



K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

School of Hotel Management and Catering Technology

Bachelor of Hotel Management

&

**Catering Technology
(BHMCT)**

Program Code:76

2020-24

Approved in the 23rd Meeting of Academic Council Held on 23 June 2020




Registrar
K.R. Mangalam University
Sohna Road, Gurugram, (Haryana)



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Introduction

The K.R. Mangalam Group has made a name for itself in the field of education. The K.R. Mangalam story goes back to the chain of schools that offered an alternative option of world-class education, pitching itself against the established elite schools, which had enjoyed a position of monopoly till then. Having blazed a new trail in school education, the focus of the group was aimed at higher education.

K.R. Mangalam University is the fastest-growing higher education institute in Gurugram, India. K. R. Mangalam University was established under the Haryana Private University Act 2006, received the approval of Haryana Legislature vide Amendment Act # 36 of 2013 and consent of the Hon'ble Governor of Haryana on 11th April 2013, which was published in the Gazette notification vide Leg. No.10/2013, dated 3rd May 2013.

Since its inception in 2013, the University has been striving to fulfil its prime objective of transforming young lives through ground-breaking pedagogy, global collaborations, and world-class infrastructure. Resources at K.R Mangalam University have been continuously upgraded to optimize opportunities for the students. Our students are groomed in a truly interdisciplinary environment where they grow up with integrative skills through interaction with students from engineering, social sciences, management and other study streams.

K. R. Mangalam University is unique because of its

- i. Enduring legacy of providing education to high achievers who demonstrate leadership in diverse fields.
- ii. Protective and nurturing environment for teaching, research, creativity, scholarship, social and economic justice.

Objectives

- i. To impart undergraduate, post-graduate and Doctoral education in identified areas of higher education.
- ii. To undertake research programmes with industrial interface.
- iii. To integrate its growth with the global needs and expectations of the major stake holders through teaching, research, exchange & collaborative programmes with foreign, Indian Universities/Institutions and MNCs.
- iv. To act as a nodal center for transfer of technology to the industry.
- v. To provide job oriented professional education to the student community with particular focus on Haryana.

About School

School of Hotel Management and Catering Technology at K. R. Mangalam University is equipped to carry out both teaching and research. The faculty is in constant touch with various experts in the relevant field and is willing to experiment with latest ideas in teaching and research.

School of Hotel Management and Catering Technology imparts student's technical knowledge, enhances their practical skill and ability, motivating them to think creatively, helping them to act independently and take decisions accordingly in all their technical pursuits and other endeavors. It strives to empower its students and faculty members to contribute to the development of society and Nation.

School Vision

Aspires to become an internationally recognized School in Hotel Management through excellence in Hospitality education, research and innovation, preparing socially responsible life-long learners contributing to nation building.

School Mission

To provide education at all levels in core and emerging areas of Hospitality to develop knowledge, learning and research and enhance the overall personality of students, the School of Hotel Management is committed to:

M 1: Foster employability and entrepreneurship in the field of hospitality through interdisciplinary curriculum and progressive pedagogy with cutting-edge technology.

M 2: Instill the notion of lifelong learning through stimulating research, Outcomes-based education and innovative thinking.

M 3: Integrate global needs and expectations through collaborative programs with premier universities, research centers, industries and professional bodies

M 4: Enhance leadership qualities among the youth by having understanding of ethical values and environmental realities

M 5: Developing active leadership skills, ethical values, and environmental responsibility.

Programs offered by the School

Bachelor of Hotel Management and Catering Technology (BHMCT) program is designed to impart theoretical, practical knowledge and hands on experience to enrich student's skills and competence, as required by the industry today.

Hotel Management and Catering Technology

Realizing the potential of Hotel Management and Catering Technology industry and in lined requirement of trained human resource, the course of Hotel Management and Catering Technology is developed. The studies in Hotel Management and Catering Technology provide a wide array of Hotel Management and and related areas. Students will gain fundamental skills and knowledge in Hotel Management and related domains.

Eligibility Criteria: The student should have passed the 10+2 examination conducted by the Central Board of Secondary Education or equivalent examination from a recognized board in any stream with an aggregate of 50%.

Course Outline: Food Production/Food and beverage service /Front office operation/ Housekeeping Operation and related practical's in these areas /Hospitality & Tourism/Hotel accountancy/Facility Planning/Business communication/French/ entrepreneurship/ Hospitality marketing/project work/ field visit/assignment etc.

Career Options:

1. Star category hotels
2. Specialty restaurants & banquet
3. Sales job in various hospitality sectors
4. Event Management
5. Airlines cabin crew and ground staff
6. Travel and tourism houses
7. Corporate front desk/ corporate PRO
8. Hospitals catering & Housekeeping management
9. Railway catering
10. Navodaya School as catering officers
11. Army as catering officer (JCO)
12. Catering officers in govt, sectors
13. High class retail
14. Theme and amusement park
15. Entertainment industry
16. Cargo management
17. Education Industry
18. Hospitality Entrepreneurships
19. Banks as customer relation manager
20. Automobile Industry as customer relation manager

Program Scheme

For four-year BHMCT Scheme of Studies please, see Annexure.

Program Duration

The minimum period required for the Hotel Management and Catering Technology Programme offered by the University shall extend over a period of four Academic Years, i.e., 8 semesters. The Program will be considered completed when the candidate has earned minimum courses and credits required by the Program curriculum.

Class Timings

The classes will be held from Monday to Friday from 9:10 am to 4:10 pm.

Scheme of Studies and Syllabi

The scheme of studies (Please see Annexure) and the syllabi of all courses for BHMCT offered by SOHMCT is given in the following pages

For each course, the first line contains; Course Code, Title and Credits (C) of the course. This is followed by the course objectives, syllabus, Text Book and Reference Books.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

HMCT101A

FOOD PRODUCTION & PATISSERIE -I

C 03

Overview:

This course will provide the learner an insight of fundamental information of food production. The origin of culinary to modern history of cookery practice, steps involve in preparation before cooking, method of mixing food, texture, faults and remedies. One would be able to understand essentials of different types of food preparation.

They would be also be exposed to various cooking methods, time and temperature. The learner would be able to understand the kitchen organization and kitchen management skills. Hygiene, sanitation and safety are the key concern of the food handlers, which would be taken into practice.

Use kitchen equipment and utensils while preparation of food. Various food commodities names and usage would be demonstrated.

Basic food preparations of soup sauce, stock, appetizers and popular baking product preparation would also be incorporated while study.

Objective:

1. Students are exposed to the basics of food production to be able to understand the food production in greater extent.
2. Students are generally encounter difficulties in identifying problems in various culinary terms, name of equipment's, utensils, spices and their usage.
3. Understanding the food production hierarchy system and kitchen management.

Expected Outcome:

1. This course enables you to learn lot of skills and competence for preparing various types of cuisine in professional atmosphere and provide you knowledge
2. Understanding of entrepreneurial skills and make you competent to work in stars category hotels and other food outlets.

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
FIRST SEMESTER**

UNIT-I

L-3 T/P- 0 FOOD PRODUCTION & PATISSERIE -I Credits-3

UNIT - I

INTRODUCTION TO PROFESSIONAL COOKERY

Culinary History and Origin of modern cookery practices. Aims and objectives of cooking Mis-en-Place and methods of mixing (Beating, Blending, Rubbing, Creaming, Folding, Stirring, Rolling)

Texture-faults and remedies.

Essentials of Continental food preparation Essentials of Indian food preparations Hygiene & safe practices in handling food.

UNIT –II

METHODS OF COOKING

Various Methods of cooking (Moist, Dry, Frying, microwave cooking) Microwave cooking advantage & Disadvantage Time and temperature, Effect of cooking on food items & nutrients, Care & Precautions to be taken,

UNIT-III

KITCHEN ORGANIZATION & MANAGEMENT

Kitchen Management: Kitchen Management Skills, Personal Hygiene, Safety procedures to be followed in Kitchen. Kitchen organization- brigade-Liaison of kitchen with other departments.

Duties of kitchen staff/functions of various sections of kitchen, Introduction to larder. Functions and importance, Kitchen equipment and tools/cleaning and maintenance. Handling Modern Kitchen Equipments.

Safety precautions.

UNIT-IV

KITCHEN COMMODITIES

Raw materials-introduction, Classification and uses according to their functions. Purchasing Specification for Food & Beverage, Principle of Food storage.

Extensive study of Kitchen ingredients and various characters of Vegetables, Fruits, Egg, Rice, Pulses, Cereal, salt, sweetening agent, fats & oils, raising & leavening agents, Milk, composition of milk and storage, types of milk, cream.

UNIT-V

STOCKS, SOUP & SAUCES

Stocks, soup & sauces, glazes, roux -classification and types. Soup garnishes and accompaniments.

Thickening agents, binding agents and clarifying agents. Sauces-classification of mother sauces with derivatives. Proprietary sauces and compound butters. Accompaniment and garnishes.

UNIT-VI

HORS D'OEUVRE & SALADS

Hors d'oeuvre, salads & dressings, Cooked/ cured/ prepared foods Recipe contents
Hors d'oeuvre & Salads etc

UNIT-VII BAKERY

Bakery Ingredients and their role, Yeast, Shortenings (Fats & Oils) sugar & salt, Raising Agents and role of Sugar and Egg. Bakery flour-types, uses and storage, Different Methods of Bread Making. Methods of cake making-different methods, faults and their remedies.

Note: Culinary terms (common).

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

REFERENCE BOOKS FOR ALL SEMESTER

- 1 Food production & culinary art by Maheshwari P Verma, Publisher: Shroff & Shroff
- 2 Theory of Cookery By K Arora, Publisher: Frank Brothers
- 3 Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
- 4 The Professional Chef (4th Edition) By Le Rolla Polson
- 5 Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
- 6 Practical Cookery By Kinton & Cessarani
- 7 Theory of Catering By Kinton & Cessarani
- 8 Practical Professional Cookery By Kauffman & Cracknell
- 9 Larder Chef By M J Leto & W K H Bode Publisher: Butterworth-Heinemann
- 10 Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- 11 Professional Cooking By Wayne Gisslen, Publisher Le Cordon Bleu
- 12 Cooking Essentials for the New Professional Chef
- 13 The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC

**BACHELOR OF HOTEL MANAGEMENT AND CATERING
TECHNOLOGY**

FIRST SEMESTER

HMCT103A FOOD & BEVERAGE SERVICE -I Credits-2

Overview:

This course will provide the learner an insight of role of catering establishment in the travel and tourism industry, classification and types of various food and beverage operations. One would be able to understand essentials of different types of food beverage service and layout according to the requirement of Hotel Industry.

They would be also exposed to departmental organization system. Familiarization of various service equipment, cutlery, crockery and glassware etc. Care and maintenance is the major concern, which would be taken into practice.

Menu and menu planning ,designing and courses of menu along with french classical accompaniments, garnishes and cover of each course will be incorporated while study.

Objective:

1. Students are exposed to the basics of food & beverage service to be able to understand in greater extent.
2. Students are generally encounter difficulties in identifying problems in various service related terms, name of equipment's, utensils, cutlery and crockery and their usage.
3. Understand the F&B hierarchy system and F& B outlet management.

Expected Outcome:

1. This course enable you to learn lot of skills and competence for provide professional service of various types of cuisine in professional atmosphere.
2. It also enables you to understand about entrepreneurial skills and make you competent to work in stars category hotels and other food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

L-2 T/P-0

FOOD & BEVERAGE SERVICE -I

Credits-2

UNIT - I

Introduction & Growth of Hotel Industry in India. –

Role of catering establishment in the travel and tourism industry, Types of F & B Operations. (Classification), Types of Catering Establishments - Commercial (Non-Residential/Residential), Welfare (Industrial/ Institutional), Transport (Air, Road, Rail, Sea)

UNIT - II

Departmental Organization & Staffing –

Organization of F& B Department of a Hotel, Duties and Responsibilities of F & B Staff, Attributes of F & B staff with the steps involved in order of service, Intra & Inter departmental relation with F & B Service

UNIT - III

Layout of Food Service Area –

Important points to be considered while planning a layout, Layout of coffee shop, fast food restaurant, specialty restaurant. Banquets operations, Room Service.

UNIT - IV

Introduction of Restaurant Equipment. –

Classification of equipment (familiarization), Criteria for selection and requirement.

Quantity and Types of - Crockery, Tableware, Glassware, Linen, Furniture. Care & Maintenance of these equipment, Sideboard - its uses, Vending Machines- Importance, Advantage and Disadvantage

UNIT - V

Menu & Menu Planning –

Origin of menu & menu planning objectives, Types of menu, menu planning - consideration & constraints, Menu designing.

Courses of menu - French: classical and modified, Indian courses; Planning menus, Accompaniments, Garnishing & Cover for each course

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

REFERENCES

1. Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins.Publisher: ELBS
2. Front Office Training manual – Sudhir Andrews. Publisher: Tata MacGraw Hill
3. Food & Beverage Service Management- BrianVarghese
4. Modern Restaurant Service – John Fuller,Hutchinson
5. The Restaurant (From Concept to Operation)
6. Introduction F& B Service- Brown, Heppner &Deegan
7. Menu Planning- Jaksakivela, HospitalityPress
8. The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

HMCT105A

FRONT OFFICE OPERATIONS-I

Credits-2

Overview:

This course will provide the learner an insight of fundamental information about the importance of front office in a hotel, the front office layout and information about various sections about front office. How hotels are classified, organization structure of front office, basic information about front desk personnel, importance of communication and how to deal with guest at the front desk counter.

Front office system, operations and handling of front office equipment's

Objective:

1. Students are exposed to the basics of Front office area of the Hotel.
2. They will learn how to communicate with the guest at Hotel.
3. Handling of various equipment and usage of the same.

Expected Outcome:

1. After completing the course in professional atmosphere it will provide you knowledge and understanding of entrepreneurial skills
2. Make students competent to work in stars category hotels independently and provide the confidence to work individually.

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
FIRST SEMESTER****FRONT OFFICE OPERATIONS-I****Part-II****L-2 T/P-0****Credits-2****UNIT-I****INTRODUCTION TO FRONT OFFICE**

Importance of Front office in hotel, Layout of the front office Different section of the Front Office and their importance - Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier.

UNIT-II**CLASSIFICATION OF HOTELS**

Star classification;

Classification based on size, clientele, Location, Ownership, Independent, Management Contract, Chains & Franchise/ Affiliated, Time Share.

UNIT-III**ORGANISATIONAL SET UP OF FRONT OFFICE DEPARTMENT**

Hierarchy chart: Small, Medium and Large Hotels Job Description, Job Specification & Duties and Responsibilities of different front office personnel including uniformed staff; Attributes of front office employee

UNIT- IV

BASIC INFORMATION FOR FRONT DESK AGENTS

Different types of rooms; Numbering of rooms and food plan; Basis of charging a guest:Tariff, Rates, Discounts and Policy.

Facilities available in Hotels: Brochure & Tariff Card.

UNIT-V

IMPORTANCE OF COMMUNICATION

Communicating with various sections: verbal, written & verbal, Interdepartmental Coordination with other departments: Housekeeping, Engineering and Maintenance, Revenue Centers, Marketing and Public Relations

Communications: Log Book, Information Directory, Mail and Package Handling, Telephone Services

UNIT- VI

FRONT OFFICE OPERATION

The Front Desk: Functional Organization, Design Alternatives The Guest cycle - Pre-Arrival, Arrival, Occupancy, Departure

Front Office Systems: Non-Automated, Semi-Automated, and Fully Automated

UNIT-VII

FRONT OFFICE EQUIPMENTS

Room Rack, Mail, Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments.

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

REFERENCE BOOKS FOR ALL SEMESTER

1. Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac GrawHill
2. Managing Front Office Operations – Kasavana& Brooks Educational Institution AHMA
3. Front Office – operations and management – Ahmed Ismail (ThomsonDelmar).
4. Managing Computers in Hospitality Industry – Michael Kasavana& Cahell.
5. Front Office Operations – Colin Dix & Chris Baird.
6. Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
7. Managing Front Office Operations By Kasavana& Brooks
8. Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum Check in Check out- Jerome Vallen

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

HMCT107A

HOUSEKEEPING OPERATIONS

Credits-2

Overview:

This course will provide the learner an insight of role of housekeeping and scope in lodging industry, housekeeping as an entrepreneur career for different sectors of hospitality.

One would be able to understand about organization structure of housekeeping department, coordination & control with other departments in the hotel.

One would be also get familiar with how to organize cleaning at different situation and also learn special cleaning programme. One should be also able to understand various kind of cleaning agents and its applications.

Objective:

1. Students are exposed to the basics of area of the Hotel and various Housekeeping Departments
2. Students will learn how to clean and maintain the guest and public area at Hotel.
3. Handling of various equipment related to the housekeeping application and usage of the same.

Expected Outcome:

1. After completing the course in professional atmosphere, it will provide you knowledge and understanding of entrepreneurial skills
2. Make students competent to work in stars category hotels independently and provide the confidence to work individually.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

L-2 T/P-0

HOUSEKEEPING OPERATIONS-I

Credits-2

UNIT – I

INTRODUCTION & SCOPE

Housekeeping - The Scope in Lodging Industry - Overview. Housekeeping as a business. Housekeeping for different institutions - Airlines, Hospitals, Hostels, Corporate, and Industrial etc.

UNIT – II

ORGANIZATION STRUCTURE

Hierarchy, Organization Structure, Duties and responsibilities of the housekeeping personnel.

UNIT – III

COORDINATION & CONTROL

Housekeeping control desk, Coordination within department and with other departments, Files and registers maintained at control desk.

Coordination & control (inter & intra). Guest priorities and handling guest requests.

UNIT – IV

ORGANISING CLEANING

Awareness of Room Types, Amenities & Facilities for Standard & VIP Guest Rooms Cleaning routines of guest rooms –Prepare to clean, clean the guestroom including bed making, replenishment of supplies & Linen, Inspection, Deep Cleaning, Second Service, Turn down service.

Public area – Lobby, Lounge, Corridors, Pool Area, Elevators, Health club, F&B outlet, Office area. VIP handling

UNIT – V

SPECIAL CLEANING PROGRAMME

Daily, weekly, Fortnightly and Monthly cleaning, Routine Cleaning, spring cleaning and deep cleaning procedure.

UNIT VI

CLEANING AGENTS

Basic cleaning agent, Classification, their uses, care, storage, Distribution and control measures

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

REFERENCES

Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke Hotel House Keeping
– Sudhir Andrews Publisher: Tata McGrawHill.

The Professional Housekeeper – Tucker Schneider, Publisher: VNR.

Professional Management of Housekeeping Operations- Martin Jones, Publisher: Wiley & sons

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
FIRST SEMESTER**

HMCT109A INTRODUCTION TO HOTEL ACCOUNTANCY Credits-2

Overview:

In the light of the new & challenging role of 'Hospitality Professional' in the dynamic hospitality sector as part of the service sector! This course truly supplements the strategic role of numbers/business events in the life of the potential food & beverage manager, Chef, Front Office Manager & House-Keep executive & the like dynamic positions.

This course makes you understand the key accounting concepts in a very innovative & excitedly mode under the expert professionals. It illustrates the art of financial flow from a simple economic event to its ultimate destination & helps to record & appreciate the importance of financial records for compliance & business/economic intelligence in the hospitality sector.

Objectives:

On completion of this course, potential and current hospitality executives should be able to:

1. Appreciate key accounting terms and accounting cycle.
2. Identify and describe the elements in 'Performance statement and 'Position statement' and understand the art of making financial statements.
3. Appreciate the detailed balance sheet of the limited company as per the new companies act, 2013
4. Understand revenue mix and departmental accounting.
5. Appreciate uniform system of accounting in hotels.

Expected Outcomes:

1. This course truly destroy the fear of numbers & instead put in the excitement of this unique art to understand the harmony of accounting process/cycle in the minds of young hospitality learners with practical & hands-on learning.
2. It incorporates the special modules on departmental accounting & hotel accounting to give them an edge in the hospitality industry.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
FIRST SEMESTER INTRODUCTION TO HOTEL ACCOUNTANCY
Part-V **L-2 T/P-0** **Credits-2**

UNIT - I

ACCOUNTING CYCLE & FINANCIAL STATEMENTS

Concepts and conversation, Summary of accounting cycle, Journal (recording), Ledger (Posting), Trial Balance, Preparing Final. Accounts, (Trading a/c., P&L a/c., Balance sheet)

UNIT - II

DETAILED STUDY OF STATEMENT OF INCOME AND BALANCE SHEET

Income Statement, Purpose of Statement of Income, Balance Sheet, Need for a Balancesheet, Linkage of P&L a/c, and Balancesheet.

UNIT -III

PREPARATION OF FINAL ACCOUNT

Preparation of Final Statement, Working out a problem

UNIT - IV

BALANCE SHEET AND THEIR COMPONENTS

Contents of balance sheet, Form and classification of item, Asset side, Fixed Assets, Investments, Current Assets, Miscellaneous Expenditure, (Deferred Review, amortization), Liabilities, Capital, Reserves & Surplus (Retained earnings), Long Term Liabilities, (Secured & Unsecured loan), Current Liabilities, Provision, Format of a Balance Sheet & Presentation, In order of Liquidity, Proprietorship, Partnership.

In order of permanence, Joint Stock Companies, Sides of Assets & Liabilities, American Mode, (Left side Assets, right side liabilities), British Model (Left side Liabilities, right side Assets).

UNIT - V REVENUE MIX

Sales Mix meaning,

Effect on change of individual items in volume

UNIT - VI

DEPARTMENTAL ACCOUNTING

Definition & Objectives, Changes required in Book-keeping records, Main methods of preparing Dept. accounting, Gross Profit method, Departmental profit method, Net profit method, Working out an example

UNIT - VII

UNIFORM SYSTEM OF ACCOUNTING

Concept, Conditions for Uniform system, Necessities, Advantages & Disadvantages, Various kinds of schedules, Room Schedule, F & B Schedule, Telephone Schedule, Income Statement Presentation,

REFERENCES

Hotel Accounting & Financial By Ozi A. D'Cunha & Gleson O. D'Cunha

Publisher: Dicky, sEnterprize, Mumbai

Introduction to Accounts - T.S. Grewal

Hospitality Accounting- Publisher: Prentia Hall Upper Sadde, River New Jersey

Accounting for Management, S K Bhattacharya, Publisher: Vikas Publishing House

Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

HMCT111A INTRODUCTION TO HOSPITALITY MANAGEMENT & TOURISM

Credits-2

Overview: This course will provide the learner an insight of hotel and tourism industry, now a days Hospitality and tourism sector is booming sector and having many employments with today's generation's requirement. This course enables you to understand various key areas of the hospitality and tourism to understand and to take up the job accordingly.

Objective:

1. This course is to enable students to understand the complete area of hospitality and tourism so that while job
2. They would be able to demonstrate skill and competence as required by the hospitality and Tourism industry and one can excel in their field efficiently and effectively.
3. The learner an insight of hotel and tourism industry, now a days Hospitality and tourism sector is booming sector and having many employments with today's generation's requirement

Expected Outcome:

1. This course enables students to understand various key areas of the hospitality and tourism to understand and to take up the job accordingly.
2. Students would be able to demonstrate skill and competence as required by the hospitality and Tourism industry and one can excel in their field efficiently and effectively.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**FIRST SEMESTER INTRODUCTION TO HOSPITALITY MANAGEMENT & TOURISM****L-2 T/P- 0****Credits-2****UNIT – I****INTRODUCTION TO TOURISM, HOTEL & CATERING INDUSTRY.**

What is Tourism, Definition and meaning or concept of tourism and tourist Nature of Travel & Tourism Industry, Importance or significance of tourism Multiplier Effect. Evolution of Hotel Industry in India & Abroad, Growth and development of Hotels in India. Inter relationship between Travel, Tourism and Hospitality, Basic knowledge of city and knowledge of historical places of Delhi., Hotel chains, Managers role in Hotel industry, Knowledge of various departments.

UNIT-II

THE HOSPITALITY INDUSTRY:

Hotel Definition,

Classifying Hotels by Size and Target Markets: Commercial Hotels, Airport Hotels ,Suite Hotels, Extended Stay Hotels, Residential Hotels ,Resort Hotels ,Bed and Breakfast Hotels ,Time-Share and Condominium Hotels ,Casino Hotels ,Conference Centers, Convention Hotels, Time Share Alternative Lodging Properties

Levels of Service :The Intangibility of Service ,Quality Assurance, Rating Services World-Class Service ,Mid-range Service ,and Economy/Limited Service Ownership and Affiliation: Independent Hotels ,Chain Hotels

Reasons for Traveling :Business Travel ,Pleasure Travel ,and Group Travel Buying Influences: Multicultural Awareness

UNIT-III

HOTEL ORGANIZATION

Hotel Organization :Organizational Missions ,Goals ,Strategies and Tactics

Hotel Organization :Organization Charts ,Classifying Functional Areas , Rooms Division, Food and Beverage Division ,Sales and Marketing Division ,Accounting Division,

Engineering and Maintenance Division ,Security Division ,Human Resources Division, Other Divisions

UNIT - IV

RESTAURANT BUSINESS:

Organisation, Chain – Independent / Franchise

UNIT – V

FOOD SERVICE DEMAND:

The changing Age Composition of our population, Other Demographic Factors, Supply Labour, Work force Diversity, Competitions with other Industries.

UNIT – VI

THE HOTEL BUSINESS:

The Economics of the Hotel Business, Dimensions of the Hotel investment Decision, Brand Competition, Changes in Franchise Relationship

UNIT –VII

THE PRINCIPLES OF HOSPITALITY MANAGEMENT:

Planning in Organizations, Departmentalization, Selection and Employment, Characteristic of Control System, Element of leading and Directing, The Environment.

UNIT-VIII

VACATION OWNERSHIP (TIME SHARE)

Vacation ownership Industry, Classification of vacation ownership (Time Share) resorts

UNIT IX

THE TOURISM ORGANIZATIONS

Objective, role & function of Government organizations: DOT,ITDC,ASI, Domestic Organizations:

TAAI, FHRAI,IATO

International Organizations: WTO,IATA,PATA

REFERENCES:

Hotel Front Office Management- James Bardi, Publisher: Van NostrandReinholdn

NewYork Managing Hospitality – Robert H.Woods

Introduction to Management in the Hospitality industry – TomPower

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
FIRST SEMESTER**

HMCT113A

Business Communication-I

Credits-3

Overview-

Effective Communication helps to build a good relationship between the employer and the staff, which can help increase productivity and the company's bottom line. Poor communication in business can result in a number of unforeseen problems, including disgruntled customers, delayed projects, and diminishing productivity and more. Effective communication can help to foster a good working relationship between employer and employee, which can in turn improve morale and efficiency. Many professionals fail to make an impact on the global market as they lack the required communicative competence. The course with its practice-based learning tasks will facilitate the learners to enhance their communication skills in a modern and globalized context. It will enhance the linguistic and communicative competence of the learners and hone their interpersonal skills. This course will augment comprehension skills, enhance vocabulary, acquire impressive writing skills, correspond with others effectively, understand the non-verbal cues and enhance skills in spoken English through a variety of teaching techniques.

Objective:

1. The course will help the students to build confidence and speak confidently.
2. It will help them to focus on communication activities in functional and situational contexts as well as enhance the four language skills of reading, writing, listening and speaking through real-life and professional situations.
3. The course will make the students capable of Perform all managerial functions and to achieve predetermined goals Exchange of information Formulation and execution of plans Increasing efficiency of the business and its employee Create consciousness Coordination and cooperation Facilitating joint effort Creating relationship, solving problem and decision making.

Expected Outcome:

1. Students will augment comprehension skills, enhance vocabulary, acquire impressive writing skills, correspond with others effectively.
2. Recognize the non-verbal cues and enhance skills in spoken English through a variety of teaching techniques.

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
FIRST SEMESTER BUSINESS COMMUNICATION-I**

L-3 T/P-0

Credits-3

UNIT-I

COMMUNICATION –TYPES & PROCESS

Introduction, definitions, Process of communication, Types of communication, upward, downward, horizontal, vertical and diagonal, verbal, nonverbal and oral and written. Interpersonal communication - one way/ two way, Mediums of communication.

UNIT-II

WRITTEN COMMUNICATION

Business report, business representation, formal letter. Drafting effective letter, formats, style of writing, Use of jargons.

UNIT-III INTERVIEWS

Interviews - Types and uses.

Techniques of handling interviews of different types. Group discussion, stress interview.

Aptitude tests.

Traits of a good interviewee, Resume and Job applications.

UNIT-IV

PRONOUNCIATION & BODY LANGUAGE

Pronunciation, stress, invocation, rhythm. Greetings, First name, handshakes, some polite expressions, apologies, remarks, etiquette and manners.

UNIT-V SPEECHES

Drafting, a speech, presentation, Personal grooming, Paragraphs and creative writing, Extempore speaking.

UNIT – VI

GROUP PRESENTATION

Realizing the difference between a team and a group. Audience orientation, group projects.

Planning a presentation - Mind Mapping, Theme, Subject, Handling question and feed back.

UNIT - VII COMMUNICATIONS

Importance-Message Component, Communication and Information, Conflict and its Resolution, Communication and Empathy, Aids and Barriers to Communication, Listening.

References :

1. Bhaskar, W.W.S., AND Prabhu, NS., “ English Through Reading”, Publisher: MacMillan, 1978
2. Business Correspondence and Report Writing” -Sharma, R.C. and Mohan K. Publisher: Tata Mc Graw Hill 1994
3. Communications in Tourism & Hospitality- Lynn Van Der Wagen, Publisher: Hospitality Press
4. Business Communication-K.K.Sinha
5. Essentials of Business Communication By Marey Ellen Guffey, Publisher: Thompson Press
6. How to win Friends and Influence People By Dale Carnegie, Publisher: Pocket Books
7. Basic Business Communication By Lesikar & Flatley, Publisher Tata Mc Graw Hills
8. Body Language By Allan Pease, Publisher Sheldon Press

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

HMCT115A

HOTEL FRENCH-I

Credits-3

OVERVIEW:

With the world turning into a global village and different foreign firms entering the Indian markets, there are a large number of job opportunities that are being created to tackle the demand from firms of diverse spheres. This course aims to build knowledge in linguistic skills in French and develop the intercultural competence of the learners.

The syllabus aims to impart an additional soft skill that is very closely related to the core curriculum of Hotel operations, viz. to help communicate in French, through the acquisition of basic knowledge of listening, speaking, reading and writing skills. It also aims to sensitize students to the different communicative approaches, based on cultural differences, which come into play during interpersonal interactions at a global level in the Hotel Industry.

Students are guided to develop their literacy skills through the communicative acts of reading, writing and creating discourse around texts of all types.

We guide our students to develop a competency level in comprehending and producing the target language, spoken and written, as well as socio-cultural competency in communicating with people who speak the target language. The main focus of classes is on communication.

French language programs are intended to contribute to the development of the knowledge, skills and attitudes further enabling students to:

- Communicate effectively in French using the listening, speaking, viewing, reading and writing modes (communication).
- Demonstrate a better understanding of their own and others.
- Demonstrate preparedness for further learning, particularly where French is the language of instruction (personal development).
- Work and learn purposefully, both independently and in groups (personal development)
- Solve problems individually and collaboratively (problem solving)
- Express their ideas and feelings using various art forms (expression)

OBJECTIVE AND EXPECTED OUTCOMES:

The objective is to provide an integrated knowledge of the subject which means that the various aspects that make up the language-learning experience are not separated or isolated but will be treated as complementary to one another. In one single activity, students will learn some facts, procedures, practice certain grammatical structures and communicative strategies.

Students are expected to learn:

- Communication skills like presenting, producing written and explaining data.
- Comprehension of text
- Translation of sentences
- Essay on different topics - general as well as specific
- Functional and advanced grammar

- Expression of opinion
- Discussion on general and common interests

This course gradually builds French knowledge and skills in writing, reading, speaking French and to develop the intercultural competence of the learners. This study allows the students to interact in French and acquire familiarity with the culture.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

L-3 T/P-0

HOTEL FRENCH-I

Credit-3

MODULE I

1. Introduction to Language
2. Basic Vocabulary
3. General questions
4. French greetings
5. French Numbers, days of the week, months of the year, names of vegetables and fruits
6. Role-play
7. Exercises for oral comprehension

MODULE II

1. Basic Grammar
 - a. Les articles (definis, indefinis, contractés, partitifs)
 - b. Nouns and Pronouns
 - c. Adjectives (qualificatifs, possessifs, démonstratifs, interrogatifs)
 - d. Prepositions
 - e. Colors
 - f. Opposites
2. Grammar exercises
3. Vocabulary activities
4. To present oneself/anyone/anything/any event

MODULE III

1. Verbs (all groups) in Present tense
2. Negative sentence formation
3. Descriptive and creative writing exercises with related grammar and vocabulary
4. Grammar and Comprehension exercises
5. Activities based on vocabulary and grammar
6. Reading exercises
7. Translation exercises(French to English and English to French)

MODULE IV

1. Exercises on all verbs
2. Revision of all grammar rules with exercises
3. Creative writing exercises
4. Vocabulary activities
5. Picture composition
6. Dialogue writing

REFERENCE BOOKS:

1. À Votre Service 1 Français pour l'hôtellerie et le tourisme (Text book with CD)
2. Grammaire Française par Etapes A1

EVALUATION PATTERN WITH ACTIVITIES:

1. Conduct of experiments/lab work/field work/class activities, etc.: 30 marks

This will include activities like:

- Oral communication
- Worksheets
- Quiz
- Spell bee
- Just a minute
- Dialogue
- Role play
- Picture description.

2. Lab work/field work/projects/presentations/assignments, etc.: 30 marks

This will include:

- Viva Voce (individual evaluation)
- Project/PPT (in groups of 3 to 5 students) Topics based on related themes/content

3. Attendance/class performance: 10 marks

4. End-term written examination: 30 mark

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

HMCT151A FOOD PRODUCTION (LAB) -I Credits -2

Overview:

This course will provide the learner an insight of fundamental information of food production lab. The origin of culinary to modern history of cookery practice, steps involve in preparation before cooking, method of mixing food, texture, faults and remedies. One would be able to understand essentials of different types of food preparation.

They would be also be exposed to various cooking methods, time and temperature practically. The learner would be able to understand the kitchen organization and kitchen management skills. Hygiene, sanitation and safety are the key concern of the food handlers, which would be taken into practice while performing in the lab.

Use kitchen equipment and utensils while preparation of food. Various food commodities names and usage would be demonstrated.

Basic food preparations of soup sauce, stock, appetizers and popular baking product preparation would also be demonstrated while practical classes. Based on theory various menus to be complied and practiced in the lab.

Objective and Expected Outcome:

Students are exposed to the basics of food production to be able to understand the food production in greater extent. Students are generally encounter difficulties in identifying problems in various culinary terms, name of equipment's, utensils, spices and their usage, understand the food production hierarchy system and kitchen management.

This course enables you to learn lot of skills and competence for preparing various types of cuisine in professional atmosphere and provide you knowledge and understanding of entrepreneurial skills and make you competent to work in stars category hotels and other food outlets.

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
FIRST SEMESTER FOOD PRODUCTION-I**

L-0 T/P-4

Credits-2

It is recommended that demonstrations be conducted in the initial stages to make the students familiar with the following:

1. Use of Tools
2. Introduction to various commodities (Physical characteristics, weight & volume, conversion, yield testing, etc)
3. Mis-en place & Methods of cooking
4. Basic Stocks
5. Demonstration & Preparation of Basic Mother Sauces and derivatives of each
6. Preparation of basic Soups
7. Cuts of vegetables , cuts of poultry,
8. Identification & classification of fish, cuts of fish
9. Selection & uses of Vegetables, eggs, chicken, fish & meat
10. Menu planning: Continental menu & accompanying dishes and sauces

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

HMCT153A

PATISSERIE-I (LAB)

Credit-01

Overview:

This course will provide the learner an insight of fundamental information of food production lab. The origin of culinary to modern history of cookery practice, steps involve in preparation before cooking, method of mixing food, texture, faults and remedies. One would be able to understand essentials of different types of food preparation.

They would be also be exposed to various cooking methods, time and temperature practically. The learner would be able to understand the kitchen organization and kitchen management skills. Hygiene, sanitation and safety are the key concern of the food handlers, which would be taken into practice while performing in patisserie lab.

Use kitchen equipment and utensils while preparation of food. Various food commodities names and usage would be demonstrated.

Basic popular baking product preparation would also be demonstrated while practical classes.

Based on theory various menus to be compiled and practiced in patisserie lab.

Objective:

1. Students are exposed to the basics of food production to be able to understand the food production in greater extent.
2. Students are generally encounter difficulties in identifying problems in various culinary terms, name of equipment's, utensils, spices and their usage, understand the food production hierarchy system and kitchen management.
3. This course enables you to learn lot of skills and competence for preparing various types of cuisine in professional atmosphere and provide you knowledge and understanding of entrepreneurial skills and make you competent to work in stars category hotels and other food outlets.

Expected Outcome:

1. Basic popular baking product preparation would also be demonstrated while practical classes.
2. Based on theory various menus to be complied and practiced in patisserie lab.
3. They would be also be exposed to various cooking methods, time and temperature practically.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**FIRST SEMESTER****PATISSERIE-I****L-0 T/P-2,****Credits-1**

1. Bakery & Confectionery section, Ingredients and equipment identification
2. Different Methods of Bread Making
3. Yeast raised bread: white, brown, French bread & Loaf, Bread Rolls, Bread sticks
4. Basic Cake Demonstration & Preparation: Sponge, Genoise, Fatless, Swiss roll
5. Biscuit/cookies; melting moment, almonds, chocolate chips etc.
6. Short crust: jam tart, lemon tart

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

HMCT155A FOOD & BEVERAGE SERVICE(LAB) -I Credits-2

Overview: This course will provide the learner an insight of role of catering establishment in the travel and tourism industry, classification and types of various food and beverage operations. One would be able to understand essentials of different types of food beverage service and layout according to the requirement of Hotel Industry.

They would be also exposed to departmental organization system. Familiarization of various service equipment, cutlery, crockery and glassware etc. Care and maintenance is the major concern, which would be taken into practice during the practical session in the lab.

Menu and menu planning, designing and courses of menu along with french classical accompaniments, garnishes and cover of each course will be incorporated while service practice in the lab

Objective:

1. Students are exposed to the basics of food & beverage service to be able to understand in greater extent.
2. Students are generally encounter difficulties in identifying problems in various service related terms, name of equipment's, utensils, cutlery and crockery and their usage, understand the F&B hierarchy system and F& B outlet management.
3. This course enable you to learn lot of skills and competence for provide professional service of various types of cuisine in professional atmosphere.

Expected Outcome:

1. It also enables you to understand about entrepreneurial skills and make you competent to work in stars category hotels and other food and beverage outlets.
2. While working in the lab you would be exposed to different types of service and care and cleaning of equipment service gears, cleaning of cutlery crockery and glassware.
3. Students would be also demonstrated the complete "Mise-en-Place" and "Mise-en-Scene" of the training restaurant and bar.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
FIRST SEMESTER FOOD & BEVERAGE SERVICE (LAB) -I
L-0 T/P-4 Credits-2

1. Practice on Restaurant Etiquettes
2. Basic technical skills, interpersonal skills, taking booking, preparation of service, the order of service.
3. Identification of Restaurant Equipment's.
4. Mise-en-place, Mise-en-Scene.
5. Table laying - simple covers Ala' Carte & Table d'hote'.
6. Napkin Folding, spreading & changingtablecloth.
7. Laying table forLunch/Dinner.
8. Arranging of Side Board/ DummyWaiter.
9. Carrying a Salver or Tray, Carrying plates, Glasses and otherEquipments
10. Rules for laying table - Laying covers as permenus
11. Order taking – writing a food KOT, writing aBOT
12. Handling service gear, Clearing an ashtray, Crumbing, Clearance and presentation of bill Silverservice
13. Americanservice
14. Practical situation handling e.g. spillageetc
15. Situationhandling
16. Restaurant reservationsystem
17. Hostess deskfunctions

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
FIRST SEMESTER

HMCT157A FRONT OFFICE OPERATIONS (LAB)-I CREDITS-1

Overview:

This course will provide the learner an insight of fundamental information about the importance of front office in a hotel, the front office layout and information about various sections about front office. How hotels are classified, organization structure of front office, basic information about front desk personnel, and importance of communication and how to deal with guest at the front desk counter would be demonstrated in practical lab.

Front office system, operations and handling of front office equipment's would be also demonstrated during lab classes.

Objective:

1. Students are exposed to the basics of Front office area of the Hotel; they will learn how to communicate with the guest at Hotel. Handling of various equipment and usage of the same.
2. After completing the course in professional atmosphere it will provide you knowledge and understanding of entrepreneurial skills
3. The learner an insight of fundamental information about the importance of front office in a hotel, the front office layout and information about various sections about front office.

Expected Outcome:

1. Students will be competent to work in stars category hotels independently and provide the confidence to work individually.
2. Importance of communication and how to deal with guest at the front desk counter would be demonstrated in practical lab.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**FIRST SEMESTER****FRONT OFFICE OPERATIONS (LAB) -I****L-0 T/P-2****Credits-1**

1. Use of F.O. Equipments&Stationary.
2. Basic Manners and Attributes for Front OfficeOperations.
3. Communication Skills – verbal and nonverbal.
4. Practice on cases related to Front office & other departmentalcommunications
5. Communication Systems - Different types of calls, ScreeningPractice.
6. Telephone Equipments - Telex, Fax, E-mail Operations, Central Reservation Network System
7. Study of Countries – Capitals & Currency, Airlines & Flagcharts,

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

HMCT159A HOUSEKEEPING OPERATIONS (LAB) -I CREDITS-1

Overview: This course will provide the learner an insight of role of housekeeping and scope in lodging industry, housekeeping as an entrepreneur career for different sectors of hospitality.

One would be able to understand about organization structure of housekeeping department, coordination & control with other departments in the hotel.

One would be also get familiar with how to organize cleaning at different situation and also learn special cleaning programme. One should be also able to understand various kind of cleaning agents and its applications during the practical session in lab as per the syllabus.

Objective and

1. Students are exposed to the basics of area of the Hotel; they will learn how to clean and maintain the guest and public area at Hotel.
2. Handling of various equipment related to the housekeeping application and usage of the same.
3. Organizing cleaning at different situation and also learn special cleaning programme. One should be also able to understand various kind of cleaning agents and its applications during the practical session in lab as per the syllabus.

Expected Outcome:

1. It will provide you knowledge and understanding of entrepreneurial skills and make you competent to work in stars category hotels independently and provide the confidence to work individually.
2. Understand about organization structure of housekeeping department, coordination & control with other departments in the hotel.

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
FIRST SEMESTER**

L-0 T/P-2 HOUSE KEEPING (LAB) -I Credits-1

1. Introduction to House Keeping Department
2. Layout of room and standard supplies
3. Identification of cleaning equipment
4. Bed making, second service and turn down service
5. Cleaning of rooms, bathroom.
6. Room attendant trolley/Maid's cart
7. Room inspection- Check List
8. Public Area cleaning,

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
SECOND SEMESTER**

HMCT-102A FOOD PRODUCTION & PATISSERIE-II Credits-2

Overview

This course will provide the learner an insight of fundamental information of food production. The origin of culinary to modern history of cookery practice, steps involve in preparation before cooking, method of mixing food, texture, faults and remedies. One would be able to understand essentials of different types of food preparation. They would be also be exposed to various cooking methods, time and temperature. The learner would be able to understand the kitchen organization and kitchen management skills. Hygiene, sanitation and safety are the key concern of the food handlers, which would be taken into practice. Use kitchen equipment and utensils while preparation of food. Various food commodities names and usage would be demonstrated. Basic food preparations of soup sauce, stock, appetizers and popular baking product preparation would also be incorporated while study.

Objective:

1. Students are exposed to the basics of food production to be able to understand the food production in greater extent.
2. Students are generally encounter difficulties in identifying problems in various culinary terms, name of equipment's, utensils, spices and their usage, understand the food production hierarchy system and kitchen management.
3. Understand terms of trade and gain from trade.

Expected Outcome:

1. Enable you to learn lot of skills and competence for preparing various types of cuisine
2. Provide you knowledge and understanding of entrepreneurial skills
3. Professional atmosphere and make you competent to work in stars category hotels.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**SECOND SEMESTER****L-2 T/P-0****FOOD PRODUCTION & PATISSERIE-II****Credits-2****COURSE CONTENT**

UNIT – I

No of lectures-03 Hrs.

Kitchen Layout:

Types of Kitchen, General Planning & Layout of Food Production outlets in a five star Hotel, Layout of Receiving area, Storage area, Service & Wash up area.

UNIT-II

No of lectures-03 Hrs.

Menu Planning

Essential considerations prior to planning the menu,

Recipe formation, standard recipe- weighing & costing, portion control, storing and special storage points for Dry, Frozen & perishable food items

UNIT –III

No of lectures-04 Hrs.

Meat, Poultry, Game & Fish

Extensive study of Kitchen ingredients and various characters Meat, Poultry, Game, Fish, Different cuts. Lamb & Poultry - selection, cuts and their uses.

Meat- structure, composition, classification, buying points, food value, storage, cutting, deboning, trussing & stuffing

Fish-Classification, selection, storage, cuts & uses, seafood and shellfish

UNIT – IV

No of lectures-03 Hrs.

Commodities

Purchasing-selection-storage and uses. Cereals and pulses- kinds and their uses. Egg cookery - structure and uses of egg.

Fats and oils-saturated and unsaturated fats, hydrogenation of fats, clarification of fats, smoking point, effect of heat on oil and fats. Butter, oil, lard, suet, tallow, bread spread
Condiments and spices, Sugar-types

UNIT – V

No of lectures-03 Hrs.

Fuel

Heat Transfer Principles, Types-Electricity, gas, oil, fire high-pressure steam and coal.

UNIT - VI

No of lectures-04 Hrs.

Bread making

Role of Flour, Yeast in bread making, leavening action of yeast Types of yeast, ideal condition for yeast,

Effect of salt and sugar on yeast.

Methods of Bread Making. Types of dough, Faults in making. Factors affecting quality of flour.

Different temperatures used in bakery for different products.

Extensive study of Role of egg, fat, milk, salt, leavening agents in bakery products.

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

REFERENCE BOOKS FOR ALL SEMESTER

- 1 Food production & culinary art by Maheshwari P Verma, Publisher: Shroff & Shroff
- 2 Theory of Cookery By K Arora, Publisher: Frank Brothers
- 3 Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
- 4 The Professional Chef (4th Edition) By Le RoLA. Polsom
- 5 Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
- 6 Practical Cookery By Kinton & Cessarani
- 7 Theory of Catering By Kinton & Cessarani
- 8 Practical Professional Cookery By Kauffman & Cracknell
- 9 Larder Chef By M J Leto & W K H Bode Publisher: Butterworth-Heinemann
- 10 Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- 11 Professional Cooking By Wayne Gisslen, Publisher Le Cordon Bleu
- 12 Cooking Essentials for the New Professional Chef
- 13 The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

HMCT-104A

FOOD & BEVERAGE SERVICE -II

Credits-2

Overview

This course will provide the learner an insight of role of catering establishment in the travel and tourism industry, classification and types of various food and beverage operations. One would be able to understand essentials of different types of food beverage service and layout according to the requirement of Hotel Industry. They would be also exposed to departmental organization system. Familiarization of various service equipment, cutlery, crockery and glassware etc. Care and maintenance are the major concern, which would be taken into practice. Menu and menu planning, designing and courses of menu along with French classical accompaniments, garnishes and cover of each course will be incorporated while study.

Objective:

1. Students are exposed to the basics of food & beverage service to be able to understand in greater extent.
2. Students are generally encounter difficulties in identifying problems in various service-related terms, name of equipment's, utensils, cutlery and crockery and their usage, understand the F&B hierarchy system and F& B outlet management.
3. Professional atmosphere and make you competent to work in stars category hotels.

Expected Outcome:

1. Enable you to learn skills and competence service of various types of cuisine.
2. Provide you knowledge and understanding of entrepreneurial skills.
3. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

L-2 T/P-0

FOOD & BEVERAGE SERVICE -II

Credits-2

COURSE CONTENT

UNIT - I

No of lectures-04 Hrs.

Types of Meals –

Breakfast (English, American, Continental, Indian) Lunch, Brunch, Dinner, Supper, Afternoon Tea, High Tea.

UNIT – II

No of lectures-04 Hrs.

Types of Service –

Service-its importance in Catering Establishment, Suitability of Service to Catering Establishment,

Different types of Services (American, Russian, French, and Guéridon) Buffet, Banquet, and Cafeteria. Room Service, Hospital Tray, Airline Tray, Coffee Shop, Rail Service, Home Delivery, Lounge Service

UNIT - III

No of lectures-04 Hrs.

Control System –

Necessity and function of Control System,

F & B Control Cycle, Role of Cashier in F & B Controls, Cash Handling Equipment,

Theft control procedures - Single K.O.T, Double K. O. T, Triplicate K.O.T & four copies

K.O.T, Introduction of Micros in F & B - its role and importance.

UNIT -IV

No of lectures-04 Hrs.

Non-Alcoholic Beverages –

Classification (Stimulating / Nourishing / Refreshing)

Stimulating

a) Tea - Origin & Manufacture, Types of Brands, Preparation & Service

b) Coffee - Origin & Manufacture, Types of Brands, Preparation.

Nourishing – Cocoa & malted beverage - Origin & Manufacture, Types of Brands

Refreshing – Juices, Aerated Drinks, Mixers (Tonic / Lemonade / Bitter Lemon), Squashes,

Syrups, Mineral Water, Sparkling Water / Soda.

Interpersonal Skills

Dealing with incidents, spillage, returned food, lost property, illness, over consumption of alcohol, recording incidents, customer with special needs

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

REFERENCES

1. Food & Beverage Service - Dennis R. Lillicrap. & John .A. Cousins. Publisher: ELBS
2. Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
3. Food & Beverage Service Management- Brian Varghese
4. Modern Restaurant Service – John Fuller, Publisher: Hutchinson
5. The Restaurant (From Concept to Operation)- Publisher: Lipinski
6. Introduction F& B Service- Brown, Heppner & Deegan
7. Professional Food Service- Sergio Andrioli & Peter Douglas, Publisher: Heinemann Professional
8. The Waiters Hand book-Grahm Brawn Karon Hebner, Publisher: Global Books & Subscription services, New Delhi
9. Design & Equipment for Restaurants & Food Service By Costas Katsigris & Chris Thomas Published by Wiley & Sons
10. Catering Management By Nancy Loman Scanlon Published by Wiley

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

HMCT106A

FRONT OFFICE OPERATIONS-II

Credits-2

Overview

This course will provide the learner an insight of fundamental information about the importance of front office in a hotel, the front office layout and information about various sections about front office. How hotels are classified, organization structure of front office, basic information about front desk personnel, importance of communication and how to deal with guest at the front desk counter. Front office system, operations and handling of front office equipment's

Objective:

1. Students are exposed to the basics of Front office area of the Hotel; they will learn how to communicate with the guest at Hotel.
2. Handling of various equipment and usage of the same.
3. Provide you knowledge and understanding of entrepreneurial skills

Expected Outcome:

1. Enable you to learn skills and competence on different types of machines at front office.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain knowledge from the actual working.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

L-2 T/P-0

FRONT OFFICE OPERATIONS-II

Credits-2

COURSE CONTENT

UNIT-I

No of lectures-03 Hrs.

PROPERTY MANAGEMENT SYSTEM

Reservations Management Software, Rooms Management Software,

UNIT-II

No of lectures-03 Hrs.

FRONT OFFICE FORMS

Pre-Arrival, Arrival, Occupancy, and Departure

UNIT-III

No of lectures-03 Hrs.

IMPORTANCE OF RESERVATION

Sources and modes of Reservation. Reservations and Sales,
Types of Reservations: Guaranteed Reservations, Non-Guaranteed Reservations
Computerized reservation system.

UNIT IV

No of lectures-03 Hrs.

RESERVATION ENQUIRY

Central Reservation Systems,
Global Distribution Systems, Inter-sell Agencies, Property Direct, Reservations through the
Internet

UNIT V

No of lectures-04 Hrs.

RESERVATION SYSTEM

Group Reservations, FIT, and Reservation Availability: Control Book, Booking diary system,
Reservation charts, A.L.C, Density chart, Whitney System, Computerized Systems, The
Reservation Record, Reservation Confirmation, Cancellation and amendment,
Confirmation/Cancellation Numbers, Over booking policy.
Reservation Maintenance: Modifying Non-Guaranteed Reservations, Reservation
Cancellation
Reservation Reports: Expected Arrival and Departure Lists: Processing Deposits:
Reservations Histories
Reservation Considerations: Legal Implications, Waiting Lists, Packages, and Potential
Reservation Problems

UNIT VI

No of lectures-04 Hrs.

PRE-REGISTRATION ACTIVITIES & REGISTRATION

Preparing for guest arrival.
The Registration Record
Pre-registration activity for groups & FIT's. Guaranteed reservation and walk-in.
Registration procedure and Legal implication. Room and Rate Assignment Room Status,
Room Rates, Room Locations, Future Blocks
Registration for Groups and F I T's

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

REFERENCES

1. Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
2. Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
3. Front Office – operations and management – Ahmed Ismail Publisher: Thomson Delmar.
4. Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
5. Front Office Operations – Colin Dix & Chris Baird.
6. Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
7. Managing Front Office Operations By Kasavana & Brooks
8. Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continum

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY SECOND SEMESTER

HMCT-108A

HOUSEKEEPING OPERATIONS-II

Credits-2

Overview

This course will provide the learner an insight of role of housekeeping and scope in lodging industry, housekeeping as an entrepreneur career for different sectors of hospitality. One would be able to understand about organization structure of housekeeping department, coordination & control with other departments in the hotel. One would be also get familiar with how to organize cleaning at different situation and also learn special cleaning programme. One should be also able to understand various kind of cleaning agents and its applications.

Objective:

1. Students are exposed to the basics of area of the Hotel; they will learn how to clean and maintain the guest and public area at Hotel.
2. Handling of various equipment related to the housekeeping application and usage of the same.
3. Provide you knowledge and understanding of entrepreneurial skills.

Expected Outcome:

1. Enable you to learn skills and competence housekeeping operations.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

L-2 T/P-0

HOUSEKEEPING OPERATIONS-II

Credits-2

COURSE CONTENT

UNIT – 1

No of lectures-05Hrs.

CARE & CLEANING OF METALS

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

UNIT – II

No of lectures-05Hrs.

ORGANIZING OPERATIONS

Staff allocation & Duty Roaster in Housekeeping Departments of different kinds of Hotel.
Turn Down service. Night shift duties and responsibilities.

UNIT-III

No of lectures-05Hrs.

CARE & CLEANING OF DIFFERENT SURFACES

Cleaning of Different kinds of Surfaces: metal, Glass, Raxine, Plastic, and Ceramic, Wood, Wall finish and Floor surfaces.

UNIT - IV

No of lectures-05Hrs.

FLOOR OPERATIONS

Rules on the guest floor

Key Handling Procedure – types of keys (grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys), computerized key cards, key control register – issuing, return, changing of lock, key belts, unusual occurrences.

Lost and found reporting and their handling procedures

Special services – baby-sitting, valet service and freshen up service

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

HMCT-112A

HYGIENE, SANITATION & FIRST AID

Credits-2

Overview

This course will provide the learner an insight about the hygiene and its importance. The hygiene standards that need to be followed while preparing the food & beverages in the various kitchens of the hotel. The points that need to be kept in mind while preparing, storing & serving of the food & beverages. Learning all about food borne diseases and how to avoid them. Mandatory laws to be followed while the production of food & beverages is taking place. The learner will learn about the importance of producing quality food. The course will also provide with the learning of the First Aid methods and how to handle incidents patients with different ailments.

Objective:

1. The students will be able to understand the hygiene factors to be maintained during the operation of the various kitchens.
2. the precautions that should be followed while preparing the food & beverages
3. The students would be able to understand the importance of quality of the food that is prepared from the quality raw materials.
4. the students will be exposed to the dos & don'ts of the First Aid methods that one should follow in case of accidents in the premises of working.

Expected Outcome:

1. Enable you to learn skills and competence of hygiene factors to be maintained during the operation of the various kitchens.
2. Provide you knowledge and understanding of entrepreneurial skills.
3. Professional atmosphere and make you competent to work in stars category hotels.
4. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

L-2 T/P-0

HYGIENE, SANITATION & FIRST AID

Credits-2

COURSE CONTENT

UNIT-1

No of lectures-02 Hrs.

HYGIENE

Hygiene; why it is important? Personal Hygiene, Kitchen Hygiene, Food Hygiene, Food Safety

(General Food Hygiene),

Food Hygiene Regulations, Food Safety Act, HACCP & Its terminologies.

UNIT-II

No of lectures-02 Hrs.

FOOD SAFETY

Basic Introduction to Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene

UNIT-III

No of lectures-02 Hrs.

MICRO ORGANISMS IN FOOD –

General characteristics of Micro-organism based on their occurrence and structure, Factors affecting their growth in food (intrinsic and extrinsic),

Common food borne micro-organisms: Bacteria (spores/capsules), Fungi, Viruses, Parasites

UNIT- IV

No of lectures-02 Hrs.

FOOD BORNE DISEASES –

Types (Infections and intoxications),

Common diseases caused by food borne pathogens, Preventive measures

UNIT-V

No of lectures-02 Hrs.

QUALITY ASSURANCE –

Introduction to Concept of TQM, GMP and Risk Assessment, Relevance of Microbiological standards for food safety, HACCP (Basic Principle and implementation)

UNIT-VI No of lectures-03 Hrs.

HYGIENE AND SANITATION IN FOOD SECTOR –

General Principles of Food Hygiene,
GHP for commodities, equipment, work area and personnel,
Cleaning and disinfection (Methods and agents commonly used in the hospitality industry),
Safety aspects of processing water (uses & standards), Waste Water & Waste disposal

UNIT-VII No of lectures-02 Hrs.

RECENT CONCERNS –

Emerging pathogens, Genetically Modified Foods, Food
Labeling, Newer trends in food packaging and technology,
BSE (Bovine Serum Encephalopathy)

UNIT - VIII No of lectures-02 Hrs.

FIRST AID:

Definition, Importance & Rules,
Duties of a First – Aider, Skeleton System: Anatomy & Functions of Eye, Ear & lungs,
Pressure Points, Respiration, Artificial Respiration, Heart- Blood Circulation.

UNIT – IX No of lectures-03 Hrs.

HANDLING ACCIDENTS

Burns & Scalds; Poisons, Shock: Types, Sign & Symptoms & Treatments, Fractures: Types,
Signs & Symptoms & Treatments,
Wounds & Hemorrhage, Dressings & Bandages,
Heat Stroke; Epileptic Fits; Sprains; Drowning; Snake Bite etc.

REFERENCES:

1. Modern Food Microbiology by Jay. J.
2. Food Microbiology by Frazier and Westhoff
3. Food Safety by Bhat & Rao
4. Safe Food Handling by Jacob M.
5. Food Processing by Hobbs Betty
6. Microbiology- Anna K Joshna
7. Handbook of analysis and Quality Control for fruits and vegetables by Rangana S.
(Publisher: Tata Mc Graw Hill)
8. First Aid Manual By St Andrew's Ambulance Association & British Red Cross St
John Ambulance Published By Dorling Kinderslay Publisher Ltd
9. The Essential Guide to Emergency Medical Procedures and First Aid By Auerback
Paul S, Publisher: Lyons Press

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

HMCT110A ACCOUNTANCY FOR HOSPITALITY INDUSTRY Credits-2

Overview:

In the light of the new & challenging role of 'Hospitality Professional' in the dynamic hospitality sector as part of the service sector! This course truly destroys the fear of numbers & instead put in the excitement of this unique art to understand the harmony of accounting process/cycle in the minds of young hospitality learners with practical & hands-on learning. Moreover, it incorporates the special modules on departmental accounting & hotel accounting to give them an edge in the hospitality industry.

Objective:

1. This course truly supplements the strategic role of numbers/business events in the life of the potential food & beverage manager, Chef, Front Office Manager & House-Keep executive & the like dynamic positions.
2. This course makes you understand the key accounting concepts in a very innovative & excitedly mode under the expert professionals.
3. It illustrates the art of financial flow from a simple economic event to its ultimate destination & helps to record & appreciate the importance of financial records for compliance & business/economic intelligence in the hospitality sector.
4. Appreciate the detailed balance sheet of the limited company as per the new companies act, 2013

Course Outcomes

1. Appreciate key accounting terms and accounting cycle.
2. Identify and describe the elements in 'Performance statement and 'Position statement' and understand the art of making financial statements.
3. Understand revenue mix and departmental accounting.
4. Appreciate uniform system of accounting in hotels.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

L-2 T/P-0 ACCOUNTANCY FOR HOSPITALITY INDUSTRY Credits-2

COURSE CONTENT

UNIT - I

Inter-firm comparison –

Meaning, Working Scheme, Advantages & Limitations, Uniform accounting & Inter-firm comparison

UNIT - II

Internal control –

Purpose, Types, Organisation, Segregation of duties, Physical Arithmetic & accounting

UNIT - III

Basic requirements –

Personnel, Supervision, Management, Responsibilities,

Types of fraud & error, Failure to record a sale, Recording sale at less value, Payment of invoice twice, Payment of merchandise not received, Overpayment of payroll, Stealing food, liquor and equipments,

Control for cash receipts and payments,

Effective control for small business, Limitation of effectiveness

UNIT - IV

Internal audit –

Concept, Internal audit, External audit (statutory audit),

Role of internal auditor, Requirements of internal audit department, Limitations

UNIT - V

Mechanized accounting-

Defining mechanical devices, Listing of various machines, Adding machines, Add listing machines, Cash registers, Coin counting & issuing machine, Computers, Calculators, Advantages over manual system, Purchase consideration,

Special machines used in hotels, Hotel billing machine, Restaurant billing machine, Pre check control machine

UNIT - VI

Knowledge of tally & it's utility in accounting system

REFERENCES

1. Hospitality Management Accounting, Michael M Coltman
2. Hotel Accountancy & Finance- S.P.Jain & K.L Narang, First 1999 Kalyani Publishers, B 1/1292, Rajinder Nagar, Ludhiana
3. Hotel Accounting Earnest B. Horwath & Luis Toth
4. Uniform System of Accounts, Publisher: EIAH & LA,USA
5. Hotel Accounting & Financial Control By Ozi A.D’Cunha & Gleson O. D’Cunha
Publisher: Dicky,s Enterprize, Kandivali, Mumbai
6. Hospitality Accounting- Publisher: Prentia Hall Upper Sadde, River New Jersey
7. Accounting for Management, S K Bhattacharya, Vikas Publishing House
8. Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons
9. Accounting in the Hotel & Catering Industry- Richard Kotas-Four- 1981- International Textbook Company.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

HMCT-114A PC TOOLS FOR HOSPITALITY INDUSTRY-I Credits-1

Overview

This course will provide the learner an insight on the computers & different software used by the hotels & restaurants while recording different transactions. Different components of the computers. The course will also give an outline to the various aspects of handling data in different formats for easy access to analyze at the appropriate time.

Objective:

1. Students are exposed to different aspects of handling computers.
2. The computer is run on different software; therefore, the students will be able to identify different software and would also be able to write simple programmes.
3. Enable students to learn skills and competence service of on the computers & different software.

Expected Outcome:

1. Provide you knowledge and understanding of entrepreneurial skills.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

L-1 T/P-0 PC TOOLS FOR HOSPITALITY INDUSTRY-I Credits-1

COURSE CONTENT

UNIT – I No of lectures-07Hrs.

AN INTRODUCTION TO COMPUTERS IN THE HOSPITALITY INDUSTRY

Why use a computer system

What makes a computer system work successfully Information system planning

Block diagram,

Components of a computer System, Generation of computers,

Programming languages, generation of languages, Storages devices, floppy disks, CD ROM etc.

UNIT – II No of lectures-06 Hrs.

OPERATING SYSTEMS

Introduction,

Functions, types, components, case studies – DOS, Windows

UNIT - III No of lectures-07 Hrs.

INTRODUCTION TO DBMS

Data, data types, Advantages of DBMS, Introduction to FOXPRO,

Creating a data base, searching, sorting, indexing, writing simple programmes, Overview of MS Access

REFERENCES

Fundamental of Computers- V Rajaraman, Publisher: Prentice Hall India

Mastering Microsoft Office, Lonnie E. Moseley & David M Boodey, BPB Publication Using computers in Hospitality, Third Edition, Peter O' Conner

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
SECOND SEMESTER**

HMCT116A

HOTEL FRENCH-II

Credits-2

Overview

This course gradually builds French knowledge and skills in writing, reading, speaking French and to develop the intercultural competence of the learners. This study allows the students to interact in French and acquire familiarity with the world turning into a global village and different foreign firms entering the Indian markets, there are a large number of job opportunities that are being created to tackle the demand from firms of diverse spheres. This course aims to build knowledge in linguistic skills in French and develop the intercultural competence of the learners.

The syllabus aims to impart an additional soft skill that is very closely related to the core curriculum of Hotel operations, viz. to help communicate in French, through the acquisition of basic knowledge of listening, speaking, reading and writing skills. It also aims to sensitize students to the different communicative approaches, based on cultural differences, which come into play during interpersonal interactions at a global level in the Hotel Industry.

Students are guided to develop their literacy skills through the communicative acts of reading, writing and creating discourse around texts of all types.

We guide our students to develop a competency level in comprehending and producing the target language, spoken and written, as well as socio-cultural competency in communicating with people who speak the target language. The main focus of classes is on communication.

French language programs are intended to contribute to the development of the knowledge, skills and attitudes further enabling students to:

- Communicate effectively in French using the listening, speaking, viewing, reading and writing modes (communication).
- Demonstrate a better understanding of their own and others.
- Demonstrate preparedness for further learning, particularly where French is the language of instruction (personal development).
- Work and learn purposefully, both independently and in groups (personal development)
- Solve problems individually and collaboratively (problem solving)
- Express their ideas and feelings using various art forms (expression)

Objective:

1. The objective is to provide an integrated knowledge of the subject which means that the various aspects that make up the language-learning experience are not separated or isolated but will be treated as complementary to one another.
2. In one single activity, students will learn some facts, procedures, practice certain grammatical structures and communicative strategies.
3. Understand terms of trade and gain from food and beverage outlets.
4. Comprehension of text, Translation of sentences

Expected Outcome

1. Communication skills like presenting, producing written and explaining data.
2. Essay on different topics - general as well as specific, Functional and advanced grammar
3. Expression of opinion
4. Discussion on general and common interests

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**SECOND SEMESTER****L-2 T/P-0****HOTEL FRENCH-II****Credits-2****COURSE CONTENT****MODULE I**

No of lectures- 5 Hrs.

1. Basic Grammar (rules and exercises)
2. Vocabulary activities
3. Audio activities
4. Role-play
5. Descriptive and creative writing exercises with related grammar and vocabulary
6. Reading exercises

MODULE II

No of lectures- 5 Hrs.

1. Grammar topics and respective exercises (articles contractés, articles partitifs, adjectifs possessifs, adjectifs démonstratifs)
2. Translation exercises
3. Audio books (related vocabulary and grammar exercises)

MODULE III

No of lectures- 5 Hrs.

1. Pronominal verbs (grammar rules and exercises)
2. More verbs of all 3 groups
3. Time
4. Daily routine
5. Grammar exercises

MODULE IV

No of lectures- 5 Hrs.

1. Passé récent
2. Future proche
3. Creative writing exercises
4. Activities based on grammar and vocabulary
5. Comprehension passages
6. Reading exercises

Text book [TB]:

1. Text Book JUMELAGE 1

Author: Manjiri Khandekar

Roopa Luktuke

Publication: Langers

2. Work Book JUMELAGE 1

Author: Manjiri Khandekar

Roopa Luktuke

Publication: Langers

3. French Exercises

Author: Preeti Bhutani

Reference book(s) [RB]: 1. Grammaire Francaise par etapes A1 2. Bonne Chance

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

HMCT-118A

FOOD SCIENCE & NUTRITION

Credits-2

Overview

This course will provide the learner an insight about the Food Science and Nutrition and its importance. The hygiene standards that need to be followed while preparing the food & beverages in the various kitchens of the hotel. The points that need to be kept in mind while preparing, storing & serving of the food & beverages. Learning all about food borne diseases and how to avoid them. Mandatory laws to be followed while the production of food & beverages is taking place. The learner will learn about the importance of producing quality food. The course will also provide with the learning of the First Aid methods and how to handle incidents patients with different ailments.

Objective:

1. The students will be able to understand the Food Science and Nutrition during the operation of the various kitchens.
2. the precautions that should be followed while preparing the food & beverages
3. The students would be able to understand the importance of quality of the food that is prepared from the quality raw materials.
4. the students will be exposed to the dos & don'ts of the First Aid methods that one should follow in case of accidents in the premises of working.

Expected Outcomes:

1. Enable you to learn skills and competence of Food Science and Nutrition to be studied during the operation of the various kitchens.
2. Provide you knowledge and understanding of entrepreneurial skills.
3. Professional atmosphere and make you competent to work in stars category hotels.
4. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

L-2 T/P-0

FOOD SCIENCE & NUTRITION

Credits-2

COURSE CONTENT

UNIT - I

No of lectures-04 Hrs

Food Poisoning –
Food Poisoning and Food infection.

UNIT - II

No of lectures-04 Hrs

Disinfectants & Sterilization –
Definition of disinfectant, sanitation, antiseptic and germicide, common disinfectants.
Use in case of working surfaces, kitchen equipments dishwashing, hand washing etc.
Sterilization of kitchen and service equipment, sanitizing of catering equipments.

UNIT - III

No of lectures-04 Hrs

Food Additives –
Types of additives: preservatives, antioxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers.
Food Adulteration - Food standards in India. Common Food contaminants & adulterants and their prevention,
Introduction to Food Standards, Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material), Simple test to detect food adulterants, metallic contaminants.

UNIT -IV

No of lectures-04 Hrs

Functional Food Group –
Nutritive value of foods - cereals, pulses, vegetables and fruits, milk and its products, meats, poultry, fish, eggs, condiment and spices, sugar and jaggery, alcoholic beverages.
Function & sources,

Deficiency effects - Over nutrition - overweight and obesity - ill effects on health,
Under nutrition- Underweight, common nutritional, deficiency, diseases - P.C.M., anemia,
goiter, dental varies, bleeding, night blindness, rickets.

Meal planning - Factors affecting meal planning, physiological, psychological, economic.
Food choices as affected by region (ethnic), culture, availability, custom, religion, food, foods
budget etc.

UNIT-V

No of lectures-04 Hrs

FOOD LAWS AND REGULATIONS

- A. National – PFA Essential Commodities Act (FPO, MPO etc.)
- B. International – Codex Alimentarius, ISO
- C. Regulatory Agencies – WTO
- D. Consumer Protection Act

REFERENCES

1. Nutrition for Food Service & Culinary Professionals, Fifth Edition By Karen Eich Drummond & Lisa M Brefere, Publisher Culinary Institute of America, Global Books & Subscription Services
2. NUTRITION FOR FOOD SERVICE MANAGERS - MAHMOOD A. KHAN, Publisher Amazon.com
3. HAND BOOK OF QUALITY & AUTHENTICITY - SINGHAL, KULKARNI, REGE.
4. Food and Nutrition – Dr. M. Swaminathan.
5. Food Microbiology – P.N.Mishra
6. Food Science – Potter & Hotchkiss.
7. Fundamentals of Food and Nutrition – Mudambi & Rajgopal 4th edition 2001
8. Modern Food Microbiology by Jay. J.
9. Food Microbiology by Frazier and Westhoff
10. Food Safety by Bhat & Rao
11. Safe Food Handling by Jacob M.
12. Food Processing by Hobbs Betty
13. PFA Rules

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

HMCT-152A

FOOD PRODUCTION-II (LAB)

Credits-2

Overview

This course will provide the learner an insight of fundamental information of food production lab. The origin of culinary to modern history of cookery practice, steps involve in preparation before cooking, method of mixing food, texture, faults and remedies. One would be able to understand essentials of different types of food preparation.

They would be also be exposed to various cooking methods, time and temperature practically. The learner would be able to understand the kitchen organization and kitchen management skills. Hygiene, sanitation and safety are the key concern of the food handlers, which would be taken into practice while performing in the lab. Use kitchen equipment and utensils while preparation of food. Various food commodities names and usage would be demonstrated.

Objective:

1. Students are exposed to the basics of food production to be able to understand the food production in greater extent.
2. Students are generally encounter difficulties in identifying problems in various culinary terms, name of equipment's, utensils, spices and their usage, understand the food production hierarchy system and kitchen management.
3. This course enables you to learn lot of skills and competence for preparing various types of cuisine in professional atmosphere and provide you knowledge and understanding of entrepreneurial skills and make you competent to work in stars category hotels and other food outlets.
4. Basic food preparations of soup sauce, stock, appetizers and popular baking product preparation would also be demonstrated while practical classes. Based on theory various menus to be complied and practiced in the lab.

Expected Outcome:

1. Enable you to learn skills and competence service of various types of cuisine.
2. Provide you knowledge and understanding of entrepreneurial skills.
3. Professional atmosphere and make you competent to work in stars category hotels. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

L-0 T/P-4

FOOD PRODUCTION-II (LAB)

Credits-2

COURSE CONTENT

No of practicals- 40 Hrs.

1. Preparation of simple dishes of Continental Menu along with Soup, main course & desserts.
2. Preparation & jointing of chicken, Filleting of Fish & Identification of meat cuts and preparation of dishes
3. Preparation of basic Salads & Hors d' Oeuvre'
4. Preparation of varieties of sandwiches & canapés

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

HMCT-154A

PATISSERIE -II

Credits-1

Overview

This course will provide the learner an insight of fundamental information of food production lab. The origin of culinary to modern history of cookery practice, steps involve in preparation before cooking, method of mixing food, texture, faults and remedies. One would be able to understand essentials of different types of food preparation. They would be also be exposed to various cooking methods, time and temperature practically.

The learner would be able to understand the kitchen organization and kitchen management skills. Hygiene, sanitation and safety are the key concern of the food handlers, which would be taken into practice while performing in patisserie lab. Use kitchen equipment and utensils while preparation of food. Various food commodities names and usage would be demonstrated. Basic popular baking product preparation would also be demonstrated while practical classes. Based on theory various menus to be compiled and practiced in patisserie lab.

Objective:

1. Students are exposed to the basics of food production to be able to understand the food production in greater extent.
2. Students are generally encounter difficulties in identifying problems in various culinary terms, name of equipment's, utensils, spices and their usage, understand the food production hierarchy system and kitchen management .
3. Enable you to learn skills and competence service of various types of cuisine.
4. This course enable you to learn lot of skills and competence for preparing various types of cuisine in professional atmosphere and provide you knowledge and understanding of entrepreneurial skills and make you competent to work in stars category hotels and other food outlets.

Expected Outcome:

1. Provide you knowledge and understanding of entrepreneurial skills.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from food and beverage outlets.

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
SECOND SEMESTER**

L-0 T/P-2**PÂTISSERIE -II****Credits-1****COURSE CONTENT****No of**

Practicals-20 Hrs

Varieties of Biscuit Dough, Bread Dough (all methods), Bread rolls (all shapes), enriched bread, Doughnuts etc. Cake batters (all methods), Puff Pastry Dough and batters.
Fruit & rich cakes, Madeira, plum, walnut, Danish pastries.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

HMCT-158A

FRONT OFFICE OPERATIONS(LAB)-II

Credits-1

Overview

This course will provide the learner an insight of fundamental information about the importance of front office in a hotel, the front office layout and information about various sections about front office. How hotels are classified, organization structure of front office, basic information about front desk personnel, and importance of communication and how to deal with guest at the front desk counter would be demonstrated in practical lab. Front office system, operations and handling of front office equipment's would be also demonstrated during lab classes.

Objective:

1. Students are exposed to the basics of Front office area of the Hotel; they will learn how to communicate with the guest at Hotel. Handling of various equipment and usage of the same.
2. Understand terms of trade and gain from food and beverage outlets.
3. After completing the course in professional atmosphere, it will provide you knowledge and understanding of entrepreneurial skills and make you competent to work in stars category hotels independently and provide the confidence to work individually.

Expected Outcome:

1. Enable you to learn skills and competence service of basics of Front office area.
2. Provide you knowledge and understanding of entrepreneurial skills.
3. Professional atmosphere and make you competent to work in stars category hotels.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

L-0 T/P-2

FRONT OFFICE OPERATIONS(LAB)-II

Credits-1

COURSE CONTENT

No of Practicals- 20 Hrs.

1. Handling Complaints
2. Identification of Vouchers - List prepared by F.O. and sub departments.
3. Use of F.O. Stationary.
4. HMS, Fidelio system of computer packages
5. Practice on Room Management System, Reservation, Check in, Practical Situations & Guest problems.
6. Amendments in Reservations, Cancellation, Room availability charts. Practice on Fidelio
7. Telephonic Conversations - Standard Phrases, Manners, Do's & Don'ts
8. Reception, Reservation and Concierge and Cash Counter Activities.
9. Procedure of taking reservations – in person and on telephones.
10. Converting enquiry into valid reservations.
11. Departure Control Procedure
12. Hotel visits
13. Role-play – Check-in / Check – out / Walk-in / FIT / GIT / etc; VIP / CIP / H.G etc..
14. Suggestive selling.
15. Mock Situations – Role – Plays
16. Preparation of Guest History Cards.
17. Filling up of 'C' Forms.
18. Preparation & filling up of Guest registration card.
19. Role-play – Lobby Manager, GRE, Concierge, Bell Boy, Bell Captain etc.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

HMCT-156A

FOOD & BEVERAGE SERVICE(LAB) -II

Credits-2

Overview

This course will provide the learner an insight of role of catering establishment in the travel and tourism industry, classification and types of various food and beverage operations. One would be able to understand essentials of different types of food beverage service and layout according to the requirement of Hotel Industry. They would be also exposed to departmental organization system. Familiarization of various service equipment, cutlery, crockery and glassware etc. Care and maintenance is the major concern, which would be taken into practice during the practical session in the lab. Menu and menu planning ,designing and courses of menu along with French classical accompaniments, garnishes and cover of each course will be incorporated while service practice in the lab.

Objective:

1. Students are exposed to the basics of food & beverage service to be able to understand in greater extent.
2. Students are generally encounter difficulties in identifying problems in various service related terms, name of equipment's, utensils, cutlery and crockery and their usage, understand the F&B hierarchy system and F& B outlet management .
3. This course enable you to learn lot of skills and competence for provide professional service of various types of cuisine in professional atmosphere.
4. It also enables you to understand about entrepreneurial skills and make you competent to work in stars category hotels and other food and beverage outlets. While working in the lab you would be exposed to different types of service and care and cleaning of equipment service gears, cleaning of cutlery crockery and glassware

Expected Outcome:

1. Enable you to learn skills and competence of basics of food and beverage service.
2. Provide you knowledge and understanding of entrepreneurial skills.
3. Professional atmosphere and make you competent to work in stars category hotels.
4. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

L-0 T/P-4

FOOD & BEVERAGE SERVICE(LAB) -II

Credits-2

COURSE CONTENT

No of Practicals-40 Hrs.

1. Table laying practice
2. Presenting the menu, care of menu.
3. Order Taking; writing a KOT/BOT
4. Bill working, presenting the bill
5. Role of Restaurant Cashier
6. Practice on Laying of Breakfast Cover for Room Service, Breakfast cover lay out on table, Continental and English breakfast Tray/Table Layout
7. Non-Alcoholic Beverages, Service of Tea, Coffee, Soft Drinks, Squashes, Mineral Water and Specialty Coffee
8. Service of Special Food items

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

HMCT-160A

HOUSEKEEPING OPERATIONS-II (LAB)

Credits-1

Overview

This course will provide the learner an insight on the different types of stones used in hotels at different locations. Various types of floorings & fabrics used in the hotel and how to clean them individually. An insight about the various cleaning agents used for cleaning different surfaces in the hotel.

Objective:

1. Students are exposed to different parts of cleaning like the scrubbing, buffing, wiping, and washing.
2. The students will also be able to learn to handle & identify different types of fabrics used in the hotel.
3. This will give the students an opportunity to understand which cleaning agent should be used to clean what kind of surface & why.
4. Provide you knowledge and understanding of entrepreneurial skills.

Expected Outcome:

1. Enable you to learn skills and competence service of various types of cuisine.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

L-0 T/P-2 HOUSEKEEPING OPERATIONS-II (LAB) Credits-1

COURSE CONTENT No of Practicals- 20 Hrs.

1. Polishing of different floors, wood, marble, granite, etc.
2. Polishing of metals- brass, silver and copper.
3. Scrubbing – Polishing – Wiping – Washing – Rinsing - Swabbing – Sweeping – Mopping
4. Brushing - Buffing
5. Handling Different Types of Fabrics
6. Use of Abrasives, Polishes / Chemical Agents

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

HMCT-162A PC TOOLS (LAB)-I Credits-1

Overview

This course will provide the learner an insight on different DOS commands and different software used by the hotels for recording various transactions in different departments. The course will also allow the students an access to explore the internet and understand various features of windows which will eventually help them in working effectively.

Objective:

1. Students are exposed to various DOS components, different commands in the MS DOS system.
2. They shall be exposed to the different features of internet and how to use them in recording various transactions in different areas of the hotel.
3. Provide you knowledge and understanding of entrepreneurial skills.

Expected Outcome:

1. Enable you to learn skills and competence in computers.
2. Professional atmosphere and make you competent to work in stars category hotels.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

L-0 T/P-2

PC TOOLS (LAB)-I

Credits-1

COURSE CONTENT

No of Practicals- 20 Hrs.

1. MS-DOS : Introduction to MS DOS, Booting components, internal & external DOS commands and Directory Commands, File Management Commands, Disc Management Commands.
2. WINDOWS 98/2000: The user interface of Windows 2000, Various Windows Features/Operations and Components, Control Panel, E-mail, Web Browsing, Internet Explorer etc.
3. FOXPRO & ACCESS

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

HMCT202A

FOOD PRODUCTION & PATISSERIE-III

Credits-2

Overview:

The student in this course will learn about the classification of different commodities along with variety of flavoring & coloring agents which help in the cooking. The student will also learn about regional cuisines of India, the pattern of cooking, staple diets of different regions of India and the food prepared during the festivals in various parts of the country. Also, the student shall be introduced to the characteristics, processing, and the advantages & disadvantages of convenience foods.

This course will cover the various aspects of bakery and confectionary products like the preparing of cakes & other bakery items, different aspects of preparing the products, like the frozen desserts and others.

Objective:

1. Students would be able to understand about the different commodities and the effect of flavouring & colouring agents on the food.
2. The student should be able to understand the various aspects of cooking of food in different parts of India. In bakery and confectionary
3. The students would be able to understand the knowhow of the different processes of preparing the bakery items.
4. Provide you knowledge and understanding of entrepreneurial skills

Expected Outcome:

1. Enable you to learn lot of skills and competence for preparing various types of cuisine
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from trade

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

L-2 T/P-0

FOOD PRODUCTION & PATISSERIE-III

Credits-2

COURSE CONTENT

UNIT – I

No of lectures-02 Hrs.

COMMODITIES

Processing and classification of Cocoa, Chocolate, Cheese, Types of Cheese.

UNIT – II

No of lectures-02 Hrs.

FLAVOURING&COLOURING AGENT

Flavouring Agents and Colouring Pigments,

Types of pigments in vegetables, fruits and animal products, uses and storage,

Effect of Heat, Acid, Alkali, Oxidation & Metal on Pigments, Precaution for enhancing & retention of colour

Different stages of sugar when melted and its application in Cookery & Bakery.

UNIT-III

No of lectures-02 Hrs.

INDIAN REGIONAL COOKING

Introduction & Factors affecting eating Habits, Staple diet, Historical background, availability of raw material, special equipment & fuel, food prepared for festivals and special occasions in India, Basic Masala & Gravies used in Indian Cooking

UNIT-IV

No of lectures-02 Hrs.

CONVENIENCE FOOD

Characteristics, Processing Method, Advantages & Disadvantages

UNIT – V

No of lectures-03 Hrs.

SCIENCE OF CAKE MAKING

Functions of ingredients, Recipe balancing Cake making methods, faults and remedies.

Extensive study of Role of egg, fat, sugar, milk and raising agents in cake making.

UNIT-VI

No of lectures-03 Hrs.

BAKERY SCIENCE

Bakery & Confectionery Formulas & Measurement, Physical & Chemical Changes during Baking, Bread Faults, Bread Diseases & Remedies, Bread Improver

UNIT-VII

No of lectures-03 Hrs.

DESSERTS

Frozen Desserts, Hot Pudding- Methods of Preparation, Care, Ice cream, Methods, Indian Specialty Desserts

UNIT- VIII

No of lectures-03 Hrs.

BASIC INFORMATION

Awareness of Important brands of grocery and equipment companies and study of their product

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

- 1) Theory of Cookery- K Arora, Publisher: FrankBrothers
- 2) Bakery & Confectionery- S. C Dubey, Society of IndianBakers
- 3) The Professional Chef (4th Edition), Le RoIA.Polsom
- 4) Modern Cookery (Vol-I) Philip E. Thangam, OrientLongman
- 5) Practical Cookery – Kinton&Cessarani
- 6) Theory of Catering –Kinton&Cessarani
- 7) Practical Professional Cookery – Kauffman &Cracknell
- 8) The Professional Chef (4th Edition), Le RoIA.Polsom
- 9) Larder Chef – M.J.Leto& W.H.K. Bode, Publisher: ButterworthHeinemann
- 10) Professional Charcuterrie By John Kinsella & David THarvey
- 11) The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons
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BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

HMCT-204A

FOOD & BEVERAGE SERVICE -III

Credits-2

Overview

This course will provide the learner an insight about the entire process of in-room dining of the hotel which includes the staff required for each shift along with the forms & formats required in the functioning of the department. Different types of food preparation of the international cuisines including the Hors d' Oeuvres & consommés and variety of cheese. The course will also give the students the opportunity to understand the kitchen stewarding department, its organization structure, layout, washing of utensils, various chemicals used, the storage of chemicals and cleaning of EPNS items.

Objective:

1. Students are exposed to entire process of operating the in-room dining department of F&B Service.
2. Students will also learn about famous food items of the international cuisines, their preparation and description along with different types of cheese.
3. The students will also be exposed to the kitchen stewarding department and its role in F&B Service & kitchen.

Expected Outcome:

1. Enable you to learn skills and competence service of various types of cuisine.
2. Provide you knowledge and understanding of entrepreneurial skills.
3. Professional atmosphere and make you competent to work in stars category hotels.
4. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

L-2 T/P-0

FOOD & BEVERAGE SERVICE -III

Credits-2

COURSE CONTENT

UNIT - I

No of lectures-04 Hrs.

Alcoholic Beverages –
Introduction & Definition,
Classification of Alcoholic Beverages (Fermented & Distilled),
Definition of fermentation & Distillation.

UNIT - II

No of lectures-08 Hrs.

Wines.-
Introduction, Wine Producing Countries and Regions, New world wines,
Types of Grapes used,
Classification and Production Process of Table Wines, Sparkling Wines and Fortified Wines,
Aromatized Wines, Fruit Wines,
Storage of Wine,
Service of Wines,
Food and Wine Harmony.

UNIT - III

No of lectures-08 Hrs.

Beer –
Introduction & definition,
Manufacturing Process,
Type of Beer,
Storage,
Service of bottle beer, canned beer and draught beer,
Care of the beer,
The beer dispensing system.

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

REFERENCES

1. Exploring Wine By Steven Kolpan, Brian H Smith, Michael A Weiss, Publisher; The Culinary Institution Of America
2. The World of Wine By Walton Stuart, Publisher: Lorenz Boo
3. Harveys Guide to Wine Octopus Books Limited, London W1
4. Professional Beverage Management By Bob & Kathie Lipinski Publisher Wiley
5. Exploring Wine Second Edition By Steven Kaplan, Brian H Smith, The Culinary Institute of America

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

HMCT206A

FRONT OFFICE OPERATIONS-III

Credits-2

Overview

This course will provide the learner an insight of about the importance and different aspects of Property Management System software used by the Front Office of the hotel. How does the fully automated Front Desk functions. Different steps followed in registration of Indian & foreign nationals reservation systems that the front office in a hotel follows. Different activities involved in post registration of the guests. The students would be made to understand the details of handling the guests during their stay at the hotel.

Objective:

1. Students would be able to understand the software of PMS for the various activities of Front office in the Hotel
2. Provide you knowledge and understanding of entrepreneurial skills
3. They will know how the registration and post registration activities take place.
4. The student would be able to understand what needs to be done during the stay of the guest at the hotel.

Expected Outcome:

1. Enable you to learn skills and competence on different types of software at front office.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain knowledge from the actual working.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

L-2 T/P-0

FRONT OFFICE OPERATIONS-III

Credits-2

COURSE CONTENT

UNIT-I

No of lectures-04 Hrs.

PROPERTY MANAGEMENT SOFTWARE:

Guest Account Management Software General Management Software,
Back Office Interfaces, System Interfaces
Hotel Computer Application

UNIT II

No of lectures-04 Hrs.

REGISTRATION

Procedure for a fully automated Front Office. Registration of foreigners: C-Forms.
Method of Payments:Cash,Personal Checks,Credit Cards,Direct Billing,Special Programs and
Groups,Denying a Credit Request
Issuing the Room Key, Fulfilling Special Requests, Creative Options: Self-Registration
Selling the Guestroom,
When Guests Cannot Be Accommodated: Walk-In Guests,Guests with Non-Guaranteed
Reservations,Guests with Guaranteed Reservations

UNIT-III

No of lectures-04 Hrs.

POST REGISTRATION ACTIVITIES

Rooming & Passport details, Travel agents voucher, Group rate, Luggage handling,
Amenities and Special Arrangements. Notification of guest arrival, Room change

UNIT-IV

No of lectures-04 Hrs.

CONCIERGE & BELL DESK

Basic etiquette and grooming,
Introduction to guest Mail & key handling, key control, Policies for blacklisted persons,
Wake-up call,
Left Luggage, Scanty Baggage, Daily reports.

BASIC INFORMATION

Guest History Card, Safe deposit boxes and its operation, Rules regarding custom, Preparation of itinerary, VVIP Guest arrival

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

- 1) Front Office Training Manual – Sudhir Andrews. Publisher: Tata MacGrawHill
- 2) Managing Front Office Operations – Kasavana& Brooks Educational Institution AHMA
- 3) Front Office – operations and management – Ahmed Ismail Publisher: Thomson Delmar.
- 4) Managing Computers in Hospitality Industry – Michael Kasavana&Cahell.
- 5) Front Office Operations – Colin Dix & ChrisBaird.
- 6) Front office Operation Management- S.K Bhatnagar, Publisher: FrankBrothers
- 7) Managing Front Office Operations By Kasavana&Brooks
- 8) Principles of Hotel Front Office Operations, Sue Baker &JermyHuyton,Continum
- 9) Using Computers in Hospitality, Third Edition, Peter O’Conner

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**THIRD SEMESTER****HMCT-208A****HOUSEKEEPING OPERATIONS-III****Credits-2****Overview:**

The students in this course will get an insight about the linen, uniform & tailor rooms and the procedures required for the functioning of these rooms. The course will also have the details of maintaining of the par stock of the entire lot of linen & uniforms and managing the inventory of each and every item. The students will also be exposed to the environment friendly cleaning and hygienic cleaning. The course will also talk about the cleaning by contract workers.

Objective:

1. The students will be able to understand about the importance of different rooms in the back area of the housekeeping department like the linen room, tailor room & the uniform room and maintaining the par stock in each area.
2. Provide you knowledge and understanding of entrepreneurial skills.
3. The students would become aware about the cleaning processes involved.
4. The students would also be able to understand the advantages & disadvantages of cleaning by contract workers in the housekeeping department of the hotel.

Expected Outcome:

1. Enable you to learn skills and competence housekeeping operations.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

L-2 T/P-0

HOUSEKEEPING OPERATIONS-III

Credits-2

COURSE CONTENT

UNIT - I

No of lectures-05 Hrs.

LINEN/ UNIFORM/ TAILOR ROOM

Layout, types of linen, linen sizes and linen exchange procedure, Storage

Par stock: factors affecting par stock, calculation Discard procedure, Linen inventory system

Uniform planning, designing, selection & calculating par stock, uniform control, stocking and storage procedures

Function of tailor room

UNIT - II

No of lectures-05 Hrs.

MANAGING INVENTORY

Guest loan items, Indenting from stores,

Par level of guest loan items, machines and equipment, cleaning supplies, and guest supplies.

UNIT – III

No of lectures-05 Hrs.

Environment friendly cleanliness, Hygienic-cleaning skills, Importance of different cleaning agents in maintenance of standards

UNIT-IV

No of lectures-05 Hrs.

CONTRACT CLEANING

Definition, concept

Job given on contract by Housekeeping, Advantages & disadvantages,

Pricing a contract

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

Reference:

1. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox, Publisher: ELST.
2. Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
3. Hotel House Keeping – Sudhir Andrews (Publisher: Tata McGrawHill).
4. The Professional Housekeeper – Tucker Schneider, Publisher: VNR.
5. Professional Management of Housekeeping Operations, Martin Jones, Publisher:
6. Wiley & sons

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

HMCT-210A TOURISM PRODUCT, SERVICES & MANAGEMENT Credits-2

Overview

This course will provide the learner about the growth of tourism along with positive and negative impact of tourism. The students shall be exposed to the travel patterns of international & domestic tourism where the tourists travel for different purposes like the cultural, adventure, sports tourism etc. The concept of management in tourism shall also be part of the syllabus along with its impact on the ancillary industries and the challenges faced by the people working in the tourism industry.

Objective:

1. The students would be able to understand the importance of the tourism industry with respect to hospitality industry.
2. Provide you knowledge and understanding of entrepreneurial skills.
3. Tourism directly affects the hospitality sector in negative & positive.
4. It can be safely considered that the tourism is part of hospitality umbrella.

Expected Outcome:

1. Enable you to learn skills and competence service of various types of cuisine.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

L-2 T/P-0 TOURISM PRODUCT, SERVICES & MANAGEMENT Credits-2

COURSE CONTENT

UNIT-I No of lectures-02 Hrs

Growth of Tourism

Role of various agencies in growth of tourism like central and state, government and private players.

UNIT-II No of lectures-02 Hrs

Positive and Negative Impact of Tourism

With reference to economical, social and environmental, and geographic etc.

UNIT-III No of lectures-02 Hrs

Domestic and International Tourism-

Types and forms of tourism- heritage and historical, adventure, sports, conference, Convention, etc.

UNIT- IV No of lectures-04 Hrs

Tourist Product

Meaning or concept, how they are different from other consumer products. Components of tourist product-

Attractions-tourist destinations or places & tourist spots having tourist value from heritage or historical point of view or sports and recreational point of view, dance, fair festivals, trade fair, conferences and exhibitions etc.

Religion based- Hindu, Muslim , Sikh, Buddhist, Jain and Christian Wild life sanctuaries-national parks, adventure, eco tourism destinations Facilities- hotels, transport- air, rail, road,water.

UNIT-V No of lectures-02 Hrs

Concept of Management in Tourism &Importance of Tourism Planning: Role of Managers in Tourism Industry,

Nature, Scope, Process, Steps, Types and limitations of planning

UNIT – VI

No of lectures-04 Hrs

Economic Dimension:

Types & Components of Tourism, Socio-economic importance of Tourism, Tools of Tourism Economics. Indian Economy & Hotel Industry. Impact of Tourism on Hotel Industry, Tourism Planning & Hotel Industry, Types of Tourism Economics, National income concept & importance

UNIT – VII

No of lectures-02 Hrs

Management Challenges

Leadership & team management, Decision making, Manpower management, Organization structure, Motivating factors, Financial Management

UNIT-VIII

No of lectures-02 Hrs

Travel Agency

Role of Travel Agency Travel Agency Operations Ticketing & Reservations

Technical terminology of tourism

Reference Books:

1. Tourism Principles and Policies By A K Bhatia, Publisher: Sterling
2. Travel Agents and Tourism By Merrisen James
3. Tourism- The State of Art, Edited by Seaton, Wood etc Publisher: John Wiley
4. Tourism Principles and Practices – A.K. Bhatia
5. Tourism and Cultural Heritage of India – Ram Acharya
6. Tourism & Hospitality Industry - Fridgen
7. Hotels for Tourism Development - Dr. Jagmohan Negi
8. Tourism Management by Akshay Kumar
9. Tourism Planning - Gunclare, A.,
10. Tourism Management - P.N. Seth
11. Cross Cultural Communication For Tourism & Hospitality Industry by Helen Fitz Gerald, Publisher; Hospitality Press Melbourne
12. Tourism Development By A K Bhatia, Publisher: Sterling Publication, Delhi
13. Tourism – The State of Art, By A.V. Seaton & C.L. Jenkins & Smith, John Wiley, NY
14. Tourism Management Second Edition By David Weaver

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

HMCT-212A

HOTEL FRENCH – III

Credits-2

Overview

With the world turning into a global village and different foreign firms entering the Indian markets, there are a large number of job opportunities that are being created to tackle the demand from firms of diverse spheres. This course aims to build knowledge in linguistic skills in French and develop the intercultural competence of the learners.

The syllabus aims to impart an additional soft skill that is very closely related to the core curriculum of Hotel operations, viz. to help communicate in French, through the acquisition of basic knowledge of listening, speaking, reading and writing skills. It also aims to sensitize students to the different communicative approaches, based on cultural differences, which come into play during interpersonal interactions at a global level in the Hotel Industry.

Students are guided to develop their literacy skills through the communicative acts of reading, writing and creating discourse around texts of all types.

We guide our students to develop a competency level in comprehending and producing the target language, spoken and written, as well as socio-cultural competency in communicating with people who speak the target language. The main focus of classes is on communication.

French language programs are intended to contribute to the development of the knowledge, skills and attitudes further enabling students to:

- Communicate effectively in French using the listening, speaking, viewing, reading and writing modes (communication).
- Demonstrate a better understanding of their own and others.
- Demonstrate preparedness for further learning, particularly where French is the language of instruction (personal development).
- Work and learn purposefully, both independently and in groups (personal development)
- Solve problems individually and collaboratively (problem solving)
- Express their ideas and feelings using various art forms (expression)

Objective:

The objective is to provide an integrated knowledge of the subject which means that the various aspects that make up the language-learning experience are not separated or isolated but will be treated as complementary to one another. In one single activity, students will learn some facts, procedures, practice certain grammatical structures and communicative strategies. Students are expected to learn:

- Communication skills like presenting, producing written and explaining data.
- Comprehension of text
- Translation of sentences
- Essay on different topics - general as well as specific
- Functional and advanced grammar
- Discussion on general and common interests

This course gradually builds French knowledge and skills in writing, reading, speaking French and to develop the intercultural competence of the learners.

Expected Outcome:

1. Enable you to learn skills and competence service of various types of cuisine.
2. Provide you knowledge and understanding of entrepreneurial skills.
3. Professional atmosphere and make you competent to work in stars category hotels.
4. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

L-2 T/P-0

HOTEL FRENCH – III

Credits-2

COURSE CONTENT

Unit I

No of lectures-05 Hrs

Grammar topics and respective exercises (articles contracts, articles partitifs, adjectifs possessifs, adjectifs demonstratifs), Translation exercises

Unit II

No of lectures-05 Hrs

Pronominal verbs (grammar rules and exercises), More verbs of all 3 groups, Time, Daily routine of oneself and others.

Unit III

No of lectures-05 Hrs

Comprehension passages (translation and related questions), Picture description, Audio exercises on French Conversational Skills

Unit IV

No of lectures-05 Hrs

Tenses (Present, Past, Simple Future, Imperative), Exercises on verbs and tenses, Creative writing exercises and Role Play/Speaking exercises based on tenses.

REFERENCES

1. Text Book JUMELAGE 1
2. Work Book JUMELAGE 1
3. Grammaire Francaise

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

HMDM301A

DISASTER MANAGEMENT

Credits-3

Overview

The course examines disaster profile of our country and illustrates the role played by various governmental and non- governmental organizations in its effective management. It also acquaints learners with the existing legal frame work for disaster management.

Objective:

The objective of the course is to create awareness about various types of disasters and to educate the learners about basic disaster management strategies.

1. Provide students an exposure to disasters, their significance and types.
2. Ensure that the students begin to understand the relationship between vulnerability, disasters, disaster prevention and risk reduction.
3. Provide the students a preliminary understanding of approaches of Disaster Risk Reduction (DRR)
4. Develop rudimentary ability to respond to their surroundings with potential disaster response in areas where they live, with due sensitivity.

Expected Outcome

1. Enable you to learn skills and competence service of various types of disasters.
2. Provide you knowledge and understanding of entrepreneurial skills.
3. Professional atmosphere and make you competent to work in stars category hotels.
Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

L-3 T/P-0

DISASTER MANAGEMENT

Credits-3

COURSE CONTENT

UNIT I:-

No of lectures-05 Hrs

Introduction to Disasters: Concept and definitions- Disaster, Hazard, vulnerability, resilience, risks.

Different Types of Disaster: Causes, effects and practical examples for all disasters.

Natural Disaster: such as Flood, Cyclone, Earthquakes, Landslides etc

Man-made Disaster: such as Fire, Industrial Pollution, Nuclear Disaster, Biological Disasters, Accidents (Air, Sea, Rail & Road), Structural failures (Building and Bridge), War & Terrorism etc.

UNIT- II:-

No of lectures-05 Hrs

Disaster Preparedness and Response Preparedness

Disaster Preparedness: Concept and Nature

Disaster Preparedness Plan

Prediction, Early Warnings and Safety Measures of Disaster.

Role of Information, Education, Communication, and Training, Role of Government, International and NGO Bodies.

Role of IT in Disaster Preparedness

Role of Engineers on Disaster Management.

Relief and Recovery

Medical Health Response to Different Disasters

UNIT III:-

No of lectures-05 Hrs

Rehabilitation, Reconstruction and Recovery
Reconstruction and Rehabilitation as a Means of Development.
Damage Assessment
Post Disaster effects and Remedial Measures.
Creation of Long-term Job Opportunities and Livelihood Options,
Disaster Resistant House Construction
Sanitation and Hygiene
Education and Awareness,
Dealing with Victims' Psychology,
Long-term Counter Disaster Planning
Role of Educational Institute.

UNIT IV:-

No of lectures-05 Hrs

Disaster Management in India
Disaster Management Act, 2005:
Disaster management framework in India before and after Disaster Management Act, 2005,
National Level Nodal Agencies, National Disaster Management Authority
Liability for Mass Disaster
Statutory Liability
Contractual Liability
Tortious Liability
Criminal Liability
Measure of damages
Epidemics Diseases Act, 1897: Main provisions, loopholes.
Project Work: The project/ field work is meant for students to understand vulnerabilities and to work on reducing disaster risks and to build a culture of safety. Projects must be conceived based on the geographic location and hazard profile of the region where the institute is located.

Reference Books:

1. Government of India, Department of Environment, Management of Hazardous Substances Control
2. Act and Structure and Functions of Authority Created Thereunder.
3. Indian Chemical Manufacturers' Association & Loss Prevention Society of India, Proceedings of the National Seminar on Safety in Road Transportation of Hazardous Materials: (1986).
4. Author Title Publication Dr. Mrinalini Pandey Disaster Management Wiley India Pvt. Ltd.
5. Tushar Bhattacharya Disaster Science and Management McGraw Hill Education (India) Pvt. Ltd.
6. Jagbir Singh Disaster Management: Future Challenges and Opportunities K W Publishers Pvt. Ltd.

7. J. P. Singhal Disaster Management Laxmi Publications.
8. Shailesh Shukla, Shamna Hussain Biodiversity, Environment and Disaster Management Unique Publications
9. C. K. Rajan, Naval Pandharinath Earth and Atmospheric Disaster Management: Nature and Manmade B S Publication
10. Indian Law Institute (Upendra Baxi and Thomas Paul (ed.)), Mass Disasters and Multinational Liability: The Bhopal Case (1986)
11. Indian Law Institute, Upendra Baxi (ed.), Environment Protection Act: An Agenda for Implementation (1987)
12. Asian Regional Exchange for Prof. Baxi., Nothing to Lose But our Lives: Empowerment to Oppose
13. Industrial Hazards in a Transnational World (1989)
14. Gurudip Singh, Environmental Law: International and National Perspectives (1995), Lawman (India) Pvt. Ltd.
15. Leela Krishnan, P, The Environmental Law in India, Chapters VIII, IX and X (1999), Butterworths, New Delhi.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

HMCT-214A PC TOOLS FOR HOSPITALITY INDUSTRY – II Credits-2

Overview

This course will provide the learner an insight on the MS Office applications like the Word, Excel & PowerPoint Presentation. The students will also be exposed to the world of internet and all the aspects associated with the usage of the internet like the e-mail, HTML, HTTP, Domain Name System.

Objective:

1. Students are exposed to different aspects of handling MS Office.
2. The students will also be able to understand all the various functions of the internet.
3. Provide you knowledge and understanding of entrepreneurial skills.

Expected Outcome:

1. Enable you to learn skills and competence service of various types of cuisine.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

L-2 T/P-0 PC TOOLS FOR HOSPITALITYINDUSTRY – II Credits-2

COURSE CONTENT

UNIT I No of lectures-05 Hrs

WORD PROCESSING

What is word processing? Features of MS Word,
Editing commands and mail merge

UNIT II No of lectures-05 Hrs

SPREAD SHEETS

What is spreadsheet, features, formulae and functions.
If statement, preparing sample worksheets, different graphs.

UNIT III No of lectures-05 Hrs

PRESENTATIONS

Features of Power Point, preparing a presentation, Preparing an organization chart

UNIT - IV No of lectures-05 Hrs

INTERNET AND ITS USES

What is Internet? Network, network of networks, www
Role of Internet service providers; Searching and downloading from Internet. HTML,
Domain Name System, E-mail, File Transfer Protocol (FTP), Hyper Text Transfer Protocol
(HTTP), Simple Mail Transfer Protocol (SMTP), POP, TCP\IP, URL etc.
Introduction to e-commerce

REFERENCES

Fundamental of Computers- V Rajaraman, Publisher: Prentice Hall India
Mastering Microsoft Office, Lonnie E. Moseley & David M Boodey, BPB Publication Using
computers in Hospitality, Third Edition, Peter O' Conner

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

HMCT-252A FOOD PRODUCTION & PATISSERIE – III (LAB) Credits-2

Overview

The student in this course will learn about bulk cooking at various institutions like the hospitals, schools, factory canteens etc. The student will learn about cooking of the regional cuisines of India, the pattern of cooking, staple diets of different regions of India. Also, the student shall be introduced to the different types of Indian pastes & accompaniments like the pickles, Murabbas etc. This course will cover the preparation of variety of Indian desserts.

Objective:

1. Students would be able to understand about the methods of bulk cooking and all the aspects related to it.
2. Provide you knowledge and understanding of entrepreneurial skills.
3. The student would understand different cuisines from Indian subcontinent, cooking of various items from different regions of India.
4. Student shall also become aware of cooking of Indian sweets and various Indian accompaniments.

Course Outcomes

1. Enable you to learn skills and competence service of various types of cuisine.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

L-0 T/P-4 FOOD PRODUCTION & PATISSERIE – III (LAB) Credits-2

COURSE

No of Practical- 40 Hrs.

1. Preparation of basic gravies and commonly used Indian Masala.
2. Regional Cuisines of India – Covering various States of India.
3. Planning Elaborate Indian Menus up to 40 portions.
4. Preparation of simple Indian Desserts.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

HMCT-254A

PATISSERIE -III

Credits-2

Overview

This course will provide the learner an insight of fundamental information of food production lab. The origin of culinary to modern history of cookery practice, steps involve in preparation before cooking, method of mixing food, texture, faults and remedies. One would be able to understand essentials of different types of food preparation.

They would be also be exposed to various cooking methods, time and temperature practically. The learner would be able to understand the kitchen organization and kitchen management skills. Hygiene, sanitation and safety are the key concern of the food handlers, which would be taken into practice while performing in patisserie lab.

Use kitchen equipment and utensils while preparation of food. Various food commodities names and usage would be demonstrated.

Basic popular baking product preparation would also be demonstrated while practical classes.

Based on theory various menus to be complied and practiced in patisserie lab.

Objective:

1. Students are exposed to the basics of food production to be able to understand the food production in greater extent.
2. Students are generally encounter difficulties in identifying problems in various culinary terms, name of equipment's, utensils, spices and their usage
3. Understand the food production hierarchy system and kitchen management.
4. To learn lot of skills and competence for preparing various types of cuisine in professional atmosphere and provide you knowledge and understanding of entrepreneurial skills and make you competent to work in stars category hotels and other food outlets.

Expected Outcome:

1. Enable you to learn skills and competence service of various types of cuisine.
2. Provide you knowledge and understanding of entrepreneurial skills.
3. Professional atmosphere and make you competent to work in stars category hotels.
4. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**THIRD SEMESTER****L-0 T/P-4****PÂTISSERIE -III****Credits-2**

COURSE CONTENT

No of Practicals-20 Hrs

Flavoured breads: Garlic, Onion, Milk, and Sweet, Savarin, Baba au Rhum, Brioche, Choux paste, Eclairs,, Pie, Tarts, and Fruit desserts, Custards, Creams, Mousses and Soufflés

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**THIRD SEMESTER****HMCT-256A****FOOD & BEVERAGE SERVICE(Lab) -III****Credits-2****Overview**

This course will provide the learner an insight of role of catering establishment in the travel and tourism industry, classification and types of various food and beverage operations. One would be able to understand essentials of different types of food beverage service and layout according to the requirement of Hotel Industry.

They would be also exposed to departmental organization system. Familiarization Practical will be in accordance with the topics of theory with Service of alcoholic beverages. Wine, Beer and other alcoholic and non-alcoholic beverages.

Objective:

1. Students are exposed to the basics of food & beverage service to be able to understand in greater extent.
2. Students are generally encounter difficulties in identifying problems in various service related terms, name of equipment's, utensils, cutlery and crockery and their usage
3. Provide you knowledge and understanding of entrepreneurial skills.
4. understand the F&B hierarchy system and F& B outlet management.

Expected Outcome:

1. Enable you to learn skills and competence service of various types of F& B services.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

L-0 T/P-4 FOOD & BEVERAGE SERVICE(Lab) -III Credits-2

COURSE CONTENT

No of Practicals-40 Hrs.

Practical will be in accordance with the topics of theory with Mock Service of alcoholic beverages.

1. Wine, Beer and other alcoholic and non-alcoholic beverages.
2. Introduction to Bar equipment's and glassware
3. Service of spirits and liqueurs
4. Bar setup and operations
5. Glassware used for different alcoholic & non-alcoholic beverages
6. Regional cuisine –Practical
7. Practice on menu- matching wines with food

Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
THIRD SEMESTER**

HMCT258A FRONT OFFICE OPERATIONS – III (LAB) Credits-1

Overview

The student in this course will learn about the complete process of check-out of the guests. The procedure of creating the folio for the billing of the guest in the system. Different methods of payment, keeping tab of all the transactions that the guest has made in the hotel. Accounting of all the transactions and compiling the same for the final payment by the guest. Also, the student would be able to know about handling of the foreign exchange and the travelers check.

Objective:

1. Students would be able to understand about the method/s used in taking the money from the guest at the time of check-out.
2. Procedures to follow and what kind of precautions the staff has to take to keep the guest satisfied at the time of check-out.
3. Provide you knowledge and understanding of entrepreneurial skills.
4. Accounting of all the transactions at the time of check-out so that not a single transaction is left unaccounted for.

Expected Outcome:

1. Enable you to learn skills and competence about front office.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from food and beverage outlets.

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
THIRD SEMESTER**

L-0 T/P–2 FRONT OFFICE OPERATIONS – III (LAB) Credits-1

COURSE CONTENT

No of practical's- 20 Hrs.

1. Opening Guests Folio - Accounting - View folio, post charges, Posting Guest Charges, Telephone, Laundry, Room Charge, Food & Beverage and other charges.
2. Visitors Paid Outs
3. Allowances and Discounts
4. Foreign Exchange Regulations Awareness
5. Field Visits (Self) Assignments to observe Cashiers' Desk in classified Hotels and Small Hotels.
6. VTL, City Ledger Formats Handling Credit Cards, TC, Travel Agent Vouchers etc.
7. Night Auditing Reports
8. Auditing of Bill Statements

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
THIRD SEMESTER**

HMCT-259A HOUSEKEEPING OPERATIONS – III (LAB) Credits-1

Overview

The student in this course will learn about the planning of different areas of the hotel like the guest rooms, bathrooms, suites, lounges, restaurants etc. In this course, the students will be taught about staffing & scheduling of the department according to the different shifts. The student would also learn about the laundry, its importance and its connection with the department along with the different textiles used in the housekeeping department.

Objective:

1. Students would be able to understand about the latest trends adopted by the hotel companies in planning and designing the rooms, restaurants and other public areas.
2. The student would be able to understand the shifts used in the department and staff requirement in each shift.
3. Provide you knowledge and understanding of entrepreneurial skills.
4. The course will also provide the insight on the laundry and its usage according to the requirements.

Expected Outcome:

1. Enable you to learn skills and competence of housekeeping.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

L-0 T/P-2 HOUSEKEEPING OPERATIONS – III (LAB) Credits-1

COURSE CONTENT

No of Practical- 20 Hrs.

1. Pantry set up.
2. Lay out of Linen room & Laundry
3. Linen & Laundry practical including stain removal,
4. Use of laundry equipment (washing machine),
5. Visit to laundry
6. Inventory Procedures.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

HMCT-262A

PC TOOLS (LAB) – II

Credits-1

Overview

This course will provide the learner an insight on different DOS commands and different software used by the hotels for recording various transactions in different departments. The course will also allow the students an access to explore the internet and understand various features of windows which will eventually help them in working effectively.

Objectives:

1. Students are exposed to various DOS components, different commands in the MS DOS system.
2. Students will be exposed to the different features of internet and how to use them in recording various transactions in different areas of the hotel.
3. Provide you knowledge and understanding of entrepreneurial skills.
4. The course will also allow the students an access to explore the internet and understand various features of windows which will eventually help them in working effectively.

Expected Outcome:

1. Enable you to learn skills and competence in computers.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

L-0 T/P-2

PC TOOLS (LAB) – II

Credits-1

COURSE CONTENT

No of Practicals- 20 Hrs.

UNIT I

WORD PROCESSING

What is word processing?

Features of MS Word,

Editing commands and mail merge

UNIT II

SPREAD SHEETS

What is spreadsheet, features, formulae and functions.

If statement, preparing sample worksheets, different graphs.

UNIT III

PRESENTATIONS

Features of Power Point,

Preparing a presentation,

Preparing an organisation chart

UNIT - IV

INTERNET AND ITS USES

What is Internet? Network, network of networks, www

Role of Internet service providers; Searching and downloading from Internet. HTML, Domain Name System, E-mail, File Transfer Protocol (FTP), Hyper Text Transfer Protocol (HTTP), Simple Mail Transfer Protocol (SMTP), POP, TCP\IP, URL etc.

Introduction to e-commerce

REFERENCES

Fundamental of Computers- V Rajaraman, Publisher: Prentice Hall India

Mastering Microsoft Office, Lonnie E. Moseley & David M Boodey, BPB Publication

Using computers in Hospitality, Third Edition, Peter O' Conner

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

HMCT-301A FOOD PRODUCTION & PATISSERIE – IV Credits-2

Overview

The student in this course will learn about the production of food in quantity. It will also cover all the aspects of quantity food production like the indenting of raw materials, equipment used in quantity production. The course also covers each and every detail related to various cuisines from all parts of the Indian Subcontinent. The course talks about the Indian accompaniments like the pickles, preservatives & the murabbas etc.

Objectives:

1. Students would be able to understand about the different fundamentals related to bulk cooking.
2. The student should be able to understand the various components of quantity production.
3. The students would be exposed to the cuisines from all parts of India wherein they learn about the history, methodology
4. The type of preparation which is typical to that particular region.

Expected Outcome:

1. Enable you to learn skills and competence service of various types of regional cuisine.
2. Provide you knowledge and understanding of entrepreneurial skills.
3. Professional atmosphere and make you competent to work in stars category hotels.
4. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

L-2 T/P-0 FOOD PRODUCTION & PATISSERIE – IV Credits-2

COURSE CONTENT

UNIT-I No of lectures- 03 Hrs

Quantity Food Production
Introduction to large scale/ quantity food production- Industrial, Commercial, Sports & Institutional (Hospital / Schools)
Principles of quantity cooking & indenting for volume feeding, portion sizes,
Modifying recipes for indenting for large scale catering,
Equipment, modern developments in equipments,
Problems and adjustment in terms of cooking time and temperatures.

UNIT-II No of lectures- 03 Hrs

Eastern and Western cuisine:
Gujarati, Rajasthani, Goan, Maharashtra, Bengal, History, methodology,
Equipment, and culinary terms.

UNIT-III No of lectures- 03 Hrs

Northern cuisine-
Moghlai, Avadh (including Dum pukht), Punjabi, Kashmiri - history, methodology,
equipment, culinary terms
Tandoor, Types of Tandoor-Make, size of Tandoor fixing, preparing-Indian Breads
Indian Breakfast Items

UNIT-IV No of lectures- 03 Hrs

South Indian
Cuisine-Hyderabadi, Andhra, Tamil Nadu, Chettinad. History, methodology,
Equipment and culinary terms.

UNIT-V No of lectures- 02 Hrs

Pickles /Preserves & sweets
Pickles, Chutneys, Murabbas,
Indian sweets, Milk Base, Flour Base, Cereal & Vegetable Base, Paneer, Chenna, Chakka,
Khoya-Cooking of Indian sweets-culinary terms.

UNIT-VI

No of lectures- 03 Hrs

larder-

Layout of a Larder, Larder Control,
Responsibilities of Larder Chef,
Different equipment and planning.

UNIT-VII

No of lectures- 03 Hrs

Basic pastes

Various types of basic paste: choux, short crust, puff paste, flaky pastry, laminated etc

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

REFERENCES

1. Quantity Food P[roduction, Planning & Management, Third Edition By John B Knight
Publisher Woley & Sons
2. A Historical Companion Indian Food By KT Achaya Published by Oxford Press
3. Taste of India By Madhur Jafery
4. Prasad Cooking with Indian Masters By Prasad, Allied Publisers Pvt Limited
5. Professional Chef, The Culinary Institute of America Published By John Wiley & Sons Inc
6. Professional Baking 4th Edition By Wayne Gisslen: John Wiley & Sons Inc
7. The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

HMCT-303A

FOOD & BEVERAGE SERVICE -IV

Credits-2

Overview

The student in this course will learn about all the aspects of production of spirits and other alcoholic beverages like the liqueurs & bitters. The course also covers the preparation of all kinds of cocktails & mocktails. In this course, the students will also learn all about tobacco which includes cigars and cigarettes.

Objective:

1. Students would be able to understand about the fundamental difference between the pot still & patent still method of distillation in the process of manufacturing the spirits.
2. The student should be able to understand the various components of preparing cocktails & mocktails.
3. Provide you knowledge and understanding of entrepreneurial skills.
4. The students would be able to understand the different types to tobacco items that are served in the hotels which will help them in serving the tobacco items on their own according to standard protocols set by the hotels.

Expected Outcome:

1. Enable you to learn skills and competence service of various types of cocktails & mocktails.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**FOURTH SEMESTER****L-2 T/P-0****FOOD & BEVERAGE SERVICE -IV****Credits-2****COURSE CONTENT****UNIT – I**

No of lectures- 05 Hrs

Spirits –

Introduction & definition,

Distillation - Pot Still and Patent Still,

Types of Spirits – Whisky, Gin, Rum, Vodka, Brandy, Mezcal, Tequila, other spirits.

Spirit producing countries and brand names of SPIRITS

Proof scales,

Service of spirits. Brands - Indian & International

UNIT - II

No of lectures- 05 Hrs

Liqueurs & Bitters –

Definition & classification,

Production,

Service of Liqueurs.

Bitters

UNIT - III

No of lectures- 05 Hrs

Cocktails –

Definition & classification,

Cocktail bar equipment,

Method of mixing , Classic Cocktail, Preparation & service of cocktails,

Mock tails, specialty coffees.

UNIT - IV

No of lectures- 05 Hrs

Tobacco –

History,

Composition of cigarettes, pipe tobacco & cigars,

Cigar shape/size/strength,

Judging the good quality cigar,

Storage & Service,

Cigar producing countries and brand names of cigars.

Food & beverage Terminology related to the course

REFERENCES:

1. The Complete Guide to Spirits & Liqueurs By Stuart Walton
2. Professional Guide to Alcoholic Beverages By Lipinski
(With Effect From Session 2008-2009) 76
3. The World of Wine, Spirits & Beer- H Berberoglu
4. The Ultimate Cigar book By Richard Carleton Hacke

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

HMCT-305A

FRONT OFFICE OPERATIONS – IV

Credits-2

Overview

The student in this course will learn about the entire procedure of check-out. This will include all the activities related to the check-out at the Front Office. The course also covers the various modes of payment at the time of check-out and posting the amount in the appropriate ledgers in the software used at the hotel. The students will also cover all the aspects related to maintaining and monitoring all kinds of transactions.

The course will also cover the procedures followed to keep track of all the safety and security measures to be taken by the hotel for all the stakeholders.

Objective:

1. Students would understand the entire process of check-out including all the activities involved in the smooth farewell of the guests.
2. Provide you knowledge and understanding of entrepreneurial skills.
3. The students would also come to know about the financial transactions that take place during the stay and at the time of check-out and how to monitor those transactions.
4. They will also understand the importance of the security measures that the hotel takes to secure the entire premises.

Expected Outcome:

1. Enable you to learn skills and competence service of various checkout transactions.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**FOURTH SEMESTER****L-2 T/P-0 FRONT OFFICE OPERATIONS – IV Credits-2****COURSE CONTENT****UNIT-I**

No of lectures-03

GUEST CHECK OUT PROCEDURE

Check-Out and Settlement,
Enquiring about quality of product & services,
Retrieving the Room key,
Retrieving & Reviewing the folio,
Methods of Settlement, In-room guest checkout, Check-Out Options: Express Check-Out,
Self Check-Out, Late checkout

UNIT-II

No of lectures-03

COMPLETION OF GUEST FOLIO (FOR CHECK OUT)

Manually prepared folios & electronic folios.
Completing folio & handling late charges.

UNIT-III

No of lectures-03

PAYMENT OF BILLS

Cash payments, Credit cards, Bill to company, Travel Agents vouchers, others. Foreign currency.

UNIT-IV

No of lectures-03

FRONT OFFICE ACCOUNTING

Accounting Fundamentals, Accounts, Folios, Vouchers, Points of Sale, Ledgers, Advances, discounts & allowances

Creation and Maintenance of Accounts: Record keeping Systems, Charge Privileges, Credit Monitoring, and Account Maintenance

Tracking Transactions: Cash Payment, Charge Purchase, Account Correction, Account Allowance, Account Transfer, and Cash Advance

Internal Control: Front office Cash Sheet, Cash Banks, Audit Controls, and Settlement of Accounts

Unpaid Account Balances, Credit monitoring

UNIT-V

No of lectures-02

FRONT OFFICE RESPONSIBILITIES

GUEST RELATIONS: Complaints, Identifying Complaints, Handling Complaints Follow-Up Procedures

UNIT-VI

No of lectures-03

FRONT OFFICE SECURITY FUNCTIONS: The Role of the Front Office, Key Control Surveillance and Access Control, Protection of Funds, Lost and Found, Emergency Procedures Front Office Records

Guest Histories, Marketing Follow-Through

UNIT-VI I

No of lectures-03

FOREIGN EXCHANGE

Foreign Currency.

Passport, Visa, Landing Permits.

Form FXA, FXB, FXC.

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

REFERENCE:

1. Front Office procedure – By Seaton
2. Basic Hotel Front Office Procedures – Peter Renner.
3. Front Office Procedures – Peter Abbott
4. Principles of Hotel Front Office operations – Sue Becker, Pam Bradley and Feremy Hyton
5. Managing Front Office operations – Michael and Kasavana
6. Hotel and motel Front desk personnel – Grace Paige
7. Front Office procedures – social skills and management – Petrabbol & Sue Lewry

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

HMCT-307A HOUSEKEEPING OPERATIONS – IV Credits-2

Overview

The student in this course will learn about the latest trends in the housekeeping department. The new things that are happening in the hotel industry related to making the stay of the guests more comfortable. The course will cover all the importance and usage of laundry and the different types of textiles used in the hotels.

Objective:

1. Students would be able to understand the various latest trends in the field of housekeeping.
2. The students would be able to differentiate between various kinds textiles used in the hotels and the all the activities related to the laundry in the department of housekeeping.
3. Provide you knowledge and understanding of entrepreneurial skills.
4. The new things that are happening in the hotel industry related to making the stay of the guests more comfortable.

Expected Outcome:

1. Enable you to learn skills and competence service of various types textiles used in hotel.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

L-2 T/P-0 HOUSEKEEPING OPERATIONS – IV Credits-2

COURSE CONTENT

UNIT – I No of lectures- 5 Hrs.

PLANNING TRENDS IN HOUSEKEEPING
Planning guestrooms/bathrooms/suites/lounges
Landscaping, leisure facility planning for guests
Boutique hotels concept

UNIT - No of lectures- 5 Hrs.

STAFFING & SCHEDULING
a. Creating rotational and standing schedule.
b. Creating daily schedules.
c. Part timers and swing staff.

UNIT – III No of lectures- 5 Hrs.

LAUNDRY
Laundry layout,
Different kinds of equipment used on premise and contract laundry,
Staffing, coordination with housekeeping.
Laundry process and stages in Wash cycle
Dry cleaning procedure and handling of guest laundry
Different types of stains, stain removal agents
Safety precaution while handling chemicals.

UNIT-IV No of lectures- 5 Hrs.

TEXTILES
Terminology,
Classification,
Identification and characteristics of textile fiber.

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

REFERENCES

- 1) Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- 2) Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- 3) Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- 4) The Professional Housekeeper – Tucker Schneider, Publisher: VNR.
- 5) Professional Management of Housekeeping Operations- Martin Jones, Publisher: Wiley & sons

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

HMCT-309A MATERIAL MANAGEMENT & DEVELOPMENT Credits-2

Overview

The course deals with the purchase and receiving of all the items required in any department of the hotel. In this course, the students will learn about the managing the system which records all the details of purchasing, receiving and stores department. The course also covers the inventory of all the assets of the organization and maintaining proper records of the same.

Objective:

1. Students would be able to understand about various aspects of purchase department like the placing the orders, receiving the orders & maintaining the records of all the purchased items.
2. They will also be able to understand the importance of inventory of all the items including food & beverages in different restaurants
3. Provide you knowledge and understanding of entrepreneurial skills.
4. It helps in planning for the better future of the organization.

Expected Outcome:

1. Enable you to learn skills and competence service of various inventories.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from record of purchased items.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

L-2 T/P-0 MATERIAL MANAGEMENT & DEVELOPMENT Credits-2

COURSE CONTENT

UNIT - I No of lectures-03 Hrs.

PURCHASE SYSTEM AND PROCEDURE

Introduction: its role, restraints and factors,
Purchasing decisions, purchasing organization, procedures; forms, records, reports, tenders' evaluation and rating, computerized purchasing system,
Purchasing in Hotels.
Selection of suppliers,
Purchasing food and beverages,

UNIT - II No of lectures-02 Hrs.

RECEIVING SYSTEM AND PROCEDURE

Introduction, Aims of receiving,
Delivery methods,
Staffing, layout,
Requirement delivery procedures,
Receiving procedures,
Equipment and forms used.

UNIT -III No of lectures-03 Hrs.

STORES MANAGEMENT

Introduction, Aims,
Staffing of storerooms,
Store functions, Store organization, store systems and procedure,
Stores accounting and verification of systems,
Stores address systems, stores location and layout,
Store equipment, automated storage/retrieval.

UNIT - IV No of lectures-03 Hrs.

CODIFICATION AND VARIETY REDUCTION

Introduction,
Classification of material, codification, standardization and variety reduction.

UNIT - V

No of lectures-03 Hrs.

INVENTORY MANAGEMENT

Introduction, Function of inventory, Classification of inventory system, selective inventory management, Inventory controls of slow-moving items, Developments in inventory management.

Annual disposal of surplus/ unserviceable items like furniture, fixtures, linen, kitchen equipment and miscellaneous items.

UNIT – VI

No of lectures-03 Hrs.

MANAGING INVENTORY IN KITCHEN STEWARDING

Kitchen Stewarding: Purchase - its procedures, specifications, method, recording, listing and evaluating suppliers.

Inventory Control in stewarding department - Procedure of issues, Par Stock, Breakage report, Daily issue of consumables records,

Replacement of Discard or unserviceable items.

REFERENCE

1. Principle of Inventory & Material Management By Richard J Jersine, Publisher: Prentice Hall
2. Introduction to Material Management By J R Tony Arnold, Steve Chapman, Llyod M Clive, Publisher Prentice Hall
3. Purchasing Selection & Procurement for the Hospitality Industry, Fifth Edition By Andrew Edition Publisher: Wiley & Sons

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

HMCT-311A

PRINCIPLES OF MANAGEMENT

Credits-2

Overview

The students in this course will learn about the management of various departments of the organization. The importance of managing the operations of each and every section of all the departments of the hotels is also covered in this course.

The students would be exposed to all the principles of management so that they are able to understand the importance of each of the principles.

Objective:

1. Students would be able to understand about the functioning of different departments and how are the departments managed by the managers.
2. The students would be able to understand the practical obstacles the managers face while managing their departments.
3. Provide you knowledge and understanding of entrepreneurial skills.
4. The importance of managing the operations of each and every section of all the departments of the hotels is also covered in this course.

Expected Outcome:

1. Enable you to learn skills and competence service of various types practical obstacles.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from managing operations.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**FOURTH SEMESTER****L-2 T/P-0****PRINCIPLES OF MANAGEMENT****Credits-2****COURSE CONTENT****UNIT-I**

No of lectures-04

INTRODUCTION

Illustrative Case Study: A typical day in life of a Manager at Hotel.
Orientation to management thought process.
Evolution- Development- School of Management,
Management defined.

UNIT-II

No of lectures-03

ROLE OF MANAGER

Professional Manager and his tasks.
Managerial skills- Roles - Levels,
Managerial Ethics and Organisation Culture,
Management Processes.

UNIT - III

No of lectures-04

PLANNING

Illustrative Case Study; Planning and Management Process, Mission- Objective- Goals, Urgent and Important Paradigms, Planning process in Detail, Types and Levels of Plans, Problems solving and decision making, Time Management.

UNIT -IV

No of lectures-03

ORGANISING

Organizing and Organizing Structure, Organization Chart, Principles of Organization; Scalar Principle, Departmentation; Unity and Command, Span of Control, Centralization and Decentralization, Authority and Responsibility, Delegation

UNIT - V

No of lectures-03

CONTROLLING

Basic concepts of control- Definition, Process and Techniques

UNIT- VI

No of lectures-03

INTERNATIONAL AND FUTURE VIEWS OF MANAGEMENT

The management process in foreign countries, Generalization about foreign managements: customs, social values, and education

REFERENCES

1. Supervision in the Hospitality Industry, Fourth Edition Jack E Miller, John R Walker
2. Introduction to the Management in the Hospitality Industry, Seventh Edition By Tom Powers and Clayton W Barrows, Publishers: Wiley, USA

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

HMCT-313A

HOTEL FRENCH -IV

Credits-2

Overview

With the world turning into a global village and different foreign firms entering the Indian markets, there are a large number of job opportunities that are being created to tackle the demand from firms of diverse spheres. This course aims to build knowledge in linguistic skills in French and develop the intercultural competence of the learners.

The syllabus aims to impart an additional soft skill that is very closely related to the core curriculum of Hotel operations, viz. to help communicate in French, through the acquisition of basic knowledge of listening, speaking, reading and writing skills. It also aims to sensitize students to the different communicative approaches, based on cultural differences, which come into play during interpersonal interactions at a global level in the Hotel Industry.

Students are guided to develop their literacy skills through the communicative acts of reading, writing and creating discourse around texts of all types. We guide our students to develop a competency level in comprehending and producing the target language, spoken and written, as well as socio-cultural competency in communicating with people who speak the target language. The main focus of classes is on communication. French language programs are intended to contribute to the development of the knowledge, skills and attitudes further enabling students to:

- Communicate effectively in French using the listening, speaking, viewing, reading and writing modes (communication).
- Demonstrate a better understanding of their own and others.
- Demonstrate preparedness for further learning, particularly where French is the language of instruction (personal development).
- Work and learn purposefully, both independently and in groups (personal development)
- Solve problems individually and collaboratively (problem solving)
- Express their ideas and feelings using various art forms (expression)

Objective:

The objective is to provide an integrated knowledge of the subject which means that the various aspects that make up the language-learning experience are not separated or isolated but will be treated as complementary to one another. In one single activity, students will learn some facts, procedures, practice certain grammatical structures and communicative Strategies. Students are expected to learn:

- Tenses
- Comprehension passages
- Dictation and audio
- MCQ and vocabulary
- Functional and advanced grammar
- Expression of opinion
- Discussion on general and common interests

This course gradually builds French knowledge and skills in writing, reading, speaking French and to develop the intercultural competence of the learners. This study allows the Students to interact in French and acquire familiarity with the culture. This course is-

Expected Outcome:

- CO 1. Enable you to learn skills and competence service of various types of cuisine.
- CO 2. Provide you knowledge and understanding of entrepreneurial skills.
- CO 3. Professional atmosphere and make you competent to work in stars category hotels.
- CO 4. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

L-2 T/P-0

HOTEL FRENCH -IV

Credits-2

COURSE CONTENT

MODULE-I

No of lectures-05

- 1.Tenses (Present, Past, Future, Imperative), Exercises on verbs and tenses, Creative writing exercises based on tenses.
- 2.Comprehension passages (translation and related questions), Picture description

MODULE-II

No of lectures-05

- 1.Comprehension passages with translation, short answer questions, MCQ and vocabulary search, Paragraph writing with related grammar and vocabulary.
- 2.Dictation and audio exercises on French Language.

MODULE-III

No of lectures-05

- 1.Revision of all verbs and tenses and Exercises on all articles, adjectives, prepositions, verbs, tenses, negative, numbers, time, opposites, synonyms, nouns, translation of French text to English, translation of English text to French, vocabulary exercises like complete the text and picture description, editing and omission of texts, jumbled sentences, interrogation (3 forms)

MODULE-IV

No of lectures-05

- 1.Cultural information on France Important days, events, festivals, people of France, Value based questions, Subjective, objective and descriptive exercises on French culture and civilization
2. Value based questions, Dialogue writing, Put dialogue in order, General objective and descriptive questions,Comprehensive grammar and reading exercises, Trouvez la question (with adjectifs interrogatifs), Tenses(Recent past and near future), Mixed exercises on all tenses.

Text book [TB]:

- 1.Text Book JUMELAGE 1

Author: Manjiri Khandekar Roopa Luktuke Publication: Langers

2. Work Book JUMELAGE 1

Author:ManjiriKhandekar Roopa Luktuke Publication: Langers

French Exercises

(Author: Preeti Bhutani)

Reference book(s) [RB]:

- 1.Grammaire Francaise par etapes A1Bonne Chance

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
FOURTH SEMESTER**

HMCT-315A FACILITY PLANNING Credits-2

Overview

The students in this course will learn about the design & planning required for building the best of the structures for various types of hotels. Different parameters are considered while designing and developing different restaurants and other outlets. The course also covers various statutory requirements which have to be fulfilled for constructing different hospitality units.

Objective:

1. Students would be able to understand various aspects of designing any kind of hospitality unit be it hotel, resort, restaurant etc.
2. The students would also be able to figure out the statutory requirements which have to be fulfilled for building any kind of hospitality premises.
3. Provide you knowledge and understanding of entrepreneurial skills.

Expected Outcome:

1. Enable you to learn skills and competence service of various hotel facility planning.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain understanding.

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
FOURTH SEMESTER**

L-2 T/P-0 FACILITY PLANNING Credits-2

COURSE CONTENT

UNIT - I

No of lectures-03

Hotel Design

Design Considerations - Attractive appearance, Efficient plan, Good location, Suitable materials, Good workmanship, Sound financing, Competent management, Evaluation of accommodation need, thumb rules, ensuring that the hotel must combine the integrated functions of housing, feeding, entertainment, rentals, services, maintenance and light manufacture.

UNIT - II

No of lectures-03

Planning considerations-

Flow process and flow diagrams, Space relationships, Architectural consideration, Difference between carpet area and plinth area, Approximate cost estimation, Class room exercises.

UNIT - III

No of lectures-02

Star Classification of Hotels. –

Criteria for star classification of hotels.

Various licenses & statutory approvals required as per municipal bylaws for starting and running hotel and catering services.

UNIT – IV

No of lectures-02

Planning of offices /meeting room

Planning of management areas like - General Manager's Office, Offices of all H.O.D's and other services related to it like meeting room, toilets etc.

UNIT - V

No of lectures-03

Planning of F & B Service outlet areas

1. Planning of physical layouts of function and supporting area.
2. Production area - Pre-preparation, preparation, kitchen stewarding, stores, hot-plate, Chef's Office.
3. Service Area - Reception and waiting lounge, dining area, pantry, dish washing, pick -up, Bar, Room Service Area, Service Bar.
4. Factors to be considered while planning décor.

UNIT - VI

No of lectures-02

Planning of staff facilities areas

Time office, cloak room, staff cafeteria, uniform exchange, laundry area, EDR, Co-operative canteen.

UNIT - VII

No of lectures-02

Planning of service support areas

Planning of material management, area-receiving, stores, bar stores, cellar, beverage store, cold room, banquets utility area, furniture storage area, garbage disposal, gas bank, and maintenance area, fire exits.

Renovation:

Reasons to renovate, the life cycle of a Hotel

Types of Renovation,

The Renovation Process,

Other Renewal Issues

REFERENCE:

- 1) Production Management – S.K. Hajra Choudhry
- 2) Hospitality Facility Management & Design – David M Stipanuk & Harold Roffmann, Published: Educational Institute, AHMA
- 3) Building Construction By Sushil Kumar, Published: Standard Publishers Distributors, Delhi
- 4) Systematic layout planning – Richard Muther Cahners
- 5) Food Service Planning: Layout & Equipment – Lendal H Kotschevar, Margaut E Terrell
- 6) Management operations and Research – N.Sathyanarayana
- 7) The Management of Maintenance and Engineering System in the Hospitality Industry By Frank D Borsenik & Alan T. Stuts, Publisher John Willey & Sons Inc NY
- 8) Designe & Layout of Food Service Facilities, Second Edition By John C. Birchfield and Raymond T Sparrowe, Publisher John Willey & Sons Inc NY

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

HMCT-317A

RESEARCH METHODOLOGY

Credits-2

Overview

The student in this course will learn about the research being conducted in any field. The course will cover the various kinds of research methodologies used for getting various kinds of results. The course covers the importance of data collection and the analysis of the data collected to secure different results for making decisions in the organization.

Objective:

1. Students would be able to understand about the importance of the research followed by the analysis of data collected to reach a decision for the benefit of the organization.
2. The students will also be able to understand which kind of research methodology would give what kind of results for the benefit of the organization.
3. Provide you knowledge and understanding of entrepreneurial skills.
4. Understand terms of trade and gain from food and beverage outlets.

Expected Outcome:

1. Enable you to learn skills and competence of research methodology.
2. Professional atmosphere and make you competent to work in stars category hotels.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

L-2 T/P-0

RESEARCH METHODOLOGY

Credits-2

COURSE CONTENT

UNIT – I

No of lectures-04 Hrs.

INTRODUCTION TO RESEARCH METHODOLOGY

- A. Meaning and objectives of Research
- B. Types of Research
- C. Research Approaches
- D. Significance of Research
- E. Managerial decision making
- F. Research & Managerial Effectiveness
- G. Research methods vs Methodology
- H. Research Process
- I. Criteria of Good Research
- J. Problem faced by Researches
- K. Techniques Involved in defining a problem
- L. Research in Tourism

UNIT - II

No of lectures-04 Hrs.

RESEARCH DESIGN

- A. Meaning and Need for Research Design
- B. Features and important concepts relating to research design
- C. Different Research design
- D. Important Experimental Designs

UNIT - III

No of lectures-04 Hrs.

SAMPLE DESIGN

- A. Censure and sample Survey
- B. Implication of Sample design
- C. Steps in sampling design
- D. Criteria for selecting a sampling procedure
- E. Characteristics of a good sample design
- F. Different types of Sample design
- G. Measurement Scales
- H. Important scaling Techniques

UNIT –IV

No of lectures-04 Hrs.

METHODS OF DATA COLLECTION

- A. Collection of Primary Data
- B. Collection through Questionnaire and schedule collection of secondary data
- C. Difference in Questionnaire and schedule
- D. Different methods to collect secondary data

UNIT – V

No of lectures-04 Hrs.

DATA ANALYSIS INTERPRETATION AND PRESENTATION TECHNIQUES

- A. Hypothesis Testing
- B. Basic concepts concerning Hypothesis Testing
- C. Procedure and flow diagram for Hypothesis Testing
- D. Test of Significance
- E. Chi-Square Analysis
- F. Some Software Packages used for Data Analysis
- G. Research Proposal: Report Presentation Techniques
- H. Assessment of the Quality of Research done
- I. Analysis of Qualitative Data
- J. Managerial Relevance

REFERENCE:

- 1) Travel Tourism & Hospitality Research, By Ritchie Goeldner Publisher: John Wiley
- 2) How to Complete your Research project successfully, Judith Bell, USB Publisher Distributors Delhi
- 3) Research Methodology – C.R.Kothari

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

HMCT-351A

FOOD PRODUCTION – IV (LAB)

Credits-2

Overview

The students will practically learn to prepare different types of gravies. They would also be cooking food from all the regions of India.

The course will also cover cooking in bulk as well as the desserts from various parts of the country.

Objective:

1. Students would be able to understand the preparation techniques about all the regional cuisines of the Indian subcontinent.
2. They would be able to understand the basics of cooking different Indian delicacies including the desserts.
3. Provide you knowledge and understanding of entrepreneurial skills.

Expected Outcome:

1. Enable you to learn skills and competence service of various types of cuisine.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

L-0 T/P-4

FOOD PRODUCTION – IV (LAB)

Credits-2

COURSE CONTENT

No of Practicals- 40 Hrs.

1. Preparation of basic gravies and commonly used Indian Masala.
2. Regional Cuisines of India – Covering various States of India.
3. Planning Elaborate Indian Menus up to 40 portions.
4. Preparation of simple Indian Desserts.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

HMCT-353A

PÂTISSERIE – IV (LAB)

Credits-2

Overview:

The student in this course will learn about the production of the items of bakery and confectionary. The course will also cover the basic techniques applied while making these items.

Objective:

1. Students would be able to practically understand about the production of bakery and confectionary items about mixing of different ingredients
2. The usage of various baking equipment which will help them in making the right product every time.
3. Provide you knowledge and understanding of entrepreneurial skills
4. Will also cover the basic techniques applied while making these items.

Expected Outcome:

1. Enable you to learn skills and competence service of various types of baking.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

L-0 T/P-4

PÂTISSERIE – IV (LAB)

Credits-2

COURSE CONTENT

No of Practicals- 40 Hrs.

Flavoured breads: Garlic, Onion, Milk, and Sweet
Savarin, Baba au Rhum, Broiche
Choux paste, Eclairs, Pie, Tarts, and Fruit desserts
Custards, Creams, Mousses and Soufflés

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

HMCT-355A FOOD & BEVERAGE SERVICE(Lab) -IV Credits-2

Overview

The student in this course will learn about bar of the restaurant and about the serving of alcohol & the cocktails. The course will cover all kind of glassware and the bar equipment.

The students in this course will be do the bar setup and the importance of setting of the bar with respect to the usage of different items while preparing variety of drinks.

Students would be able to practically understand the bar and its equipment.

They will do the setup of the bar and try to understand the importance of each and every kind of equipment used in the bar.

Provide you knowledge and understanding of entrepreneurial skills.

The students will do the mock practice of making the cocktails and the mocktails along with shakes and other soft & hard beverages.

Objective:

1. Students would be able to practically understand the bar and its equipment.
2. They will do the setup of the bar and try to understand the importance of each and every kind of equipment used in the bar.
3. Provide you knowledge and understanding of entrepreneurial skills.
4. The students will do the mock practice of making the cocktails and the mocktails along with shakes and other soft & hard beverages.

Course Outcomes

1. Enable you to learn skills and competence service of various types of cuisine.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

L-0 T/P-4 FOOD & BEVERAGE SERVICE(Lab) -IV Credits-2

COURSE CONTENT

No of Practicals-40 Hrs.

1. Practical will be in accordance with the topics of theory with Mock Service of alcoholic beverages. Wine, Beer and other alcoholic and non-alcoholic beverages.
2. Introduction to Bar equipment and glassware
3. Service of spirits and liqueurs
4. Bar setup and operations
5. Glassware used for different alcoholic & non-alcoholic beverages
6. Regional cuisine –Practical
7. Practice on menu- matching wines with food

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

HMCT-357A FRONT OFFICE OPERATIONS – IV (LAB) Credits-2

Overview

The student in this course will learn about the managing the guest folios. The course will also cover the compiling of all the charges to be paid by the guest at the time of check-out. The course will also cover the auditing of all the accounts to find out any discrepancy in the payments received from all the guests.

Students would be able to understand importance of billing and accounting as they are the major ingredients of revenue earning for the organization.

The students would be able to understand the importance of auditing as this helps in finding out any discrepancies in the payments which may lead to the possible loss for the organization. Provide you knowledge and understanding of entrepreneurial skills.

Objective:

1. Students would be able to understand importance of billing and accounting as they are the major ingredients of revenue earning for the organization.
2. The students would be able to understand the importance of auditing as this helps in finding out any discrepancies in the payments which may lead to the possible loss for the organization.
3. Provide you knowledge and understanding of entrepreneurial skills.
4. The student in this course will learn about the managing the guest folios.

Expected Outcome:

1. Enable you to learn skills and competence service of revenue management.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from front office operations.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY FOURTH SEMESTER

L-2 T/P-0 FRONT OFFICE OPERATIONS – IV (LAB) Credits-2

COURSE CONTENT

No of Practicals-20 Hrs.

1. Opening Guests Folio - Accounting - View folio, post charges, Posting Guest Charges, Telephone, Laundry, Room Charge, Food & Beverage and other charges.
2. Visitors Paid Outs
3. Allowances and Discounts
4. Foreign Exchange Regulations Awareness
5. Field Visits (Self) Assignments to observe Cashiers' Desk in classified Hotels and Small Hotels.
6. VTL, City Ledger Formats Handling Credit Cards, TC, Travel Agent Vouchers etc.
7. Night Auditing Reports
8. Auditing of Bill Statements

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY FOURTH SEMESTER

HMCT-359A HOUSEKEEPING – IV (LAB) Credits-1

Overview

The student in this course will learn about the setup of different sections of the housekeeping department like the linen room, laundry, uniform room etc. The course will also cover the usage of laundry equipment and the maintaining the inventory of the different items used in the housekeeping department.

Students would be able to practically understand the different equipment and its usage of the housekeeping department.

The students would understand the usage of laundry and its equipment along with maintaining the inventory of the entire department.

Provide you knowledge and understanding of entrepreneurial skills.

Objective:

1. Students would be able to practically understand the different equipment and its usage of the housekeeping department.
2. The students would understand the usage of laundry and its equipment along with maintaining the inventory of the entire department.
3. Provide you knowledge and understanding of entrepreneurial skills.
4. The student in this course will learn about the setup of different sections of the housekeeping department like the linen room, laundry, uniform room etc.

Expected Outcome:

1. Enable you to learn skills and competence service of various housekeeping equipment.
2. Professional atmosphere and make you competent to work in stars category hotels.
3. Understand terms of trade and gain from food and beverage outlets.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**FOURTH SEMESTER**

L-2 T/P-0 HOUSEKEEPING – IV (LAB) Credits-1

COURSE CONTENT

No of Practicals-20 Hrs.

1. Pantry set up.
2. Lay out of Linen room & Laundry
3. Linen & Laundry practical including stain removal,
4. Use of laundry equipment (washing machine),
5. Visit to laundry
6. Inventory Procedures.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIFTH SEMESTER

HMCT-2011A FUNCTIONAL EXPOSURE TRAINING FULL SEMESTER

Credits-20

Objective:

Students shall undergo Functional Exposure Training for full semester. The students would submit training report after successful completion of training from India/ abroad for the Third Semester evaluation.

The student shall register for the industrial training, just after the 2nd semester examination gets over with the designated faculty, who is responsible for training and placement and collect the Log book from the department administration office. The date of commencement and completion will be announced by the department in time. Students must adhere to the date and report to the concerned organization for training. The log book must be completed on daily basis and it should be duly signed by immediate supervisor of training area.

After successful completion of training , students' are expected to submit a Training report along with their appraisals and training completion certificate followed by the log book and Training (PPT) within two weeks of completion of their training (The date would be announced separately by the school). The same training report and presentation must also be submitted to the faculty supervisor before two weeks in advance or whatever date decided by the supervisor for internal assessment.

Once students have confirmed for the training at a particular hotel, the same would not be changed. No gaps are expected during training period. NOC will be issued only once. Duplicate NOC will be issued only with the recommendation of dean of the school on valid grounds.

Incomplete training or non-submission of concerned documents as stated above, under any circumstances or submission of forged documents may lead to repetition of semester as per the university examination evaluation policy. The date of evaluation of training report and presentation would be announced by the department.

Training Report of the Functional Exposure Training shall be prepared by the students and will present presented before duly constituted panel comprising of:

1. Institute Representative (Dean/ Director/Principal or his nominee)
2. Industry Representative (External Examiner appointed by the dean of school)
3. Training Supervising Faculty/ Training Coordinator

Functional Exposure Training documents to be presented at the end of training to the concerned faculty, responsible for training, who shall be appointed by the dean of school.

Functional Exposure Training shall carry 100 marks in each operational area. Out of these evaluations for the equivalent marks of 50 shall be done on internal component basis on feedback (verbal/written) sent by the students and by the concerned hotel during his/her training by the appointed internal guide and for the rest of 50 marks evaluation shall be done as an external component which includes log book, appraisals, training certificate, presentation, grooming and behavior. Overall Functional Exposure Training will carry 400 Marks for all four core operational areas such as- F&B Production, F&B Service, Front Office and Housekeeping. In case student is unable to perform his training in all the core areas of Hotel Operations, weightage of 400 marks will be evaluated in which area candidate has undergone his training.

Training report to be submitted as per specifications and format (to be collected from the college). Daily Log Book, Training Report, Performance Appraisal, Training certificate will be essential documents for evaluation.

Expected Outcome:

1. Enable you to learn practical skills and competence during industrial training.
2. Provide you knowledge and understanding of entrepreneurial skills.
3. Professional atmosphere and make you competent to work in stars category hotels.
4. Understand terms of trade and gain from food and beverage outlets.

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
THIRD SEMESTER**

**L-0 T/P-0 FUNCTIONAL EXPOSURE TRAINING FULL SEMESTER
Credits-20**

COURSE CONTENT

Functional Exposure Training
Full Semester

Student must secure overall 40% marks to clear the semester, failing which one has to repeat the Semester in corresponding years.

INTERNAL ASSESSMENT COMPONENT -	50%
Student's Job Orientation-	20%
Student's feedback -	5%
Organization Feedback-	10%
Punctuality -	10%
Student's Grooming & behavior	5%
EXTERNAL ASSESSMENT COMPONENT -	50%
Training Report-	20%
Log Book-	10%
Appraisal and certificate	5%
Presentation	10%
Student's Grooming & behavior	5%

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
SIXTH SEMESTER**

HMCT 302A ADVANCE FOOD PRODUCTION MANAGEMENT-I Credits-2

Overview

This course will provide the learner an insight of fundamental information of food production. The origin of culinary to modern history of cookery practice, steps involve in preparation before cooking, method of mixing food, texture, faults and remedies. One would be able to understand essentials of different types of food preparation.

They would also be exposed to various cooking methods, time and temperature. The learner would be able to understand the kitchen organization and kitchen management skills. Hygiene, sanitation and safety are the key concern of the food handlers, which would be taken into practice.

Use kitchen equipment and utensils while preparation of food. Various food commodities names and usage would be demonstrated.

Basic food preparations of soup sauce, stock, appetizers and popular baking product preparation would also be incorporated while study.

Objective:

1. Students are exposed to the Advance Food Production to be able to understand the food production in greater extent.
2. Students are generally encounter difficulties in identifying problems in various culinary terms, name of equipment's, utensils, spices and their usage, understand the food production hierarchy system and kitchen management .
3. The student in this course will learn about the various cuisines of the Asian & European continents.
4. The students would also be exposed to the various types of meat cooking and the usage of wines and herbs & spices. In the bakery & confectionary part, the course will cover the usage of chocolate in making different items.

Expected Outcome:

1. Enable you usage of various ingredients like the wines and spices and their importance in the cooking of different food items
2. Provide the students with the knowledge and understanding of entrepreneurial skills
3. The students would also be able to about different uses of chocolate in the preparation of desserts.
4. Enable you to understand about multiple cuisines from around the world.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SIXTH SEMESTER

L-2 T/P-0 ADVANCE FOOD PRODUCTION MANAGEMENT-I Credits-2

COURSE CONTENT

UNIT-I No of lectures – 04 Hrs.

Asian cuisine-

Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries

Chinese, Japan, Thai, Indo, Philippine,

Special ingredients, equipment, tools, preparation and technology involved.

Mexican, Lebanese, Middle Eastern, Spanish.

UNIT-II No of lectures – 04 Hrs.

European cuisine-

Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries

French, Italy and Germany. Special ingredients, equipment, tools, preparation and technology involved,

Pasta & rice, types and sauces

UNIT –III No of lectures – 02 Hrs.

Charcuterie

Preparation & processing of sausages, ham, bacon, gammon green bacon, larding, barding.

Uses of different cuts, Forcemeats, Galantines, Pate, Mouse & Mousseline, Quenelles, Edible display

UNIT-IV No of lectures – 02 Hrs.

Use of Wine & Herbs in Cooking

Ideal use of Wine in Cooking, Classification of Herbs, Idea; Use of Herbs in Cooking

UNIT-V

No of lectures – 02 Hrs.

Product Research & Development

Testing of New Recipes & Equipment, Developing new recipe, Food Trials, Organoleptic & sensory evaluation

UNIT-VI

No of lectures – 03 Hrs.

Chocolate Making

Manufacturing & Processing of Chocolate, Types, Preparation & Care, Filling & Toppings, Presentation and storage

UNIT-VII

No of lectures – 03 Hrs.

Production Management

Buying Knowledge, Production planning & scheduling, Production quality & quantity control, basic stages in preparation of budget, pricing consideration

REFERENCES

1. Professional Chef, The Culinary Institute of America Published By John Wiley & Sons Inc
2. Professional Baking 4th Edition By Wayne Gisslen: John Wiley & Sons Inc
3. The Professional Chef (4th Edition) By Le Rol A. Polsom
4. Practical Cookery By Kinton & Cessarani
5. Theory of Catering By Kinton & Cessarani
6. Pactical Professional Cookery By Kauffman & Cracknell
7. Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
8. Larousse Gastronomique By Hamlyn, Publisher Octopus Publishing Group London

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY SIXTH SEMESTER

HMCT 306A ADVANCE ROOMS DIVISION MANAGEMENT-I Credits-2

Overview

The student in this course will learn about the different management functions that can be applied in the day-to-day activities at the Front Office of the hotel. The course also covers the aspect of deciding the room rates for the rooms on daily / weekly basis. The students would be exposed to the budget for the smooth operations of Front Office. Yield Management provides the insight about the revenue which is earned and how the revenue be maximized while managing the yield.

Objectives:

1. Students would be able to understand about different management functions that can be applied on the daily activities of Front Office.
2. The students would be able to understand the concept of different room rates for various time periods.
3. The course shall also make the students aware of the importance of the budgets for the department for a specific time period.
4. The students would be able to understand the importance of budgeting. All the aspects related to the budgeting including controlling of the expenses and spending the money in a very systematic manner where proper justification can be there.

Course Outcomes:

1. Understand different management functions that can be applied on the daily activities of Front Office.
2. Understand the concept of different room rates for various time periods.
3. The course shall also make the students aware of the importance of the budgets for the department for a specific time period.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SIXTH SEMESTER

L-2 T/P-0 ADVANCE ROOMS DIVISION MANAGEMENT-I Credits-2

COURSE CONTENT

UNIT –I No of lectures – 04 Hrs.

Room Division Management Functions –
Planning, Organizing, Coordinating, Staffing, Controlling and Evaluating, Importance of leadership

UNIT – II No of lectures – 03 Hrs.

Establishing room rates – Market condition approach, Rule of thumb approach, Hubbart formula approach.

UNIT – III No of lectures – 03 Hrs.

Understanding nature of demand – Daily variation in demand, Weekly variation in demand, Seasonal variation in demand, Other time cycles.

UNIT-IV

No of lectures – 04 Hrs.

Budgeting - Cost control,
Forecasting Rooms Revenue, Estimating Expenses, Refining Budget Plans, Daily Operation Report, Occupancy Ratios, Room Revenue Analysis, Hotel Income Statement & Room Div. Income Statement, Room Division Budget Report, Operating Ratios, Ratio Standards.

UNIT-V

No of lectures – 03 Hrs.

Yield Management -
Concept of Yield Management,
Elements of Yield, Group Room Sales, Transient Room Sales, F&B activity, Local & Area wide Activities, Special Events.

UNIT- VI

No of lectures – 03 Hrs.

Using Revenue Management- Potential high and low demand tactics,
Implementing revenue strategies, availability strategies.

REFERENCES

- 1) Managing Front Office Operations – Kasavana & Brooks, Educational Institution AHMA
- 2) Front Office – operations and management – Ahmed Ismail Publisher: Thomson Delmar.
- 3) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- 4) Front Office Operations – Colin Dix & Chris Baird.,
- 5) Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum,

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SIXTH SEMESTER

HMCT 304A ADVANCE FOOD & BEVERAGE SERVICE MANAGEMENT-I

Credits-2

Overview

The student in this course will learn about the day-to-day activities of the restaurant and bar at the hotel or any stand-alone restaurant. The course also covers all the aspects of planning for the opening of a restaurant at any location. This course covers the activities covered in the banquets.

Students would be able to understand complete operations of the F&B outlet which would include staff handling, fire prevention, advertising and indenting of different items from the stores department for the usage on the day-to-day operations.

The course also covers the different aspects of planning, design layout and location of the restaurant. This is a very important aspect to understand because it is foundation post which the restaurant starts its operations and maximizes its revenues.

The students would be exposed to the specialized form of service like the Guéridon Trolley service as this kind of service enhances the image of the outlet and helps in word of mouth publicity because it attracts the customers towards this kind of special service.

Objectives:

1. Students would be able to understand complete operations of the F&B outlet which would include staff handling, fire prevention, advertising and indenting of different items from the stores department for the usage on the day-to-day operations.
2. The course also covers the different aspects of planning, design layout and location of the restaurant. This is a very important aspect to understand because it is foundation post which the restaurant starts its operations and maximizes its revenues.
3. The students would be exposed to the specialized form of service like the Guéridon Trolley service as this kind of service enhances the image of the outlet and helps in word of mouth publicity because it attracts the customers towards this kind of special service.
4. The course enables the students to understand the basics of the functioning of the restaurant including all aspects of operations.

Expected Outcome:

1. Students would be able to make the restaurant operational from the scratch including the design, planning and picking up the location for the restaurant.
2. Special kind of service like the Guéridon Trolley service is part of the course where students would come to know about this kind of special service.
3. This course also enables the students to understand the functioning of the bar and all the activities related to the operations of bar.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SIXTH SEMESTER

L-2 T/P-0 ADVANCE FOOD & BEVERAGE SERVICE MANAGEMENT-I Credits-2

COURSE CONTENT

UNIT - I No of lectures – 04 Hrs.

MANAGING F&B OUTLETS

Indenting and maintaining par-stocks of supplies, Advertisement/selling techniques. Garbage disposal, Situations handling, Fire and emergency procedure, Employee requirement, Setting up operational procedures, Training programmes, Employee evaluating / performance appraisal.

UNIT-II No of lectures – 04 Hrs.

RESTAURANT PLANNING AND OPERATION

Types of Restaurant, Location or site, Sources of finance, Design consideration, furniture, lighting and décor, equipment required, records maintained, Licenses required

UNIT - III No of lectures – 04 Hrs.

GUERIDON SERVICE –

History & definition of Guéridon, Types of Trolley, Various items to be prepared, Advantages and disadvantages of Guéridon, Flambé work.

UNIT – IV No of lectures – 04 Hrs.

BAR OPERATIONS –

Types of Bar- Cocktails, Dispense, Floating/ Cash bar, Area of bar - Front, Under, Back. Bar equipment, Bar stocks of-alcoholic, mixers, Non-alcoholic, Perishable & dry stores. Staffing and their job description, inventory & controls systems. Liquor Licenses

EVENT MANAGEMENT & FUNCTION CATERING-MICE

Theory of Event Management, Event Administration, Event Coordination, Event Marketing, Concept & Planning for MICE segments, Role of sales and marketing,

Organization of banquet department with their duties of responsibilities,

Pricing banquet, Banquet protocol.

Types of function - formal/informal, buffets, theme parties, food festivals, Outdoor caterings, meeting/conference/seminars/convention/ workshops, cocktails and tea. Planning & Organizing Themes of Indian and International cuisine.

Booking procedure - Booking diary, Function Prospectus and its notifications. Function planning- space requirement.

Table configuration, seating plan, name cards, service sequence, sequence of events & toasting, Closing and evaluating the function.

REFERENCES

1. Food & Beverage Management By John Cousines, David Foskett, Publisher: Pearson Education
2. Profitable Food & Beverage Management-By Richard Kotas & Chandra Jaywardana, Publisher: Hodder & Stoughton
3. Food & Beverage Management- Bernard Davis, Andrew Lockwood, Sally Stone, Publisher: Elsevier
4. Food & Beverage Service - Dennis R. Lillicrap. & John .A. Cousins. Publisher: ELBS
5. Food Service Operations , Peter Jones, Cassel
6. Food & Beverage Service By Ronald F Cichy, Paul E Wise, Publisher: Educational Institution AHMA
7. The Bar and Beverage Book By Costas Katsigris, Mary Porter Chris Thomas (Publisher: LIB)
8. Meetings, Conventions, and Expositions By Rhonda J Montgomery and Sandra K Strick
9. Special Events, Global Event Management in 21st Century, Third Edition: Joe Goldblatt, the Goldblatt Company International

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SIXTH SEMESTER

HMCT 308A ADVANCE HOUSEKEEPING OPERATIONS MANAGEMENT-I

Credits-2

Overview:

The student in this course will learn about the different management functions that can be applied in the day-to-day activities at the Housekeeping department of the hotel. The course also covers all the aspects of budgeting for the smooth operations of the department. This course covers the activities related to inventory control and the environmental control.

Students would be able to understand about the importance of planning & budget control for the day-to-day operations of the housekeeping department.

The course shall also enable the students to understand the importance of inventory & environmental control for the department.

The students would be exposed to the various factors involved in the renovation of different areas of the hotel along with the arrangements of flowers for different occasions / functions that take place in the hotel throughout the year.

The course also covers the importance of pest control as it is directly related to the hygiene and sanitation of all the areas including the public areas. In this course students learn about the safety and security of the hotel and steps required to maintain the same.

Objectives:

1. Students would be able to understand about the importance of planning & budget control for the day-to-day operations of the housekeeping department.
2. The course shall also enable the students to understand the importance of inventory & environmental control for the department.
3. The students would be exposed to the various factors involved in the renovation of different areas of the hotel along with the arrangements of flowers for different occasions / functions that take place in the hotel throughout the year.
4. The course also covers the importance of pest control as it is directly related to the hygiene and sanitation of all the areas including the public areas. In this course students learn about the safety and security of the hotel and steps required to maintain the same.

Expected Outcome:

1. The students would be able to understand the importance of planning and other functions of management in the housekeeping operations which also includes the staffing and retention of the staff.
2. The course enables the students to understand the importance of the usage of real flowers and various flower arrangements for variety of occasions like the conferences, weddings, meetings, etc.
3. The students would get the fair idea about the process and requirement of renovation of any particular area of the hotel and the budget required for running the day-to-day operations of the department.
4. Maintaining stocks and the inventory of the items required for the operations is a very important function to be understood by the students. Also, studying about the pest control is quite important for the students as it plays a very critical factor in the satisfaction of the customers.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SIXTH SEMESTER

L-2 T/P-0 ADVANCE HOUSEKEEPING OPERATIONS MANAGEMENT-I Credits-2

COURSE CONTENT

UNIT – I No of lectures – 03 Hrs.

Planning and Organizing

Staffing, Work Study, Measurement of work, Job analysis, Motivating staff, Recruitment & orientation, Selecting & Training, Work Scheduling – Rotational & tight, Contract Service, Criteria for Work – load (Equal distribution of Work)

UNIT – II No of lectures – 03 Hrs.

Flower Arrangement

Principles, Purpose, Types – Japanese, western, free style, Traditional Equipment, accessories, rules and step.

Functions, theme decoration – Christmas, New Year, Onam, Wedding, Reception, Birthday, Pongal, meeting etc.

UNIT – III

No of lectures – 04 Hrs.

Renovation Process

Redecoration, Renovation process, Refurnishing, Types & selection of furniture

UNIT – IV

No of lectures – 04 Hrs.

Budget and Budgetary Controls

Definition of budget, Types of budget - Capital and Operational Expenditure Budget and Pre-opening Budget, Purchase & selection criteria, Guest Supplies, Selection of Cleaning Equipment & Cleaning Agents, Importance of Budgetary Control, Controlling systems

UNIT – V

No of lectures – 04 Hrs.

Inventory Control Storage, Inventory & stock taking, Registers & records maintained, Concept of safeguarding assets, Inventory Control

UNIT – VI

No of lectures – 02 Hrs.

House Keeping & Environmental Control Pest Control, Waste water treatment & disposal, Environmental Service, Environmental Pollution.

UNIT – VII

No of lectures – 02 Hrs.

Security and Vigilance

Its Importance, Role & procedures adopted by the security department, Organization Structure - Details of Security in Public Area,

Monitoring of Activities in Public Areas, Guest Floor, Lobby & Rooms, Staff Utility and Back of the House Areas.

Safety of guest property, hotel property

Different kinds of security equipments used in Hotel Operation.

REFERENCES:

1. House Craft – Valerie Paul
2. Commercial Housekeeping & Maintenance – Stanley Thornes
3. Hotel, Hostel and Hospital Housekeeping – John C. Bronson and Margaret Lennox
4. Hotel and Catering Studies – Ursula Jones
5. Housekeeping and Front Office – Jones
6. Managing housekeeping Custodial Operation – Edwin B. Feldman
7. Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones
8. Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
9. Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher :CRC
10. Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
11. Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer Publisher: Traveler's Tales

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY SIXTH SEMESTER

HMCT 310A

FINANCIAL MANAGEMENT-I

Credits-2

Overview

Students would be able to understand about the importance of financial management in the day-to-day operations of the finance department. The course shall also enable the students to understand the importance of capital investments and the working capital for the hotel.

The course exposes the students to the various aspects of the financial management where the companies take many financial decisions to maximize the revenue generation thereby increasing the profit margins of the organization.

The students also learn about the decisions based on the different reports that are generated from various activities that take place in the daily operations in all the departments of the hotel.

Objectives:

1. The student in this course will learn about the nature and scope of financial management of the hotel.
2. The students also learn about the decisions based on the different reports that are generated from various activities that take place in the daily operations in all the departments of the hotel.
3. The course also covers all the aspects of capital investments & working capital for the operations of all the departments of the hotel.
4. The course also talks about the reporting & responsibilities of the personnel of the department.

Expected Outcome:

1. The course enables the students to get the information about the financial management including the goals, nature, concept, scope and functions of it.
2. It provides the students with the knowledge of project planning and testing the viability of the project that is already running or maybe coming up in the future.
3. The students would be able to understand the different capital ratios that are used in the financial management. The students also cover the impact of price change on the financial decisions.
4. The course talks about the spread sheets and different kinds of reports used by the finance department to analyze various aspects of functioning of the business of the organization.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SIXTH SEMESTER

L-2 T/P-0

FINANCIAL MANAGEMENT-I

Credits-2

COURSE CONTENT

UNIT – 1

No of lectures – 04 Hrs.

NATURE AND SCOPE OF FINANCIAL MANAGEMENT

Corporate Objectives, Profit Maximization Objective, Wealth Maximization Objective, Goals of Financial Management, Social Objective, Nature of Financial Management, Concept of Financial Management, Function of Financial Management, Scope of Financial Management, Concept of Financial Management in Public Sectors, Role of Finance Manager in a changing Economics Scenario in India.

UNIT – II

No of lectures – 04 Hrs.

MANAGEMENT CAPITAL INVESTMENT

Goals of Project Planning,

Require Rate of returns standards & costs of Capital, Tradition Techniques for testing Viability,

Cash Flow discipline in Project Analysis, Computational Resources, Data Sensitivity Analysis, Probability Analysis, Risk, Reappraisal: Ex-post Evaluation & Capital Expenditure.

UNIT – III

No of lectures – 04 Hrs.

MANAGING WORKING CAPITAL

Working capital ratios,

Decisions making, examples of working Capital Flows, timing of Flows, Flow of Funds, Product Cash Cycle, Managing debtors, Managing Stocks, Managing Creditors.

UNIT – IV

No of lectures – 03 Hrs.

RELATIVE PRICE CHANGES & FINANCIAL DECISION

Real Interest rates & Real Price Changes,

Nominal Price Changes, Constant Prices & Constant Price Levels, Relative Price Changes, Forecasting Relative Price Changes.

UNIT – V

No of lectures – 02 Hrs.

COMPUTERS & FINANCIAL DECISION MAKING

Intelligent Task, Spreadsheets & Logic Modelers, Expert System, Fuzzy sets.

UNIT – VI

No of lectures – 03 Hrs.

REPORTING & RESPONSIBILITIES

Systems Design in Managerial Accounting, Keys to control. Organization & Behavior Implications,

Criteria for Information Usefulness,

Internal Financial Reporting & Management Control, Staffing & Operating the Management Control System.

REFERENCES

1.Hotel Operations and Auditing Manual By Gail Sammons, Patrick J. Moreo, Publisher: Amajon.com

2.HOTEL ACCOUNTING & FINANCIAL CONTROL- Ozi A.D’Cunha & Gleson O. D’Cunha Publisher: Dicky’s Enterprize, Mumbai

3.Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley

4.Hospitality Management Accounting By Martin G Jagles & Michael M Coltman, Publisher Wiley

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SIXTH SEMESTER

HMCT 312A

HOTEL LAW & LICENSING

Credits-2

Overview

The students after completing this course would be able to understand the requirement and necessity of laws applicable in the operations of the hotels. The course would enable to students to understand the benefits the employees would receive while working in the hotel. They would also understand the taxation and trade regulations that the hotels have to abide by.

The course also covers the rights and duties of the employees till the time they are working in a particular organization and also the benefits they continue to receive from the employer throughout his tenure as an employee of the organization.

The students would also understand the laws related to the employment and the benefits they and their families would receive till they work in that particular company.

The students would also cover the laws related to employers' rights and duties when they hire some people to work in their organization.

Objectives:

1. The student in this course will learn about the laws pertaining to the operations of different departments of the hotel like the laws related to food preparation, service of alcohol, employees working in the hotel and the employer.
2. The course also covers the benefits the employee should receive from the organization for providing the services to the organization.
3. The students would be exposed to the taxation and trade regulations for the hotels.
4. The students would also understand the laws related to the employment and the benefits they and their families would receive till they work in that particular company.

Expected Outcome:

1. The course talks about the laws related food preparation and serving in the hotels and other food service outlets.
2. The students would be exposed to the laws and licenses required for the service of alcoholic beverages in the bars and other food & beverage service outlets across the country.
3. The course also covers the laws related to the employees, their benefits, their duties and responsibilities and their rights as the employee of the organization.

4. The students would be made aware of the laws related to the welfare of the employees and their families and also the medical benefits the employees can receive when they are working in any organization.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SIXTH SEMESTER

L-2 T/P-0

HOTEL LAW & LICENSING

Credits-2

COURSE CONTENT

UNIT – 1

No of lectures – 02 Hrs.

General Laws Regarding Food
 State and Local Laws Regarding Food
 General Liability for Unwholesome Food Warranties Truth in Menu
 Laws and Labeling Laws
 Patent Laws and Trade Marks Prevention of
 Food Adulteration Act.

UNIT – II

No of lectures – 02 Hrs.

State Laws Relating to Alcoholic Beverages
 General Nature of Control by State Application for an Issuance of Licenses General
 Restrictions on Licenses
 Common Law Liability for Serving Alcoholic Beverages to Intoxicated persons Hours and
 Premises of Sales
 Books and Records Important Warning
 Important Points for Management

UNIT – III

No of lectures – 02 Hrs.

Wage and Hour Laws Applicable to Hotel Employees
 Coverage of State Laws Minimum Wage Act.
 Industrial dispute Act. Unfair Labour Practice.

UNIT – IV

No of lectures – 02 Hrs.

Employees Family Welfare and Medicals
 Covered Employers and Eligible Employees Leaves of Absence for Eligible Employees
 Leave Schedule
 The Relationship of FMLA Leaves to other Forms of Paid or Unpaid Leave Health Benefits
 During the Leaves

Additional Protection for Employees Prohibition for Employers
“Serious Health condition” Defined Spouses Employed by the Same Employer
Employee Transfers to Alternative Positions Change or Termination of Alternative Positions
Employer Penalties for Non-Compliance
The FMLA’s Effect on State laws
Special Considerations for Unionized Employees Regulations
Important Points for Management Sexual Harassment of Employees

UNIT – V No of lectures – 02 Hrs.

Income Tax: Withholding and Reporting Requirements
General Nature of Law-Income Tax Determination of Wages Withholding Priorities
Deposit of Tax
Returns & Payment of Tax
Taxes applicable on Meals and Lodging Annual Report of Withholding
Tip Reporting Requirements

UNIT – VI No of lectures – 02 Hrs.

Consumer Protection Laws Affecting Hotels
Credit Card Laws Catering Contracts No Smoking Laws
Restriction in playing recorded music in guestrooms/ public areas.

UNIT – VII No of lectures – 02 Hrs.

Public Health and Safety Requirements
Building Codes
Water Supplies, Sewage System and Drainage Contagious Diseases
Swimming Pool, Guest elevators.

UNIT – VIII No of lectures – 02 Hrs.

Fire Safety Laws
State and Local Fire Legislation

UNIT – IX No of lectures – 02 Hrs.

Taxes
State and Local Taxes: General Sales Taxes, Luxury Tax Hotel Room Occupancy Taxes
State Liquor Taxes

Understanding Franchising

What is franchising? The Franchise Contract, Trade Regulations Hotel Management Contract.

REFERENCES

- 1)Legal Aspect of Hospitality Management Second Edition, By John E.H. Sherry, Publisher Wiley & sons
- 2)Principles of Business Law- Aswathappa. K.
- 3)Shops and Establishment Act
- 4)Bare Acts of Respective Legislation

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
SIXTH SEMESTER**

HMCT 314A MANAGING HOSPITALITY HUMAN RESOURCES -I Credits-2

Overview

The students after completing this course would be able to understand the importance of the human resource department and its functioning with regards to the performance of the employees working in different departments in the organization.

The course covers the organizations' need for providing the employment to people at different levels in various departments. The students would understand the basics of recruitment and selection of the employees from various sources.

The course also covers the formation and necessity of the unions in the organizations and the functioning of the same in sync with the top management.

It is important for the HR department to have the training section in place because the continuous updating of skills of the employees is important for the success of employees and the organization.

Objectives:

1. The student in this course will learn about the basic functioning of the human resource department.
2. The course also talks about the need for the department and the purpose of recruiting and selection for different departments of the organization.
3. The course also covers various other activities the department is involved for the improvement of the functioning of the employees so that the overall performance improves which gives the benefit to the employer and the employees.
4. The course also covers the formation and necessity of the unions in the organizations and the functioning of the same in sync with the top management.

Expected Outcome:

1. The course covers all the aspects of basic planning for the human resource for the organization. The requirement of human resource at all levels is part of the planning.
2. The students would be able to understand the requirement of the job description and specification for any profile in the organization as it is the foundation for any organization.
3. The course also covers the factors involved in the recruitment and selection of the employees at all levels in different departments of the organization.
4. The students would also be exposed to the factors leading to the formation of the unions in the company and requirement of the same for keeping the employee interests intact.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SIXTH SEMESTER

L-2 T/P-0 MANAGING HOSPITALITY HUMAN RESOURCES -I Credits-2

COURSE CONTENT

UNIT – I

No of lectures – 04 Hrs.

Basic Human Resource Planning

1. Macro level scenario of Human Resource Planning
2. Concept and process of Human Resource Planning
3. Planning
4. Methods and techniques of demand forecasting
5. Methods and techniques of supply of forecasting
6. Attitude towards time, work and leisure

UNIT – II

No of lectures – 03 Hrs.

Job Evaluation

1. Job analysis and job description.
2. Job specification-definition and formats.
3. Job evaluation-concept, scope and limitation.
4. Job evaluation methods, meaning and types.
5. Job enlargement/rotation, job enrichment.

UNIT-III

No of lectures – 02 Hrs.

Selection and Recruitment

1. Selection-Application, Interviews-types, group selection procedure, reference.
2. Recruitment's-sources and methods.

UNIT – IV

No of lectures – 03 Hrs.

Motivation

1. Theories of motivation, creating a positive motivational environment.
2. Use of reward to motivate employees.
3. Communication as motivation.
4. Motivation through effective leadership.

UNIT – V

No of lectures – 04 Hrs.

Labour Relations

1. Why employees Unionize?
2. Structure of Unions.
3. How employees become Unionized.
4. Working with unions.
5. Maintaining non- union status.

UNIT – VI

No of lectures – 04 Hrs.

Orientation and Training

1. Difference between orientation and training.
2. Benefits of orientation, developing the orientation programs.
3. Orientation of different levels of employees - new joiners, trained and experienced, New employee, executives and other highly experienced new employees, disabled employees, employees where first language is not English.
4. Elements of typical orientation programme.
5. Follow up and evaluation.
6. Training and its importance
7. Developing and designing a training programme.
8. Creating training sessions.
9. Selecting trainers.
10. Evaluating the training programme.
11. Training a continuous process.

Reference:

1. Human Resources Management for Hospitality by Linda A. Jerris
2. Organization Behaviour in Hotels & Restaurants Yvonne Guerrier
3. Essentials of Organization Behaviour, By Stephen P Robbins Publisher Prentice Hall.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**SIXTH SEMESTER****HMCT 316A HOSPITALITY SERVICE MARKETING & SALES Credits-2****Overview**

The students after completing this course would be able to understand the difference between the marketing and sales for any organization. The students would also understand the different models of sales like the tele-sales, personal sales, banquet sales etc.

The course covers the techniques used by the marketing departments of the organizations of the hospitality sector. Also, the role of sales department for increasing the no. of customers for the company thereby, increasing the revenue and eventually the profits.

Objectives:

1. The student in this course will learn about the marketing and sales trends currently prevalent in the hospitality sector.
2. The course also covers the various aspects of marketing and sales in the sector.
3. The students are also exposed to the different models of marketing and sales in the hotels & the tourism sector.
4. The students would also understand the different models of sales like the tele-sales, personal sales, banquet sales etc.

Expected Outcome:

1. The course talks about the current trends in the marketing & sales in the hospitality sector across the world. It also talks about the different methods used for targeting customers from various regions of the country and abroad.
2. The course also covers various marketing plans prepared for improving the footfall in their premises for better revenue generation.
3. The students would also understand the different sales techniques used by the organizations of multiple hospitality sectors.

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
SIXTH SEMESTER**

L-2 T/P-0 HOSPITALITY SERVICE MARKETING & SALES Credits-2

COURSE CONTENT

UNIT – I No of lectures – 04 Hrs.

Introduction to Hospitality Sales and Marketing
Today's Hospitality Trends - Globalization, Consolidation, Product Segmentation, Expansion of Legalized, Gambling, Distribution Methods, Computers, Media Planning, Environmental Awareness, Guest Preferences, Relationship Marketing.
Marketing and Sales - Marketing Vs. Sales, The Marketing Mix
Management's Role in Marketing & Sales -The General Manager, The Director of marketing, The Director of Sales
The Importance of Sales - Sales a Career, The Challenges of Hospitality Sales.

UNIT – II No of lectures – 04 Hrs.

The Marketing Plan
The Marketing Team, Steps of Marketing Plan, Conducting a Marketing Performance, Audit, Selection Target Market,
Positioning the Property, Determining Marketing Objectives,
Developing and Implementing Action Plans, Monitoring and Evaluating the Marketing plan.

UNIT – III No of lectures – 04 Hrs.

The Sales Officer
The Marketing and Sales Division - Organizing a Sales Officer,
The Sales Area, Hiring Effective Sales People, Training, Managing, Evaluating Sales Team, Compensating Sales Team, Supplementary Sales Staff.
Developing The Sales Office Communication System - Sales meeting, Sales Records, Filling System, Performance audit of head of the sales department.
The Automated Sales Office - Computerized Client Information, List Reports and Analysis, Yield Management.

UNIT – IV No of lectures – 04 Hrs.

Personal Sales
Prospects Qualifying & Personality traits.
Preparing for the Presentation Sales Call - Pre-presentation Planning, The Sales Kit, Projecting a Professional Image.
Improving Sales Productivity - Time Management, Key Account Management.

Telephone Sales

Basic of Telephone Communication - Telephone Etiquettes, Telephone Communication Skill, Listening Skill.

Out Going Calls - Prospects and Qualifying Calls, Appointment Calls, Sales, Promotional Call, Service Calls, Public Relation Calls.

In Coming Calls - Reservations, Response to Advertising, Inquiries.

Telephone Sales Operation - Telephone Sales Blitzes, Tele Marketing Operations.

REFERENCES

1. Hotel & Food Service Marketing- Francis Buttle
2. Marketing Hospitality, By Cathy H.C. Hsu and Tom Powers Published By Wiley
3. Hospitality Sales A Marketing Approach By Margaret Shaw Published By Wiley

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**SIXTH SEMESTER****HMCT 352A****FOOD PRODUCTION (LAB) – V****Credits-2****Overview**

The students after completing this course would be able to understand the different techniques used in the preparation of various items cuisines from around the world. The practice of making these different dishes would enable them to understand the importance of different ingredients used for different items in specific cuisines.

Objectives:

1. The student in this course will learn about the software applications used in the food production area.
2. The students would also practice the preparation of food items from cuisines of countries from around the world. They would also make different kinds of salads and hors d'oeuvres.
3. The practice of making these different dishes would enable them to understand the importance of different ingredients used for different items in specific cuisines.

Expected Outcome:

1. The students would be exposed to the various software available to control all the functions of production of food.
2. The students would practically prepare food items from different cuisines across the world.
3. The course also outlines the details of the project work to be done during this course.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SIXTH SEMESTER

L-0 T/P-4

FOOD PRODUCTION (LAB) – V

Credits-2

COURSE CONTENT

No of Practical – 40 Hrs.

Students should be familiar with the various software applications in Food Production (e.g. Purchase, stores, standardization recipes, food cost reports etc.)

Salads, cold preparations, pates, galantines, Ballontines, mousse, Aspic, chaudfroid, forcemeats – platters and buffets.

Practice on Ice Carving, Tallow sculpture, Fruit & Vegetable display, Pastilage, Salt dough & Jelly logo

International cooking – various countries. International cuisine (French, Oriental, Chinese, Thai, Italy, Germany, Spain, Greece, Mexican, Mediterranean and Lebanese)

Western starters, snacks and hors d'oeuvres

Specialized Project work: intended to serve the student develop ability to apply multidisciplinary concepts, tools, techniques to deal with operational problems related to department. The project may be one of the following types:

- a. Comprehensive case study
- b. Interdepartmental study
- c. Field study

(Any topic as per Industrial Trends and need, Innovations & diversification from time to time)
Synopsis of the project should be prepared in consultation with faculty and submitted in the department. The synopsis should clearly state the objectives and research methodology.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SIXTH SEMESTER

HMCT 354A

PÂTISSERIE – V

Credits-2

L-0 T/P-4

Objective:

The student in this course will prepare different breads and frozen desserts and practice the same so that they become perfect in making these items as these items are quite delicate and require high skills to prepare.

Expected Outcome:

1. The students would practically prepare various types of bakery and confectionery items from across the world.
2. The course also outlines the details of the project work to be done during this course.

Overview

The students after completing this course would be able to prepare various kinds of breads from India and other countries and also the frozen desserts different types of cakes.

COURSE CONTENT

No of Practicals – 40 Hrs.

Quick breads & cakes, frozen desserts, Chocolate and confectionery, decorated cake, Gateaux. Chocolate cake, Christmas cake, Wedding & Specialty Cakes, meringue, struddles, turnovers, mille-feuilles Product research work

Specialized Project work: intended to serve the student develop ability to apply multidisciplinary concepts, tools, techniques to deal with operational problems related to department. The project may be one of the following types:

- a. Comprehensive case study
- b. Interdepartmental study
- c. Field study

(Any topic as per Industrial Trends and need, Innovations & diversification from time to time) Synopsis of the project should be prepared in consultation with faculty and submitted in the department. The synopsis should clearly state the objectives and research methodology.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SIXTH SEMESTER

HMCT 356A FRONT OFFICE OPERATIONS (LAB) – V Credits-2

L-0 T/P-2

Overview

The students after completing this course would be able to understand various approaches to fixing the room rates for time periods. Facing the real-life situations would make the students realize that the operations at Front Office require a lot of common sense and understanding of the guests needs.

Objective:

1. The student in this course will learn about different approaches to fixing the room rates for all the available categories of rooms in the hotel.
2. The students would also be exposed to various practices adopted by the hotel for forecasting, scheduling, and budgeting and yield management at the Front Office.
3. The students will also practice the real-life situations that the hotels face during their day-to-day operations.

Course Outcomes

1. The students would practice on the available software about fixing the rates of different categories of rooms under different methods employed by the hotel.
2. The course covers the students to understand the scheduling and forecasting for the future dates to figure out what situation/s could arise by following these methods.
3. The course also outlines the details of the project work to be done during this course.

COURSE CONTENT

No of Practicals – 20 Hrs.

1. Practicing Fixing of room rate: Rules of Thumb Approach, Hubbart Formula Approach.
2. Forecasting formulae and operation ratios
3. Practice on Forecasting Demand, Schedules & Budgeting & Yield Management
4. Practice on-time study - Work Study, Motion Study.
5. Case Study - Practical Situations.
6. Practice on Total Quality Management.
7. Preparing operating budget for Front office department
8. Assignment:

Compare two hotels from the stand point of their attitude to yield management collect tariff from various city hotels and evaluate their strategies of tariff structure

Specialized Project work: intended to serve the student develop ability to apply multidisciplinary concepts, tools, techniques to deal with operational problems related to department. The project may be one of the following types;

- g. Comprehensive case study
- h. Interdepartmental study
- i. Field study

(Any topic as per Industrial Trends and need, Innovations & diversification from time to time)

Synopsis of the project should be prepared in consultation with faculty and submitted in the department. The synopsis should clearly state the objectives and research methodology

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
SIXTH SEMESTER**

HMCT 358A FOOD & BEVERAGE SERVICE (LAB) - V Credits-2

L-0 T/P-4

Overview

The students after completing this course would be able to independently handle all the activities related to the operations in restaurants and banquets and also, they would be able to design the bar and can design the menus according to different situations.

Objectives:

1. The student in this course will learn about the various activities that that are required for the operations of banquets.
2. The course also covers the theme dinners, making ala carte menus & fixed menus, setting of the bar and its equipment.
3. The course also outlines the details of the project work to be done during this course.

Expected Outcome:

1. The students would be able to practically handle different aspects of holding a function in the banquets of the hotel.
2. The course also covers the practicing of SOPs and handling different situations arising in the bar / restaurant on daily basis.

COURSE CONTENT

No of Practicals – 40 Hrs.

1. To develop and perfect skill and techniques for formal Banquet Services, Function, calculation of space for Banquets, Banquet Menu. Setting of various types of Buffet. Guéridon and Flame Work and induce supervisory responsibility in students.
2. Cooking and Carving at Table.
3. Designing and setting the Bar
4. Kitchen Stewarding: Record maintaining and inventory
5. Arranging a theme dinner/ food festivals
6. Practice on Standard Operating Procedures in Restaurant
7. list of restaurant equipment manufacturer (assignment)

8. preparation of duty rosters in restaurants & function catering Planning & Operating various outlet (Specialty, Fast Food and coffee shop, bar)

9. Supervisory skills, SOP, Calculation of space for Banquet Menu & Service, Various types of Buffet, Formal Banquets, Using and Operating Machines & Micro and other software

12. Art of Cocktail Mixing

Specialized Project work: intended to serve the student develop ability to apply multidisciplinary concepts, tools, techniques to deal with operational problems related to department. The project may be one of the following types:

j. Comprehensive case study

k. Interdepartmental study

l. Field study

(Any topic as per Industrial Trends and need, Innovations & diversification from time to time)

Synopsis of the project should be prepared in consultation with faculty and submitted in the department. The synopsis should clearly state the objectives and research methodology.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY SIXTH SEMESTER

HMCT 360A

HOUSEKEEPING (LAB) – V

Credits-2

L-0 T/P-2

Overview

The students after completing this course would be able to understand the importance of layout of different outlets, guestrooms and other locations within the premises of the hotel. The students would be able to make different flower arrangements for different occasions. The students would be able to independently make the staffing for the department and the duty roster as well.

Objectives:

1. The student in this course will learn about the layouts of the guestrooms, bathrooms, suites, lounges etc.
2. The course also covers the various types of flower arrangements that are required at different locations and different occasions.
3. The course also covers the planning of staff and making the duty roster for them.

Expected Outcome:

1. The course covers the planning of the layout of the rooms, bathrooms, suites in the hotel which the students would practice to understand the importance of planning the rooms.
2. The students would practice on the various flower arrangements required for different occasions and places in the hotel.
3. The students would also be exposed to the aspects of requirement of staff and which level/s and also preparing the duty roster for all the staff.
4. The course also outlines the details of the project work to be done during this course.

COURSE CONTENT

No of Practicals – 20 Hrs.

1. Planning layouts – guestrooms/bathrooms/suites/lounges
2. Flower arrangement – Japanese, Western, Traditional, Free style
3. Flower Theme Decorations for different area of a hotel
4. Inventory control procedures
5. Calculating staff requirement and duty rota
6. Prepare operating budget for Housekeeping Department

Specialized Project work: intended to serve the student develop ability to apply multidisciplinary concepts, tools, techniques to deal with operational problems related to department. The project may be one of the following types:

- m. Comprehensive case study
- n. Interdepartmental study
- o. Field study

(Any topic as per Industrial Trends and need, Innovations & diversification from time to time)
Synopsis of the project should be prepared in consultation with faculty and submitted in the department. The synopsis should clearly state the objectives and research methodology.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SEVENTH SEMESTER

HMCT 401A FUNCTIONAL EXPOSURE TRAINING Credits-20

L-0 T/P-20

Functional Exposure Training Full Semester

Students shall undergo Functional Exposure Training for full semester. The students would submit training report after successful completion of training from India/ abroad for the Third Semester evaluation.

The student shall register for the industrial training, just after the 2nd semester examination gets over with the designated faculty, who is responsible for training and placement and collect the Log book from the department administration office. The date of commencement and completion will be announced by the department in time. Students must adhere to the date and report to the concerned organization for training. The log book must be completed on daily basis and it should be duly signed by immediate supervisor of training area.

After successful completion of training , students' are expected to submit a Training report along with their appraisals and training completion certificate followed by the log book and Training (PPT) within two weeks of completion of their training (The date would be announced separately by the school). The same training report and presentation must also be submitted to the faculty supervisor before two weeks in advance or whatever date decided by the supervisor for internal assessment.

Once students have confirmed for the training at a particular hotel, the same would not be changed. No gaps are expected during training period. NOC will be issued only once. Duplicate NOC will be issued only with the recommendation of dean of the school on valid grounds.

Incomplete training or non-submission of concerned documents as stated above, under any circumstances or submission of forged documents may lead to repetition of semester as per the university examination evaluation policy.

The date of evaluation of training report and presentation would be announced by the department.

Training Report of the Functional Exposure Training shall be prepared by the students and will present presented before duly constituted panel comprising of:

1. Institute Representative (Dean/ Director/Principal or his nominee)
2. Industry Representative (External Examiner appointed by the dean of school)
3. Training Supervising Faculty/ Training Coordinator

Functional Exposure Training documents to be presented at the end of training to the concerned faculty, responsible for training, who shall be appointed by the dean of school.

Functional Exposure Training shall carry 100 marks in each operational area. Out of these evaluations for the equivalent marks of 50 shall be done on internal component basis on feedback (verbal/written) sent by the students and by the concerned hotel during his/her training by the appointed internal guide and for the rest of 50 marks evaluation shall be done as an external component which includes log book, appraisals, training certificate, presentation, grooming and behavior. Overall Functional Exposure Training will carry 400 Marks for all four core operational areas such as- F&B Production, F&B Service, Front Office and Housekeeping. Incase student in unable to perform his training in all the core area of Hotel Operations, weightage of 400 marks will be evaluated in which area candidate has undergone his training.

Training report to be submitted as per specifications and format (to be collected from the college). Daily Log Book, Training Report, Performance Appraisal, Training certificate will be essential documents for evaluation.

Student must secure overall 40% marks to clear the semester, failing which one has to repeat the Semester in corresponding years.

INTERNAL ASSESSMENT COMPONENT -	50%
Student's Job Orientation-	20%
Student's feedback -	5%
Organisation Feedback-	10%
Punctuality -	10%
Student's Grooming & behavior	5%
EXTERNAL ASSESSMENT COMPONENT -	50%
Training Report-	20%
Log Book-	10%
Appraisal and certificate	5%
Presentation	10%
Student's Grooming & behavior	5%

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

HMCT 402A ADVANCE FOOD PRODUCTION MANAGEMENT-II Credits-2

Overview

Students would be able to understand the various functions of the kitchen. They would also be able to understand the importance of standardization and its application in all the activities in the kitchen. The course will also enable the students to figure out the different aspects of food from national and international cuisines.

The students would understand the importance of standardization of the recipes which would help in the portion control eventually reducing the wastage, pilferage thereby improving the standard of the food served to the guests in the various F&B outlets.

Objective:

1. The student in this course will learn about the different functions of the kitchen department where the hierarchy, supervision of the tasks and other activities take place.
2. The course also covers the standardization process for all the activities in the kitchen.
3. The students will learn about the historical backgrounds and various characteristics of international cuisines and the bakery items.
4. The students would also cover the different cold cuts including that of various meats.

Expected Outcome:

1. The course covers all the aspects of kitchen organization like the hierarchy, the flow of operations in the kitchen and managing the staff according to their profile in the department.
2. The course also covers the importance of the standardization of the recipes which would eventually help in the yield management
3. The students are exposed to the historical background of international cuisines including the French, German, Mexican, Italian etc. and also the international breads and other bakery items.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

L-2 T/P-0 ADVANCE FOOD PRODUCTION MANAGEMENT-II Credits-2

COURSE CONTENT

UNIT – 1 No of lectures – 04 Hrs.

Kitchen Organization

Hierarchy in Kitchen – Functions in Kitchen, Technical, Administrative and Social – Flow of work in kitchen,

Kitchen Supervision: Motivating, Organizing, Planning, Co-coordinating, Understanding, Communication, Welfare and Control – Quality in Food Production – Case Study.

Allocation of work, duty roaster, time & motion study in kitchen, maintaining records, register, logbook, communication with other departments, Developing a good Food Production Team

UNIT – 2 No of lectures – 04 Hrs.

Larder

Cold cuts: Galantines, Making of Galantines, Types of Galantines, and Ballontines. Pates and Terrines – Types of pate, Pate de foie gras, preparation of pate & Terrines. Force Meat Types – preparation and uses.

Mousses and Mousselines – Types of mousse, preparation difference between mousse and mousseline.

UNIT – 3 No of lectures – 04 Hrs.

Standardization Process

Standardization: The method of Standardization – Standard Yield, Yield testing, Standard Purchase Specification and its objectives,

Standard Recipe – Compilation of Standard Recipe.

UNIT – 4

No of lectures – 04 Hrs.

International Cuisines

Historical Background, Staple food with regional influences, Specialties,
Common types of Cooking, Recipes, Characteristics, preparation, Cooking techniques,
Special cooking equipment in relation to:

- (a) French Cuisine
- (b) Italian
- (c) German
- (d) Mexican
- (e) Japanese

UNIT – 5

No of lectures – 04 Hrs.

Bakery:

Breads, International Breads, Cakes, International recipes,
Types of Pastries, Icings and Toppings – Varieties, Uses, Frozen Desserts – Types &
Classification of Frozen Desserts.
Ice cream types-Components and their contribution, Methodology of preparation, Different
stages

Reference:

1. Larousse Gastronomique By Hamlyn, Publisher: Octopus Publishing Group, London
2. The Theory of Catering – Kinton & Ceserani – Hodder & Stoughton Educational, London.
3. Practical Professional Catering – Kauffman and Cracknell
4. A Professional Text to Bakery & Confectionary – John Kingslee, New Age International (P) Ltd
5. Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
6. Professional Chef, The Culinary Institute of America Published By John Wiley & Sons Inc
7. Practical Cookery By Kinton & Cessarani Publisher: Hodder and Stoughton Education
8. Theory of Catering By Kinton & Cessarani Publisher: Hodder and Stoughton Education
9. Professional Baking 4th Edition By Wayne Gisslen: John Wiley & Sons Inc
10. The Advance Professional Pastry Chef By Bo Friberg Published by: Wiley & Sons Inc

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

HMCT 406A ADVANCE ROOMS DIVISION MANAGEMENT-II Credits-2

Overview

Students would be able to handle the situations following the concept of TQM as it helps in achieving total satisfaction for the guests which would eventually help in increase in the revenues for the hotel. Once, the Total Quality Management concept is followed, all the activities happen without any problems and the staff also feels satisfied about it as well.

The students would also understand the importance of recruitment & selection of the staff as per the requirement and operational necessity. It is also important for the employees to understand that the time factor is quite crucial to provide best of the services to the customers thereby, satisfying the needs of customers.

Objectives:

1. The student in this course will learn about maintaining the quality at every step during the operations at the Front Office.
2. Following the Total Quality Management should be the norm as this helps in achieving the guest satisfaction along with motivation to the staff.
3. The students should be well trained in managing all the functions of Front Office because they have to deal with guests as they are the face of the hotel.
4. The students would also be exposed to the total quality management and the significance of ISO collaboration.

Expected Outcome:

1. The course covers the importance of the customer satisfaction which is directly related to the quality of the product and the service provided to the customers.
2. The course also covers the recruitment & selection of the staff in the department according to the requirement of the operations and also training the staff from time to time for better functioning of the department leading to the customer satisfaction.
3. The students would also understand the importance of motivation to the staff so that the staff gives his/her 100% on the job. The course also deals with the managing of the time and understanding the cost effectiveness when the time is managed well.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

L-2 T/P-0 ADVANCE ROOMS DIVISION MANAGEMENT-II Credits-2

COURSE CONTENT

UNIT - I No of lectures – 03 Hrs.

Managing quality –
Customer perceptions of quality in hotels, Measuring guest satisfaction.
TQM & Six Sigma

UNIT – II No of lectures – 03 Hrs.

HR Management –
Recruitment, Selecting, Hiring-Preparing, Job Descriptions of staff, Orientation, Staff
Scheduling

UNIT - III No of lectures – 03 Hrs.

Train the trainer programme on room division – Training for executives,
Training for supervisors. Training & Training to Standards

UNIT - IV No of lectures – 03 Hrs.

Staff Motivation –
Cross training, recognition, communication, incentive programs, performance appraisals.
Skills training- prepares to train, present the training, practice skills.
Performance appraisals.

UNIT - V No of lectures – 03 Hrs.

Time Management-
Peak performance, cost effectiveness, overtime, shifts, duty roasters, staff allocation, and
crisis management,
Effects of inter and intra departmental communication and co-ordination on performance.

UNIT VI

No of lectures – 03 Hrs.

Total Quality Management –
Management dimension in TQM, Results & Trends in TQM, Reengineering, Bench
marketing, Empowerment.

UNIT-VII

No of lectures – 02 Hrs.

Environment Management- Dimensions, Origin, ISO 14001.

REFERENCES

1. Managing Front Office Operations – Kasavana & Brooks, Educational Institution AHMA
2. Front Office – operations and management – Ahmed Ismail Publisher: Thomson Delmar.
3. Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
4. Front Office Operations – Colin Dix & Chris Baird.,
5. Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continum

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

HMCT 404A ADVANCE FOOD & BEVERAGE SERVICES MANAGEMENT-II Credits-2

Overview

Students would be able to manage the various activities & operations of any F&B outlet. The students would be able to manage the costs and understand the importance of controlling the beverage cost.

The course covers the aspects of the importance of the food & beverage service controls department as the F&B control cycle is very important factor in controlling the costs, wastage, pilferage etc.

The course also covers the importance of the par stocks, transfers of raw material to the different department. The entire strategy of operating the department is quite important to understand as it helps in earning revenues for the company at the same time controlling the costs.

Objectives:

1. The student in this course will learn about all the aspects of managing the operations of Food & Beverage department including the Menu Engineering.
2. The role of F&B Controls becomes very critical in managing the costs at the restaurants and minimizing the wastages of all kinds.
3. Controlling costs at all levels becomes quite important in improving the revenues of for the organization.
4. The students would be able to understand the basic policies of the organization towards the operations of the F&B service department.

Expected Outcome:

1. The course covers all the aspects of the complete operations of the F&B service department in terms of the strategy, managing the quality in the operations, the constraints the department faces.
2. The students would be exposed to the F&B control cycle completely as all the factors of this cycle like the purchasing, receiving issuing and storing of all the items required for the smooth operations of the department.
3. The course also talks about the inventory control and storing of different food and beverage items, maintaining the par stock, transferring the items from one section of the department to the other.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**EIGHTH SEMESTER****L-2 T/P-0 ADVANCE FOOD & BEVERAGE SERVICES MANAGEMENT-II****Credits-2****COURSE CONTENT****UNIT- I**

No of lectures – 03 Hrs.

Introducing Food & Beverage Management

The Food & Beverage Management, Strategic Food & Beverage Management, Menu Engineering

Responsibilities of Food & Beverage Management, Constraints on food & Beverage Management, Managing Quality in Food & Beverage Operations, Approaches to quality Management,

UNIT – II

No of lectures – 05 Hrs.

Food and Beverage Control

Introduction to control - Cost Control, definition, Objectives advantages of control, Cycle of control, food cost control procedure, requirement of control systems, F&B control department.

Financial aspects

Introduction, types of budgets, basic stages in preparation of the budgets, costs, profits & sales, Break-even analysis,

Pricing considerations, menu pricing, profit improvement

Receiving Controls:

Receiving Food & Beverages: hygiene and sanitation of receiving area,

Document given by suppliers; bills/ invoice/ cash items/ credit notes/ record maintained, meat tags,

Receiving procedure, receiving of beverages, blind receiving, frauds in receiving, hygiene and cleanliness, checking of quality of receiving area

Storing & Issuing:

Food & Beverages: storing & issuing of food, stock taking of food & beverages

UNIT – III

No of lectures – 03 Hrs.

Food & Beverage Production Control

Introduction, Food Production Control: Production controls- Aims, Forecasting- initial/final, fixing standards, standard yield definition, objectives, yield cooking loss, butcher yield test, how to make a standardized recipe, uses, standardization cost, calculation of food cost, Calculating G.O.P, method of food control.

Beverage Production Control: Beverage Control - Aims, Beverage Cost Control Procedure, Preparing daily/ monthly calculation of beverage Costs, methods of beverage control

UNIT – IV

No of lectures – 03 Hrs.

Storage and inventory control - Food Storage methods, security, stock control, types of store received, records maintained, issuing requisitions, transfer note, stock taking, par-stock, re-order level.

UNIT – V

No of lectures – 03 Hrs.

Revenue Control

Control systems- Operating Ratios

Introduction, manual system: sales check, machine system: pre checking system, ECRs, POS Control system, micro-computers, Operating yardsticks used in controlling: Total F& B Sales, departmental profit, average spending power, sales mix, pay roll cost, productivity index, stock turnover

Food & Beverage management in hotels and quality restaurants

Basic policies - financial, marketing and catering Control and performance measurement

Food & Beverage management in function catering, industrial catering and hospital catering

Reference:

1. Food & Beverage Management- Bernard Davis, Andrew Lockwood, Sally Stone, Publisher: Elsevier
2. Food & Beverage Management By Richard Kotas & Chandana Jayawardena, Publisher Hodder & Stoughton
3. Food & Beverage Management & Cost Control – D. Antony Ashok Kumar
4. The Menu Food & Profit By Fuller J & Walker K
5. Food and Beverage Operation, Cost Control & System Management By Charles Levinson, Publisher: Prentice Hall
6. The Management of Food Service Operations By Petre Jones, Publisher: Cassell
7. Food and Beverage Manager By Paul Cullen, Publisher Global Books & Subscription Services
8. Food and Beverage Service By Ronald F Cichy, Paul E Wise, Publisher: Educational Institute AHMA Fifth Edition
9. Food & Beverage Cost Control Third Edition By Jack E Miller, Lea R Dopson and David A. Hayes, Publisher: Wiley & Sons
10. Principles of Food, Beverage & Labour Cost Control Seventh Edition By Paul R Dittmer Publisher Wiley & Sons

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

HMCT 408A ENTREPRENEURSHIP DEVELOPMENT & BUSINESS STRATEGIES Credits-2

Overview

Students would be able to devise the strategies for the current operations and the new ventures that may help in the expansion of the business. The usage of different software programmes of computers to generate various reports through the MIS.

They would be able to develop a project and plan for the new venture. All the aspects of running a successful venture are covered in this course which would enable the students to understand the operational constraints or difficulties while planning any event.

The course also covers investments and other financial risks which are involved while planning to become an entrepreneur. The students would get the first hand idea of how the businesses are run and time that is taken to expand the scope of operations of the business.

Objectives:

The student in this course will learn about the business strategies that are employed for better revenues and smooth operations of all the departments.

The various reports that are generated from all the departments which would give the top management the necessary tools for planning for the future.

The course also covers the aspects where the organization needs to expand and therefore, planning and finalizing the projects in different locations.

The students would cover the various aspects related to starting any venture where they would understand the basics of business operations along with investments and other related domains of running an enterprise.

Expected Outcome:

1. The course covers the process of planning along with other functions of management and applying different managerial techniques in the operations.
2. The students would understand the importance and role of usage of computers in the operations of the hotel as computers have become the integral part of the organization.
3. The course also covers the penetration of computers in all the sections and departments of the company as computers have become the inseparable part of operations of any department.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

L-2 T/P-0 ENTREPRENEURSHIP DEVELOPMENT & BUSINESS STRATEGIES Credits-2

COURSE CONTENT

UNIT I No of lectures – 05 Hrs.

Introduction to Strategic Management
Introduction & importance, The strategic management process, The strategic Planning Process, its definition, vision, mission, goals & objective, Critical success factor, Environmental Appraisal & SWOT, Diversification, Merger, Strategic Alliances, Turn around, Divestment.

UNIT II No of lectures – 05 Hrs.

Computers in Management
Role of computers in management - Role of computers in management of Hotels Operations and Administration: Independent operation and their integration

UNIT III No of lectures – 05 Hrs.

Managerial Application of Computers
Computer and management functions-financial decision making, personnel decision making, marketing decision making, production decision making, materials decision making and maintenance decision making. Computer based financial system-financial systems, financial management software, computer aided financial planning. Computer based inventory systems- characteristics of inventory, purpose of computerized inventory control system, inventory system design, different types of inventory management software. Computers in Human resource management- the system needs, designing the system, application in HRM, types of software available.

UNIT-IV No of lectures – 05 Hrs.

Entrepreneurship Development & Management
Entrepreneurial process, Project concept,
Market feasibility study,
Business constitution and business plan
Business financial plan applicable to entrepreneur: Capital cost, Revenue Cost, Balance Sheet & Projections, income & expenditure statements & calculation of working capital & debt equity ratio,

Financial institution and their functioning and their assistance to small scale industry & others, Project Report and its importance from concept to operation, cost control, standards, review, controls and audit, Taxation

REFERENCES

1. An Introduction to Management Science: A Quantitative Approach to Decision Making, Anderson, Sweeny, Williams, Martin, Thomson- South Western
2. Management Information Systems, Eighth Edition- Kenneth C. Laudon and Jane P. Laudon, Prentice Hall
3. Projection & Operations Management- Kaniska Bedi, Oxford University Press, India
4. MIS Cases: Decision Making with Application Software-M Lisa Miller, Prentice Hall
5. Methods of Operations Research By Morse Philip Dover Publisher

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

HMCT 410A FINANCIAL MANAGEMENT – II Credits-2

Overview

Students would be able to understand the purpose of budgets. The course would also give the clear picture to the students about the purpose of exercising internal cost controls and internal audits.

The students would be able to identify the problems in the various financial statements of the organization. The students would understand the role of investments in various forms in the organization for the successful running of the operations and whether the company wants to expand and in which form.

Objectives:

1. The student in this course will learn all about the budgets and the costing and internal control.
2. The course also talks about the internal auditing of accounts of the organization along with the reports that are generated which tells the financial health of the organization.
3. The students would cover the role of internal audits and its impact of the overall financials of the organization. The course also covers the role of equity share and the stock / shares that the company floats in the market to raise funds for various purposes like the expansion or diversification.
4. This course also covers the importance of cash flow and the impact of the same on the financial results of the organization.

Expected Outcome:

1. The course talks every ingredient about the budgets where the funds are allocated to the requirement of the department and the need of the hour. It also covers the need for having the budget even before the time duration begins (like the beginning of financial year).
2. The students would be exposed to various kinds of costing and its importance with respect to financial implications on the bottom line of the organization's financial results.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY EIGHTH SEMESTER

L-2 T/P-0 FINANCIAL MANAGEMENT – II Credits-2

COURSE CONTENT

UNIT I No of lectures – 04 Hrs.

Budget & Budgeting Control
What is Budget? Budget Centers Compiling a Budget,
Controlling a Plan, Flexible Budget,
Use of Computers, Zero Based Budgeting, Installing the System.

UNIT – II No of lectures – 04 Hrs.

Costing and Internal Pricing
Standard Costing, Fixing a Standard,
Cost Control through Variance Analysis, Marginal Costing, Break Even Graphs, Make or Buy,
Treatment of Fixed Production Expenses for Financial Statement Preparations, Internal Pricing.

UNIT – III No of lectures – 04 Hrs.

Cash Forecasting and Control
Timing for Cash Plans, Monthly Cash Forecast and Control, Short term Cash Forecast,
Source and Applications of Funds,
Short Term Cash Control, Long Term Cash Forecast, Dynamic Aspects, International Aspects

UNIT-IV

No of lectures – 04 Hrs.

Internal Auditing

Organization, Staffing, Planning, Audit Programs, Audit Review, Reporting, Auditing of Computer Systems, Benefits V/s Costs.

UNIT – V

No of lectures – 04 Hrs.

Equity Rights Issue

Issue Methods for quoted Companies raising money on the Stock Exchange, Rights Issue Method, Timing of External Funding & Rights Issued, Right Issued Costs, Setting the Terms and the Under Writing Decisions, Marketing Reaction to right Issue, Raising Equity at Existing Market Prices

REFERENCES

Hotel Operations and Auditing Manual By Gail Sammons, Patrick J. Moreo, Publisher: Amajon.com

HOTEL ACCOUNTING & FINANCIAL CONTROL- Ozi A.D’Cunha & Gleson O. D’Cunha

Publisher: Dicky,s Enterprize, Mumbai

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

HMCT 412A MANAGING HOSPITALITY HUMAN RESOURCES-II

Credits-2

Overview

Students would be able to understand the various functions performed by the human resource department in the hotel. They also learn that the department should clearly understand the business of the organization which would help them in better recruitment & selection processes and the understanding the needs for training and development of the employees at all levels of the organization.

The course covers the aspects of overall development of the employees as it would help in the enhancing the performance of the organization as a whole. The auditing of the department would make it easy for the functioning of the department and its role in the overall performance of the organization.

Objectives:

1. The student in this course will learn about the different aspects of handling the human resource department.
2. The various functions of the department like coaching, counselling, appraisals, increments and promotions are covered in this course.
3. The course also stresses about the usage of computer reports and the managing the human resource department
4. The students would also be able to understand that the audit of the department is quite important which gives the transparency to the department. It also covers the costs involved in the operations of the department for recruitments, selections, trainings and appraisals etc.

Expected Outcome:

1. The course covers the importance of coaching & counseling for the employees of the organization as the department deals with human beings who can come to work with different emotions which can impact their work positively or negatively which directly impacts the organizations' results (financial or otherwise).
2. The course also covers the role of HR department when it comes to the overall development of the employees which directly impacts the performance of the organization. To do this, the regular appraisal of the employees is a must.
3. The students would understand the importance of safety measures that need to be taken from the organizations' side because safety of customers and employees is paramount.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

L-2 T/P-0 MANAGING HOSPITALITY HUMAN RESOURCES-II Credits-2

COURSE CONTENT

UNIT I

No of lectures – 04 Hrs.

Coaching, Counseling and Discipline

1. Most common disciplinary problems- Absenteeism failure to follow directions, theft.
2. Counseling process - Employee counselling, progressing discipline.
3. Communicating organizational policies.
4. Grievance handling procedure.
5. Disciplinary procedures - suspension, dismissed, retrenchment, VRS, lay off, framing charges against indiscipline, domestic inquiries.

UNIT – II

No of lectures – 04 Hrs.

Performance Appraisal & Management

1. Performance appraisal - Definition and importance, types of formats.
2. Reasons for appraising employee performance.
3. Establishing goals, objectives and standards.
4. Role of a Manager.
5. Role of HRD department in performance appraisal.
6. Performance appraisal methods.
7. Performance appraisal errors and problems.
8. Appraisal interview.
9. Providing, feedback and ongoing performance management.
10. Transfer, promotion and reward policies, merit vs. seniority.

UNIT – III

No of lectures – 04 Hrs.

Safety and Health

1. Safety and Health act.
2. Workers compensation.
3. Creating a safe working environment.

UNIT – IV

No of lectures – 04 Hrs.

Human Resource Audit

1. Benefit of H.R. audit.
2. Conducting the H.R. Audit.

UNIT – V

No of lectures – 04 Hrs.

Human Resource Department's Contribution to Cost Control

1. Recruiting Costs.
2. Turnover costs.
3. Other area of measuring costs.

Reference:

1. Human Resources Management for Hospitality by Linda A. Jerris
2. Organization Behaviour in Hotels & Restaurants Yvonne Guerrier
3. Essentials of Organization Behaviour, By Stephen P Robbins Publisher Prentice Hall .

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

HMCT 414A INTIGRATED MARKETING COMMUNICATIONS Credits-2

Overview

Students would be able to understand importance of marketing in the hotel industry. The students would be able to figure out the importance of targeting of people by the means of various kinds of advertising.

The course would also make the students understand the marketing to different travelers and the travel agents. The role of the department of marketing is quite important as it is this department which sends out the positive information about the company and also any new development or launch of any product or service which the company wants to promote for better intake of the customers and provide them with the best of the services.

Objectives:

1. The student in this course will learn about the different means of advertising.
2. The course covers outdoor advertising, print advertising, direct mail advertising and broadcast advertising.
3. The students would be exposed to the marketing to business & leisure travelers and the travel agents.
4. The students would understand the importance of the department as a whole and its role in rolling out the positive image of the company so that the customers are attracted to it would want to come to the hotel for the wonderful experience that they have been promised.

Expected Outcome:

1. The course covers all the aspects of the advertisements which may be required for bringing in the customers to the hotel and giving them the best of the services.
2. The course covers different types of advertising which is done basically to attract the customers and giving them the experience that they would like to come back.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

L-2 T/P-0 INTIGRATED MARKETING COMMUNICATIONS Credits-2

COURSE CONTENT

UNIT I

No of lectures – 05 Hrs.

A GUIDE TO EFFECTIVE ADVERTISEMENT

Why Advertise? - To whom does a Property Advertise? Advertising Goals, Advertising at small properties.

Types of Advertise - Outdoor Advertising, Displays, Collateral Materials, Print Advertising, Direct Mail Advertising, Broadcast Advertising, Alternative Media Advertising.

Developing an Advertising Plan - Deciding where to advertise? Advertising Strategies, Advertising Characteristics, Budgeting for Effective Advertising.

Advertising Agencies - Types of Ad Agencies, Selecting an Ad Agency.

UNIT – II

No of lectures – 05 Hrs.

OUT DOOR ADVERTISING, DISPLAYS AND COLLATERAL METERIALS

Outdoor Advertising - Property signs, Bill boards. Display -Transit, Trade Show, General. Collateral Materials -Printed Items, Special Items.

UNIT – III

No of lectures – 05 Hrs.

DIRECT MAIL ADVERTISING

Developing a Direct Mail Campaign -Guest Profiles, Types of Direct Mail Campaign. Mailing Lists - Commercial, General, House.

Direct Mail Pieces - Type of Direct Mail Pieces, Guideline for Direct Mail Pieces, Posting Direct Mail Pieces, Measuring Direct Mail Campaign, Campaign Cost, Readers Response.

UNIT – IV

No of lectures – 05 Hrs.

BROAD CAST ADVERTISING

Radio Advertising -Selecting Radio Station, Developing Radio Ads, Radio Ad Cost, Measuring the Effectiveness of Radio Ads.

Television Advertising - Selecting T.V. Station, developing Ads, T.V. Ad Cost, Measuring the Effectiveness of T.V. Ads.

Video Advertising - Video Brochures, Video Magazines.

REFERENCES

1. Services Marketing- Zeital Valerire- A and Mary Jo Baiter Publisher: Mcgraw Hill Company
2. Service Marketing- Wood ruffe Helen Publisher Macmillan
3. Foundation and Practices Marketing of Services- Strategies for Success, Harsh V. Verma, Professional Manager,s Library, Global Business Press
4. Marketing Management, Philip Kotler, Prentice –Hall of India, New Delhi
5. Hospitality & Travel Marketing, Alastair M. Morrison
6. Strategic Hotel and Motel Marketing- Hart & Troy
7. Marketing For Hospitality Industry- Robert

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

HMCT 452A ADVANCE FOOD PRODUCTION Credits-2

L-0 T/P-4

Overview

Students would be able to prepare the items according to the menu of the restaurants of the hotel. The students would understand the importance of planning & commissioning of the kitchen and the equipment required for the preparation of different food items.

Objectives:

1. The student in this course will practically learn the preparation of meu items of the menu in the restaurants in the hotel.
2. The course will cover the preparation of accompaniments and other food items like the starters and soups.
3. The students would also learn about the planning and commissioning of the kitchen and its equipment.

Expected Outcome:

1. The course covers the practical preparation of the A la carte menu of any classified hotel which would give students, the first hand idea about how food and beverages are prepared in the kitchens of the hotel.
2. The students would also understand about the planning and commissioning of the equipment in the kitchen for smooth running operations.

COURSE CONTENT

No of Practicals – 40 Hrs.

Practical will be according to À la Carte Menu of any classified Hotel. Welcome drink
Starter and soups
Vegetarian/Non-vegetarian Main Course Accompaniments
Desserts
Non edible display
Kitchen Planning: Concept to Commissioning & operations.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

HMCT 456A ADVANCE FRONT OFFICE OPERATIONS MANAGEMENT Credits-2

L-0 T/P-2

Overview

Students would be able to understand the importance of TQM at the Front Office as FO is the face of the hotel and the first department to interact and greet with the guest. The students would be able to plan and commission different functions of the Front Office department.

Objectives:

1. The student in this course will learn about the practical applicability of the Total Quality Management in the day-to-day activities in the Front Office.
2. The course will cover the various aspects required for understanding the occupancy of the hotel.
3. The students would be able to figure out the budgets for a specific time period. The course also covers the planning and commissioning of the department.

Expected Outcome:

1. The students would understand the importance of skills and training for better performance at the reception of the hotel in the real world because the Front Office people are the face of the hotel and can give the best impression about the hotel and its facilities.
2. The students would also be able to understand the concept of the Front Office department and commissioning of the equipment for the department which is essential for the smooth operations.

1. Skills Training: Prepare to Train, Present the training, Practice Skills, Follow Up
2. Total Quality Management – Case Studies
3. Calculating Occupancy Statistics & Budget preparation
4. Package preparations – off season discounts
5. Role play, Projects & Assignments related to current competitive strategies being followed by hotels to improve revenue.
6. Front office Planning: Concept to Commissioning & operations.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

HMCT 454A ADVANCE FOOD & BEVERAGE OPERATIONS MANAGEMENT

Credits-2

L-0 T/P-4

Overview

Students would be able to understand the international food service. They would also come to know about the yield management and the revenue control as the costs of all the items have to be controlled. They would take out reports to understand the functioning of the department.

Objectives:

1. The student in this course will learn about the international food service.
2. Yield management and revenue control is a very important tool to understand the basic functioning of the operations of the restaurant.
3. The course also covers the identification of various licenses required for the running of the outlet.
4. The students would be exposed to various reports to understand the importance of different activities that take place in the restaurant.

Expected Outcome:

1. The course covers the international standards which are applicable in the finest restaurants in the 5-star hotels in the country. This helps in the recognition of the hotel at the international level.
2. The students would be exposed to the practical implementation of the a la carte menus from a classified hotel. This would give the fair idea to the students of how the restaurants in real world operate.

3. The students would also understand the need and requirement of the licenses required for operations of the restaurant & the hotel.
4. They would analyze the daily reports and other reports required for the functioning of the department along with providing best of the service to the customers.

COURSE CONTENT

No of Practicals – 40 Hrs.

1. International Specialty food service
2. Yield Management of food and beverages
3. Revenue control procedures
4. Case Study
5. Practical will be according to À la Carte Menu of any classified Hotel.
6. F & B Service outlet Planning: Concept to Commissioning & operations.
7. Formats and records maintained and used for Control purpose in Bar, restaurant & Banquet
8. List of Licenses required (Assignment)
9. Menu Engineering
10. Practice a software applications in F & B & generating daily revenue report, sales analysis, F& B Cost report

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

HMCT 458A ADVANCE HOUSEKEEPING OPERATIONS MANAGEMENT

Credits-2

L-0 T/P-2

Overview

Students would be able to understand why the décor of the area is done for any particular type of event. The students would be made aware of the visit of VIP guests in the hotel and what kind of instructions are there for the staff to handle these guests.

The course also talks about the costs required for the upkeep & operating of the department. The planning of smoothly operating the department is very important as it would eventually help in maintaining the all the aspects of the department.

Objective:

1. The student in this course will learn about the importance of the department's creativity in decorating the area where the function is going to be held.
2. The planning of rooms based on a certain theme would help the students to understand the importance of the same.

3. Training and development of the staff at all levels is very important to keep them abreast with the latest trends in the housekeeping area in hospitality sector.

Expected Outcome:

1. The course covers the arrangements for any event or function and the role of housekeeping department.
2. The course also talks about the costs required for the upkeep & operating of the department. The planning of smoothly operating the department is very important as it would eventually help in maintaining the all the aspects of the department.
3. The students would understand the concept of dealing with the VIP arrivals and other important guests in the hotel which requires special attention by staff of the department.

COURSE CONTENT

No of Practicals – 20 Hrs.

1. Event Arrangements
2. Theme Based Functions.
3. Project – Planning of Theme Based Rooms.
4. Cost estimation
- 5 Training & evaluating supervisors and managers
6. Guest room designing (Model Presentation)
7. VIP drill – Functions group arrival
8. Situation handling – mock situations
9. Housekeeper role play
10. Guest Room Planning: Concept to Commissioning & operations.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

HMCT 460A HOTEL PROJECT REPORT Credits-1

L-0 T/P-2

Specialized Hotel Project work: intended to serve the student develop ability to apply multidisciplinary concepts, tools, techniques to deal with operational problems related to various department.

The documentation and presentation should be conducted before the panel of examiners (one external and one internal) during Term End Examination.

The Evaluation shall be done for Project Report, Presentation & Viva-voce by the panel of examiners, and marks awarded by a committee comprising of an internal examiner, who will ordinarily be the supervisor, and one external examiner. The internal examiner shall award marks out of 50 % and the external examiner out of 50 %.

The project may be one of the following type:

- a. Comprehensive case study
- b. Interdepartmental study
- c. Field study

(Any topic as per Industrial Trends and need, Innovations & diversification from time to time)

Synopsis of the project should be prepared in consultation with faculty and submitted in the department. The synopsis should clearly state the objectives and research methodology.

Project topic should be selected based on hospitality industry (The topics may cover Hotels, Restaurant, Front Office, Accommodation Operations, Kitchen, Resort management, Hospitality & Catering establishments like air, rail, industrial, Convenience foods and health foods)

The Head of the Department should approve the topic. The presentation of the project should strictly follow the guidelines.

The project report should be prepared on the following guidelines. Content for the Project Work

1. Cover Page
2. Title Page
3. Certificate
4. Acknowledgment
5. Index / Content Page No
6. Introduction (Aims & Objectives, History, Primary Data, Explanation of Terms)
7. Research Methodology (Methods adopted for collecting Data) Questionnaire, Interview, Mails etc.
8. Data Analysis & Data Interpretation (Data is depicted with the help of Bar Chart, pie Chart, Graphs, Statistical formulae and interpreted)
9. Conclusions and Limitations
10. Suggestions / Amendments
11. Annexure
12. Bibliography (List of Reference Books)
13. Questionnaire (Blank Format)

Notes:

1. The Hotel Project Report should be market research and field work oriented and related Hotel & Hospitality Operations.
2. The faculty/ HOD/ of the concerned Course will be the Guide/supervisor for the Project Report.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY					
		2020-24			
<u>FIRST SEMESTER EXAMINATION</u>					
S. NO	Subject Code	Subject	L	T/P	Credits
1	HMCT101A	Food Production & Patisserie-I	3	0	3
2	HMCT103A	Food & Beverage Service -I	2	0	2
3	HMCT105A	Front Office Operations -I	2	0	2
4	HMCT107A	Housekeeping Operations-I	2	0	2
5	HMCT109A	Introduction to Hotel Accountancy	2	0	2
6	HMCT111A	Introduction to Hospitality Mgt.& Tourism	2	0	2
7	HMCT113A	Business Communication-I	3	0	3
8	HMCT115A	Hotel French-I	3	0	3
Practicals/Lab.					
10	HMCT151A	Food Production (Lab)-I	0	4	2
11	HMCT153A	Patisserie (Lab)-I	0	2	1
12	HMCT155A	Food & Beverage Service (Lab) -I	0	4	2
13	HMCT157A	Front Office Operations (Lab)-I	0	2	1
14	HMCT159A	Housekeeping (Lab) -I	0	2	1
			19	14	26

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY					
<u>SECOND SEMESTER EXAMINATION</u>					
S. NO	Subject Code	Subject	L	T/P	Credits
1	HMCT102A	Food Production & Patisserie-II	3	0	3
2	HMCT104A	Food & Beverage Service -II	2	0	2
3	HMCT106A	Front Office Operations -II	2	0	2
4	HMCT108A	Housekeeping Operations-II	2	0	2
5	HMCT110A	Accountancy for Hospitality Industry	2	0	2
6	HMCT112A	Hygiene ,Sanitation & First Aid	2	0	2
7	HMCT114A	PC Tools for Hospitality Industry-I	1	0	1
8	HMCT116A	Hotel French-II	3	0	3
Practicals/Lab.					
10	HMCT152A	Food Production (Lab)-II	0	4	2
11	HMCT154A	Patisserie (Lab)-II	0	2	1
12	HMCT156A	Food & Beverage Service (Lab) -II	0	4	2
13	HMCT158A	Front Office Operations (Lab)-II	0	2	1
14	HMCT160A	Housekeeping (Lab)-II	0	2	1
15	HMCT162A	PC Tools (Lab)-I	0	2	1
			17	16	25

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY					
<u>THIRD SEMESTER EXAMINATION</u>					
S. NO	Subject Code	Subject	L	T/P	Credits
1	HMCT202A	Food Production & Patisserie-III	3	0	3
2	HMCT204A	Food & Beverage Service -III	2	0	2
3	HMCT206A	Front Office Operations -III	2	0	2
4	HMCT208A	Housekeeping Operations-III	2	0	2
5	HMCT210A	Tourism Product ,Services & Management	2	0	2
6	HMCT212A	Hotel French-III	2	0	2
7	HMCT214A	PC Tools for Hospitality Industry-II	2	0	2
8	HMDM301A	Disaster Management	3	0	3
Practicals/Lab.					
9	HMCT252A	Food Production (Lab)-III	0	4	2
10	HMCT254A	Patisserie (Lab)-III	0	2	1
11	HMCT256A	Food & Beverage Service (Lab)-III	0	4	2
12	HMCT258A	Front Office Operations (Lab)-III	0	2	1
13	HMCT259A	Housekeeping (Lab) -III	0	2	1
14	HMCT262A	PC Tools (Lab)-II	0	2	1
			18	16	26

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY					
<u>FOURTH SEMESTER EXAMINATION</u>					
S. NO	Subject Code	Subject	L	T/P	Credits
1	HMCT301A	Food Production & Patisserie-IV	2	0	2
2	HMCT303A	Food & Beverage Service -IV	2	0	2
3	HMCT305A	Front Office Operations -IV	2	0	2
4	HMCT307A	Housekeeping Operations-IV	2	0	2
5	HMCT309A	Material Management & Development	2	0	2
6	HMCT311A	Principles of Management	2	0	2
7	HMCT313A	Hotel French-IV	2	0	2
8	HMCT315A	Facility Planning	2	0	2
9	HMCT317A	Research Methodology	2	0	2
Practicals/Lab.					
10	HMCT351A	Food Production (Lab)-IV	0	4	2
11	HMCT353A	Patisserie (Lab)-IV	0	4	2
12	HMCT355A	Food & Beverage Service (Lab) -IV	0	4	2
13	HMCT357A	Front Office Operations (Lab)-IV	0	2	1
14	HMCT359A	Housekeeping (Lab)-IV	0	2	1
			18	16	26

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY					
<u>FIFTH SEMESTER EXAMINATION</u>					
S. NO	Subject Code	Subject	L	T/P	Credits
1	HMCT2011A	Functional Exposure Training full semester	0	0	20
			0	0	20

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY					
<u>SIXTH SEMESTER EXAMINATION</u>					
S. NO	Subject Code	Subject	L	T/P	Credits
1	HMCT302A	Advance Food Production Mgmt-I	2	0	2
2	HMCT304A	Advance Food & Beverage Service Mgmt-I	2	0	2
3	HMCT306A	Advance Rooms Division Mgmt-I	2	0	2
4	HMCT308A	Advance Housekeeping Operations Mgmt-I	2	0	2
5	HMCT310A	Financial Management-I	2	0	2
6	HMCT312A	Hotel Law & Licencing	2	0	2
7	HMCT314A	Managing Hospitality Human Resources-I	2	0	2
8	HMCT 316A	Hospitality Service Marketing	2	0	2
Practicals/Lab.					
9	HMCT352A	Advance Food Production (Lab)-I	0	4	2
10	HMCT354A	Advance Patisserie (Lab)-I	0	2	1
11	HMCT356A	Advance Food & Beverage Service (Lab) -I	0	4	2
12	HMCT358A	Advance Front Office Operations (Lab)-I	0	2	1
13	HMCT360A	Advance Housekeeping (Lab) -I	0	2	1
			14	14	23

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY					
<u>SEVENTH SEMESTER EXAMINATION</u>					
S. NO	Subject Code	Subject	L	T/P	Credits
1	HMCT401A	Functional Exposure Training full semester	0	0	20
			0	0	20

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY					
<u>EIGHTH SEMESTER EXAMINATION</u>					
S. NO	Subject Code	Subject	L	T/P	Credits
1	HMCT402A	Advance Food Production Mgmt-II	2	0	2
2	HMCT404A	Advance Food & Beverage Services Mgmt-II	2	0	2
3	HMCT406A	Advance Rooms Division Mgmt-II	2	0	2
4	HMCT408A	Entrepreneurship Development & Business Strgs	2	0	2
5	HMCT410A	Financial Management-II	2	0	2
6	HMCT412A	Managing Hospitality Human Resources-II	2	0	2
7	HMCT414A	Integrated Marketing Communication	2	0	2
Practicals/Lab.					
8	HMCT452A	Advance Food Production (Lab)-II	0	4	2
9	HMCT454A	Advance Food & Beverage Operations Mgt (Lab)-II	0	2	1
10	HMCT456A	Advance Front Office Operations Mgt (Lab)-II	0	2	1
11	HMCT458A	Advance Housekeeping Operations Mgt (Lab)-II	0	2	1
12	HMCT460A	*Hotel Project Report	0	2	1
			14	12	20

Total Credits- 186

