

Programme Structure for
3 Year BMS (HM)
Exit option as per NEP 2020

BACHELOR OF HOTEL

MANAGEMENT

Semester I								
Sl. No.	Course Code	Title of the Course	Category of Courses	Teaching Hours per Week(L + T + P)	SEE	CIE	Total Marks	Credits
1	Lang.1.1	Language – I	AECC	3+1+0	60	40	100	3
2	Lang.1.2	Language – II	AECC	3+1+0	60	40	100	3
3	HM 1.1 T	Food Production Foundation –I	DSC -1 T	4+0+0	60	40	100	3
3.a	HM 1.1P	Food Production Foundation –I (Practicals)	DSC-1 P	0+0+4	25	25	50	2
4	HM 1.2 T	Food & Beverage Service Foundation –I	DSC -2T	4+0+0	60	40	100	3
4.a	HM 1.2P	Food & Beverage Service Foundation –I (Practicals)	DSC -2 P	0+0+4	25	25	50	2
5	HM 1.3 T	Accommodation & FrontOffice Operations Foundations–I	DSC -3T	4+0+0	60	40	100	3
5.a	HM 1.3P	Accommodation & Front Office Operations Foundations –I (Practicals)	DSC-3 P	0+0+4	25	25	50	2
6	HM 1.4	Digital Fluency	SEC-SB	1+0+2	25	25	50	2
7	HM 1.5	Yoga	SEC-VB	0+0+2		25	25	1
8	HM 1.6	Health& Wellness	SEC-VB	0+0+2		25	25	1
TOTAL							750	25

Semester II								
Sl. No.	Course Code	Title of the Course	Category of Courses	Teaching Hours per Week(L + T + P)	SE E	CIE	Total Marks	Credits
9	Lang. 2.1	Language – I	AECC	3+1+0	60	40	100	3
10	Lang. 2.2	Language – II	AECC	3+1+0	60	40	100	3
11	HM 2.1 T	Food Production Foundation –II	DSC -4 T	4+0+0	60	40	100	3
11.a	HM 2.1P	Food Production Foundation –II (Practicals)	DSC -4 P	0+0+4	25	25	50	2
12	HM 2.2 T	Food & Beverage Service Foundation - II	DSC -5 T	4+0+0	60	40	100	3
12.a	HM 2.2P	Food & Beverage Service Foundation –II (Practicals)	DSC -5P	0+0+4	25	25	50	2
13	HM 2.3 T	Accommodation & Front Office Operations Foundations –II	DSC -6 T	4+0+0	60	40	100	3
13.a	HM 2.3P	Accommodation & Front Office Operations Foundations –II (Practicals)	DSC -6 P	0+0+4	25	25	50	2
14	HM 2.4	Environmental Studies	AECC	2+0+0	30	20	50	2
15	HM 2.5	Sports	SEC-VB	0+0+2		25	25	1
16	HM 2.6	NCC/NSS/R&R(S&G)/Cultural	SEC-VB	0+0+2		25	25	1
TOTAL							750	25

Exit option with Certificate in Hotel Management

Semester III								
Sl. No.	Course Code	Title of the Course	Category of Courses	Teaching Hours per Week (L + T + P)	SEE	CIE	Total Marks	Credits
17	Lang. 3.1	Language – I	AECC	3+1+0	60	40	100	3
18	Lang. 3.2	Language – II	AECC	3+1+0	60	40	100	3
19	HM. 3.1T	Food Production - III	DSC -7 T	4+0+0	60	40	100	3
19.a	HM. 3.1P	Food Production Practical – III (Practicals)	DSC – 7P	0+0+4	25	25	50	2
20	HM. 3.2T	Food & Beverage Service Operations -III	DSC -8T	4+0+0	60	40	100	2
20.a	HM. 3.2P	Food & Beverage Service Operations -III (Practicals)	DSC -8 P	0+0+4	25	25	50	2
21	HM. 3.3T	Accommodation Operations I	DSC -9T	4+0+0	60	40	100	2
21.a	HM. 3.3P	Accommodation Operations I (Practical)	DSC -9P	4+0+0	25	25	50	2
22	HM 3.4	Artificial Intelligence/ Financial edu. Investment Awareness	SEC	2+0+0	30	20	50	2
23	HM 3.5	Constitution of India / OE - 1	DSC /OE-1	3+0+0	30	20	50	3
23	HM. 3.5	Sports	SEC-VB	0+0+2		25	25	1
24	HM. 3.6	NCC/NSS/R&R(S&G)/ Cultural	SEC-VB	0+0+2		25	25	1
TOTAL							800	26

Semester IV								
Sl. No.	Course Code	Title of the Course	Category of Courses	Teaching Hours per Week(L + T + P)	SEE	CIE	Total Marks	Credits
25	Lang. 4.1	Language – I	AECC	3+1+0	60	40	100	3
26	Lang. 4.2	Language – II	AECC	3+1+0	60	40	100	3
27	HM. 4.1 T	Food Production - IV	DSC - 10T	4+0+0	60	40	100	3
27.a	HM. 4.1P	Food Production Practical – IV (Practicals)	DSC - 10P	0+0+4	25	25	50	2
28	H.M 4.2T	Food and Beverage service operations-IV Theory	DSC - 14T	4+0+0	60	40	100	2
28.a	H.M 4.2P	Food and Beverage service operations IV (Practical)	DSC - 14P	0+0+4	25	25	50	2
29	HM. 4.3 T	Accommodation operations II Theory	DSC - 12T	4+0+0	60	40	100	2
29.a	HM. 4.3P	Accommodation Operations II (Practicals)	DSC - 12P	0+0+4	25	25	50	2
30	HM. 4.4	Artificial intelligence /Financial education and innovation awareness	SEC	2+0+0	25	25	50	2
31	OE-1	Constitution of India or OE-1	DSC/OE1	2+0+0	30	20	50	3
32	HM. 4.6	Sports	SEC-VB	0+0+2		25	25	1
33	HM. 4.7	NCC/NSS/R&R(S&G)/ Cultural	SEC-VB	0+0+2		25	25	1
TOTAL							800	26

Exit option with Diploma in Hotel Management

(HM 1.1 T&P) Food Production Foundation -I

Theory: 3 Credits; Total Hours=60
Practical: 2 Credits, Total Hours=60

Course Contents:

Unit – 1

Professional Kitchen & Cooking: - Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts(Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, , Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.

Unit – 2

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

Unit – 3

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

Unit – 4

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

Practical

- Understanding Personal Hygiene & Kitchen Hygiene
- Grooming for Professional Kitchen – Do's & Don'ts
- Understanding kitchen Layouts.
- Familiarization with kitchen equipment's and tools
- Fuels – Their usage and precautions
- Kitchen First Aid
- Handling Fire
- Familiarization, identification of commonly used ingredients in kitchen
- Preparation of Stocks, Mother Sauces and at least two derivatives each.
- Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth-Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef: Le Rol A. Polson
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

(HM 1.2 T&P) Food & Beverage Service Foundation –I

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Course Contents:

Unit – 1

Food and Beverage Services: - Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarization with their Layouts (Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria), Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments.

Unit – 2

Food Service Equipment's, Fuels & Safety: Food Service Equipment's, Classification, Description, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures, Fuel – Types, Usage and Precautions while Food Service. Fire, Safety & Emergency Procedures – Introduction, Types and handling fires and dealing with emergencies.

Unit – 3

Food Service -1: Table Crockery, Cutlery, Glassware (Bar Glassware not included) Condiments, Sweeteners, Menu – Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Napkin Folding (At least Ten Types), Receiving and Greeting the Guests.

Unit – 4

Food Service-II : Introduction, Classification of Services, Usage and Service Methods, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station, Functions performed while holding a station, Method and procedure of taking a guest order, emerging trends in Food Services and salient features.

Practical

- Understanding Personal Hygiene & Food Service Hygiene
- Grooming for Professional Food Service – Do's & Don'ts
- Understanding Food Service Outlets.
- Familiarization with Food Service equipment's and tools
- Fuels – Their usage and precautions while dealing with them in F&B Outlets
- Handling Fire and Emergency Procedures
- Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F&B Outlets
- Services of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)
- Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus.

Suggested Reading:

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousins. Publisher:ELBS
- Food & Beverage Service Management – BrianVarghes
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc GrawHill.
- Food & Beverage Service Lillicrap & Cousins,ELBS
- Introduction F & B Service- Brown, Heppner &Deegan
- Menu Planning- Jaks Kivela, HospitalityPress
- Modern Restaurant Service- John Fuller,Hutchinson
- Professional Food & Beverage Service Management – BrianVarghese
- The Restaurant (From Concept toOperation)
- The Waiter Handbook By GrahmBrown,

(HM 1.3 T&P) Accommodation & Front Office Foundation -I

Theory: 3 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Course Contents:

Unit – 1

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

Unit – 2

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

Unit – 3

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

Unit – 4

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

Practical

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

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

Suggested Readings:

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

(HM 2.1 T&P)Food Production Foundation –II

Theory: 3 Credits; Total Hours=60

Practical: 2 Credits, Total Hours=60

Course Contents:

Unit – 1

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

Unit – 2

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

Unit – 3

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

Unit – 4

Vegetable, Cuts & Cookery: Introduction, Vegetables, Pigment and Colour Changes, Effect of Heat on vegetables, Cuts of Vegetables, nutritional and hygiene aspects. Some Indian Cuts on vegetables: Broccoli, Cabbage, Potatoes, Onions, Spinach, Cucumber, Tomatoes,avocado. Beetroot, French Beans, Gourd, Bottle Gourd, Pumpkin, Okra, Colocasia, Spinach, Carrot, Turnips

Practical

- Understanding Methods of Cooking & HACCP Standards
 - Cooking in Professional Kitchen – Do's & Don't's
 - Understanding Eggs and their simple Breakfast Preparations ;Preparation of:
 - Hard & soft boiled eggs.
 - Fried eggs.
 - Poached eggs.
 - Scrambled eggs.
 - Omelet's (Plain, Spanish, Stuffed)
 - Familiarisation with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking
 - Vegetables – Their usage and cooking precautions
 - Cuts of vegetables
 - Julienne
 - Jardiniere
 - Dices
 - Cubes
 - Macedoine
 - Paysanne
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- Shredding
- Mire-poix
- Blanching of Tomatoes and Capsicum.
- Cooking vegetables:
 - Boiling (potatoes, peas)
 - Frying (Aubergine, Potatoes)
 - Steaming (Cabbage)
 - Braising (Potatoes)
 - Braising (Onions, cabbage)
- Simple Vegetable and Meat Cookery
- Identification of types of rice varieties & pulses.
- Simple preparation of Boiled rice (Draining & Absorption) method.
- Fried rice.
- Simple dal preparation
- Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris.

Simple Breakfast Preparations:

- Preparation of Puri/ Bhaji, Allo Paratha, Chola Bhatura,
- Preparation of Continental Breakfast

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth-Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef: Le Rol A. Polson
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

(HM 2.2 T &P). Food & Beverage Service Foundation -II

Theory: 3 Credits; Total Hours=60
Practical: 2 Credits, Total Hours=60

Course Contents:

Unit – 1

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

Unit – 2

Coffee Shop & Breakfast Service: Introduction, Coffee Shop, Layout, Structure, Breakfast: Concept, Types & classification, Breakfast services in Hotels, Preparation for Breakfast Services, Mise-en-place and Mise-en-scene, arrangement and setting up of tables/ trays, Functions performed while on Breakfast service, Method and procedure of taking a guest order, emerging trends in Breakfast Services and salient features.

Unit – 3

Food and Beverage Services in Restaurants: - Introduction, Concept of Restaurant, Types of Restaurants, their salient features; Set up of Restaurants and their Layouts, Restaurant Teams Organizational Structure, Modern Staffing in various hotels, Method and procedure of receiving guests, taking guest orders, Service equipment used and its maintenance, Coordination with housekeeping for soil linen exchange, Physical inventory monthly of crockery, cutlery, linen etc., Equipment, furniture and fixtures used in the restaurant and their use and maintenance, Theme and Specialty Restaurants, Celebrity Restaurants.

Unit – 4

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

Practical

1. Understanding Non Alcoholic Beverages, Types & Service Techniques
2. Guest Interactions while on Food Service – Do's & Don'ts
3. Understanding Mocktails, Their Presentation and Services (At least ten types of Mocktails)
4. Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests.
5. Familiarisation with Food Service in Restaurants (Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests)
6. Restaurant Services – Their salient features, Table Layouts, Presenting Menus, precautions while dealing with guests, Commitments with guests, Food Pickup Procedures, Clearance and Dishwashing Procedures

7. Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment, Importance of Menu Knowledge for Order-taking (RSOT functions/procedures), Food Pickup Procedure, Room service Layout Knowledge, Laying of trays for various orders, Pantry Elevator Operations, Clearance Procedure in Dishwashing area, Room service Inventories and storerequisitions

Suggested Reading:

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

(HM 2.3 T &P) Accommodation & Front Office Foundation -II

Theory: 3 Credits; Total Hours=60

Practical: 2 Credits, Total Hours=60

Course Contents:

Unit – 1

Cleaning Science: Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, cleaning products (Domestic and Industrial),

Cleaning Equipment: Types of Equipment, Operating Principles, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.

Unit – 2

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

Unit – 3

Basic Front Office Operations: Front desk operations & functions, Equipments used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information

Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments, rooms and plans, Basis of Room charging, Tariff fixation, Introduction to the guest cycle, Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups. Procedure for guest check in, and baggage handling,

Unit – 4

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

Practical

1. Identification and familiarization with cleaning equipment's and agents.
2. Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.
3. Develop an understanding about basic Housekeeping procedures like Briefing, De Briefing, dealing with Lost & Found, Key Control, Forms & Registers at Control desk of Housekeeping
4. Identification and familiarisation with front desk equipments and Performa's.

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5. Skill to handle front desk operations i.e guest reservations, guest arrival (FIT and groups)

including
baggage handling

6. Skills to handle to telephones at the reception- receive/ record messages.

7. Skills to handle guest departure (fits and groups)

8. Preparation and study of countries, capitals, currencies, airlines and flags chart

9. Roleplay:

a. At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bell boy

b. At the Front Desk: Guest arriving; greeting & offering welcome drink and guest interactions.

c. Servicing of guestrooms, placing/ replacing guest supplies and soiled linen

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

Suggested Readings:

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

SEMESTER – III
(HM 3.1 T) Food & Beverage Production – III

Theory : 3 Credits; Total Hours = 40

UNIT I (8Hrs)

FOOD PRESERVATION

Methods of Food Preservation
Physical and chemical agents in food preservation
Preservation of perishable foods

FOOD STANDARDS

Importance of WHO standards-voluntary and compulsory standards
Common adulterants and their detection
Classification of additives and their role
Mislabeling

UNIT II (6Hrs)

CATERING MANAGEMENT

Introduction to Catering Management
Types of Institutional & Industrial Catering, catering menus
Problems associated with catering
Scope for development and growth
Characteristics of Rail, Airline (Flight Kitchens and Sea Catering)

UNIT III (4hrs)

QUANTITY FOOD PRODUCTION PLANNING

Principles of planning for quantity food production with regard to Space allocation,
& Staffing

UNIT IV (12hrs)

French cuisine - Introduction and characteristics.
History of French cuisine.
Regional & indigenous influence - Ingredients used, Equipment used.
French Classical Menu
French cooking terminologies
Popular dishes

UNIT V (10hrs)

INDENTING & COSTING

Principles of Indenting for Food Production
Portion sizes of various items for different types of Food Production
Modifying recipes for indenting for large scale catering
Concepts of cost
Food cost- Formulas and calculations

Cost control, portion control, yield management and standard recipe.
Forms & Formats of Indenting & Costing

SEMESTER – III

(HM 3.1 P) Food & Beverage Production – III

Practical : 2 Credits, Total Hours = 40

PRACTICAL

- 08 sets of menu from the French cuisine. 4 Course Menu

08 SETS OF FRENCH MENU

Nicoise salad	Crème crecy (carrot soup with rice)
Coq au vin(chicken in red wine)	Pain a l'ail (garlic bread)
Pommes lyonnaise	Navarin d' agneau (brown lamb)
Baba au rhum Pudding au pain et au beurre	

Vichyssoise(chives,leek &potato soup)	Crème de broccoli
Poulet grille au jus	Poulet sauté chasseur
Pommes persillees(parsley potato)	Legumes au beurre
Brownie	Mousse au chocolat

Coleslaw	Canapés de volaille(chicken canapés)
Steak au poivre(beef steak)	Filet de poisson Colbert
Pommes au four (baked potato)	Ratatouille
Fruit trifle	Crème caramel (caramel custard)

Soupe a la oignon	Quiche Lorraine
Bread rolls	Filet de poisson duglere
Emince de volaille a la king	Petit-pois a la flamande
Crepes au fruit	Bavarois au café (coffee mousse)

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth-Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef: Le Rol A. Polson
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

(HM 3.2 T) Food & Beverage Service Operations -III

Theory : 2 Credits; Total Hours =40

UNIT I: (8 hrs)

ALCOHOLIC BEVERAGES

Definition & Scope, Methods of preparing alcohols-Fermentation process and distillation process, Brewing, Classifications of alcoholic beverages
Proof system and measurement of alcohol strength.
Consumption – benefits, abuse, sensible drinking

UNIT II (8 hrs)

WINE Vine – family, grape composition, training and pruning, cycle of harvest, factors affecting quality – soil, climate, viticulture, vinification, vine diseases and Grape varieties – 10 red and 10 white

Classification of wines – still, sparkling, fortified, aromatized,

Wine manufacture – red, white, rose

Sparkling wines-Methods of making sparkling wines

Champagne – Introduction, manufacture, types and shippers

Fortified wines – Sherry, Port, Madeira - types, manufacture, service and brands

Aromatised – Vermouth and other aromatized wines

Sensory Evaluation , Identification and Tasting.

Sake and sochu.

UNIT III: (6 hrs)

WINE & FOOD HARMONY Control of Quality – France, Italy and Germany, Storage of wines
Wine terminology (English & French) and Wine service temperatures

UNIT IV: (8 hrs)

BEERIntroduction to Beer

Ingredients for beer

Production of Beer

Beer classification and styles

Service of Beer

Storage and faults in beer

Beer brands with countries – 10 countries with 5 brands each Cider, Sake, Toddy

UNIT V (10 hrs)

Cigars and its types, Parts & Structure, Cigar sizes.

Popular brands of Cigar

Cigar Selection, storage& service

(HM 3.2 P) Food & Beverage Service Operations -III

Practical : 2 Credits, Total Hours = 40

Practical

- Writing and drawing formats of KOT and order taking and presenting the bills
- Food and accompaniments from French classical menu
- Pairing of food and wine
- Compilation of 5 course wine with 3 wines matched appropriate to its food.
- Service of red wines
- Service of white and sparkling wines
- Service of Beer

Suggested Reading:

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher:ELBS
- Food & Beverage Service – By Singaravelavan – edition IV
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc GrawHill.
- Food & Beverage Service Lillicrap & Cousins,ELBS
- Managing Bar and Beverage Operations – Lendal H Kotschevar, Mary L . Tankes
- Menu Planning- Jaksa Kivela, HospitalityPress
- Modern Restaurant Service- John Fuller,Hutchinson
- Professional Food & Beverage Service Management – BrianVarghese
- The Restaurant (From Concept toOperation)
- The Waiter Handbook By GrahmBrown

(HM 3.3 T) Accommodation Operations -I

Theory: Credit:2 Total Hours: 40

Course Content:

Unit – I (8Hrs)

Linen & Uniform:

Linen – Introduction – Layout of linen room – staff – Types of linen used in Housekeeping, Food Beverage outlets – activities of linen room – par stock .

Uniform – Importance of uniform – staff – equipment used – sewing room – tailoring – stitching of new uniforms, mending, monogramming – disposal of damaged linen – recycling of linen – stock & inventory control of linen & uniforms.

Unit – II (6 Hrs)

Fibers & Fabric: Definition of fiber, Classification of fibers with flow chart, Characteristics of natural & manmade fibers, Use of different fibers in the industry.

Weaves and types of weaves, other methods of manufacturing of fabric.

Unit – III (6 Hrs)

Laundry: Introduction – On premises Laundry, Off premises laundry, advantages & disadvantages , Layout of Laundry, Laundry flow process, Equipment used in laundry, Laundry agents and aids, Handling guest laundry, Valet service, Types of Stains, Stain removal, Dry Cleaning and spotting.

Unit – IV (8Hrs)

Flower Arrangement: Introduction to flower arrangement & types of flower arrangement, Horticulture definition, Duties & responsibilities of Horticulturist, Types of indoor and outdoor plants, bonsai plants and their care & maintenance.

Unit – V (8 Hrs)

Interior Design: Definition, Principles & elements of Interior design, Role and importance of colour in interior design, Colour wheel and colour schemes, Role of lights in interior design, types of lighting and types of lights.

Floor finishes and its types, classification of floor finishes, advantages & disadvantages of different types of floor finishes, wall coverings and its types, window treatment and its classification.

Unit – VI (4Hrs)

Safety & Security: Definition, Handling emergency situations (Fire, Natural calamity, Terrorism, theft) Emergency kit, Accident, causes and prevention of accidents, Forms and formats maintained for above situations. Fire: Fire Triangle, Types of fire, fire extinguishers and its types.

(HM 3.3 P) Accommodation Operations - I

Practical: Credits: 2 Total Hours: 40

Practical:

1. Hemming of cloth and stitching of button
2. Stain Removal
3. Flower arrangement
4. Forms & formats (Accident records, Emergency situation records, Linen exchange format)
Anyone to be drawn.
5. Colour scheme

REFERENCE BOOKS:

1. Hotel Housekeeping Operations & Management – Raghubalan & Smritee Raghubalan, Oxford Publications.
2. Hotel Housekeeping – Sudhir Andrews, Tata Mc. Grill
3. Security Operations – Robert Mc Crie, Butterworth – Heinemann
4. Housekeeping and Front Office – Jones
5. Security Operations By Robert Mc Crie, Publishe: Butterworth –Heinemann
6. The Professional Housekeeper – Tucker Schneider,; WileyPublications
7. Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac GrawHill
8. Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
9. Front Office – Operations and management – Ahmed Ismail (ThomsonDelmar).
10. Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
11. Front Office Operations – Colin Dix & Chris Baird.
12. Front Office Operation Management- S.K Bhatnagar, Publisher: FrankBrothers
13. Managing Front Office Operations By Kasvan & Brooks

SEMESTER – IV

(HM 4.1 T) Food & Beverage Production IV

Theory : 3 Credits; Total Hours =40

UNIT I (10 Hrs)

GARDE MANGER

Introduction of Larder Work
Definition of Garde manger
Equipment found in the larder
Layout of a typical larder
Hierarchy of Larder Section
Sections of the Larder
Duties & Responsibilities of chef garde manger.

HOR'S DE OEUVRES

Classifications, examples and accompaniments

SPECIALITY MEATS

Force meats(farci), Galantines, Roulade, Ballotine, Pates, Mouse & Mousseline

COLD SAUCES

Dips, chaud-froids, aspic Jelly

UNIT II (8Hrs)

CHARCUTERIE

Ham, Bacon & Gammon.
Differences between Ham, Bacon & Gammon
Processing of Ham & Bacon
Sausages, types, casing & manufacturing procedure.
Types of Brines, Preparation of Brines, Methods of Curing,
Types of Marinades, Uses of Marinades, Difference between Brines, Cures & Marinades

UNIT III (6Hrs)

NON EDIBLE DISPLAYS

Ice carvings, Tallow sculpture, Fruit & vegetable Displays, Salt dough, Pastillage, Jelly Logo, Thermanol work

GARNISHES & FOOD PRESENTATION

General principles, modern and special innovative garnishes, accompaniments, plate presentation, buffet presentation and concept development

UNIT IV (4Hrs)

SANDWICHES

Sandwiches- composition, types, principles of preparation, classical sandwiches, rules to be followed, and accompaniments.

UNIT V (12Hrs)
ORIENTAL CUISINE

Introduction to South East Asian Cuisines

Chinese Cuisine - Features, regional classification, ingredients, methods of cooking, courses of the menu.

Thai Cuisine - Features, regional classification, ingredients, methods of cooking, courses of the menu.

ITALIAN CUISINE

Features, regional classification, ingredients, methods of cooking, courses of the menu. Cheeses of Italy.

Glossary of Italian Culinary Terms

SEMESTER – IV

(HM 4.1 P) Food & Beverage Production IV

Practical : 2 Credits, Total Hours = 40

PRACTICAL

10 sets of menu from the following cuisines

Chinese Cuisine MENU 1

1. Veg manchow soup
2. Mandarin Fish
3. Hunan vegs
4. Veg Hakka noodles
5. Fruit salad with jelly

Chinese Cuisine MENU 2

1. Spring Rolls veg
2. Kung Pao Chicken
3. Sweet and Sour veg
4. Veg Chow Mein (Chicken or Beef)
5. Dates Pancake

Chinese Cuisine MENU 3

1. Veg Dimsum
2. Peeking Beef
3. Broccoli and Baby corn in Oyster sauce (Tofu)
4. Mixed Sichuan Fried Rice
5. Daarsan

Chinese Cuisine Menu 4

1. Pickled Sweet and Sour Cucumber
2. Five Spice Lamb
3. Sichuan stir-fried potatoes
4. Mixed Egg & Veg Fried Rice
5. Sweet almond curd (Hung Yum Cha)

Thai Cuisine Menu 5

- 1 Kai Sa-Tay (Satay Chicken) With Peanut Sauce
- 2 PlaSarmRos (Fried Fish With Spicy Sweet Sauce)
- 3GaengKienWan Pak (Mixed Vegetable Green Curry)
- 4 Kao Phad (Thai Fried Rice)
- 5 Khas Tar Fakthxng (Pumpkin Custard)

Thai Cuisine menu 6

- 1 Rice Noodles With Fresh Herbs (Yum Moon Sen)
- 2 KaengMatsamanGai (Chicken Massaman Curry)

- 3 Stir-Fried Thai Vegetables
- 4 PhadThai (Flat noodles with veg, basil and peanuts)
- 5 Khanom Ba-Bin (Coconut Cake)

Italian Cuisine Menu 7

1. Insalata Caesarini
2. Pollo Alla Cacciatora
3. Lasagna Al Forno
4. Milanzane Parmigiana
5. Panna Cotta Con Cioccolato

Italian Cuisine Menu 8

1. Crema Di Funghi
2. Bistecca Alla Pizzaiola
3. Fusilli Alla Pesto Genovese
4. Patate Al Rosmarino
5. Tiramisu

Italian Cuisine Menu 9

1. Caponata Bruschetta
2. Triglie Alla Calabrea
3. Grigliata Di Verdure
4. Risotto Alla Milanese
5. Sicilian Cannoli

Italian Cuisine Menu 10

1. Beet Carpaccio With Goat Cheese & Arugula
2. Spezzatino D' Agnello
3. Polenta Pasticciata
4. Insalata Mista
5. Crostata Di Cioccolato Con Nocciole

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth-Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef: Le Rol A. Polson
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brother

(HM 4.2 T) FOOD AND BEVERAGE SERVICE OPERATIONS - IV

Theory : 2 Credits; Total Hours = 40

UNIT I (10Hrs)

Introduction to Bar and Beverage Management

- 1.1 The Bar and Beverage Business -A brief history
- 1.2 Types of Bar, Bar Equipments and Beverage Operations
- 1.3 Alcohol Consumption Patterns, Managing Bar and Beverage Operations
- 1.4 Upselling Techniques for Alcoholic Beverages.

UNIT II (10hrs)

SPIRITS

- 2.1 Distillation – Pot & Patent Still
- 2.2 Whisky, Brandy, Rum, Gin, Vodka, Tequila & Other Spirits – Introduction, Manufacturing Process, Types & Brands knowledge.
- 2.3 Liqueurs - Introduction, Manufacturing Process & Types
- 2.4 Bitters- Introduction, Manufacturing Process & Types
- 2.5 Eaux de vie: Calvados, Applejack, Poire Williams, Stone fruit brandies, soft fruit brandies

UNIT III (6Hrs)

The Art of Mixology

- Cocktails – Introduction, Parts, Methods, Terms & Popular Cocktails
- Drink Preparation Methods
- SOP of Bar Tending
- Work Station Setup
- The Bartender's Role as "Psychologist"
- The Bartender's Service Role
- The Bartender's Role as Salesperson

UNIT IV (8Hrs)

Beverage Purchasing

- Establishing a Par Stock
- Purchasing Responsibility
- Cellar Control, Cellar Books & Records

Beverage Storage

- The Storage of alcoholic beverages

Bar Inventory

- Perpetual Inventory
- Physical Inventory
- Beverage Inventory Turnover
- Inventory Control as a Monitor of sales and Costs.

Bar Control Systems

- The Control System

Establishing Standards
Preventing Pilferage and Fraud

UNIT V (6Hrs)

INDENTING, COSTING, LICENSING

Beverage Indenting and cost calculation
Determining Product Cost
Sales Accountability/Sales Analysis
Pricing
Bar license & Procedures

Suggested Reading:

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousins. Publisher:ELBS
- Food & Beverage Service – By Singaravelavan – edition IV
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc GrawHill.
- Food & Beverage Service Lillicrap & Cousins,ELBS
- Managing Bar and Beverage Operations – Lendal H Kotschevar, Mary L . Tankes
- Menu Planning- Jaks Kivela, HospitalityPress
- Modern Restaurant Service- John Fuller,Hutchinson
- Professional Food & Beverage Service Management – BrianVarghese
- The Restaurant (From Concept toOperation)
- The Waiter Handbook By GrahmBrown

(HM 4.2 P) FOOD AND BEVERAGE SERVICE OPERATIONS - IV

Practical : 2 Credits, Total Hours = 40

Practical

- ✓ Service of Spirits & Liqueurs
- ✓ Bar trolley setup
- ✓ Cocktail making – 20 preparations (Three each of Whiskey, Rum , Brandy, Vodka, Tequilla , Gin, Two Wine / Beer cocktails.)
- ✓ Layout of bar

Suggested Reading:

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher:ELBS
- Food & Beverage Service – By Singaravelavan – edition IV
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc GrawHill.
- Food & Beverage Service Lillicrap & Cousins,ELBS
- Managing Bar and Beverage Operations – Lendal H Kotschevar, Mary L . Tankes
- Menu Planning- Jaks Kivela, HospitalityPress
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- The Waiter Handbook By GrahmBrown

(HM 4.3 T) Accommodation Operations -II

Theory: 2 Credits; Total Hours= 40

UNIT I

Reservation Management (8 Hrs)

- 1.1 Reservation inquiry- CRS, Intersell Agencies, GDS, Internet, Property Direct and Online travel portals.
- 1.2 Overbooking and its role in Full House Management
- 1.3 Group Reservations
- 1.4 Forecasting and its implications
- 1.5 Upselling and Suggestive Selling
- 1.6 Packages, Different Types of Packages.

UNIT II

(8Hrs)

Front Desk Operations

- 2.1 Handling of messages, mails, registered post and parcels etc.
- 2.2 Handling of guest room keys.
- 2.3 Role of Information and aids used in Information Section
- 2.4 Role of Day & Night Reception.
- 2.5 Front Office Calculations – Room Occupancy
- 2.6 Identifying complaints and complaint handling.

UNIT III

Registration (6 Hrs)

- 3.1 Objective & Legal Obligations
- 3.2 Types of Registration Methods/Records
- 3.3 Registration Procedure- FIT, FFIT, Walk In, Scanty Baggage, VIP, Crew and Group guests.
- 3.4 Concierge Operations – Duties and Responsibilities.

UNIT IV (8Hrs)

FO Accounting, Check-out & Settlement

- 4.1 Accounting Fundamentals- Account, Folio, Vouchers, POS, Ledgers, FO accounting cycle.
- 4.2 Understanding- Late check-out, Late charges, unpaid account balance.
- 4.3 Guest Folio Format & Job description of FOC
- 4.4 Departure procedure – FIT, FFIT, Walk In, Scanty Baggage, VIP, Crew and Group guests.
- 4.5 Foreign Currency Exchange Procedure.
- 4.6 Creation and maintenance of accounts.

UNIT V

(4 Hrs)

The Front Office Audit

- 5.1 Role and Importance of Night Auditor
- 5.2 Guest Credit Monitoring
- 5.3 The Front Office Audit Process
- 5.4 Preparation of Night Audit reports.

UNIT VI

(6 Hrs)

FO Applications and Guest Safety & Security

- 6.1 Role of Computer and Types of PMS used.

6.2 Front Office Modules and its applications

6.3 Importance of Security system

6.4 Security Deposit Box handling and Credit card handling procedure.

(HM 4.3P) Accommodation Operations -II

Practical: 2 Credits; Total Hours= 40

Practical

1. Handling registration - FIT, FFIT, Walk In, Scanty Baggage, VIP, Crew and Group guests.
2. Telephone Etiquettes
3. Preparation of Guest Folio
4. Calculation of Room Occupancy %
5. Hotel Website Design
6. PMS Activities – Feeding Reservation, Check-in guest, Posting charges, Splitting Charges, Room Change, Settlement and Check out.
7. FO situation handling.

Suggested Readings:

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac GrawHill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks