and reservation with the help of Whitney slip and system of reservation
V.	<ul style="list-style-type: none"> • Maintaining and Handling records of reservation and registration Cancellation of reservation 	CO5. Understand the maintenance of various records and document of front office management
VI.	<ul style="list-style-type: none"> • Handling of Group Booking • Check-in procedure for WALK-IN guests Check in procedure for group • Check in procedure for VIP • Check in procedure for Foreigners 	CO6. Illustrate the handling of check-in process of Group Booking, walk-in, VIPs, Foreigner guest, etc
VII.	<ul style="list-style-type: none"> • Front office emergencies 	CO7. Illustrate the detail about Various type Front office emergency like Theft, death, crisis, etc
VIII.	<ul style="list-style-type: none"> • Religion of India • Festivals of India 	CO8. Take out the detail about various religions of India with culture and festivals
IX.	<ul style="list-style-type: none"> • Currencies, countries and their capitals Festivals of India 	CO9. Familiarization of currencies, country and capital of all countries

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FRENCH

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : III
Course Title : French	
Course Code : 3-T-V	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes for checking the accuracy of Culinary French and Menu French. Vocab and basic French related to Hospitality Industry, will be immense help. The language content needed for drawing up correctly written menus in French or for conversations involving ordering meals or in front office of a Hotel.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	<ul style="list-style-type: none"> • The Alphabets • Accents • Numbers • Articles Definite/ Indefinite 	CO 1. Perceive the importance of articles used with Noun and adjectives.
II	<ul style="list-style-type: none"> • Days of the week/months/date • Nouns/prepositions • Glossary of general food items • Auxiliary Verbs • Adjectives of profession/ nationality • Time 	CO2. Illustrate the Basic French General and Culinary vocabulary.
III	<ul style="list-style-type: none"> • I Group Verbs • Feminine and Phralisation of nouns • Culinary terms in French • Feminine and Pluralisation of Adjectives • II group verb • "Formules de Politesse" 	CO3. Understand basic conversation and Greetings
IV	<ul style="list-style-type: none"> • Future and past tense • Currency/weights and measures • Negation & Interrogation • Adverbs and Pronouns • Basic French conversation with guests • III group Verbs 	CO4. Identification of various French grammar rules for correct sentence formation.
V	<ul style="list-style-type: none"> • Translation • Glossary terms- Brigade/equipments / ingredients/ classical menus/wine 	CO5. Learning about how to read basic French menu and wine labels and identification basic kitchen organization.
References	<ol style="list-style-type: none"> 1. La langue et La civilization Francaises- G. Mauger ; Hachette, 79, Bou levard St. Germain, Paris. 2. Le Fran, cais de l'Hotellerie et du Tourisme - Max DANY 3. Jean Robert la lay, Hachette (part I part II, all the conversational up to pg. 106. This book is to be used for conversation and translations. 	

FRENCH- I

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Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : III
Course Title : French- I	
Course Code : 3-P-V	Practical
Credits :	Number of Lectures in a week: 2

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	Self-introduction, description of a person, speaking about time, weather, months, season, days and number, family and home colours	CO1. Basic communication related to self and general surroundings.
II	Role plays (conversation) with guest about room booking at a hotel, table reservation at a restaurant, booking ticket at cinema.	CO2. Conversations leading to simple and short compositions related to hospitality Industry for listening skill and better understanding.
III	Read and translate – English to French and French to English. Topics- menus, recipe, French dishes, wines, cheese and vocabulary based on hotel and restaurant.	CO3. Enhance the Basic reading skills and vocabulary.
IV	Speech on a topic (based on)- Describe a hotel, restaurant, menu, city and country.	CO4. To enhance the Basic Language speaking skills

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HOTEL ENGINEERING & FACILITY PLANNING

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : III
Course Title : Hotel Engineering & Facility Planning	
Course Code : 3-T-VI	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop basic awareness and insight on the need of saving energy in all the forms Viz. Electrical, water, and Solar in a hotel by properly planning the facilities.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	<p>Maintenance Department</p> <ul style="list-style-type: none"> • Definition, scope, objectives • Importance of maintenance dept. in hotel industry • Organization of maintenance dept. in 3/4/5 Star Hotel. • Duties and responsibilities of engineering dept • Types of maintenance <ul style="list-style-type: none"> ○ Preventive maintenance ○ Breakdown maintenance ○ Predictive maintenance ○ Contract maintenance <p>Energy Management</p> <ul style="list-style-type: none"> • Importance of energy conservation • Use of solar energy for various activities • Energy conservation program for <ul style="list-style-type: none"> • Front office • Kitchen o F and B • Housekeeping • Laundry and Sanitation • Guestrooms 	<p>CO1. Understand the importance and function of maintenance department operational in a hotel as well as managing the energy in different sections of the hotel.</p>
II	<p>Water, Sanitation and Waste treatment</p> <ul style="list-style-type: none"> • Water purification methods • Methods of water softening (Ion exchange, Zeolite process) • Cold and hot water distribution system • Various plumbing fixtures • Types of sanitary traps and their applications • Types of water closets and flushing • Classification of solid waste • Garbage collection and disposal 	<p>CO2. Familiarization with methods and techniques of water purification and using different water for various purpose and have an insight on various water dispensing fixtures.</p>

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	system	
III	Electrical Systems <ul style="list-style-type: none"> • Switch, Plug, Socket • AC and DC system. • Single and three phase system • Types of Electrical safety devices Fuses Earthing Circuit breakers • Methods of lighting • Calculation of electricity bill 	CO3. Understand the importance of using electric power and the different safety measures while using electric power.
IV	Heating, ventilation, refrigeration and air conditioning <ul style="list-style-type: none"> • Heating system • Heat insulation • Types of ventilation • Definitions –heat, temp, specific heat, sensible heat, latent heat, relative • humidity, dry bulb temp, wet bulb temp, tons of refrigeration • Refrigerant-types, properties of good refrigerants • Refrigeration cycle • Factors affecting human comfort • Types of ac systems-unitary and centralized • Window AC • Walk in freezer and cold storage 	CO4. Familiarization with the different facility provisions and understanding the mode of operations of those facilities.
V	Designing of facilities <ul style="list-style-type: none"> • Designing of building and civil infrastructure – Roof, Exterior Walls, Elevator • Shafts and Landscaping • Designing of parking areas – Standard Parking Space allotment, Layout Considerations • Designing of Lodging Facilities – Designing of Guest Room, Suites, Lobbies, • Recreational facilities • Designing of Food and Beverage area –Concept of Designing Food and Beverage Production and Service Areas 	CO5. Understand the importance of designing of various facilities in a hotel and their use as tool for selling facilities.
References	<ol style="list-style-type: none"> 1. Hospitality Facilities Management and Design -David M. Stipanuk, Harold Roffmann; Publication: Educational Institute, AHMA 2. How Things Work – The Universal Encyclopedia of Machines, Volume 1 and 2 3. The Management of Maintenance and Engineering Systems in the Hospitality Industry - Frank D. Borsenik, Alan T. Stutts, John Wiley & Sons Inc., New York. 4. Air Conditioning Engineering; W. P. Jones, English Language Book 	

	Society 5. Refrigeration and Air Conditioning - Domkundwar 6. A Text Book of Hotel Maintenance- Goyal and Arora
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BHMCT Semester-IV
FOOD PRODUCTION OPERATIONS II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : IV
Course Title : Food Production Operations- II	
Course Code : 4-T-1	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop basic knowledge and culinary skills required in Indian and Continental Kitchens and bakery, which will help students to develop a comprehensive awareness of Egg and Fish cookery and basics of bakery and pastry making. It also specifies further inclusive of layouts of various kitchens and particularization of kitchen stewarding department in hotels for smooth functioning.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Egg Cookery <ul style="list-style-type: none"> • Introduction – Classification of Eggs • Structure of an egg • Selection of egg • Methods of Cooking (Effects of heat) • Uses of egg in cookery and bakery 	CO1. Understanding the classification, structure, selection their method of cooking and Uses of egg.
II	Fish Cookery <ul style="list-style-type: none"> • Introduction to fish cookery • Classification of fish with examples • Cuts of fish with menu examples • Selection of fish and shell fish • Cooking of fish (effects of heat) 	CO2. Perceiving the basic introduction, Classification, cuts, selection and effects of fish & shell fish in cookery.
III	Indenting and Stores <ul style="list-style-type: none"> • Indenting, Principles of Indenting Qty. & portions for Bulk production Practical difficulties involves in Indenting • Conversion of Recipes Stores <ul style="list-style-type: none"> • Principles of storage, • Types of stores • Layout of Dry and cold room • Staff Hierarchy, • Guidelines for efficient storage • Control procedures • Inventory Procedures • EOQ– Economic order Quantity • Re-order levels • Bin Cards • Form and formats 	CO3. Develop comprehensive insight on principles, portioning control in indenting and recipe conversion in Bulk cookery. Perceive the overall functioning of the stores and its related concepts.

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	<ul style="list-style-type: none"> • Function of a store Manager • Computerized store control system. • Standard purchase specification • Dealing with suppliers. 	
IV	<p>Introduction to Bakery & confectionery</p> <ul style="list-style-type: none"> • Definition of baking • Principles of baking • Bakery Equipment (5 small & 5 large) and Tools <p>Characteristics Functions of ingredients in Bakery & Confectionery</p> <ul style="list-style-type: none"> • Flour • Shortening agents • Sweetening agents • Raising agents • Dairy products 	CO4. Acquire the detail knowledge of bakery and confectionary.
V	<p>Pastries Making</p> <ul style="list-style-type: none"> • Types-Short crust, Laminated, Choux, Hot water/Rough puff • Methods of preparation, Recipes and Evaluation • Differences and faults • Uses of each pastry • Care to be taken while preparing pastry • Temperature of baking pastry 	CO5. Acquire the detail knowledge of different pastries along with its methods, uses and care.
References	<ol style="list-style-type: none"> 1. Bali, P. S. (2009). Food Production Operations. New Delhi: Oxford University Press. 2. Bali, P. S. (2012). Quantity Food production. New Delhi: oxford university press. 3. S. Bali, P. (2012). International Cuisine & Food Production. New Delhi: Oxford University Press. 4. Thagan, P. (1999). Modern Cookery Vol I & II. New Delhi: Orient Longman Ltd. 5. Arora, K. (2000). Theory of Cookery. New Delhi: frank Bros & Co (Publishers) ltd. 6. Wayne, G. (1995). Professional Cooking. USA: John Wiley & Sons. 7. Larousse Gastronomique. (2001). USA: Hamlyn- a division of Octopus Publishing group Ltd. 8. Kalra, I. (2000). Prasad - Cooking with Indian Masters. New Delhi: Allied Publishers ltd. 	

	9. Saraswat, A. (2003). Professional Chef. New Delhi: UBS Publishers distributors Pvt Ltd.
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FOOD PRODUCTION OPERATIONS-II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : IV
Course Title : Food Production Operations-II	
Course Code : 4-P-1	Practical
Credits :	Number of Lectures in a week: 8

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	Punjab (Min. 10 dishes)	CO1. Preparing Punjabi dishes for understanding the basic skills, preparation techniques and method of cooking of that particular cuisine.
II	Orissa (Min. 10 dishes)	CO2. Demonstrating and Preparing the Orissa dishes for understanding the basic skills, preparation techniques and method of cooking of that particular cuisine.
III	Rajasthan (Min. 10 dishes)	CO3. Acquire the knowledge regarding the Rajasthan for developing the basic skills, preparation techniques and method of cooking of that particular cuisine.
IV	Maharashtra / Malavani (Min. 10 dishes)	CO4. Preparing Maharashtra/ Malavani dishes for understanding the basic skills, preparation techniques and method of cooking of that particular cuisine.
V	Gujrat / Bohri / Parsi (Min. 10 dishes)	CO5. Preparing the Gujrat/ Bohri/ Parsi dishes for understanding the basic skills, preparation techniques and method of cooking of that particular cuisine.
VI	Tamil Nadu (Min. 10 dishes)	CO6. Preparing the Tamil Nadu dishes for understanding the basic skills, preparation techniques and method of cooking of that particular cuisine.
VII	Andhra Pradesh / Hyderabad (Min. 10 dishes)	CO7. Preparing the Andhra Pradesh/Hyderabad dishes for understanding the basic skills, preparation techniques and method of cooking of that particular cuisine.
VIII	Biryanis	CO8. Demonstration and practice of Biryanis
IX	Fried Snacks	CO9. Understanding the various fried snacks in Indian cookery. (2 Practicals)
X	Tandoori Snacks	CO10. Demonstration and Practice of tandoori snacks (2 Practicals)

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FOOD & BEVERAGE OPERATIONS-II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : IV
Course Title : Food & Beverage Operations-II	
Course Code : 4-T-II	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop basic knowledge of alcoholic beverages- Spirits, Liqueurs and Cocktails in terms of their origin, history, manufacturing, classifications and service. The subject is to explore the detailed information about the spirits which will be helpful to the students for recognizing, preparing, mixing and serving the alcoholic drinks authentically and will also enable them to invent new combinations of cocktails in future.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Alcoholic beverage- Spirits <ul style="list-style-type: none"> • Introduction and Definition, • Production of Spirit <ul style="list-style-type: none"> ○ Pot-still method ○ Patent still method ○ Different Proof Spirits: American Proof, British Proof (Sikes scale), Gay Lussac (OIML Scale) 	CO1. Perceive the details of sprits in terms of its production methods and different alcoholic proofs.
II	Production of spirits (History, Manufacture, Regions, Types and brands) <ul style="list-style-type: none"> • Whisky-Scotch, Irish, American, Canadian • Rum • Brandy 	CO2. Understand the history, manufacturing, types and brands of Whisky, Rum and Brandy.
III	Production of spirits (History, Manufacture, Regions, Types and brands) <ul style="list-style-type: none"> • Gin • Vodka • Tequila 	CO3. Understand the history, manufacturing, types and brands of Gin, Vodka and Tequila.
IV	Liqueurs <ul style="list-style-type: none"> • History / Origin, Definition, Production, Types / classification • Name of Liqueurs along with • Country of origin • Pre-dominant flavours • Service Brand names 	CO4. Familiarization with the history, manufacturing, types, country of origin and brands of Liqueurs and also with their pre-dominant flavours.
V	Cocktails <ul style="list-style-type: none"> • Introduction to Cocktails History, Types and Preparation • Classical Cocktails and Innovative cocktails, Recipes of Classical Cocktails – 5 cocktails of each base. 	CO5. Understand the Cocktails, their types and preparation methods. Acquire the detail knowledge of Classical cocktails and Innovative cocktail.
References	1. Roger B. Boulton, V. L. (2005). Principles and Practices of Winemaking. New York: S.K. Jain for CBS Publisher. 2. Broom, D. (2013). The Complete Bartender's Guide. china: Carlton Books Limited.	

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| | <ol style="list-style-type: none">3. Cullen, P. (2001). The Food and Beverage Manager. New Delhi: Global Books & Subscription Services.4. Dennis Lillcrap, J. C. (2002). Food and Beverage Service. London: Hodder and Stoughton Educational.5. Dhawan, V. (2003). Food & Beverage Service. New Delhi: Frank Bros & co. (Publishers) ltd.6. Singaravelavan, R. (2011). Food and Beverage Service. New Delhi: Oxford University press.7. Jones, P. (1988). Food Service Operations. London: Cassell Wellington House.8. Verghese, B. (1999). Professional Food and Beverage Service Management. Bangalore: Macmillan Indian ltd. |
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FOOD & BEVERAGE OPERATIONS-II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : IV
Course Title : Food & Beverage Operations-II	
Course Code : 4-P-II	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practical	Contents	Course Objectives
I	Service of Spirits Service styles – neat/on-the-rocks/with appropriate mixers <ul style="list-style-type: none">• Service of Whisky• Service of Vodka• Service of Rum• Service of Gin• Service of Brandy	CO1. Demonstration and Practice of Spirits such as Whisky, Vodka, Rum, Gin, Brandy.
II	Cocktails demonstration <ul style="list-style-type: none">• Making of 5 cocktails of each base.• Classical /contemporary cocktails	CO2. Demonstration and Practice of making Classical, Contemporary and innovative cocktails and their presentation techniques.
III	Service of Liqueurs <ul style="list-style-type: none">• Service styles – neat/on-the-rocks/with cream/en frappe• Service from the Bar	CO3. Demonstration and Practice of service of Liqueurs.

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HOUSEKEEPING OPERATIONS-II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : IV
Course Title : Housekeeping Operations- II	
Course Code : 4-T-3	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to enhance basic knowledge and managerial skills, which will help students to develop a comprehensive awareness of various renovation activities, flower arrangement, also the pest control measures to protect the hotel from potential damages that they may cause.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Furniture <ul style="list-style-type: none"> • Types of furniture • Types of Joints in furniture. • Selection • Materials used • Furniture care & cleaning • Selection of furniture for hotels (Commercial / Resort) • Furniture's Arrangement in hotels 	CO 1 Learn about the guestroom furniture with regard to their classification, types, selection, and materials commonly used.
II	Renovation <ul style="list-style-type: none"> • Reasons to renovate • Types of renovation • Subsidiary processes in Renovation • Refurbishing • Redecoration 	CO2. Review the technical terms and jargon used in renovation activities.
III	Flower arrangement <ul style="list-style-type: none"> • Concept and Importance • Types and shapes • Principles • Conditioning of plant material • Tool, Equipments and Accessories • Colour schemes in Flower Arrangement 	CO3. Understand the classical and modern hierarchy of kitchen department along with duties and responsibilities of staff.
IV	Housekeeping Supervision <ul style="list-style-type: none"> • Importance of inspection • Checklist for inspection, typical areas usually neglected • Self-supervision techniques for cleaning staff 	CO4. Acknowledge the crucial role of a supervisor. Identify the purpose and the systematic methods of guestroom supervision.
V	Pest control <ul style="list-style-type: none"> • Types of pests • Pest control Goals • Common pests and their control • Integrated Pest management 	CO5. Identify the basics of integrated pest management using different methods of pest control.

	<ul style="list-style-type: none">• Methods of Pest Control	
References	<ol style="list-style-type: none">1. Bansal, T. (2010). Hotel Facility Planning. New Delhi: Oxford University Press.2. Martin, R. (1997). Professional Management of Housekeeping Operations. New York: John Wiley & Sons, Inc.3. Raghubalan, G. (2011). Hotel Housekeeping Operations and Management. New Delhi, India: Oxford University Press.4. Singh, M. (2012). Hotel Housekeeping. New Delhi: Tata McGraw-Hill.	

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HOUSEKEEPING OPERATIONS-II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : IV
Course Title : Housekeeping Operations- II	
Course Code : 4-P-III	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	<ul style="list-style-type: none">• Use of checklist by supervisor to check any 5 situations in housekeeping• Classification of waste	CO1. Develop inspection checklists for use in guestrooms and public areas. Compare various methods of managing waste.
II	<ul style="list-style-type: none">• Plan furniture arrangement for 2 types of rooms and public area	CO2. Understand the sequential method of furniture arrangement in guestrooms.
III	<ul style="list-style-type: none">• Western flower arrangement Ikebana-Shohin type arrangement	CO3. Understanding the application of eight features of good design in designing flower arrangement.

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FRONT OFFICE OPERATIONS-II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : IV
Course Title : Front Office Operations- II	
Course Code : 4-T-IV	Theory
Credits :	Number of Lectures in a week: 4

Rationale: The subject purposes to establish the importance of Front office department and their role in operations the Hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for planning and preparing reports and statistics at cashier counter and night auditing reports. The subject further stresses on the marketing, sales and promotion techniques.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Reports and Statistics <ul style="list-style-type: none"> • Averages • Occupancy • Guest • Rooms • Graphical representation- 1)mean 2) median 3) mode • Yield Management 	CO1. Learn to generate the various reports in front office for daily sales.
II	Cashier and Night Auditing <ul style="list-style-type: none"> • Duties of cashier • Job description of Night Auditors • Duties of cashier • Recapitulation Sheet • Transcript Night • Receptionist Report 	CO2. Understand the importance of Night audit and its process along with duties and responsibility of night auditor.
III	Hotel Marketing <ul style="list-style-type: none"> • Marketing- meaning, definition • Hotel Marketing • Marketing in Hotel - specific features of Hotel Marketing • Hotel as marketing Product 	CO3. Acquire the fair idea of concept of hotel marketing in terms of its products and features so as present hotel as marketing product.
IV	Selling by Reception Staff <ul style="list-style-type: none"> • Reception as a sales department • Selling techniques for reception • Points for sale • Room assignment • Selling to different type of clientele 	CO4. Illustrate the responsibility of front office staff as sales personnel to sell right product/ service to right clientele.
V	Upselling <ul style="list-style-type: none"> • Up selling- meaning, qualities to be acquired by Front Office staff for up selling • Up selling- non pressure technique • Selling to different type of clientele, FIT's, Travel Group 	CO5. Illustrate the qualities to be acquired by Front Office staff for up selling to deal with different kinds of clientele. Understand the concept of promotion for planning promotional activities of Front office Staff.

	<ul style="list-style-type: none"> • Terms and conditions between Travel Agency and Hotels <p>Promotional Activity</p> <ul style="list-style-type: none"> • Meaning and understanding of Promotion • Purpose of promotion • Types of promotional activities • Promotional activities used in general • Promotional activities used by Hotel • In house promotional activities 	
References	<ol style="list-style-type: none"> 1. Andrews, S. (1999). Hotel front office training manual. New Delhi: Tata Publishing Company limited. 2. D. Collins. (1967). Accommodation Operations. New Delhi: Plymouth MacDonald Evans. 3. Jatashankar. R. Tiwari. (2009). Hotel front Office Operations and Management. New Delhi: Oxford University press. 4. S.K. Bhatnagar. (2002). Front Office Management. New Delhi: Frank Bros.& co(publishers)ltd. 5. Singh, D. R. (2000). Front Office management. New Publication: Aman Publication. 	

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FRONT OFFICE OPERATIONS-II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : IV
Course Title : Front Office Operations-II	
Course Code : 4-P-IV	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	<ul style="list-style-type: none">• Handling of different types of guest,• Handling of VIP's,• Handling a black list	CO1. Understand the ways of handling regular, VIP and blacklisted guests.
II	<ul style="list-style-type: none">• Calculation of reports /statistics• Preparing of Reports	CO2. Learn the calculation and method of making various sales report of front office.
IV	<ul style="list-style-type: none">• Preparing promotional Material	CO3. Planning and preparation of promotional kit for hotel.
V	<ul style="list-style-type: none">• Preparation of final bill	CO4. Learn the posting of room rent and extra bills and supporting and preparation of final bill.
VI	<ul style="list-style-type: none">• Procedure for handling credit card	CO5. Understand the process of handling or settlement of payment by credit card.

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PRINCIPLES OF MANAGEMENT

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : IV
Course Title : Principles of Management	
Course Code : 4-T-V	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject will inculcate the Knowledge of Concept Management and also getting to know the details about the various functions of Management like Planning, Organizing, Staffing, Directing, and Controlling. Further the students will also be acquainted with Leadership aspects, Motivation and its Theories, and Importance of Management Communication.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	<p>Concept of Management</p> <ul style="list-style-type: none"> • Nature, function, definition, Characteristics and importance of management, levels of Management, the process of management: - Planning, organizing, staffing, directing and controlling. • Is Management a science or art? • Management as profession, Management and administration. <p>Development of Management Thought</p> <ul style="list-style-type: none"> • Scientific management: contribution of Taylor, Fayol, Drucker. 	<p>CO1. Getting the brief knowledge of the various Nature and functions of Management. Understanding Management as an art as well as science and acquiring the information on the concept of Management through various experts.</p>
II	<p>Planning</p> <ul style="list-style-type: none"> • Meaning, nature and importance of planning, type of plans, characteristics of planning advantages and disadvantages of planning, steps in planning, components of planning. <p>Decision Making</p> <ul style="list-style-type: none"> • Types of decisions, step-by-step decision-making process, review of decision. <p>Organization</p> <ul style="list-style-type: none"> • Meaning, nature and importance of organization, principles of organization, organization charts and manuals, formal and informal organization, types of organization: - functional, line and staff and committee, Span of management, Delegation: - 	<p>CO2. Familiarization with the various aspects of Planning and Decision making. Gaining knowledge and proper understanding on the meaning, nature, types and importance of organization.</p>

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	Centralization and decentralization.	
III	<p>Staffing</p> <ul style="list-style-type: none"> • Meaning, manpower planning, job analysis, recruitment, selection, training, promotion, performance appraisal, job evaluation and merit rating. <p>Directing</p> <ul style="list-style-type: none"> • Meaning, nature of directing, characteristics of directing, principles of directing, importance of directing, techniques of directing orders, chain of command, authority-responsibility-accountability relationship, supervision. 	CO 3. Getting acquainted with Staffing and its process. Inculcating the various details about Directing in an organization.
IV	<p>Leadership</p> <ul style="list-style-type: none"> • Definition, different styles of leadership, Qualities of leader, difference between leader and manager, Leadership theories. <p>Motivation</p> <ul style="list-style-type: none"> • Meaning, nature and objectives of motivation, benefits of motivation, Theories of motivation, Maslow's theory of need hierarchy, Herzberg's hygiene-motivation theory, Vroom's expectancy theory-Mc Gregory's theory 'X' and theory 'Y'. 	CO 4. Getting to know about Leader and Leadership styles and theories. Learning and understanding about motivation and also the various theories of motivation.
V	<p>Communication</p> <ul style="list-style-type: none"> • Meaning and nature of communication, types of communication: upward / downward, verbal / non-verbal, formal-informal, barriers to communication, communication process. <p>Controlling</p> <ul style="list-style-type: none"> • Meaning, control process, need for control, control techniques, budgetary and non-budgetary control, marketing control-production control-quality control, financial control-information control, concept of strategic control, control & accountability and pressure to perform. 	CO 5. Perceive the various aspects of Communication and its importance in management and organization as a whole. Figuring out the meaning, need, process of Control and also its importance in various sections of an organization.
References	1. Principles of management, Dr (Mrs.) Pratibha M. Siriya	

	<ol style="list-style-type: none">2. Management -Stoner & Freeman3. Essentials of Management -Koontz & O'donnell4. Management and Organisation- M. Louis Allen5. Management Theory and Practice - Earnest Dale6. Management tasks- Peter F Drucker7. Management Process- Davar R.8. Fundamentals of Management- J.S.9. Principles of management – P.N. Reddy
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BASIC HOTEL ACCOUNTING

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : IV
Course Title : Basic Hotel Accounting	
Course Code : 4-T-VI	Theory
Credits :	Number of Lectures in a week: 4

Rationale: “Accounting is like a salt in food; no one appreciates precision and presence but notices absence and deficiency”. Accounting is a backbone of any business. Explaining principles, procedure, tools of accounting along with their advantages and limitations (if any) would be essential. It will help students to differentiate between income (revenues) and expenses, allocate the monetary transactions to respective heads of accounts and record them. It helps in taking accurate decisions. This course imparts students a systematic and in-depth knowledge of writing Cash book, maintaining Guest record efficiently, presenting hotels statistical data to understand performance of the hotel, preparing income statement to calculate profit and profitability”.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	<p>Introduction of Basic Accounts and Journal.</p> <ul style="list-style-type: none"> ● Meaning, Scope (area of application), Objective, Advantages and Disadvantages. ● Book-Keeping and Accountancy: Meaning and their systems with features. ● Double Entry System: Principles, Application, Nature, Advantages and limitations. ● Classification of Accounts, Principles and Rules (simple problems only). ● Journal: Meaning of Journal & its Advantages, Format of Journal with the utility of each column. Requirement of Journal entries. (simple problem only) 	CO 1. Specify the nature of transaction, apply rules of debit and credit & draft Journal entries.
II	<p>Subsidiary Book, ledger and Trial Balance</p> <ul style="list-style-type: none"> ● Meaning and Advantages of subsidiary book, Kinds of Subsidiary Book. ● Petty Cash Book- Meaning advantages (simple Problems). 	CO2. Elaborate the importance of cash and bank in settlement, record in the books of accounts, balance the ledger and prepare trial balance to test the arithmetic accuracy.

	<ul style="list-style-type: none"> ● Ledger: Meaning of ledger, Division of ledger. Rules of Posting. Balancing of ledgers, Kinds of Balances [simple problem only) ● Trial Balance: Meaning, Objectives and Advantages of Trial Balance. System of preparation / Presentation of Trial ● Balance. Preparation of Trial Balance [Simple problem only 	
III	<p>Final Accounts of Hotel Industry:</p> <ul style="list-style-type: none"> ● Meaning of Final Account, Need and Advantages. ● Component and their importance- Trading Account, Profit and Loss Account, Profit and Loss Appropriation Account & Balance Sheet. Meaning of Adjustments and their Treatment in Final Accounts. ● Simple Problems on Final Accounts. 	CO3. Understand & Prepare trading, profit and loss a/c, balance sheet with the help of trial balance and adjustment to calculate profit or loss as well as understand financial position of the business.
IV	<p>Guest Records and Billing</p> <ul style="list-style-type: none"> ● Hotels: Definition, Characteristics, Classification of Hotels, Rooms and Guest: (under different categories) ● Departments in a hotel as operating and Non-operating, Revenue Producing and Non-Revenue Producing. ● Basis of Charging Room Rates. (Simple Problems Only) ● Guest Weekly Bill: Format (Computerized and Manual) (simple problems only) 	CO4. Understand the basis of charging room rent to the guest, different modes of settlement, maintain up-to date guest record and prepare guest bill.
V	<p>Auditing and Hotel Statistics</p> <ul style="list-style-type: none"> ● Meaning, Scope and Advantages of Auditing. ● Meaning of Night Auditor, His Duties, Function and Responsibilities. 	CO5. Understand the need of auditing, concept & role of night auditor. Calculate various ratios to express daily performance of the hotel for managerial decisions.

	<ul style="list-style-type: none">• Various Reports to be prepared by Night Auditor: List and Their Draft (Format)• House Count. Ratios on 1. Occupancy 2. Room Rate- Average per Guest. 3. Covers.	
References	<ol style="list-style-type: none">1. Hotel Accounting & financial control, Ozi A. D'cunha & Gleson O. D'cunha; The Dickeys Enterprise, Mumbai.2. Modern Accountancy (Vol I & II), A. Mukherjee; Tata-Mc Graw- Hill3. Accountancy for C.A. Foundation, P.C. Tulsian.; Tata-Mcgraw-hill publishing company Ltd. New Delhi.	

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HOTEL ENGINEERING & FACILITY PLANNING

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : IV
Course Title : Hotel Engineering & Facility Planning	
Course Code : 4-P-V	Practical
Credits :	Number of Practical in a week:

Modules	Contents	Course Objectives
I	Calculation of Electricity Bill	CO1. Familiarization with the calculation process to estimate the bill based on consumption.
II	Study of Maintenance Schedule of <ul style="list-style-type: none"> • Kitchen • Guest Room • Refrigerator • Fire Extinguisher • Housekeeping 	CO2. Understand the importance of periodic maintenance in different departments of the hotel.
III	Electrical Accessories: Fuse, Switch, Socket, Plug etc.	CO3. Familiarization with the application of different electrical fixtures and safety devices.
IV	Lighting Systems and types of lamps	CO4. Understanding the importance illumination and use of different lighting system.
V	Signs and Symbols	CO5. Familiarization with the different terminologies associated with symbol that are used in hotels.
VI	Hot and Cold-Water Distribution System	CO6. Understanding the importance of distribution of water for staff and guest use.
VII	Plumbing Fixtures	CO7. Familiarization with the different plumbing fixtures used in a classified hotel.
VIII	Different types of taps: Bib tap, Pillar tap, Waste – not tap	CO8. Familiarization with different taps installed in a hotel.
IX	Refrigerator / Vapour Compression system in hotel	CO9. Understanding the importance cooling and vapour compression system.
X	Air Conditioner: Window AC	CO10. Familiarization with the use of air conditioning system and types of air conditioners.
XI	Maintenance Tools: Tester, Screw driver, Wire cutter, Plier, Chisel, Rip saw, Hack saw, Claw hammer	CO11. Understanding the importance and use of different maintenance tools that are most commonly used by maintenance staff.

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BHMCT Semester-V

FOOD PRODUCTION MANAGEMENT-I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : V
Course Title : Food Production Management- I	
Course Code : 5-T-1	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop the comprehensive knowledge about international cuisine and culinary skills, which will help students to conceptualize the awareness of culinary history, ingredients and their uses, methods of cooking, basic tools and utensils used in cuisine. The subject also simplifies basic understanding of meat and poultry along with its method of cooking and its uses. It also focusses on cake, cookies and bread making (Fermented goods) with its preparation, types and uses.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	International Cooking France, Italy, China, Russia, Spain: Geographical location, historical background, staple food with regional influence, ingredients, methods of Cooking, specialties, special equipment	CO 1. Acquiring the detail knowledge of international cuisine with regional influence, ingredients, method of cooking specialties and special equipment.
II	Meat Cookery <ul style="list-style-type: none">• Introduction to meat cookery• Types, Selection and Storage of Meat• Cuts of beef/veal• Cuts of lamb/mutton• Cuts of pork• Variety meats (Offal's)	CO2. Understanding the basic red meat cut with its uses.
III	Poultry <ul style="list-style-type: none">• Types of Poultry• Cuts of Poultry• Uses of Poultry• Selection and Storage of Poultry• Cooking Methods	CO3. Understanding the basic white meat cut with selection, storage and its uses.
IV	Cake Making <ul style="list-style-type: none">• Role of ingredients• Recipe balancing• Method of cake making• Cake icing and decoration Faults & remedies Cookies Making <ul style="list-style-type: none">• Types: Dropped, Piped, Hand rolled, Cutter cut, Sheet, Frozen and cut, Stencil, Sandwich, Festive.• Methods of mixing & Baking• Uses of cookies	CO4. Familiarization with Cakes and Cookies making methods, faults, cake icings and its uses.

	<ul style="list-style-type: none"> • Preparation and evaluation • Common Faults 	
V	Bread Making/Yeast Dough's (Fermented Goods) <ul style="list-style-type: none"> • Role of ingredients • Types – (Rich / lean) • Methods of bread making • Stages in bread making • Effect of over fermentation & under fermentation • Over & under proving of doughs of bread & fermented goods • Faults and remedies • Bread Disease • Bread Improvers 	CO5. Illustrating the bread making process with In-depth detail and familiarisation with bread diseases and improvers.
References	<ol style="list-style-type: none"> 1. Bali, P. S. (2009). Food Production Operations. New Delhi: Oxford University Press. 2. Bali, P. S. (2012). Quantity Food production. New Delhi: oxford university press. 3. S. Bali, P. (2012). International Cuisine & Food Production. New Delhi: Oxford University Press. 4. Thagan, P. (1999). Modern Cookery Vol I & II. New Delhi: Orient Longman Ltd. 5. Arora, K. (2000). Theory of Cookery. New Delhi: frank Bros & Co (Publishers) ltd. 6. Wayne, G. (1995). Professional Cooking. USA: John Wiley & Sons. 7. Larousse Gastronomique. (2001). USA: Hamlyn- a division of Octopus Publishing group Ltd. 8. Kalra, I. (2000). Prasad - Cooking with Indian Masters. New Delhi: Allied Publishers ltd. 9. Saraswat, A. (2003). Professional Chef. New Delhi: UBS Publishers distributors Pvt Ltd. 10. David Foskett, V. C. (2003). The Theory of Catering. London: Book Power Publishers. 11. Mohini Sethi, S. M. (1997). catering Management - An Integral Approach. New Delhi: New Age International (P) Ltd. 12. Wayne, G. (1995). Professional Baking. USA: John Wiley & Sons 	

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FOOD PRODUCTION MANAGEMENT-I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : V
Course Title : FOOD PRODUCTION MANAGEMENT-I	
Course Code : 5-P-1	Practical
Credits : 8	Number of Lectures in a week: 8

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	International cuisine (Six Course Menus) France	CO1. Demonstrating and practicing basic skills of French cuisine. (Two Practicals)
II	Italy	CO2.Acquiring the basic preparing skills of Italian Cuisine (Two Practicals)
III	China	CO3. Understanding and practicing of basic Chinese preparations. (Two Practicals)
IV	Russia	CO4.Preparing the Russian dishes with all basic skills and method of preparation. (One Practical)
V	Fatless sponge- Black forest, pineapple sponge, Sponge Fruit Flan	CO5. Introduction to Cakes and its demonstrations. (Two Practicals).
VI	Fatless sponge- Chocolate Pyramid, Angel Food Cake	CO6. Demonstration and Practice of basic cakes (One Practical)
VII	Butter sponge - Check-mate Gateau, Caramel chip Gateau, Banana Bread,	CO7. Demonstration and Practice of basic cakes (Two Practicals)
VIII	Butter sponge - Brownies, Novelty Cake made using Victoria sponge.	Demonstration and Practice of basic cakes (Two Practicals)

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FOOD & BEVERAGE MANAGEMENT-I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : V
Course Title : Food & Beverage Service Management I	
Course Code :5-T-II	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop advance knowledge and skills, which will help to students to develop a prescience awareness of Bar, its equipment and their uses, care and maintenances. Planning & operating various Bar, beverage control and beverage inventory in Bar.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Introduction to Bar Types of bar <ul style="list-style-type: none"> • Cocktail • Dispense Parts of Bar <ul style="list-style-type: none"> • Front Bar • Back Bar • Under Bar (speed rack, garnish containers, Ice well, etc) 	CO 1. Perceive the concept of bar in Food and Beverage Service Industry along with different Types of bar and parts of bar.
II	Bar Planning & Operation <ul style="list-style-type: none"> • Bar staffing • Opening and closing duties • Control Methods & Licenses Basic of layout and designs considering such as target clientele <ul style="list-style-type: none"> • Décor • Area size • Location • Plumbing • Lighting and flooring Requirements of the relevant state / Territory Liquor Act in relation to service of alcohol	CO2. Illustrate the attributes of Professional bar operations and understand the basics of bar planning.
III	Equipments and Beverage List <ul style="list-style-type: none"> • Bar equipments and tools • Wine service equipment • Beer service equipment • Cocktail bar equipment • Beverage list • Planning and designing the Beverage list • Bar accompaniments & garnishes • Bar accessories & disposables. 	CO3. Understand the various bar and cocktail Equipment, tools and their types and care, maintenance

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IV	Beverage Control <ul style="list-style-type: none"> • Objectives of Beverage Control • Purchasing • Receiving • Storing • Issuing control • Standard Drink list • Standard Portion Size • Bar Frauds • Books Maintained. 	CO4. Exemplify the objective, purchasing, receiving, storing, bar frauds, standard portion size and book Maintained of beverage control.
V	Inventory Control <ul style="list-style-type: none"> • Importance • Objectives • Methods • Determining stock Levels • Perpetual and Monthly inventory • Pricing of beverage, Corkage etc. 	CO5. Compute the importance, methods, stock levels, perpetual and Monthly inventory, pricing and corkage charge of inventory control.
References	<ol style="list-style-type: none"> 1. Cousins, D. L. (2010). Food and Beverage Service. London: Hodder Education 2. Cullen, P. (2001). The Food and Beverage Manager . New Delhi: Global Books & Subscription Services. 3. Dennis Lillicrap, J. C. (2002). Food and Beverage Service. London : Hodder and Stoughton Educational. 4. Dhawan, V. (2003). Food & Beverage Service . New Delhi : Fraank Bros & co.(Publishers) ltd. 5. Singaravelavan, R. (2011). Food and Beveragae Service. New Delhi : Oxford University press." 6. Tharakan, Y. G. (2004). A Guide to Food & Beverage . Bangalore: Tata McGraw-Hill . 7. Jones, P. (1988). Food Service Operations. London : Cassell Wellington House. 8. Ahmed, M. (2005). Food and Beverage Services. New Delhi : Anmol Publication 9. Verghese, B. (1999). Professional Food and Beverage Service Management. Bangalore: Macmillan Indian ltd. 	

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FOOD & BEVERAGE SERVICE MANAGEMENT - I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : V
Course Title : FOOD & BEVERAGE SERVICE MANAGEMENT - I	
Course Code :5-P-I	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	Planning different types of bar for different occasions	CO1. Understanding the different types of bar according to the different occasions.
II	Different bar equipment- care and use	CO2. Familiarization of Bar equipments, tools, bar kit and Its care and use.
III	Setting a Bar for Wine service, Beer service, Cocktail demonstration, etc. along with their specific equipment	CO3. Familiarization with the Beverage services through the practice and cocktail demonstration using special equipment.
IV	Dispense Bar <ul style="list-style-type: none">• Function / Operation• Storage of Alcoholic Beverage• Service from Dispense Bar	CO4. Demonstration and Practice of dispense bar and how its work
V	Taking Inventory	CO5. Organized to taking the inventory for the bar.

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HOUSEKEEPING MANAGEMENT- I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : V
Course Title : Housekeeping Management- I	
Course Code : 5-T-III	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This course proposes to develop advance knowledge of internal environment to be followed in hotels, entire process of contract cleaning, planning and organising of the department. This subject provides detailed knowledge of safeguarding assets and develop skills in first aid and safety awareness.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Internal Environment <ul style="list-style-type: none"> • Noise • Air conditioning • Light 	CO 1. Recognise optimum level of noise, air-conditioning and measurement of light.
II	Contract cleaning <ul style="list-style-type: none"> • Define outsourcing • Considerations for contracts • Contract services in housekeeping • Steps while outsourcing • Contract specification • Pricing contracts • Advantages and Disadvantages of outsourcing 	CO2. Determine requirements, steps and specifications in contracts. Able to draft contracts for various contract services.
III	Planning and organizing Housekeeping Department <ul style="list-style-type: none"> • Division of work • Area inventory list • Frequency schedules • Performance standards • Productivity standards • Inventory levels-determining par levels, • Work schedules 	CO3. Understand planning housekeeping operations by proper planning documents and plan the work of housekeeping department on paper.
IV	Safeguarding assets <ul style="list-style-type: none"> • Concept of safeguarding Assets • Security from theft – by staff, by guest • Security in Hotel guest rooms 	CO4. Understand concept of safeguarding assets and prevent theft by guest and employees.
V	Safety awareness & First aid <ul style="list-style-type: none"> • Concept and Importance • Safety: Accidents, Fire (cause, Procedure, Accident report form) • First aid: Concept and Emergency Procedures (Heart attack, Artificial Respiration, Burns and scalds, 	CO5. Prioritize safety awareness and accident prevention in housekeeping department. Understand the basics of first aid procedures.

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References	<ol style="list-style-type: none">1. Bansal, T. (2010). Hotel Facility Planning. New Delhi: Oxford University Press.2. Martin, R. (1997). Professional Management of Housekeeping Operations. New York: John Wiley & Sons, Inc.3. Raghubalan, G. (2011). Hotel Housekeeping Operations and Management. New Delhi, India: Oxford University Press.4. Singh, M. (2012). Hotel Housekeeping. New Delhi: Tata McGraw-Hill.	

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HOUSEKEEPING MANAGEMENT-I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : V
Course Title : Housekeeping Management- I	
Course Code : 5-P-III	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	Learning about recent security systems used in hotels. (either by visit /internet usage/ magazines)	CO1. Learn about latest security systems installed in hotels.
II	List of 5 leading organizations of India which take contracts for at least 5 services	CO2. Identify leading contract service providers, latest services available in market.
III	First aid in collaboration with any Doctor.	CO3. Practice exact first aid procedures, deal with emergency situations.

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FRONT OFFICE MANAGEMENT-I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : V
Course Title : Front Office Management- I	
Course Code : 5-T-IV	Theory
Credits : 4	Number of Lectures in a week: 4

Rationale: The subject purposes to develop managerial visionary of the students being part of Front office department and their role in managing aspects related to environment awareness and is management, total quality management. It also prepares the student to acquire basic knowledge and develop skills necessary for planning and preparing budgets and sales and marketing techniques.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Environmental Management <ul style="list-style-type: none"> • Environmental and Ecology, • Environmental Pollution- air, water • Environmental Education and Environmental Legislations • Environmental Management in Hospitality Industry • Green Practices in Front Office 	CO1. Understand the duties of front office and hotel staff to save environment and eco-system.
II	<ul style="list-style-type: none"> • Total Quality Management • Guests Perception of Quality, • Total Quality Management, • Practices in Total Quality Management 	CO2. Illustrate the importance of Quality management system and to recognize related practices.
III	<ul style="list-style-type: none"> • Japanese 5 S Practice, • Business Process Re-engineering, • Quality Control Circles, • Kaizen, • Bench Marking • Benefits of TQM 	CO3. Understand Japanese 5 S Practice for quality management, quality Control Circles and total quality management.
IV	Budget <ul style="list-style-type: none"> • Types of Budget • Budgetary • Factors affecting budget 	CO4. Learn the types of budgets and budgetary and correlated factors.
V	Sales of Marketing of Hospitality Products <ul style="list-style-type: none"> • Sales and marketing team • Sales and marketing techniques • New trends in sales 	CO5. Understand the importance of marketing and sales for Hospitality Industry and related techniques.
References	<ol style="list-style-type: none"> 1. Andrews, S. (1999). Hotel front office training manual. New Delhi: Tata Publishing Company limited. 2. D. Collins. (1967). Accommodation Operations. New Delhi: Plymouth MacDonal Evans. 3. Jatashankar. R. Tiwari. (2009). Hotel front Office Operations and Management. New Delhi: Oxford University press. 4. S.K. Bhatnagar. (2002). Front Office Management. New Delhi: Frank 	

	<p>Bros.& co(publishers)ltd. 5. Singh, D. R. (2000). Front Office management. New Publication: Aman Publication.</p>
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FRONT OFFICE MANAGEMENT-I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : V
Course Title : Front Office Management- I	
Course Code : 5-P-IV	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	Innovative sales technique Task for sales team	CO1. Understand the duties and responsibility of sales and their innovative technique of sales.
II	Preparing Budget	CO2. Learn process of calculating budget and type of budgetary system.
III	TQM	CO3. Illustrate the importance of Quality management system.
IV	Evaluation of guest satisfaction	CO4. Familiarization of feedback and check the level of satisfaction of the guest.

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APPLICATION OF COMPUTER- I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : V
Course Title : Application of Computer- I	
Course Code : 5-T-V	Theory
Credits :	Number of Lectures in a week: 3

Rationale: This subject proposes to develop basic knowledge about computer, different types of computer, their components, application area. The hardware and software of computer that is the part and parcel of day-to-day operations in the hotel / hospitality industry along with the modern computing method through different devices and safeguarding the data at the same time in the cyber world.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Computer Fundamentals and Applications <ul style="list-style-type: none"> • Evolution and development of computer • Understanding the characteristics of computers • Understanding Block Diagram of Computer • Function of each block and its components • Application areas of computer • Benefit and limitations of computers • Types of Computers short introduction 	CO1. Perceive the concept of computer and its use in day-to-day life. Understand the growth of computer till modern computer, its attributes and the arrangement of computer system.
II	Computers Hardware and its Application Various types of input and output devices <ul style="list-style-type: none"> • Keyboard • Mouse • Card Reader • Printer • Monitor • Scanner etc. • Storage devices and its use 	CO2. Understand the various input, output and storage devices connected to a computer, its use and actual working.
III	Computers Software <ul style="list-style-type: none"> • Operating System Software- Windows and Linux. • Application Software- Ms-Office, PDF Generator • Software used in Hotels. • SPSS for data Analysis. • Antivirus and its types. 	CO3. Familiarization with the different user needed software for efficient working in hotels for generating reports and manage operations. Understand the use of software in analysis of data for the generation of reports. Familiarization with the dark side of using computers and how the protect computer system from the world of hackers, Phishers and

		worms.
IV	<p>Modern Computing</p> <ul style="list-style-type: none"> • Internet. • Browsing. • E-Mail. • Network Topologies. • Threats in new age computing- Spyware, Adware, SPAM and phishing. <p>E-Commerce</p> <ul style="list-style-type: none"> • Introduction to e-Commerce and its types • Business on the net. • Mobile Computing 	<p>CO4. Understand the modern computing concept along with use of internet and mobile in advance computing such as email communication and email etiquettes and the machine-to-machine connection and the different terminologies used for networking of computer.</p> <p>Developing the scene of security while online business and different codes of operations in online operations.</p>
V	<p>Micro Soft Office-WORD</p> <ul style="list-style-type: none"> • Introduction to word processing. • File Commands, Print, Page Setup. • Editing - Cut, Copy, Paste, Find, Replace, etc. • Formatting Commands – Fonts, Bullets, Borders, Columns, Tabs, Indents, Paragraph formatting. • Tables, Auto Text, Auto Correct • Using References tools • Hyperlinks 	<p>CO5. Understanding the application software and the use of word processing in the day-to-day operations with basic usage.</p>
References	<ol style="list-style-type: none"> 1. C.S.V. Murthy. (2001). Data Communication and Networking. New Delhi: Himalaya Publishing House. 2. Jawadekar, W. S. (2004). Management Information System. New Delhi: Tata McGraw Hill Publishing Company Limited. 3. L, A., & Leon, M. (2002). Introduction to Computers. Chennai: Vijay Nicole Imprints Pvt. Ltd. 4. Rajaraman, V. (2004). Fundamentals of Computer. New Delhi: Prentice-Hall of India Private Limited. 5. Shroff, R. (2004). Computer Systems and Applications. Mumbai: Himalaya Publishing House. 6. Sinha, P. K., & Sinha, P. (2007). Computer Fundamentals. New Delhi: BPB Publications. 7. Lonnie E. Moseley & David M. Boodey. Mastering MS-OFFICE. New Delhi: BPB Publication 8. Any other- which are available in the area and city- which the faculty deem fit 	

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APPLICATION OF COMPUTER- I

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : V
Course Title : Application of Computer- I	
Course Code : 5-P-V	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practical	Contents	Course Objectives
I	INTERNET <ul style="list-style-type: none">To search and download information from the internet as a topic and submit (Hard / Soft copy).Create email id, send mail to friends as an assignment.	CO1. Acquire the detail knowledge of using internet and collecting information for later use and to create an email id to send the information in form of attachment to a recipient.
II	WORD <ul style="list-style-type: none">Type recipe of any dish, with its image, with ingredients in a table.Different formats used in hotels.Students 'Resumes with students' photograph. (WORD)Writing of Resume, Bio-Data and CV	CO2. Develop the skill of typing and use different tools in word processing to create different documents for use in industry as well as for personal use.

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FINANCIAL MANAGEMENT

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : V
Course Title : Financial Management	
Course Code : 5-T-VI	Theory
Credits :	Number of Lectures in a week: 4

Rationale: Taking right decisions accurately and timely is a sign of good and healthy management. This subject imparts students a systematic and in-depth knowledge of process of identification, accumulation, preparation, analysis, interpretation and communication of the financial information gathered by accounting department, in accordance with the principles of management to provide the control tool.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	<p>Working Capital:</p> <ul style="list-style-type: none"> ● Meaning, Scope and Factors affecting the working capital for Hospitality and Other Industries. Kinds of Working Capital. Meaning, Effects, Remedies and Points of Distinction between Fixed & Working Capital, Over & Under Working Capital. ● Problems based on forecasting of working capital (Requirement). <p>Cash Budget:</p> <ul style="list-style-type: none"> ● Nature of cash, Motives for holding cash, determining optimum cash balance, Methods of accelerating and slowing cash flow. Meaning, Objectives, Functions, Advantages, Limitations and Prerequisites for cash budget [receipt and payment technique]. ● Preparation of cash budget. 	<p>CO 1. Understand the need of working capital over the fixed capital as well as motive of holding adequate cash in a business. Estimate the quantum of working capital considering affecting factors and cash position with the help of cash budget to achieve the motive.</p>
II	<p>Business Budgets:</p> <p>Budget & Budgetary Control:</p> <ul style="list-style-type: none"> ● Meaning of Budget, Features, and Requirements for ideal Budgets (Key Factors). Kinds of Budget with distinction, Advantages and Disadvantages. Significance for Hospitality Industry. ● Meaning, Objectives, Functions, 	<p>CO2. Understand the scope of budget for the business in control and estimations. Prepare flexible to select best activity level and production budget to estimate exact volume & value of purchase.</p>

	<p>Advantages, Limitations and Prerequisites or essentials of Budgetary Control.</p> <p>Flexible and Operational Budget:</p> <ul style="list-style-type: none"> • Meaning, Objectives, Functions, Advantages, disadvantages, Limitations and Prerequisites (if any) for Flexible, Production, Purchase & Sales budget. • Simple Problems on Flexible Budgets, Operational / functional Budgets [Production, Purchase & Sales]. 	
III	<p>Process, Service & Operation Costing:</p> <p>Process Cost:</p> <ul style="list-style-type: none"> • Meaning, application, features advantages and disadvantages, Suitability to Hospitality Industry. • Normal and Abnormal Loss and Gains, Wastage and Scrap, By – Product / Joint Product. • Simple Problems on Process Costing. <p>Operation Costing:</p> <ul style="list-style-type: none"> • Meaning, application, features, advantages, disadvantages, Suitability to Hospitality Industry and different methods of allocation. • Classification of cost as Standing, Running and Capital cost/outlay. • Preparation of Hotel, Taxi and Canteen operation cost sheet. 	CO3. Understand the process of production, characteristics of the service, impact of normal and abnormal loss or gain on the output and calculate fair price of product or service.
IV	<p>Break Even Point [Marginal Costing]:</p> <p>Break Even Point [Cost Volume Profit Analysis]:</p> <ul style="list-style-type: none"> • Meaning of BEP (CVP), P/V Ratio, and Margin of Safety: Objectives, application, assumptions, advantages and Disadvantages. Graphical presentation of CVP / BEP Charts. • Meaning, Necessity, Scope, advantages and disadvantages of 	CO4. Understand the roll of fixed and variable cost in cost-volume-profit analysis. Estimate No profit No loss point for the product. Take appropriate decisions for various market conditions.

	<p>Marginal Costing & its Significance to Hospitality Industry.</p> <ul style="list-style-type: none"> • Computation of P/V Ratio, BEP, MOS, Expected Profit and Expected Sales for desired amount. • Problems on - Make / Hire or Buy. Dropping or choosing a Line / Product. Acceptance of an order at a special Price. Roll of Key / Limiting factor in decisions. 	
V	<p>Variance Analysis (Standard Costing):</p> <p>Variance Analysis:</p> <ul style="list-style-type: none"> • Meaning, Features, Area of Application, Advantages and Disadvantages. Significance of Variance Analysis to Hospitality Industry. • Points of Distinction between: Standard Cost, Historical Cost and Estimated Cost. Normal Standards and Revised Standards. Controllable and uncontrollable factors / elements. • Problems on Material and Sales Variances only. 	CO5. Understand the impact of quantity and price on the actual amount and need of comparison with standards set. Find out causes of variations in actual and standard values and give remedial solutions on the problem.
References	<ol style="list-style-type: none"> 1. Ozi A. D'cunha & Gleson O. D'cunha, Hotel Accounting & Financial Control, The Dicky's Enterprise, Mumbai. 2. D.K. Mittal & Luv Mittal, Cost Accounting; Galgotia Publishing Company, New Delhi. 3. R.K. Sharma & Shashi K. Gupta, Management Accounting; Kalyani Publishers, H.O. Ludhiana, 4. S.C. Kuchhal, Financial Management; Chaitanya Publishing House Allahabad. 	

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BHMCT Semester-VI
FOOD PRODUCTION MANAGEMENT-II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VI
Course Title : FOOD PRODUCTION MANAGEMENT-II	
Course Code : 6-T-1	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes the basic skills and understanding of various hot and cold desserts along with equipment's and products. It abridges the concept of pastas and sandwiches with enormous way of using it. The subject also focusses on understanding the types of appetizers and garnishes around the world with its classical preparation. It also explained the utilisation of classical products. The subject also introduced various preparation techniques which has simplified ease of cooking.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Pasta <ul style="list-style-type: none"> • Types, storage, manufacture of pasta • Methods of cooking • Accompanying sauces used 	CO1. Enumerate different types, method of cooking and storage of pastas
II	Desserts <ul style="list-style-type: none"> • Classification of Hot and Cold Desserts • Hot Desserts: Hot Puddings, Soufflés, Tarts and Pies, Crapes and Pancakes, Laminated Pastries and Fruit based hot desserts. • Cold Desserts: Cold Puddings, Fruit Based, Custard and Cream Based Tarts, Pies and Flans, Jellies, Sponges and Yeast Leavened Desserts, Meringue based Desserts. Presentation of dessert Ice creams and frozen desserts <ul style="list-style-type: none"> • Churn frozen desserts • Still frozen desserts • Bombe, Mousses, Soufflés & Bavarois • Classical frozen desserts • Equipments used in Frozen Desserts • Storage and service of Frozen Desserts. 	CO2. Acquire the knowledge regarding hot and cold dessert along with the products prepared in it. Understand the terms Ice cream and Frozen Dessert with classical recipes, equipment and service of it.
III	Sandwiches <ul style="list-style-type: none"> • Parts of Sandwiches • Types of Bread • Types of filling – classification • Spreads and Garnishes • Types of Sandwiches • Making of Sandwiches • Storing of Sandwiches 	CO3. Develop comprehensive knowledge about the sandwiches and its related concept.
IV	<ul style="list-style-type: none"> • Appetizers & Garnishes • Classification of Appetizers 	CO4. Illustrate the various aspects of

	<ul style="list-style-type: none"> • Examples of Appetizers • Historic importance of culinary Garnishes • Explanation of different Garnishes <p>Quenelles, Parfaits, Roulades</p> <ul style="list-style-type: none"> • Preparation of Quenelles, Parfaits and Roulades 	appetizers and garnishes and understanding the basics skills of preparing classical products.
V	<p>Modern Techniques in preparation</p> <ul style="list-style-type: none"> • Microwave • Infra-red • Vacuum reduction • Cook chill & Cook Freeze • Rechauffe cookery 	CO5. Identifying the modern techniques in preparation
References	<ol style="list-style-type: none"> 1. Bali, P. S. (2009). Food Production Operations. New Delhi: Oxford University Press. 2. Bali, P. S. (2012). Quantity Food production. New Delhi: oxford university press. 3. S. Bali, P. (2012). International Cuisine & Food Production. New Delhi: Oxford University Press. 4. Thagan, P. (1999). Modern Cookery Vol I & II. New Delhi: Orient Longman Ltd. 5. Arora, K. (2000). Theory of Cookery. New Delhi: frank Bros & Co (Publishers) ltd. 6. Wayne, G. (1995). Professional Cooking. USA: John Wiley & Sons. 7. Larousse Gastronomique. (2001). USA: Hamlyn- a division of Octopus Publishing group Ltd. 8. Kalra, I. (2000). Prasad - Cooking with Indian Masters. New Delhi: Allied Publishers ltd. 9. Saraswat, A. (2003). Professional Chef. New Delhi: UBS Publishers distributors Pvt Ltd. 10. David Foskett, V. C. (2003). The Theory of Catering. London: Book Power Publishers. 11. Mohini Sethi, S. M. (1997). catering Management - An Integral Approach. New Delhi: New Age International (P) Ltd. 12. Wayne, G. (1995). Professional Baking. USA: John Wiley & Sons 	

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FOOD PRODUCTION MANAGEMENT-II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VI
Course Title : Food Production Management-I	
Course Code : 6-P-1	Practical
Credits :	Number of Lectures in a week: 8

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	France	CO1. Demonstrating and practicing basic skills of French cuisine. (Two Practical)
II	Italy	CO2. Acquiring the basic preparing skills of Italian Cuisine (Two Practical)
III	China	CO3. Understanding and practicing of basic Chinese preparations. (Two Practical)
IV	Spain	CO4. Preparing the Spanish dishes with all basic skills and method of preparation. (Two Practical)
V	Pastries (4 Varieties each)	CO5. Introduction to Pastries and its demonstrations. (One Practical).
VI	Flaky Pastry- Palmier, Turn overs, Vol-au-vents, Cream horns	CO6. Demonstration and Practice of Flaky Pastry (One Practical)
VII	Short crust pastry- Banquette, Chocolate meringue pie, Mushroom quiche	CO7. Demonstration and Practice of short crust pastries (Two Practical)
VIII	Choux Pastry - Chocolate éclairs. Creams puff, Profit rolls, Pyramid	Demonstration and Practice of basic Choux Pastry (Two Practical)
IX	Rough Puff Pastry- One variety	Demonstration and Practice of basic Choux Pastry (One Practical)

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FOOD & BEVERAGE SERVICE MANAGEMENT –II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VI
Course Title : FOOD & BEVERAGE SERVICE MANAGEMENT –II	
Course Code :6-T-1	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop Management knowledge and skills, which will help to students to develop a prescience awareness of sales control, Banquets and its protocol, Buffets and Outdoor/ Off Premises Catering used in Banquets.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	SALES CONTROL <ul style="list-style-type: none"> • Procedure of Cash Control • Machine System • ECR • NCR • Preset Machines • POS • Reports • Thefts • Cash Handling 	CO1. Accumulate the procedure of cash control, Machine system POS, reports, thefts, cash Handling of sales control.
II	Banquets <ul style="list-style-type: none"> • History, • Types, • Organization of Banquet department, • Duties & responsibilities of Banquet staff, • Booking procedure, Tentative and Guaranteed bookings, • Function Prospectus/ Banquet Performa/ Banquet Event order, • Letter of agreement, registration and confirmation forms. 	CO2. Familiarization of banquets, their types, Duties and responsibilities, Booking procedure, Function Prospectus, Letter of agreement, registration and confirmation forms.
III	Banquet protocol <ul style="list-style-type: none"> • Space / Area requirement, • Table plans/ Seating arrangement, • Misc-en-place, • Service, Toasting, Toast master & Toast procedures Informal Banquet <ul style="list-style-type: none"> • Reception • Cocktail parties • Convention • Seminar • Exhibition 	CO3. Comprehensive knowledge about banquets and its protocols and conceptualizing ideas of informal banquets.

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	<ul style="list-style-type: none"> • Fashion shows • Trade Fair • Wedding • Outdoor catering 	
IV	Buffets <ul style="list-style-type: none"> • Introduction, • Types of Buffet, • Popular buffets, • different Factors to consider while planning buffets, • Space and staff requirement, • Sequence of food, • Menu planning, • Equipment and buffet presentation, Supplies, • Check list, • Place cards/ Signages, • Pre and post event duties of the waiting staff. 	CO4. Familiarisation with the types, planning, Space and staff, Menu, Sequence of food, equipment, check list, Pre and post event duties of the waiting staff in buffets.
V	Outdoor Catering/ Off Premises Catering <ul style="list-style-type: none"> • History, • Types, • Speculative business nature, • Preliminary survey to be taken for an outdoor catering, • Equipment, Supplies, • Use of Check list, • Problems of outdoor catering. 	CO5. Illustrate the type of, speculative business, Preliminary survey, Equipment, Supplies, use of Check list, problems of outdoor catering.
References	<ol style="list-style-type: none"> 1. Cousins, D. L. (2010). Food and Beverage Service. London: Hodder Education 2. Cullen, P. (2001). The Food and Beverage Manager . New Delhi: Global Books & Subscription Services. 3. Dennis Lillicrap, J. C. (2002). Food and Beverage Service. London : Hodder and Stoughton Educational. 4. Dhawan, V. (2003). Food & Beverage Service . New Delhi : Fraank Bros & co.(Publishers) ltd. 5. Singaravelavan, R. (2011). Food and Beveragae Service. New Delhi : Oxford University press.” 6. Tharakan, Y. G. (2004). A Guide to Food & Beverage . Bangalore: Tata McGraw-Hill . 7. Jones, P. (1988). Food Service Operations. London : Cassell Wellington House. 8. Ahmed, M. (2005). Food and Beverage Services. New Delhi : Anmol Publication 9. Verghese, B. (1999). Professional Food and Beverage Service Management. Bangalore: Macmillan Indian ltd. 	

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VI
Course Title : FOOD & BEVERAGE SERVICE MANAGEMENT –II 6-P-II	
Course Code : 6-P-II	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	Function organization of banquet	CO1. Demonstrate and practices of different types of functions in the banquets.
II	Planning & Operating Food & Beverage Outlets, Case study of Food & Beverage outlets - Hotels & Restaurants	CO2. Illustrate the Planning and Operations in Food and Beverage Outlets in hotels and restaurants.
III	Function Catering- Banquets <ul style="list-style-type: none"> Planning & organizing Formal & Informal Banquets Planning & organizing Outdoor caterings	CO3. Perform formal and informal banquets setups, planning and organizing of outdoor caterings.
IV	Function Catering - Buffets <ul style="list-style-type: none"> Planning & organizing various types of Buffet Compiling menu for special occasion Like corporate, association, social 	CO4. Demonstrate and practice of buffet and compiling menus for catering.
V	Drawing of table plan	CO5. Demonstrate and practice of different table plan.
VI	Seating arrangement	CO6. Demonstrate and practice of arranging different types of seating arrangements.
VII	Clearance and rearranging	CO7. Understand the importance of Clearance and rearranging.
VIII	Calculation of Crockery for banquets as per menu and service	CO8. Planning the crockery for the banquets function according to menu and service.
IX	Use of checklist for outdoor catering	CO9. Demonstrate and practice of preparing checklist for outdoor catering.

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HOUSEKEEPING MANAGEMENT –II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VI
Course Title : Housekeeping Management- II	
Course Code : 6-T-3	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This course stresses on management part of housekeeping department in hotel which includes housekeeping in other institutions along with leisure facilities offered in a hotel, facilities to be followed for physically challenged guests, planning and execution of landscaping and horticulture as well as purchasing for housekeeping department.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Housekeeping in other Areas <ul style="list-style-type: none"> • Airlines • Malls • Hospitals • Cruises • Hostels 	CO 1. Observe management of housekeeping in other institutions apart from hotels.
II	Housekeeping in Leisure facilities <ul style="list-style-type: none"> • Swimming pool • Spa & Sauna • Gymnasiums • Health Clubs • Safety in leisure facilities 	CO2. Understand leisure facilities offered in hotels also housekeeping and safety in these leisure facilities.
III	Facilities for physically challenged guest <ul style="list-style-type: none"> • Introduction • Types of physically challenged guests • Guidelines for planning Facilities for different types of physically challenged guests:- public entrance, interior, bathroom, WC. 	CO3. Recognize the requirements in designing for the physically challenged guests.
IV	Horticulture and landscaping <ul style="list-style-type: none"> • Essential components of Horticulture • Landscaping • Indoor plants • Bonsai in Hotel properties 	CO4. Design and create horticulture landscaping requirements in a hotel.
V	Purchasing in Housekeeping <ul style="list-style-type: none"> • Principles of purchasing • Stages in Purchasing • Types of purchasing • Annual Purchases –of guestroom supplies, cleaning supplies and linen 	CO5. Study exact purchasing practices followed in hotel industry.
References	1. Bansal, T. (2010). Hotel Facility Planning. New Delhi: Oxford University Press. 2. Martin, R. (1997). Professional Management Of Housekeeping	

	<p>Operations. New York: John Wiley & Sons, Inc.</p> <ol style="list-style-type: none">3. Raghubalan, G. (2011). Hotel Housekeeping Operations and Management. New Delhi, India: Oxford University Press.4. Singh, M. (2012). Hotel Housekeeping. New Delhi: Tata McGraw-Hill
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HOUSEKEEPING MANAGEMENT-II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VI
Course Title : Housekeeping Management- II	
Course Code : 6-P-3	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	Report on any 2 other than hotel areas where housekeeping is carried out (gymnasium/ airlines/ malls/ cruises/Hostels)	CO1. Observe actual housekeeping practices followed in these other institutions.
II	Landscape designing	CO2. Create different landscape designs in garden areas of hotels.
III	Report on facilities for physically challenged guest in any one mall / hotel in the city.	CO3. Detect and observe whether hotels are providing facilities for physically challenged guests in city

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FRONT OFFICE MANAGEMENT- II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VI
Course Title : Front Office Management- II	
Course Code : 6-T-IV	Theory
Credits :	Number of Lectures in a week: 4

Rationale: The subject purposes to develop the student's visualization of operational aspects through learning of use of computer applications for property management and software modules for effective management of rooms and back office. It also prepares the student to acquire basic knowledge and develop skills for evaluating hotel performance, yield management and forecasting.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Computer Application in front office <ul style="list-style-type: none"> Property management system, PMS- Application in front office Reservation module Front desk module 	CO1. Understand the importance of PMS and MIS and its use for front office operations.
II	<ul style="list-style-type: none"> Room module Back office module Different property management system- Micros, Amadeus PMS, IDS Fortune, Shaw Man, and modern software 	CO2. Illustration of different types of module used in front office and hotel for managing day to day operations.
III	Evaluating Hotel Performance <ul style="list-style-type: none"> Methods of measuring Hotel Performance, Occupancy Ratios, Average Daily Rate per guest, Revenue per available room (Rev- Par), Evaluation of Hotels by Guests 	CO3. Acquiring knowledge of operating software for making various report for evaluating performance of hotel.
IV	Yield Management and Forecasting <ul style="list-style-type: none"> Yield Management- Measuring Yield in Hotel Industry, Yield Management in Hotel Industry, Elements and Benefits of Yield Management, Yield Management Strategies 	CO4. Understand the details of yield management and its importance in hospitality industry
V	Forecasting <ul style="list-style-type: none"> Benefits of Forecasting Room Availability and forecasting Factors affecting forecasting 	CO5. Understand the importance of forecasting and its benefits to room sales.
References	<ol style="list-style-type: none"> 1. Andrews, S. (1999). Hotel front office training manual. New Delhi: Tata Publishing Company limited. 2. D. Collins. (1967). Accommodation Operations. New Delhi: Plymouth MacDonald Evans. 	

	<ol style="list-style-type: none">3. Jatashankar. R. Tiwari. (2009). Hotel front Office Operations and Management. New Delhi: Oxford University press.4. S.K. Bhatnagar. (2002). Front Office Management. New Delhi: Frank Bros.& co(publishers)ltd.5. Singh, D. R. (2000). Front Office management. New Publication: Aman Publication.
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FRONT OFFICE MANAGEMENT- II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VI
Course Title : Front Office Management- II	
Course Code : 6-P-IV	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	<ul style="list-style-type: none">• Computer Application in FO-PMS	CO1. Learn the handling of PMS in front office.
II	<ul style="list-style-type: none">• Yield management and Forecasting	CO2. Understand the importance of Yield Management and Forecasting in front office Management.
III	<ul style="list-style-type: none">• Green practices in front office	CO3. Illustrate the importance of green practices used by hotel industry
IV	<ul style="list-style-type: none">• Selling by front office Staff,• Up Selling Techniques used by front office staff	CO4. Learn and understand the techniques of selling and up-selling of room and other hotel product by Front office
V	<ul style="list-style-type: none">• Handling Complaints	CO5. Learn and illustrate the way of solving the difficulties of guest by Front Desk Professional
	Assignments: <ol style="list-style-type: none">1. Beaches of India2. Hill Stations of India	CO6. Take out the detail of beaches and hill station of India

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APPLICATION OF COMPUTER- II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VI
Course Title : Application of Computer- I	
Course Code : 6-T-V	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop basic knowledge about understanding the use of computer in managerial process, the information management in hotel its advantage in different ways along with collection of data and presenting the data with the help of proper multimedia inputs.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Management Information System <ul style="list-style-type: none"> • Concept of MIS • Definition of MIS • Role of MIS • Impact of MIS • MIS and It's USERS 	CO1. Develop a comprehensive insight of using the computers in terms of generating various reports in hotels with the help of a software.
II	Hotel Information System <ul style="list-style-type: none"> • PMS • Front office and Back Office use of PMS • Application in other areas of hotel • Advantages and Limitations. 	CO2. Understanding the use of software in day-to-day operations in hotel industry and its application in other departments.
III	Micro Soft Office EXCEL <ul style="list-style-type: none"> • Introduction to excel, its features and Applications, • Auto Fill, Custom Lists etc. • Cell Reference – Relative & Absolute (\$) • Formulae, Functions (Math/Stats, Text, Date, IF) • Charts – Types, Parts of the Chart • Databases (Create, Sort, AutoFilter, Sub Total) 	CO3. Become familiar with the excel application software and have an insight with different tools available and to improve the understanding of maintaining information data, representing the data in different reports, use of formulae and other functions used in excel.
IV	Micro Soft Office POWERPOINT <ul style="list-style-type: none"> • Introduction to presentation concept • Different Slide Layouts and views of slides. • Inserting ClipArt, Pictures, Organizational Chart, Graphs and Tables. • Custom Animations, Slide Timings, Slide Show. • Using Multimedia in Presentation. 	CO4. Understand the use of presentation tool and its wide application by use of multimedia and utilize the presentation software in presenting the information to reach a large number of audiences by creative presentation.
V	Multimedia	CO5. Understand the wide

	<ul style="list-style-type: none"> • Understanding Multimedia • Multimedia and computer system • Multimedia components <ul style="list-style-type: none"> ○ Text ○ Graphics ○ Animation ○ Audio ○ Video • Multimedia applications 	<p>concept of multimedia and the components of multimedia with its application in various presentations.</p>
References	<ol style="list-style-type: none"> 1. C.S.V. Murthy. (2001). Data Communication and Networking. New Delhi: Himalaya Publishing House. 2. Jawadekar, W. S. (2004). Management Information System. New Delhi: Tata McGraw Hill Publishing Company Limited. 3. L, A., & Leon, M. (2002). Introduction to Computers. Chennai: Vijay Nicole Imprints Pvt. Ltd. 4. Rajaraman, V. (2004). Fundamentals of Computer. New Delhi: Prentice-Hall of India Private Limited. 5. Shroff, R. (2004). Computer Systems and Applications. Mumbai: Himalaya Publishing House. 6. Sinha, P. K., & Sinha, P. (2007). Computer Fundamentals. New Delhi: BPB Publications. 7. Lonnie E. Moseley & David M. Boodey. Mastering MS-OFFICE. New Delhi: BPB Publication 8. Any other- which are available in the area and city- which the faculty deem fit 	

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APPLICATION OF COMPUTER- II

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VI
Course Title : Application of Computer- II	
Course Code : 6-P-V	Practical
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop practical knowledge about understanding the use of computer in managerial process, the information management in hotel its advantage in different ways along with collection of data and presenting the data with Microsoft Excel Worksheet and Microsoft Power point Presentation.

Detailed Course Content and Course Objectives

Practical	Contents	Course Objectives
I	EXCEL <ul style="list-style-type: none">List of employees, with salary and other details.KOT,Different formats used in hotels.Report Card with Pass / Fail Result,Bills with details of Hotel Rooms,Charts.	CO1. Navigate way around Microsoft Excel to create and work with a new workbook, use of different formats, fill in values and calculations and graphical tools.
II	POWERPOINT <ul style="list-style-type: none">To present the above information as a presentation as an assignment.Use different layouts, organizational chart, design templates, in the presentation.Using audio and video in presentations.	CO2. Develop the skill in creating presentation and use in industry as well as for personal use.

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HOSPITALITY MARKETING

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VI
Course Title : Hospitality Marketing	
Course Code : 6-T-VI	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject will inculcate the basic idea of Market and marketing with respect to the scenario in Hospitality Industry and also the awareness on Consumer behaviour and goods.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	<ul style="list-style-type: none"> • Market & Marketing • Market- Meaning, Definition, Types • Marketing • Meaning and Definition • Origin of Marketing • Marketing Concept • Marketing Process • Marketing Mix • Meaning and Definition • 4 P's of Marketing mix • 7 P's of Services marketing • Marketing Environment • Meaning, Definition, Types • Market Analysis- Meaning, Definition 	<p>CO 1. Acquire the knowledge of Market and Marketing to understand the fair idea on its origin concept and process. Gaining knowledge on Market Analysis, Marketing mix and Environment thus understanding market as a whole and initiate decision making.</p>
II	<ul style="list-style-type: none"> • Marketing Strategy- Meaning, Definition • Market segmentation, Criteria for Segmentation Hotel Market • Target Market, Developing Target Market Strategy • Positioning- Meaning, Definition • Marketing Research- Concept, Meaning, Process, Need, Method, Scope 	<p>CO2. Having a fair knowledge on Marketing strategy thus understanding about Market Segmentation, Target market and Positioning and concept of Marketing research to aid in understanding marketing problems and solving it.</p>
III	<ul style="list-style-type: none"> • Consumer Behaviour and Consumer Goods • Consumer Behaviour Buyer • Behaviour and psychology • Buyer Motives • Buying Decision Making Process • Consumer Goods- Definition, Classification of consumer goods • Product Planning, concept, Development 	<p>CO3. Gaining knowledge on the concept of Consumer behaviour, to understand the psychology of consumers buying behaviour and understanding various details of Consumer goods.</p>

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	<ul style="list-style-type: none"> • Product Life Cycle Channels of distribution – Meaning and types • Storages and ware houses – storages situation, • Advantages and essentials of good storages 	
IV	<ul style="list-style-type: none"> • Sales Management and Promotion • Sales Management -Meaning and definitions of sales management • Nature and importance of sales management • Importance of sales manager • Sales Promotion • Meaning and definition • Objectives of promotion • Relation between promotion and marketing mix elements • Sales promotion tools – coupons, brochures, point of purchase display 	CO4. Awareness on Sales management and Sales promotion to acquire the aspects of sales and understand various ways of promotion.
V	<ul style="list-style-type: none"> • Sales Organization • Introduction to sales organization • Need and Importance of sales organization • Functions of sales organization • Types of sales organization • Budget • Benefits of budgeting • Budget for sales department activities • The budgeting process • Flexibility in budgeting 	CO5. Getting to know the detail on importance of sales team in an organisation success and also the key role of budgeting.
References	<ol style="list-style-type: none"> 1. Abbey, J. R. (2003). Hospitality Sales and Marketing. American Hotel & Lodging Educational Institute. 2. Davar R. (1993). Modern Marketing Management. Universal Book Traders. 3. Kotler, P. (2016). Marketing for Hospitality and Tourism. Pearson Education, Limited. 4. Kotler, P. (2007). Marketing Management: Analysis Planning Implementation and Control. Prentice Hall of India. 5. Negi, J. (2002). Marketing And Sales Strategies For Hotels And Travel Trade. New Delhi: S. Chand Limited. 6. R. S. N. Pillai, R. P. (1987). Modern Marketing: Principles and Practices. 7. New Delhi: S. Chand Limited. 	

FOOD PRODUCTION MANAGEMENT III

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VII
Course Title : Food Production Management- III	
Course Code : 7-T-I	Theory
Credits :	Number of Lectures in a week: 4

Rationale: The subject intends to provide in-depth insight into international cuisines and develop understanding of Larder kitchen and Charcuterie along with its application.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	<p>International Cuisine Thai, Mexican, Greek, German, Great Britain, Lebanese (Mediterranean); Geographical location, historical background, staple food with regional influence, ingredients, methods of Cooking, specialties, special equipment.</p> <ul style="list-style-type: none"> • Menu Examples of Japanese cuisine (Only theory) • Snacks & Fast Food 	CO1. Discuss the historical perspectives, food culture, native ingredients, staple foods and signature dishes of Thai, Mexican, Greek, German, Great Britain, Lebanese and Japanese cuisine
II	<p>Larder Organization Introduction of Larder Work</p> <ul style="list-style-type: none"> • Definition • Equipments used in the larder • Layout of a typical larder with equipment and various sections <p>Terms & Larder Control</p> <ul style="list-style-type: none"> • Common terms used in the Larder and Larder control • Essentials of Larder Control • Importance of Larder Control • Hors d'oeuvres, Salads, Cold buffet, Farcis and terrines, Cold sauces and dips. <p>Non-Edible Display: Ice-carving, Tallow sculpture, fruit & vegetable display</p>	CO2. Understand the equipments, layout, process and work flow of the Garde Manger and Larder and discussion on various products and displays prepared in Cold Kitchen.
III	<p>Charcuterie Sausage:</p> <ul style="list-style-type: none"> • Introduction to Charcuterie • Sausage: Types & Varieties • Casings: Types & Varieties • Fillings: Types & Varieties • Additives & Preservatives <p>Forcemeats</p> <ul style="list-style-type: none"> • Types of Forcemeats • Preparation of Forcemeats • Uses of Forcemeats <p>Brines, Cures & Marinades</p>	CO3. Understand the concept of Charcuterie and identify types, preparation methods and uses of Sausages, Forcemeats and Brines, Cures and Marinades

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	<ul style="list-style-type: none"> • Types of Brines • Preparation of Brines • Methods of Curing • Types of Marinades • Uses of Marinades • Difference between Brines, Cures & Marinades 	
IV	Ham, Bacon & Gammon <ul style="list-style-type: none"> • Cuts of Ham, Bacon & Gammon. • Differences between Ham, Bacon & Gammon • Processing of Ham & Bacon • Making of galantines 	CO4. Recognise Ham, Bacon and Sausages in terms of their processing and basic differences.
V	Pates <ul style="list-style-type: none"> • Types of Pate • Pate de foie gras • Making of Pate • Commercial pate and Pate Maison • Truffle – Sources, Cultivation and uses and Types of truffle. Mousse & Mousseline <ul style="list-style-type: none"> • Types of mousse • Preparation of mousse • Preparation of mousseline • Difference between mousse and mousseline Chaud Froid <ul style="list-style-type: none"> • Meaning of Chaud froid • Making of Chaud froid & Precautions • Types of Chaud froid • Uses of Chaud froid Aspic & Gelee <ul style="list-style-type: none"> • Definition of Aspic and Gelee • Difference between the two • Making of Aspic and Gelee • Uses of Aspic and Gelee 	CO5. Acquire the detail knowledge of Pates, Mousse and Mousseline, Chaud Froid and Aspic and Gelee.
References	<ol style="list-style-type: none"> 1. Bali, P. S. (2009). Food Production Operations. New Delhi: Oxford University Press. 2. Bali, P. S. (2012). Quantity Food production. New Delhi: oxford university press. 3. S. Bali, P. (2012). International Cuisine & Food Production. New Delhi: Oxford University Press. 4. Thagan, P. (1999). Modern Cookery Vol I & II. New Delhi: Orient Longman Ltd. 5. Arora, K. (2000). Theory of Cookery. New Delhi: frank Bros & Co (Publishers) ltd. 6. Wayne, G. (1995). Professional Cooking. USA: John Wiley & Sons. 7. Larousse Gastronomique. (2001). USA: Hamlyn- a division of 	

	<p>Octopus Publishing group Ltd.</p> <ol style="list-style-type: none">8. Kalra, I. (2000). Prasad - Cooking with Indian Masters. New Delhi: Allied Publishers ltd.9. Saraswat, A. (2003). Professional Chef. New Delhi: UBS Publishers distributors Pvt Ltd.10. David Foskett, V. C. (2003). The Theory of Catering. London: Book Power Publishers.11. Mohini Sethi, S. M. (1997). catering Management - An Integral Approach. New Delhi: New Age International (P) Ltd.12. Wayne, G. (1995). Professional Baking. USA: John Wiley & Sons.13. Sapra, D. (2015). The Hospitality Industry, Significance and Application Of HACCP. Nagpur: Swaprakashan Publication.14. Lora Arduser, D. R. (2000). HACCP & Sanitation Restaurant and Food Service Operations. Atlantic Publishing Group, inc.15. Usha Raina, S. K. (2003). Basic Food Preparation. New Delhi: Orient Longman Private Ltd.
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FOOD PRODUCTION MANAGEMENT- III

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VII
Course Title : Food Production Management- III	
Course Code : 7-P-I	Practical
Credits :	Number of Lectures in a week: 8

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	Microwave Menu (6 Course)	CO1. Familiarization with Microwave cookery by practicing the preparation and presentation of food. (Two menus)
II	Snacks & fast Food	CO2. Practicing of Snacks and fast food, preparing garnishes and plate/platter presentation. (Two Menus)
III	Breakfast Cookery	CO3. Demonstrate skills of preparing Breakfast menus and presentation. (Two Menus)
IV	Bread-Enriched Dough	CO4. Demonstrate skills of preparing and presentation of enriched breads.
V	Pizzas- 2 varieties	CO5. Demonstrate skills of preparing different varieties of Pizzas.
VI	Cold Buffet- 2 (include Cold cuts, Canapés, Terrines and Galantine)	CO6. Demonstration and Practice of Cold Buffet preparations and presenting those. (Two Practicals)
VII	Demo on Non- Edible display	CO7. Demonstration and Practice of Non-edible display.
VIII	Chocolate- Filled Chocolates and Chocolate Decoration	CO8. Demonstration and Practice of Chocolate based products and decorations.
IX	Marzipan-Almond paste, Marzipan shapes	CO9. Demonstration and Practice of Marzipan and its applications.
X	Fondant – as icing, and as filling	CO10. Demonstration and Practice of Fondant and its applications.
XI	Meringue – as icing and used as/in product	CO11. Demonstration and Practice of Meringues and their applications.
XII	Sugar boiled candies- 5 Varieties	CO12. Demonstration and Practice of Sugar boiled candies.

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FOOD & BEVERAGE SERVICE MANAGEMENT III

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VII
Course Title : Food & Beverage Service Management III	
Course Code :7-T-II	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop advance knowledge and skills, which will help the students to develop a prescience of Gueridon- history, ingredients and their uses. To develop a comprehensive responsiveness of planning and operating various Food and Beverage Outlets and Menu Management used in Restaurants.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Gueridon Service <ul style="list-style-type: none"> • Introduction, History, Definition, Staffing, Equipment used, General Principles of operations, Advantages & Disadvantages • Factors to create impulse buying • Types of trollies used in Gueridon service • open kitchen • Use of liquor in Gueridon service • Complete procedure of Gueridon service. 	CO1. Understand the detail concept of gueridon service along with its advantages and disadvantages emphasising on types of trollies, liquors and the procedure used for the service.
II	Kitchen Stewarding <ul style="list-style-type: none"> • Importance • Opportunities in kitchen stewarding • Record maintaining • Machine used for cleaning and polishing 	CO2. Understand kitchen stewarding department in terms of its organisation, opportunities, record maintenance and importance.
III	Planning & Operating Various F&B Outlet such as Commercial Restaurants, Fast Food Outlets, Mobile Catering. <ul style="list-style-type: none"> • Physical layout • Objectives • Steps in planning • Factors to be considered while planning • Calculating space requirement • Various set ups for seating • Planning staff requirement • Menu planning, Selecting and planning of heavy duty and light equipment. • Requirement of quantities of equipment required like crockery • Glassware • Cutlery - steel or silver etc. Suppliers & manufacturers • Décor • furnishings, fixtures etc. 	CO3. Acquiring the complete details of commercial food and beverage outlets in terms of planning layouts, seating arrangement, décor, furniture, cutlery, crockery, glassware for the smooth operation.

IV	Menu Management <ul style="list-style-type: none"> • Menu control • Menu structure • Methods of pricing menus • Basic criteria and General Presentation of menu • Menu as an In-house Marketing tool • Menu Fatigue. Menu Engineering <ul style="list-style-type: none"> • Definition and Objectives • Methods and advantages. 	CO4. Understand the concept of menu management and menu engineering in terms of its control, structure, pricing and presentation so as to use it as marketing tool.
V	Hazards in Bars, Restaurants, Stewarding and Cellar <ul style="list-style-type: none"> • Structure and Environment • Machinery and equipment • Glassware • Handling and lifting • Inspection checklist 	CO5. Familiarization with various hazards related to machineries and equipment used in service and how to overcome the possible hazards.
References	<ol style="list-style-type: none"> 1. Dhawan, V. (2003). Food & Beverage Service. New Delhi: Frank Bros & co. (Publishers) ltd. 2. Singaravelavan, R. (2011). Food and Beverage Service. New Delhi: Oxford University press. 3. Tharakan, Y. G. (2004). A Guide to Food & Beverage. Bangalore: Tata McGraw- Hill. 4. Jones, P. (1988). Food Service Operations. London: Cassell Wellington House. 	

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FOOD & BEVERAGE SERVICE MANAGEMENT - III

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VII
Course Title : Food & Beverage Service Management – III	
Course Code :7-P-II	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	Equipment for Gueridon service – care and use	CO1. Understanding the gueridon equipments, care and use.
II	Gueridon Service <ul style="list-style-type: none">Organizing Mis-en-place for Gueridon ServicePreparation of Following DishesCrepe suzetteBanana au RhumPeach FlambéRum OmeletteSteak DianePineapple flambé	CO2. Demonstration and Practice of Gueridon dishes.
III	Designing different types of Menu card for service purpose <ul style="list-style-type: none">PsychologyGraphic Design	CO3. Understanding the purpose of menu card and designing different types of menu cards to suit the psychology of guests.
IV	HACCP practices inside Bar and Restaurant Hazardous materials: - <ul style="list-style-type: none">Inspection checklistHazards & dealing with hazardous materials	CO4. Elaborate the importance of HACCP practices inside Bar and Restaurant and prepare checklist for inspection while dealing with hazardous materials.

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HOUSEKEEPING MANAGEMENT –III

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VII
Course Title : Housekeeping Management- III	
Course Code : 7-T-III	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject stresses on advance knowledge and management aspects followed in housekeeping department. Management aspects like full circle management and standard operating procedures enhances management skills among students. Advance knowledge of ergonomics, ecotels and electronic housekeeping upgrade latest knowledge in students.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Ergonomics in Housekeeping <ul style="list-style-type: none"> • Definition • Principles • Significance and need of Ergonomics in Housekeeping • Analysis of risk factor in Housekeeping • Mitigation of risk factor in Housekeeping 	CO 1. Understand the meaning and significance of ergonomics at workplace. Comprehend the risk factor analysis, work simplification and application of ergonomics in housekeeping operations.
II	Full Circle of management <ul style="list-style-type: none"> • Problem solving • Managerial styles • Development of others • Personal development • Housekeeping managers of the future 	CO2. Determine entire process of full circle management, problem solving and developing subordinates in housekeeping operations
III	Standard operating Procedures Standardisation <ul style="list-style-type: none"> • Structured versus Unstructured operations • Suitable subjects for standard operating procedures in hotels • Examples of standard operating procedures. 	CO3. Apply standard operating procedures in housekeeping operations for smooth working of department.
IV	Ecotels <ul style="list-style-type: none"> • Ecotel certification • Choosing eco-friendly site • Energy conservation • Water conservation • Waste management • Environment friendly housekeeping 	CO4. Associate with new concept of ecotels and five globes of ecotel certification. Understand benefits of using environment friendly housekeeping.
V	Electronic Housekeeping & Software's used in Housekeeping <ul style="list-style-type: none"> • IT –savvy Housekeeping • Managing Labour costs with Technology 	CO5. Recognise emerging trends and application of information technology in housekeeping operations.

	<ul style="list-style-type: none">Accounting and Budgeting with Technology	
References	<ol style="list-style-type: none">Bansal, T. (2010). Hotel Facility Planning. New Delhi: Oxford University Press.Martin, R. (1997). Professional Management Of Housekeeping Operations. New York: John Wiley & Sons, Inc.Raghubalan, G. (2011). Hotel Housekeeping Operations and Management. New Delhi, India: Oxford University Press.Singh, M. (2012). Hotel Housekeeping. New Delhi: Tata McGraw-Hill.	

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HOUSEKEEPING MANAGEMENT-III

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VII
Course Title : Housekeeping Management- III	
Course Code : 7-P-III	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practical	Contents	Course Objectives
I	Design a questionnaire for hotel housekeepers to analyse work place pain and hazards.	CO1. Apply ergonomic practices on staff members for effortless working practices in housekeeping department.
II	Developing SOP for any 2 activities of housekeeping	CO2. Generate standard operating procedures for efficient management of housekeeping department.
III	Enlist electronic facilities in housekeeping (through internet/ magazines/ visits)	CO3. Understand latest technological developments in information technology used in housekeeping operations.

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PUBLIC RELATIONS

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VII
Course Title : Public Relations	
Course Code : 7-T-IV	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This course aims to establish the importance of public relation in the hospitality industry. It also prepares the student to acquire managerial skills and knowledge about public relations thereby maintaining a positive reputation and a strategic relationship with the potential customers, and the other stakeholders to lead a positive image of organisation.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Evolution of Public relation <ul style="list-style-type: none"> • Definition of Public relation • Growth of public relation 	CO1. Understand the detail about Public Relation Management & its concept.
II	Importance of Public relation <ul style="list-style-type: none"> • Qualities of public relation personnel • Public relation in an organization 	CO2. Understand the importance of PR department and its significance in hospitality industry.
III	Tools of Public Relation <ul style="list-style-type: none"> • Advertising, publicity, publication, oral communication, • Public relation management Ethics of PR Organization • Public relation and publicity 	CO3. Illustrate the ethics of public relation and understand the importance of advertising, publicity, publication, oral communication.
IV	<ul style="list-style-type: none"> • Public relation & internal publics • Public relation & external publics • Public relation in crisis 	CO4. Learn the tricks for handling situations and crisis in the organization.
V	<ul style="list-style-type: none"> • Planning of public relation • Public relation and communication, • Public relation and advertising • Purpose of public relation advertising, • Budgeting of public relation 	CO5. Familiarization with the managerial utility of public relation for professionals in hotel industry.
References	<ol style="list-style-type: none"> 1. Iqbal. S. Sachdeva. (2009). Public Relations Principles and Practices. New Delhi: Oxford University Press. 2. Sam, B. (1970). Practical Public Relation. New Delhi: Sir Issar Pitman and Sons Ltd. 3. Glenn. F. Ross. (1998). The Psychology of Tourism. New Delhi: Hospitality Press, Victoria, Australia. 4. S. K. Bhatnagar. (2002). Front Office Management. New Delhi: Frank Bros.& co(publishers)ltd. 	

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PUBLIC RELATIONS

Program Name: Bachelor of Hotel Management and Technology	
Program Code: HM4219	Semester : VII
Course Title : Public Relations	
Course Code : 7-P-IV	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objective

Practicals	Contents	Course Objectives
I	<ul style="list-style-type: none">Developing Corporate communication skills	CO1. Understand the importance of business communication and importance of soft skills development.
II	<ul style="list-style-type: none">Group Discussion and personal interview techniques	CO2. Learn to enhance the tricks of interview techniques
III	<ul style="list-style-type: none">Developing presentation skills and C.V.	CO3. Understand the importance of circular vita and learn to present in correct way.
IV	<ul style="list-style-type: none">Organizing press conference	CO4. Illustrate how to plan and handle the press conference for any kind of product or Hotel Promotion
V	<ul style="list-style-type: none">Preparation of promotional brochures.	Co5. Familiarization of promotional brochures and its preparation.
VI	<ul style="list-style-type: none">Crisis handling in PR	CO6. Learn the detail to handle the crisis in hotel and hospitality industry and also learn the process of handling Crisis by PR department.

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ENTREPRENEURSHIP DEVELOPMENT

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VII
Course Title : Entrepreneurship Development	
Course Code : 7-T-V	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject looks forward to provide valuable information to the students about the need, Importance, scope of Entrepreneurship and Entrepreneurship Development and also making aware of various financial institutions to help them as an Entrepreneur in future.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	<ul style="list-style-type: none"> • Meaning, Characteristics, functions and types of entrepreneur. • Entrepreneurship scope, role in economic development, barriers and obstacles to Entrepreneur development. • Factors affecting Entrepreneurship growth. 	CO 1. Understanding the concept of Entrepreneur and getting awareness on the pros and cons in Entrepreneurship Development
II	<p>Entrepreneurship Development Programmes (EDPs)</p> <ul style="list-style-type: none"> • Need of EDPs • Objectives of EDPs • Role and problem of SSI in India • Franchising dealership • Forms of commercial organization, sole trades, proprietorship, partnership and joint stock companies. 	CO2. Familiarisation with Entrepreneurship Development Programmes, getting aware about EDPs, SSI in India, Franchising and commercial organisation
III	<p>Project Identification and Selection (PIS)</p> <ul style="list-style-type: none"> • Meaning of project • Project identification • Project selection 	CO3. Getting accustomed to Project Identification and Selection
IV	<p>Project Formulation and Project Appraisal</p> <ul style="list-style-type: none"> • Meaning of project report • Significance of project report • Contents of a project report • Formulation of a project report • Specimen of a project report • Common errors in project formulation • Concept of project appraisal • Method of project appraisal 	CO4. Gaining knowledge about meaning, significance, contents, formulation, specimen of project report and understanding the errors in Project formulation and acquiring the information on method and concept of Project appraisal.
V	<p>Financing of Enterprise</p> <ul style="list-style-type: none"> • Need for financial planning • Sources of finance • Capital structure • Term-Loans • Sources of short-Term finance <p>Institutional Finance to Entrepreneurs</p> <ul style="list-style-type: none"> • Industrial development Bank of India (IDBI) • Industrial finance cooperation of India (IFCI) 	CO5. Getting aware about the need of planning for enterprises and knowing various sources of finance. Familiarisation with various financial Institutions

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	<ul style="list-style-type: none">• Industrial credit and investment corporation of India (ICICI)• Industrial reconstruction bank of India (IRBI)• Life insurance corporation of India (LIC)• Unit trust of India (UTI)• State financial corporation's (SFCs)	
References	<ol style="list-style-type: none">1. Entrepreneurship Development- S.S. Khanka, S Chand & Company Ltd.2. Dynamics of Entrepreneurial Development and Management- Vasant Desai, Himalaya Publishing House3. Entrepreneurship-Rajeev Roy, Oxford University Press.	

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RESEARCH METHODOLOGY

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VII
Course Title : Research Methodology	
Course Code : 7-T-VI	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop knowledge among the scholars and to familiarize them with fundamentals of research methods. Specifically, the course aims at introducing them to the basic concepts used in research and to scientific research methods and their approach. It includes discussions on sampling techniques, research designs, techniques of analysis and report writing.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	1. Meaning, and definition of Research statement of research problem and <ul style="list-style-type: none"> • Research objectives • Selection of title • Application of Research 2. Research Design and Data Collection	CO1. Identify and discuss the concepts relevant to the research.
II	ED and Research Project <ul style="list-style-type: none"> • Introduction • Meaning & definition of Research • Statement of Research problem and Research objectives • Selection of title • Application of Research 	CO2. Identify and discuss the complex issues inherent in selecting a research problem, objectives, title and implementation of a research project.
III	Research Design and data collection <ul style="list-style-type: none"> • Primary Research • Secondary Research • Research approaches-observation, Experiment, survey • Research Instrument- Questionnaire, Mechanical 	CO3. Identification and selection of an appropriate research design and data collection approaches and instruments.
IV	Sampling Plan <ul style="list-style-type: none"> • Sampling unit • Sampling size • Sample selection process Data Analysis <ul style="list-style-type: none"> • Classification • Tabulation • Analysis and Interpretation 	CO4. Understanding the concepts and procedures of sampling and data analysis.
V	Report Writing <ul style="list-style-type: none"> • Report Format • Executive Summary, • Literature of review • Finding 	CO5. Delivering the accepted formats for writing research reports.

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	<ul style="list-style-type: none"> • Conclusions & Recommendations • Bibliography 	
References	<ol style="list-style-type: none"> 1. Sharma Anand (2004). Operation Research. Delhi, Himalaya Publishing House. 2. Best John W.; Kahn James V. (2004). Research in Education. New Delhi, India: Prentice Hall of India Private Limited. 3. Bhandarkar P. L.; Wilkinson T. S. (2015). Methodology and Techniques of Social Research. Mumbai, Himalaya Publishing House. 4. Thanulingon N.; (2003). Research Methodology. Mumbai: Himalaya Publishing House. 5. Kothari C. R.; (2006). Research Methodology. New Delhi, India: New Age International (P) Limited, Publisher. 	

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Computer Based Training Presentation (Practical)

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VII
Course Title : Computer Based Training Presentation	
Course Code : 7-P-V	Practical
Credits :	Number of Lectures in a week: 2

Rationale: This subject proposes to impart the knowledge among the scholars to use the computer for presentation of their Training Report through Microsoft Power point Presentation and demonstrate the same using LCD / projection system.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	<p>The training presentation has to be a Multimedia PowerPoint presentation using a computer or a laptop connected to LCD / projection system depending upon the available resources. The students could show it in their personal laptop also. Log book shall also be evaluated. The training report will be evaluated.</p> <p>The seminar will be scheduled by the college based on the training report and the final viva-voce will be commenced</p>	<p>CO1. Advance the skill in creating the Power Point Presentation by forming the Industrial Training Report PPT and presenting the same using projection.</p>

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BHMCT Semester-VIII
ADVANCE FOOD PRODUCTION

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VIII
Course Title : Advance Food Production	
Course Code : 8-T-I	Theory
Credits :	Number of Lectures in a week: 4

Rationale: The subject intends to provide in-depth insight into modern principles of food presentation, exploring practices for product development in terms of developing and evaluating recipes, Organoleptic Sensory Evaluation, food trials and testing new equipments. The subject further stresses national and international breakfast menu preparations, simplicities the concept of Brunch and Power breakfast, role of convenience food and confectionary goodies. It also enumerates the new concepts in food industry, Food safety and hygiene (HACCP) principles and certification.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	1.1 Food presentation principles <ul style="list-style-type: none"> ● The Concept of Plate Presentation <ul style="list-style-type: none"> ○ Colour ○ Garnish (Unconventional garnishes, Role & uses of garnishes Food Styling) ○ Cooking Method ○ Plate Selection ○ Arranging Food ● Merging of Flavours, Shapes, and Textures on the Plate ● Emerging Trends in Food Presentation ● Food photography & problems there in 	CO1. Understand the concept of plating food, analyse the components of plating food and use right kinds plates, importance of balance in food presentations and claim an insight into the emerging trends in food presentation and food photography.
II	Research and Product Development <ul style="list-style-type: none"> ● Testing New Equipment ● Developing New Recipes ● Food Trials ● Evaluating A Recipe ● Organoleptic Sensory Evaluation 	CO2. Understand the basic concept of product and research development in terms of testing new equipment, developing and evaluating new recipes, food trials and organoleptic sensory evaluation.
III	Food safety & hygiene <ul style="list-style-type: none"> ● HACCP Principles ● HACCP Specialization ● HACCP Certification 	CO3. Understanding the concept of hazard analysis and critical control points in terms of its principles, specialization and certification.
IV	Breakfast International and Indian menus, Preparations of traditional / classical items, “Power breakfast” & “Brunch” concept Convenience foods- Role of	CO4 a). Perceive the details of International and Indian breakfast, Power breakfast, Brunch, Convenience foods and latest trends of food preparation in hospitality industry.

	<p>convenience foods in fast food operations, advantages & disadvantages of Convenience foods. Labour & cost saving aspect of Convenience foods.</p> <p>New Concepts (In Brief) Slow food movement Molecular Gastronomy Genetically Modified Foods Organic Foods Vegan cuisine Use of non-edible components</p>	
V	<p>Confectionery</p> <ul style="list-style-type: none"> • Meringues – Making, factors affecting stability, cooking, types & uses. • Chocolate work • Fondant • Marzipan • Ice-Creams & Sorbets <p>Sugar</p> <ul style="list-style-type: none"> • Types of sugar & Sugar boiled icings <p>Other sundry material & mixtures used in confectionery such as jam, jellies, curds, creams, custards, gelatine, agar-agar, pectin, gums (Arabic, Tracanth) dextrin</p>	CO5. Acquire in depth knowledge about confectionary goodies such as Meringue, chocolate, Fondant, Marzipan, ice-cream and sorbets, sugar boiled icings and setting agents.
References	<ol style="list-style-type: none"> 1. Bali, P. S. (2009). Food Production Operations. New Delhi: Oxford University Press. 2. Bali, P. S. (2012). Quantity Food production. New Delhi: oxford university press. 3. S.Bali, P. (2012). International Cuisine & Food Production. New Delhi: Oxford University Press. 4. Thagan, P. (1999). Modern Cookery Vol I & II. New Delhi: Orient Longman Ltd. 5. Arora, K. (2000). Theory of Cookery. New Delhi: frank Bros & Co (Publishers) ltd. 6. Wayne, G. (1995). Professional Cooking. USA: John Wiley & Sons. 7. Larousse Gastronomique. (2001). USA: Hamlyn- a division of Octopus Publishing group Ltd. 8. Kalra, I. (2000). Prasad - Cooking with Indian Masters. New Delhi: Allied Publishers ltd. 9. Saraswat, A. (2003). Professional Chef. New Delhi: UBS Publishers distributors Pvt Ltd. 10. David Foskett, V. C. (2003). The Theory of Catering. London: Book Power Publishers 11. Food Hygiene and Sanitation, S. Roday, Tata Mc Graw-Hill 12. Cousins, D. L. (2010). Food and Beverage Service. London: Hodder Education. 13. Cullen, P. (2001). The Food and Beverage Manager. New Delhi: Global Books & Subscription Services 	

ADVANCE FOOD PRODUCTION

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VIII
Course Title : Advance Food Production	
Course Code : 8-P-I	Practical
Credits :	Number of Lectures in a week: 8

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	Thai Menu (6 Course)	CO1. Demonstration and Practice of Thai preparations. (Two menus)
II	Mexican Menu (6 Course)	CO2. Demonstration and Practice of Mexican preparations. (Two Menus)
III	Greek Menu (6 Course)	CO3. Demonstration and Practice of Greek preparations. (Two Menus)
IV	German Menu (6 Course)	CO4. Demonstration and Practice of German preparations. (Two Menus)
V	Great Britain Menu (6 Course)	CO5. Demonstration and Practice of Great Britain preparations. (Two Menus)
VI	Lebanese (Mediterranean) (6 Course)	CO6. Demonstration and Practice of Lebanese preparations. (One Menu)
VII	Display of Plate Presentation	CO7. Demonstration and Practice of Plate Presentations. (5-6 Dishes)
VIII	Ice-cream	CO8. Demonstration and Practice of Ice-creams and presentation. (5 varieties)
IX	Sorbets	CO9. Demonstration and Practice of Sorbets.
X	Mousse/ Souffles/ Bavarois	CO10. Demonstration and Practice of Mousse/ Souffles/ Bavarois (5 varieties each).

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ADVANCE FOOD & BEVERAGE SERVICE

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VIII
Course Title : Advance Food & Beverage Service	
Course Code :8-T-1	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop advance knowledge and skills required in Food and Beverage Service Department, which will help students to develop a comprehensive awareness of QSR; planning, organizing and managing the Food and Beverage Service department and personnel; use of marketing and sales tactics for productive services.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Recent Concerns and Trends <ul style="list-style-type: none"> Future of Quick Service Restaurants Technology in food and beverage industry 	CO1. Understand the role of QSR and upgraded technology in food and beverage industry.
II	Planning and Organizing the Food and Beverage Service Department <ul style="list-style-type: none"> Developing a good F & B Team Performance and productivity Standards Time and motion study in Food and Beverage operations. 	CO2. Understand the planning of food and beverage service department and developing teamwork for efficiency in performance and timely productivity
III	Planning and Organizing the Food and Beverage Service Personnel <ul style="list-style-type: none"> Job procedures (Task analysis) Job allocation and work schedules Calculating staff strength & planning duty rosters Team work Training and leadership in food and beverage department Devising training programs for F&B staff Performance measure Customer relation Sale promotions 	CO3. Understand the planning of food and beverage service operations by proper utilisation of manpower effective functioning of the department.
IV	Food and Beverage Management <ul style="list-style-type: none"> Introduction Objectives of F&B Management Responsibilities of F&B Management Constraints to F&B Management, Managing quality in F&B operations. 	CO4. Acquire the detail knowledge of elements of food and beverage management for managing the operations towards quality outputs.

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V	Marketing and sales in restaurant <ul style="list-style-type: none"> • Introduction • Catering consideration • Types of menu/ products • Marketing banquet facilities • Marketing Plan 	CO5. Gaining knowledge on the concept of marketing and sales in restaurant and banquets for preparing operative marketing plan of products and facilities.
References	<ol style="list-style-type: none"> 1. Food and Beverage Service – Lillicrap 2. Food and Beverage Control, Keister C. Douglas; Printice Hall, Inglewood Cliffs, New Jersey. 3. Modern Restaurant Service, John Fuller; Hutchinson London 4. Food and Beverage Management and Service, The Educational Institute of the American Hotel and Hotel Association. 	

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ADVANCE FOOD & BEVERAGE SERVICE

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VIII
Course Title : Advance Food & Beverage Service	
Course Code : 8-P-II	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	F & B Staff Organization <ul style="list-style-type: none"> • Developing Organization structure of various Food & Beverage outlets • Determination of Staff requirements in all categories • Making Duty Roster • Preparing Job Description & Specification 	CO1. Preparation of hierarchy structure of various food and beverage outlets, determination of Job description, specification and planning duty roaster.
II	Supervisory Skills <ul style="list-style-type: none"> • Conducting Briefing & Debriefing • Restaurant, Bar, Banquets & Special events 	CO2. Understanding Supervisory Skills of briefing and debriefing for restaurant, bar, banquets and special event.
III	Drafting Standard Operating Systems (SOPs) for various F & B Outlets <ul style="list-style-type: none"> • Supervising Food & Beverage operations • Preparing Restaurant Log 	CO3. Understanding and practicing of SOPs for food and beverage outlets.
IV	Handling of emergency situation	CO4. Demonstration and Practice of Handling of emergency situation related to Food and beverage outlets.

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ADVANCE ACCOMMODATION MANAGEMENT

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VIII
Course Title : Advance Accommodation Management	
Course Code : 8-T-3	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop basic knowledge of training and managing housekeeping personnel. To develop a comprehensive awareness of housekeeping budgeting and to open a new property with latest trends followed in hospitality industry.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	Managing HK personnel <ul style="list-style-type: none"> • Documents for personnel Management • Determining Staff Strength • Recruiting • Selecting • Hiring • Orienting 	CO 1. Develop knowledge making of different documents for housekeeping personnel. learn process of recruiting new employees.
II	Training <ul style="list-style-type: none"> • Training employees • Steps in Planning a training programme • Benefits of training • Types of training 	CO2. Plan various training programmes for employees by using different training methods.
III	Scheduling <ul style="list-style-type: none"> • Parameter to consider • Work schedules • Planning Duty rosters • Advantages of a duty rosters 	CO3. Understand scheduling for proper management of staff. Plan duty rosters to manage staff for maximum efficiency.
IV	Housekeeping Budgeting <ul style="list-style-type: none"> • Types of Budgets • House Keeping Expenses • Budget planning process • Income Statement of Rooms Division • Controlling expenses 	CO4. Understand budgeting in housekeeping department by following planning process and controlling expenses.
V	New property Operations <ul style="list-style-type: none"> • Introduction • Starting up housekeeping • System and procedures • Countdown Changing trends in Housekeeping <ul style="list-style-type: none"> • Hygiene not just Cleanliness • New scientific techniques 	CO5. Understand new property operations of housekeeping department. Acknowledge changing trends in housekeeping department.
References	1. Bansal, T. (2010). Hotel Facility Planning. New Delhi: Oxford University Press. 2. Martin, R. (1997). Professional Management of Housekeeping	

	<p>Operations. New York: John Wiley & Sons, Inc.</p> <ol style="list-style-type: none">3. Raghubalan, G. (2011). Hotel Housekeeping Operations and Management. New Delhi, India: Oxford University Press.4. Singh, M. (2012). Hotel Housekeeping. New Delhi: Tata McGraw-Hill.
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ADVANCE ACCOMMODATION MANAGEMENT

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VIII
Course Title : Advance Accommodation Management	
Course Code : 8-P-3	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objectives

Practical's	Contents	Course Objectives
I	Making schedules for 100 room, 200 room and 300 room properties for morning, evening and night shift	CO1. Plan work schedules for various types of staff in housekeeping department.
II	Making roster for 100 room, 200 room and 300 room properties for morning, evening and night shift with occupancy percentage. Making roster for villa type hotels, resorts	CO2. Construct duty rosters for various types of staff in housekeeping department.
III	Making tent cards to train guest for conserving energy.	CO3. Create tent cards for guest rooms on conservation of electricity and water.

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TRAVEL & TOURISM

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VIII
Course Title : Travel & Tourism	
Course Code : 8-T-IV	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This course aims to create the awareness about the travel and tourism industry as it is interrelated with hospitality industry in terms of services. It prepares the student to acquire knowledge of tourism industry for successful Tourism and Hospitality Career.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	<ul style="list-style-type: none"> • Tourism through Centuries (India and World), Ancient, and Medieval and Modern history of tourism • Factors influencing the growth of tourism, • Globalization and Tourism. 	CO1. Familiarization with the growth and development of tourism to realize the potential of tourism industry in India and world.
II	<ul style="list-style-type: none"> • Significance of Tourism, social, economic cultural • Definition of travel, Traveller, Visitor, Excursionist, Tourist, Picnic • Concept, leisure and business. 	CO2. Understand the significance and related concepts of tourism.
III	<ul style="list-style-type: none"> • Typology and forms of tourism – International, Inbound, Outbound, interregional, intra-regional, domestic, International, national and other forms Social tourism 	CO3. Learn the various types and forms national and international tourism.
IV	<p>Tourism an overview</p> <ul style="list-style-type: none"> • components (5A's Attraction, Accessibility, Accommodation, Amenities and Activities), • Tourism system and Elements of tourism (Leeper's Model) • Characteristics of Tourism, (Intangibility, Perishability, Variability, Inseparability, Heterogeneous), • Characteristics of tourism products. 	CO4. Familiarization of with components of tourism with their elements and characteristics.
V	<p>Tourism as an Industry:</p> <ul style="list-style-type: none"> • Multi-sectoral and multifaceted nature of tourism business • Linkages of tourism with other industries/Sectors. • Roles of Government and Private sector in tourism development • Hospitality Industry, Skills / 	CO5. Understand the nature of tourism industry, its linkage with other sectors, role of government and private sector and opportunities for career in tourism and hospitality industry. Learn the various modes of travel and transport and role of travel agents, tour operators, and information center.

	<p>attributes required for successful Tourism and Hospitality Career.</p> <p>Brief introduction to tourism Suppliers:</p> <ul style="list-style-type: none"> • Accommodation, Travel, and Transportation industries. • Role of Travel Agents, Tour Operators, NTOs, Information Center • Career opportunities in Travel Tourism 	
References	<ol style="list-style-type: none"> 1. Cooper, F. (2000). Tourism principles and Practices. New Delhi: Pitman. 2. Sunetra Roday, A. B. (2009). Tourism Operations & Management. New Delhi: oxford University Press. 3. Glenn. F. Ross. (1998). The Psychology Of Tourism. New Delhi: Hospitality Press, Victoria, Australia. 	

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HUMAN RESOURCE MANAGEMENT

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VIII
Course Title : Human Resource Management	
Course Code : 8-T-V	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject objective will be to provide the valuable information to the students regarding the importance of Human Resource Management and its various functions which in turn will help them in future to know their rights and also various aspects of HR department.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	<p>Concept of Human Resource Management</p> <ul style="list-style-type: none"> • Personnel Management- Definition, Objective, Function, Importance • Difference Between Personnel Management and Human Resource Management • Human Resource Management- Definition, Objective, Function, Importance, Scope, Functions of HR Manager 	CO 1.a) Perceive the concept of Personnel Management and Human Resource Management. Getting acknowledged with various aspects of Human Resource Management
II	<ul style="list-style-type: none"> • Human Resource Planning • Career Planning • Recruitment- Sources • Selection Process • Interviews • Placement • Induction and Orientation • Training • Promotions • Demotions • Transfers • Absenteeism • Replacement 	CO 2. Understanding the concepts of HR planning, Career Planning, recruit of process, training and other HR related aspects.
III	<ul style="list-style-type: none"> • Job Analysis- Job Description and Specification, • Job evaluation techniques • Management Development; Performance Appraisals-Objective, Process, Methods • Grievance Handling (PONJ) • Compensation Management, Wage and Salary Administration 	CO 3. Gaining knowledge on Job Analysis and Job Evaluation methods. Learning on the details of Performance appraisal, understanding Grievance Handling Procedure and Compensation Management.
IV	<ul style="list-style-type: none"> • Industrial Psychology and Behavioral Science • Leadership: Role, Types, style, 	CO 4 a) Familiarization with Industrial Psychology, Behavioral Science and various aspects of a

	<p>importance and qualities of a leader</p> <ul style="list-style-type: none"> ● Motivating Human Resource ● Quality of Work Life <ul style="list-style-type: none"> ○ Quality of Work ○ Morale ○ Job Satisfaction ○ Social Security ○ Health and Safety <p>Labour Welfare</p>	<p>Leader and Leadership. Coming to know about the Quality of Work Life in an organization.</p>
V	<ul style="list-style-type: none"> ● Current Trends of HR Systems in Hospitality Industry ● Industrial Relations- Meaning & Characteristics Industrial Relations-Nature of Trade Unions – Problems of Trade Union ● Industrial Disputes- Settlement of Industrial Disputes. <p>Collective Bargaining-Features-Pre-requisite of Collective Bargaining</p>	<p>CO 5. Getting aware about the Current Trends of HR Systems in Hospitality Industry, aspects of Industrial Relations, Trade Unions and Industrial Disputes. Understanding the concept of Collective Bargaining</p>
References	<ol style="list-style-type: none"> 1. A.M. Sharma. (2003). Personnel and Human Resource Management. Mumbai: Himalaya Publishing House. 2. C.B. Mamoria, S. G. (2004). Human Resource Management. Mumbai: Himalaya Publishing House. 3. Dwivedi, R. (2001). Managing Human Resources Personnel Management in Indian Enterprises. Delhi: Galgotia Publishing Company. 	

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HOSPITALITY LAWS & LICENSES

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VIII
Course Title : Hospitality Laws & Licenses	
Course Code : 8-T-VI	Theory
Credits :	Number of Lectures in a week: 4

Rationale: This subject proposes to develop basic awareness and insight on the need of law in hospitality industry in terms of different activities carried out in day-to-day operations, the various requirements of licenses and permits pertaining to various aspects of operations including law in relation to employer and employee.

Detailed Course Content and Course Objectives

Modules	Contents	Course Objectives
I	<p>Introduction to law:</p> <ul style="list-style-type: none"> • Meaning & Definition of Law • Objects of Law • Importance of studying Law <p>Indian Contract Act</p> <ul style="list-style-type: none"> • Definition of Contract, Proposal, Agreement, Consideration, etc. • Essentials of Valid contract • Competent Parties • Types of Contracts – valid, void and voidable. • Performance of Contract • Discharge of Contract • Remedies for Breach of Contract • Indemnity and Guarantee 	<p>CO1. Understand the need and importance of law and the basic application of law in the business in terms of contracts and dismissal of contracts.</p>
II	<p>Licenses and Permits</p> <ul style="list-style-type: none"> • Licenses and permits for hotels and catering establishments procedure for procurement, bye laws of hotels & restaurant under municipal corporation. • Renewal suspension and termination of licenses. <p>Food Legislation</p> <ul style="list-style-type: none"> • Principles of food laws-acts regarding prevention of food adulteration, definition, authorities under the act, procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time. • Essential commodities Act <p>Liquor Legislation-</p> <ul style="list-style-type: none"> • Bombay Prohibition Act • Possession of Indian liquor • Possession of foreign liquor 	<p>CO2. Familiarization with the need and usage of the basic licenses and permits needed to start up a business in hospitality sector, the terms of allotment and termination of permits with the insight on food and liquor related legislation.</p>

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	<ul style="list-style-type: none"> • Law for Indian made foreign liquor 	
III	Industrial Legislation <ul style="list-style-type: none"> • Factories Act, • Payment of Wages Act, • Industrial Disputes Act, • Apprentices Act, • Provident Fund Act, • Trade Unions Act (each Act with reference to hotel industry) 	CO3. Understand the importance of different rules and regulations related to operation and employee benefit act.
IV	Law of Tenancy Rent control act, distinction between guest and tenant, inn keeper, guest relationship, inn-keeper's lien, bye laws as affecting catering establishments. Consumer Protection Act Consumer protection councils, procedure for redressal of grievances.	CO4. Familiarization with the basic law of tenancy and the consumer rights.
V	Payment of Wages Act, 1936: <ul style="list-style-type: none"> • Important Definitions under the Act Rules relating to wage Teaching Scheme, time & mode of wage • Payment • Authorized Deductions Workmen's Compensation Act, 1923: <ul style="list-style-type: none"> • Important Definitions under the Act • Partial & Total Disablement • Accident • Accident arising out of an employment • Accident 'in the course of an employment • Employer's liability to pay compensation • Amount of compensation payable by an employer 	CO5.a) Understand the importance and scope of employee related law for better understanding on do's and don'ts during employment.
References	<ol style="list-style-type: none"> 1. Hotel law, Amitabh Devendra, edition I, Oxford university press India 2. Legal Aspect of Hospitality management second edition, by John E.H. Sherry publisher Wiley and sons 3. Principal of business law- Aswathappa k. 4. The workmen's Compensation Act, Allahabad law agency. 5. The payment of wages Act, Allahabad law agency. 6. The employees Provident Fund Act 1989, Allahabad law agency. 7. Refer Bare Act for each Act. 8. Amitabh D. (2013) Hotel Law. OUP India. 9. Poustie. M, Ross. J, Geddes, N. (1999) Hospitality and Tourism Law. International Thomson Business Press. 	

PUBLIC RELATION & TRAVEL & TOURISM

Program Name: Bachelor of Hotel Management and Technology	
Program Code: HM4219	Semester : VIII
Course Title : Public Relation & Travel & Tourism	
Course Code : 8-P-IV	Practical
Credits :	Number of Lectures in a week: 4

Detailed Course Content and Course Objective

Practicals	Contents	Course Objectives
I	<ul style="list-style-type: none">Types of Tourism-Assignments and presentation	CO1. Understand the details about various type of tourism
II	<ul style="list-style-type: none">Preparation of itinerary National & International- Presentation	CO2. Learn and prepare a sample itinerary national and international
III	<ul style="list-style-type: none">Package tours	CO3. Illustrate the concept of Package tour with various type of tour
IV	<ul style="list-style-type: none">Most popular tourism destination in India and abroad	Co4. Make a list of famous tourism destination of India
V	<ul style="list-style-type: none">Latest trends in tourism	CO5. Make a latest awareness report on trends in Tourism
VI	<ul style="list-style-type: none">Current affairs related to travel and tourism	CO6. Collection of current affairs related to travel and tourism sector

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PROJECT WORK & TRAINING PRESENTATION

Program Name: Bachelor of Hotel Management and Catering Technology	
Program Code: HM4219	Semester : VIII
Course Title : Project Work & Training Presentation	
Course Code : 8-P-V	Practical
Credits :	Number of Lectures in a week: 6

Detailed Course Content and Course Objectives

Practicals	Contents	Course Objectives
I	<p>Project Work: Project should be carried out in the following manner</p> <ul style="list-style-type: none"> • ED and Research Project <ol style="list-style-type: none"> i. Introduction ii. Meaning & definition of Research iii. Statement of Research problem and Research objectives iv. Selection of title v. Application of Research • Meaning, and definition of Research statement of research problem and research objectives <ol style="list-style-type: none"> 1. Selection of title Application of Research 2. Research Design and Data Collection <ol style="list-style-type: none"> i. Sampling Plan ii. Sampling unit 3. Sampling selection process 4. Data Analysis 5. Report writing 	<p>CO1. Demonstrating correct usage of a method or procedure by selecting topic, using correct research design and data collection tool, data analysing, preparing and presenting report of a research project from the Hospitality Industry under the guidance of Faculty.</p>
II	Training Presentation	<p>CO2. Exhibit the work done and skills acquired during the scheduled training.</p>

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