

# **BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**

*(THREE YEARS FULL TIME PROGRAMME)*



**2015-2018**

**SCHOOL OF STUDIES IN TOURISM  
AND TRAVEL MANAGEMENT,  
JIWAJI UNIVERSITY  
GWALIOR-474011**

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY**  
**(THREE YEAR FULL TIME PROGRAM)**  
**(CBCS – 2015-2016)**

**SEMESTER – I (ODD SEMESTER)**

PAPER CODE	COURSE	CRC	L	T	P	CREDIT	REMARKS
BHMCT-101	Foundation course in Food Production – I	Core	3		1	4	
BHMCT-102	Foundation course in F&B Service – I	Core	3		1	4	
BHMCT-103	Foundation course in Front Office – I	Core	3		1	4	
BHMCT-104	Foundation course in Housekeeping – I	Core	3		1	4	
BHMCT-105	Business Communication	Core	3		-	3	
BHMCT-106	Computer Application	Core	2		1	3	
BHMCT-107	Seminar		-		1	1	
BHMCT-108	Assignment		-		1	1	
	<b>Total Valid Credits</b>					<b>24</b>	
BHMCT-109	Comprehensive Viva-Voce (Virtual Credit)		-		4	4	
	<b>Total Credits</b>					<b>28</b>	

**SEMESTER – II (EVEN SEMSTER)**

PAPER CODE	COURSE	CRC	L	T	P	CREDIT	REMARKS
BHMCT-201	Foundation course in Food Production – II	Core	3		1	4	
BHMCT-202	Foundation course in F&B Service – II	Core	3		1	4	
BHMCT-203	Foundation course in Front Office – II	Core	3		1	4	
BHMCT-204	Foundation course in Housekeeping – II	Core	3		1	4	
BHMCT-205	Nutrition, Food Science, Hygiene & Sanitation	Core	3		-	3	
BHMCT-206	Tourism Concepts and Linkages	Core	3		-	3	
BHMCT-207	Seminar		-		1	1	
BHMCT-208	Assignment		-		1	1	
	<b>Total Valid Credits</b>					<b>24</b>	
BHMCT-209	Comprehensive Viva-Voce (Virtual Credit)		-		4	4	
	<b>Total Credits</b>					<b>28</b>	

**SEMESTER – III (ODD SEMESTER)**

PAPER CODE	COURSE	CRC	L	T	P	CREDIT	REMARKS
BHMCT-301	Food Production Operation	Core	3		1	4	
BHMCT-302	F&B Service Operation	Core	3		1	4	
BHMCT-303	Front Office Operation	Core	3		1	4	
BHMCT-304	Housekeeping Operation	Core	3		1	4	
BHMCT-305	Hospitality Marketing	Core	3		-	3	
BHMCT-306	Organizational Behaviour	Core	3		-	3	
BHMCT-307	Seminar		-		1	1	
BHMCT-308	Assignment		-		1	1	
	<b>Total Valid Credits</b>					<b>24</b>	
BHMCT-309	Comprehensive Viva-Voce (Virtual Credit)		-		4	4	
	<b>Total Credits</b>					<b>28</b>	

**SEMESTER – IV (EVEN SEMSTER)\***

PAPER CODE	COURSE	CRC	L	T	P	CREDIT	REMARKS
BHMCT-401	Food & Beverage Production*	Core	-		4	4	
BHMCT-402	Food & Beverage Service*	Core	-		4	4	
BHMCT-403	Housekeeping Operations*	Core	-		4	4	
BHMCT-404	Front Office Operations*	Core	-		4	4	
BHMCT-405	Log Book and Training Report*	Core	-		4	4	
	<b>Total Valid Credits</b>					<b>20</b>	
BHMCT-406	Comprehensive Viva-Voce (Virtual Credit)		-		4	4	
	<b>Total Credits</b>					<b>24</b>	

\* Students will remain in hotel for 22 weeks (8 hours in a day and 6 days in a week are compulsory) during On-Job Training.

1. During on job training, the performance and log book & Training Report will be supervised and evaluated by the management of the hotel organization.
2. Practical will be conducted and valued by the department after completion of the On-Job training.

**SEMESTER – V (ODD SEMESTER)**

PAPER CODE	COURSE	CRC	L	T	P	CREDIT	REMARKS
BHMCT-501	Food Production Management	Core	3		1	4	
BHMCT-502	F&B Service Management & Control	Core	3		1	4	
BHMCT-503	Front Office Management	Core	3		1	4	
BHMCT-504	Housekeeping Management	Core	3		1	4	
BHMCT-505	Foreign Language (French)* Foreign Language (English)*	C. Elective “ “	3		-	3	
BHMCT-506	Facility Planning	G. Elective	3		-	3	
BHMCT-507	Industrial Visit		-		4	4	
	<b>Total Valid Credits</b>					<b>26</b>	
BHMCT-508	Comprehensive Viva-Voce (Virtual Credit)		-		4	4	
	<b>Total Credits</b>					<b>30</b>	

\* Choose any one course out of Centric Electives.

**SEMESTER – VI (EVEN SEMSTER)**

PAPER CODE	COURSE	CRC	L	T	P	CREDIT	REMARKS
BHMCT-601	Introduction to Management	Core	3		-	3	
BHMCT-602	Human Resource Management	Core	3		-	3	
BHMCT-603	Entrepreneurship in Tourism & Hospitality	Core	3		-	3	
BHMCT-604	Hotel Laws	Core	3		-	3	
BHMCT-605	Foreign Language (French)* Foreign Language (English)*	C. Elective “ “	3		-	3	
BHMCT-606	Financial Management	G. Elective	3		-	3	
BHMCT-607	Major Research Project		-		8	8	
	<b>Total Valid Credits</b>					<b>26</b>	
BHMCT-608	Comprehensive Viva-Voce (Virtual Credit)		-		4	4	
	<b>Total Credits</b>					<b>30</b>	

\* Choose any one course out of Centric Electives.

# YEAR ONE, FIRST SEMESTER

## 101: FOUNDATION COURSE IN FOOD PRODUCTION-I

Objective:	To impart technical skills of food production among students and to familiarize the students with day to day working atmosphere of food production department in a 5-star hotel.
Unit-I	History of Culinary Art. Introduction to organization chart of food production department in different category hotels. Factors affecting Kitchen organisation. Kitchen stewarding department, various sections in food production department organizational structure, duties and responsibilities of entire staff.
Unit-II	Raw materials used in F&B (Production) department: salt, liquids, sweetening, raising or leavening agents, thickening agents, binding agents, flavourings and seasonings.
Unit-III	Aims and objectives of cooking food, affect of heat on food, cooking methods, boiling, poaching, steaming, stewing, braising, roasting, grilling, baking, frying, griddling, or broiling. Special methods of cooking food, solar cooking, microwave, infrared. Application of these methods in actual cooking, Chinese and Indian methods of cooking food.
Unit-IV	Mise-en-place : washing, peeling, paring, cutting, mire-poix, mincing, meringue, mandoline, macedoine, shredding, slicing, slitting, grating, grinding, mashing, pureeing, kneading, marinating, stirring, whipping, blending etc. eggs, its uses, methods of cooking eggs and structure of egg.
Unit-V	Introduction and classification of different cooking equipment, their cleaning, maintenance and storage. Different types of ovens and modern kitchen equipments.

### Suggested Readings:

1. Arora Krishna: Theory of Cookery: Frank Bros & Co.
2. Philip E. Thangam: Modern Cookery Vol. I and Vol. 2 : Orient Longman.
3. Klinton and Cesarani: Practical Cookery : Arnold Heinemann.
4. Fuller J. Barrie and Jenkins: Accompaniments and Garnishes from waiter: Communica Europea.

## FOOD PRODUCTION

### PRACTICALS

1. Identification of utensils, description, use and handling hygiene - kitchen, personal.

### 2. EGG COOKERY

Preparation of:

(i) Hard and soft boiled eggs.

(ii) Fried eggs.

(iii) Poached eggs.

(iv) Scrambled eggs.

(v) Omletet's (Plain, Spanish, Stuffed)

(vi) Egg Dishes (Oeuf florentine, Oeuf benedict, Oeuf deur mayonnaise, Oeuf portugese)

### 3. SIMPLE POTATO DISHES

Mash potato, jacket potato, baked potato, roasted potato, French fries.

#### **4. PREPARATION OF VEGETABLES**

- (i) Cuts of vegetables  
Julienne, Jardiniere, Dices, Cubes, Macedoine, Paysanne, Shredding, Concasse, Mire-poix.
- (ii) Blanching of Tomatoes and Capsicum.
- (iii) Cooking vegetables :  
Boiling (potatoes, peas), Frying (Aubergine, Potatoes), Steaming (Cabbage), Braising (Potatoes), Braising (Onions, Cabbage)

#### **5. RICE AND PULSES COOKING**

- (i) Identification of types of rice varieties and pulses.
- (ii) Simple preparation of (a) Boiled rice (Draining and absorption) method.
- (iii) Fried rice.
- (iv) Simple dal preparation.
- (v) Wheat, products like making chapattis, parathas, phulkas, kulchas and puris.

#### **6. INDIAN MASALAS**

- (i) Composition of basic Indian Masalas.

#### **7. INDIAN BREAKFAST**

- (i) Preparation of puri/bhaji, aloo paratha, chola bhatura, idli/sambar, different dosas.

#### **8. Fruit and Vegetable Carving for Buffet Presentation**

### **102 : FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE-I**

**Objective:** To impart an overview of entire food and beverage service department and to make students familiar with the working procedures and skill required in managing this department.

**Unit I** An introduction of food and beverage industry, types of food and beverage operations. Organizational structure of food and beverage department in different kinds of hotels i.e. 5 star, 3 star and unapproved category etc. Different types of food and beverage outlet - Restaurant, Banquet, Bar, Disco theque, Fort fooduction etc.

Classification of Catering Establishment

**Unit II** Food and beverage (services) equipments: Introduction about the entire food and beverage (services) equipments, their use and maintenance procedure e.g. equipment's used in still room, silver room, wash up, dispense bar, furniture, linen, chinaware, table ware and glass ware.

**Unit III** F & B service department hierarchy. Attributes of food and beverage (service) staff, personal hygiene, appearance, attitude, etiquettes and salesmanship. F & B service method (different types).

**Unit IV** Department coordination: A study of various department to which food and beverage (service) department interacts e.g. front office, housekeeping, and sales and marketing department etc.

**Unit V** Food and beverage (services) areas: Study of different food and beverage (services) areas like still room, silver room wash up, hot plate, dispense bar etc.

#### **F & B Terminology.**

## Suggested Readings

1. Food & Beverage Service : Dennis Lillicrap and John Cousins (specially 7th edition)
2. Sudhir Andrews: Food and Beverage Service Training Manual: Tata McGraw Hill.

## Food and Beverage Service

### Practical

#### Familiarisation of :-

- (a) Cutlery, Crockery, Glassware, Flatware, Holloware.
- (b) French terms related to the above.

Mise-en-scene & Mise-en-place:- Dusting, vacuuming, arranging tables and chairs, linen replenishment, accompaniments, condiments, side board, silver cleaning, laying of tables according to the covers.

**TECHNICAL SKILLS:-** Holding and using service gear, carrying plates using salver and tray, using service plate, carrying glasses.

## CARE AND MAINTENANCE OF EPNS ITEMS

### 1. ACTUAL SERVICE PRACTICAL

- a) English/Silver Service
- b) Pre-plated service
- c) Taking the order
- d) Taking restaurant reservations/bookings
- e) Receiving and seating guests
- f) Setting room service tray for different meals
- g) Laying the table covers
- h) Napkin folding (10 folds)

## 103 : FOUNDATION COURSE IN FRONT OFFICE -I

Objectives:	This module is prescribed to appraise students about Hotel Front Office and its basic function.
Unit I	Front office: Introduction : types of hotels, staff structure, job profile, front office desks - reception, registration, reservation, information and cash counter. History of Indian hospitality industry and tourism about MICE.
Unit II	Qualities of front office salesmanship, departments front office coordinates with, types of rooms.
Unit III	Reception : Qualities of receptionists, details of arts and architecture of front office desks, etiquettes, personal hygiene and personality traits.
Unit IV	Reservation: Types of reservation cancellation procedure, room retention charges, registration of foreign and domestic visitors, modes of receiving payments.
Unit V	Lobby: Job description of bell boy, arrival/departure procedure, control of bell boys left luggage procedure, scanty baggage procedure.

### **Suggested Readings:**

1. Andrews, Sudhir : Hotel Front Office : Tata McGraw Hill, New Delhi.
2. Front Office Operations - Bhattacharya.

## **FRONT OFFICE OPERATION**

### **PRACTICAL**

1. (i) Identification of F.O. equipment.  
(ii) Filling up a Reservation form  
(iii) Glossary of Front Office terms  
(iv) Telephone handling at Reservations and Standard phrases.  
(v) Using computer to display reservations menu, blocking accommodation, checking availability and making an amendment/cancellation.
2. (i) Role play : At the porch, guest driving in. Doorman opening the door and saluting guest; calling bellboy.  
(ii) At the Front Desk: Guest arriving: greeting and offering welcome drink, checking if there is a booking.

## **104 : FOUNDATION COURSE IN HOUSE KEEPING -I**

- Objectives: To familiarize the students with the operation of the housekeeping department and routine functions of staff members.
- Unit I Role of HKG: Importance and role in achieving guest satisfaction and repeat business, responsibility of HK department.
- Unit II Introduction to house keeping : layout, organization chart applicable to categories of hotels, role of key personnel of the department job description of H.K. Personnel, Co-ordination with other department. Qualities of H.K. Staff.
- Unit III Care and cleaning of different surfaces: metal, glass, ceramic, wood, marble, leather, rexine. Cleaning equipments: Criteria for selection: equipments used, (manual/mechanical), care, maintenance and storage.
- Unit IV Rooms and floors : Knowledge of rooms, rules of guest floor, maids carts, maids services room/floor pantry, principles of cleaning hygiene and safety factors in cleaning, job work card, procedure for cleaning of guest rooms (vacant room, check out room, occupied room), under repair room, special and periodical cleaning of rooms, second service, turn down service, replenishment of supplies and amenities, housekeeping supervision (importance of inspection, checklist, dirty dozen).
- Unit V Cleaning agents: Criteria for selection, classification, care and storage. Relationships between various departments of the hotel and glossary of terms.

### **Suggested Readings**

1. Andrews Sudhir: Hotel Housekeeping Manual, Tata McGraw Hill.
2. Branson and Lennox, Hotel Housekeeping: Hodder and Stoughton.
3. A.C. David: Hotel and Institutional Housekeeping.
4. Wellek, Hotel Housekeeping.
5. Housekeeping Management - Margaret Kappa.



## HOUSEKEEPING

### PRACTICALS

1. Rooms layout and standard supplies (amenities)
2. Identification of cleaning equipments both manual and mechanical use of diff. brushes, rooms, mops, identification of cleaning agents.
3. Maids Trolley : Set up, stocking and usage.
4. Bed making: Identifying of linen, Step by step procedure for making bed/turn down service.
5. Cleaning guestrooms (vacant occupied, departure), placing/replacing guest supplies and soiled linen.
6. Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.
7. How to do a guest room inspection : Use of check list, Making a maintenance order, Follow up with control desk.

### 105 : BUSINESS COMMUNICATION

- Objective: To develop communication skills of the student, self expression, verbal and written, objective reporting, to make students think creatively and analytically and to develop in the correct pronunciations.
- Unit I Communication process, types of communication, effective communication. Elements of English grammar, common errors in sentences.
- Unit II Essays : report writing, precie, comprehension of passage.
- Unit III Basic letter writing, memorandums, official letters.
- Unit IV Writing a bio-data for job interviews, job description, letter of application and resignations.
- Unit V Basic personality traits-dress, address, gestures and manners, self evaluation and development, SWOT, overcoming hesitation, mock interviews, role play.

### Suggested Readings

1. 30 minutes to succeed in Business Writings-Graham Hart.
2. Kaul, Asha. Business Communication, Prentice Hall (India), New Delhi.

### 106 : COMPUTER APPLICATION

- Objectives This module is prescribed in the course to impart knowledge of computers and its application.
- Unit I Introduction: What is a Computer? Computer v/s Human brain, impact and versatility of computer. Role of computers in our life. Types/classification of computers or computer dynasty.
- Unit II Evolution of Computers: Abacus, analog machines and Napier's Bones, basic pascal and his role in evolution process, Charles Babbage, Heman Hollerith, IBM mark I computer generations to Pentium IV.
- Unit III Computer its characteristics, anatomy and architecture: Characteristics of a computer, capabilities and limitations, dangers of computers, anatomy, ALU storage devices. CPU

types of memory, computers architecture, computer programming and use of assembly languages.

Unit IV Word processing excel spreadsheet software live power point, window functions (creating a document editing, saving, searching etc) Email and internet.

Unit V Presentation Package: Creating, opening and saving presentation, working in different views working with slides, adding and formatting text, designing slides, shows, running and contracting a slide show, printing presentation.

**Suggested Readings:**

1. Braham, B. Computer System in Hotel and Catering Industry, Casseu.
2. Basandra, S.K. Computer Today, New Delhi: Galgotia Publications.
3. Clark, A Small Business Computer Systems. Hodder and Stoughton.
4. London, K.C. and London, J.P.: Management System Information System - a contemporary perspective McMilan.

**107 : SEMINAR**

**108 : ASSIGNMENT**

**109 : COMPREHENSIVE VIVA-VOCE (VIRTUAL CREDIT)**

# SECOND SEMESTER

## 201 : FOUNDATION COURSE IN FOOD PRODUCTION-II

Objective	To manage the entire skills and procedure of the food production. To develop certain technical skills to build up successful professionalism in the catering industry.
Unit I	Classification of vegetables and fruits, its composition, storage, plant pigments, cuts of vegetables and its selection factors.
Unit II	Kitchen layout planning, factors affecting kitchen layout, working triangle, flow of activity, human engineering in the kitchen, structural consideration in the kitchen, trends in the layout planning of modern kitchens, types of kitchen layout.
Unit III	Menu planning, factors affecting menu planning and types of menu, planning for children's, railways, air lines, canteens.
Unit IV	Stocks, preparation of different stocks, precautions taken while preparing stocks, glazes and chud froid and its various kinds.
Unit V	Preparation of mother sauces, mother sauces and its derivatives, purpose of sauces, faults in sauce making, rectification of mayonnaise, sweet sauces, classification of soups, international soups.

### Suggested Readings

1. Arora Krishna: Theory of Cookery, Frank Bros & Co.
2. Philip e. Thangom: Modern Cookery vol. 1 and 2: Orient Longman
3. Klinton & Cesarani: Practical Cookery: Arnold Heineman.
4. Fuller J. Barrie & Jenkins: Accompaniments and Garnishes from waiter, communica Europa.

## FOOD PRODUCTION

### PRACTICALS

#### 1. PREPARATION OF STOCKS

- (i) Demonstration and preparation of: white stock, brown stock and fish stock.

#### 2. PREPARATION OF SOUPS

- (i) Cream soups (spinach, tomato, vegetable)
- (ii) Puree soups (Lentil, peas, carrot)
- (iii) Cut vegetable soups (broth, minestrone)
- (iv) Veloute (princess, Volaille, etc.)
- (v) National soups (Mulligatawny, French Onion)
- (vi) Consomme (Royal, Julienne, Xavier)

#### 3. VEGETABLE DISHES

- (i) Veg au gratin
- (ii) Stew vegetable
- (iii) Boiled vegetable
- (iv) Glazed vegetable

#### 4. SAUCES

Demonstration and preparation of :

- (i) Sauce Bechamel + Derivatives (Mornary, Mustard)
- (ii) Espagnole + Derivatives (Lyonnais, Maderia)
- (iii) Veloute + Derivative (Supreme, Allemande)
- (iv) Hollandaise + Derivative (Bearnaise)
- (v) Mayonnaise + derivative (Tartare, Cocktail)

#### 5. ENGLISH AND CONTINENTAL BREAKFAST (Preparation)

- (i) Preparation of a 3 course Indian menu - to include regional cuisine as studied in theory (Bengal, Goa, Kashmir, Punjab).
- (ii) Preparation of Indian Snacks for high tea (Veg. + Non. Veg)

#### 6. BREAD MAKING

- (i) Preparation of simple and enriched bread/recipes.
- (ii) Bread rolls (different shapes)
- (iii) Bread loaf (brown and white)
- (iv) Croissant, Brioche preparation

#### 7. PREPARATION OF SIMPLE CAKES

- (i) Genoise
- (ii) Sponge
- (iii) Fruit Cake

### 202 : FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE - II

Objectives	To develop a thorough knowledge of all food and beverage outlets and all specialised services offered in a luxury hotel.
Unit I	The Restaurant: Different types of restaurant, organizational hierarchy of a restaurant, basic etiquette of restaurant staff, briefing and debriefing, duties and responsibility of F & B staff. Different type of meal and breakfast. Different type of meal and breakfast, Mise-en-Scene and Mis-en-place: Meaning, works to be done for mise-en-scene and mise-en place in restaurant (Light decor, Furniture, chair, tables side board, lines). Meals and menu planning menu and types, its courses, objective. French classical menu.
Unit II	Types of Food service.
Unit III	The menu : Classical sequence of course, classes of menu and hors d' oeuvre, potage, oeufs, Farinaceous, Poisson, Entree, Sorbet, Releve, Roti, Legumes, Entremet, Fromage, Dessert, Beverage. Different types of influences of compilation of the menu. Ala carte, table d' hote, food and accompaniment, India, Continental, Chinese ... menu compilation . Sale Control - kot, bill, record keeping.
Unit IV	Non alcoholic beverages : Tea-producing countries, purchasing brand, storage, making of tea, and different types of tea. Coffee, brand grinding storage, characteristics, making and kinds of coffee. Dispense bar, cold beverages..., mineral water, cordial and squashes, syrups and mocktails.
Unit V	Tobacco, cigar, cigarettes, types and brand names care and storage.

#### Suggested Readings

1. Food and Beverages Service: Dennis Lillicrap and John Cousins (specially 7th edition)

2. Sudhir Andrews: Food and Beverage Service Training Manual: Tata McGraw Hill.
3. Text Book of Food and Beverage Service: S.N. Bagchi/Anita Sharma: Aman Publication.
4. Professional Food and Beverage Service Management: Brian Verghese (Macmillan).

## **F & B SERVICES -II**

### **PRACTICALS**

#### **1. METHODS OF SERVICES AND CLEARANCE**

- (i) Table laying for different meals and Re laying.
- (ii) Set up and service of water, juices, soft, drinks squashes, syrups.
- (iii) Table d' hote cover and A la carte cover.
- (iv) Services of Food: Soup, meat, fish, potatoes, vegetables, sweets, cheese.
- (v) Service of tea and coffee, including accompaniments.
- (vi) Services of cigars and cigarettes
- (vii) Changing of dirty Ash try.

#### **2. REGIONAL CUISINS PRACTICAL**

- (i) Menu writing of Regional dishes
- (ii) Table laying for regional dishes
- (iii) Services of regional dishes

#### **3. BREAKFAST SERVICES PRACTICAL**

- (i) Laying of difference type of breakfast cover with all table appointments like butter dish, supreme bowl (for service of grape fruit etc.).
- (ii) Laying a room service tray for bed tea and breakfast (continental and English).

## **203: FOUNDATION COURSE IN FRONT OFFICE -II**

Objective:	This module to prescribe to appraise students about hotel front office and functioning of front office desks.
Unit I	Reception: Night duty, night clerk report, VIP list, communication and its use in hotels, paging, role of the night auditor: C Form; Scanty Baggage arrivals.
Unit II	Reservation : Group reservation, discount and allowances, reservation slip, whitney rack system, reservation chart, guest history card, amendment/cancellation of bookings. Key and key control.
Unit III	Information : Information racks, receiving message, message slips, key rack with message lights, handling guest mails and message through telephone, fax etc. role of the concierge.
Unit IV	Telephone : Telephone exchange, qualities of telephone operation, registers used in tel. exchange, general duties and wake-up-calls procedure.
Unit V	Cash : Credit cards, procedure for handling, procedure for accepting the foreign exchange, foreign currency transaction, traveler's cheque, credit control.

### **Suggested Readings:**

1. Andrews, Sudhir: Hotel Front Office, Tata McGraw Hill, New Delhi.
2. Malik, S.: Profile of Hotel and Catering Industry, Heineman.

## **FRONT OFFICE**

### **PRACTICALS**

#### **1. REGISTRATION OF GUEST**

- (i) Pre registration procedure
- (ii) Filling up a guest registration card
- (iii) Determining Room availability (Room Position) Formula
- (iv) Errand card Key card, electronic key cutting replacement of lost electronic key card issue of lost electronic key card, issue of duplicate)
- (v) Arrival and departure intimation to house keeping etc.

#### **2. FAMILIRISATION WITH RECORD BOOKS, LISTS AND FORMS SUCH AS**

- (i) Arrival/departure register
- (ii) Departure intimation
- (iii) Arrival/departure list
- (iv) No show/cancellation report
- (v) VIP list
- (vi) Fruits and flowers requisition
- (vii) Left luggage register
- (viii) Bell boy movement control sheet
- (ix) Scanty baggage register
- (x) Arrival and departure errands cards
- (xi) Expected arrival/departure list

### **204 : FOUNDATION COURSE IN HOUSEKEEPING -II**

Objective:	To enable the student to understand works performed over control desk, linen room and public areas.
Unit I	Housekeeping procedures: HK control desk, role and importance of C.D., types of registers, ledgers and files to be maintained, handling of lost and found and glossary of terms.
Unit II	Public area cleaning, cleaning of back of the house areas and front of the house areas (lobby, cloak rooms, restaurants, bar, banquet halls, lifts/elevators, staircase, corridor, back areas).
Unit III	Linen room/tailor room: Layout, equipment's used, types of linen and sizes, procedure for getting fresh linen, storage tips, quantity of linen (PAR STOCK) and control of linen, recycling of discarded linen, linen hire, buying linen, activities performed and equipments used in tailor room. Uniform - advantage and disadvantage, layout of uniform and selection. Laundry: OPL/ In-house laundry, flow process of laundry through OPL, wash cycle, laundry agents, equipments used in laundry, valet service, dry cleaning, stain removal.
Unit IV	Flower arrangement in indoor plants rooms: Hints and guidelines on preserving freshness of natural flowers, types/styles of flower arrangement, equipments used for F.A.
Unit V	Housekeeping practices: pest control: types of pests, control measures, contract services.

### **Suggested Readings:**

1. Andrews Sudhir, Hotel, Housekeeping Manual, Tata, McGraw Hill.
2. Branson & Lennox: Hotel Housekeeping, Hodder and Stoughton.
3. Wellek: Hotel Housekeeping.
4. A.C. David: Hotel and Institutional Housekeeping.

## **HOUSEKEEPING**

### **PRACTICALS**

1. (i) Layout of linen room and uniform room  
(ii) Cleaning of public areas and inspection of public areas (lobby, restaurant, staircase, cloak rooms, corridor, offices, back areas)  
(iii) Stain removal: different types of stains to be removed by hand using different chemicals.  
(iv) Using a washing machine for linen wash after stain removal.  
(v) Pressing uniforms and different types of linen.  
(vi) Laundering labels.  
(vii) Flower arrangement practice of making fresh flower and dried flower arrangement.

## **205 : NUTRITION, FOOD SCIENCE, HYGIENE AND SANITATION**

- Objective: To make students aware with nutrition, calorific value of different foods and concept of balanced diets. To provide information regarding contaminated food, caused of contamination and sanitary techniques for prevention.
- Unit I Definition and introduction, nutritional charts: its use and relevance, importance of nutrition in day to day life.
- Unit II Calorific values of food: its importance and definition, daily requirements, of energy by man woman and children.
- Unit III Eating habits of Indian people: Factors which affect the eating habits, good and bad eating habits. Balanced diets: Diet for different age groups occupation and climate, its importance and relevance.
- Unit IV The place of hygiene in the catering industry, personal hygiene for staff members in the food production areas and those coming in contact with the guest. Meaning of food poisoning and food and water borne disease, moulds, yeast, bacteria, and transference of bacteria.
- Unit V Food sanitation: Hygienic food handling, high risk foods, preventing contamination, temperatures control, storage of food, hygiene regulations, design of premises and equipment in the kitchen cleaning and disinfection, cleaning agents-water, detergents, abrasives, disinfectants etc. cleaning schedules, pest control, waste disposal.

### **Suggested Readings:**

1. David MC Sware, Nancy Rue, Richard Linten: Essentials of food Safety and Sanitation.
2. Cairncross Kiochar: Studying Hygiene Behaviour
3. Longrce and Blader: Sanitary Techniques in food Service
4. Ghosh B.N.: A Treatise on Hygiene and public health.

## **206 : TOURISM : CONCEPTS AND LINKAGES**

Unit I	An Historical Overview: Travel in ancient times and in the middle ages, the grand tour, travel and tourism in the 19th century and after independence; major changes and development. Tourists: Conceptual and statistical definitions :popular versus scientific concepts, typologies, stages in the touristy process, role and implications of leisure.
Unit II	Tourist Generating Region: conceptual definitions, role in the casual model of tourists activity, illustrative examples of variations in regions, and identifying basic relationship with destination regions and with the tourist industry. Determinants and motivations in tourism: factors stimulating the growth of tourism (determinants), why people wish to travel (motivations)? and influences of supply.
Unit III	Statistical measurements and dimensions: types of tourism statistics: (a) domestic tourism: sources, methods and dimensions, (b) international tourism: sources, methods and dimensions.
Unit IV	The tourist industry: definition, characteristics of purchase and consumption of tourist services, kinds of goods and services, sectors of the tourism industry, illustrative example and tourist industry in relation to tourism system.
Unit V	Tourism and travel organizations, UNWTO, PATA, MOT, ITDC etc.

### **Suggested Readings:**

1. Bhatia, A.K.: Tourism Development, Principles and practices, Sterline Publishing Ltd.
2. Burkart and Madlik: Tourism: Past, Present and Future, Heinemann, EIBS.
3. Cooper, Fletcher et al.: Tourism Principles and Practices, Pitman.
4. Bagri, SC: Tourism Trends in India, Bishan Sing and Mahindra Pal, Dehradun.

## **207 : SEMINAR**

## **208 : ASSIGNMENT**

## **209 : COMPREHENSIVE VIVA-VOCE (VIRTUAL CREDIT)**



# SECOND YEAR, THIRD SEMESTER

## 301 : FOOD PRODUCTION OPERATION

Objective:	To develop knowledge of professional cookery in hotel and catering industry. To induce professional competence among all the professionals.
Unit I	Milk and milk products, composition of milk, types of milk, cream and its types, yoghurt, cheese, manufacturing process of chese, classification of cheese, ice creams, manufacturing process of ice cream and types of ice cream.
Unit II	Quantity food production systems, quantity food production introduction to industrial and institutional catering. Staff organization, processing and storage of necessary food stuffs, menu planning in quantity food production, kitchen layouts of different types of catering organisation.
Unit III	Appetizers: Cocktails, canapes, horsdeoeuvres, petite salads and zakuski, recipes of few popular appetizers.
Unit IV	Salads: As a main dish, as an accompaniment or as salad course. Types of salads, parts of salads, preparation of some popular vegetable based, meat based, fish based and fruit based salad.
Unit V	Bakery study of different equipment and ingredients used in bakery. Points to be kept in mind while working in bakery basic bread dough, pastes, sponge mixture, biscuit mixture and puddings, mousses and souffles.

### Suggested Readings :

1. Arora Krishna : Theory of Cookery : Frank Bros & Co.
2. Philip E. Thangom : Modern Cookery Vol. I and II: Orient Longman.
3. Klinton & Cesarani : Practical Cookery : Arnold Heineman.
4. Fuller J. Barrie & Jenkins: Accompaniments and Garnishes from waiter; communica Europa.

## FOOD PRODUCTION

### PRACTICALS

#### 1. BASIC INDIAN BREADS

Puri, Nan, Kulcha, Phulka, Paratha, Roomali Roti.

#### 2. FISH PREPARATION (CONTINENTAL)

Fish Orly, Fish a L' anglaise, Fish meuniere, Grilled fish florentine, bakes fish mornay.

#### 3. ENTREE DISHES

Lamb stew, hamburgers, shepherd's pie, pork chops, roast chicken.

#### 4. POTATO PREPARATION

Pommes frits (French Fries), Pommes lyonnaise, Mashed potato, Pommes Parisienne.

## **5. BAKERY & CONFECTIONARY**

Preparation of Rich Cakes and Puddings

Black forest gateaux, Cheese cake, Bread and butter pudding, Creme caramel, lemon tart, bavarois.

### **302 : FOOD AND BEVERAGE SERVICES OPERATION**

- Objective: To perfect the student and techniques in the operational and control activities of food and beverage service particularly in relation to wine spirit and service of food prepared in the kitchen.
- Unit I Introduction and definition of alcoholic beverage, fermentation, distillation.
- Unit II Room service and operation. Hierarchy, duties responsibility of room service staff, mis-en-place for diff. type of breakfast. Situation handling, Co-ordination with other departments.
- Unit III Wine: Introduction, types of wine, history, factors influencing quality, classification of wine and reading a wine label. Viticulture and vinifications. Wines from different countries :- France, Germany, Italy, Spain, Portugal, Australia, service of wine.
- Unit IV Spirits: Different types of spirits such as Rum, Gin, Vodka, Whisky, Brandy, Tequila, Liqueurs and other miscellaneous spirits, their manufacturing methods and their service with popular brands and alcoholic strength.
- Unit V Govt. rules and regulations for operating a hotel and hotel laws, inter-departmental relationships.

#### **Suggested Readings:**

1. Food and beverages service: Dennis Lillicrap and John Cousins (specially 7th edition)
2. Sudhir Andrews: Food and Beverage Service Training Manual : Tata McGraw Hill.
3. Text Book of Food and Beverage Service: S.N. Bagchi/Anita Sharma (Aman Publication).
4. Professional Food and Beverage Service Management: Brain Verghese (Macmillan).

### **F & B SERVICES**

#### **PRACTICALS**

1. Service of Alcoholic Beverages :- Wines, Spirits.  
Opening and closing of wines corks (Champagne, Red and White Wines)
2. Room Service : Trolley Tray Breakfast set up and service for rooms.  
Room service of Alcoholic beverages.
3. Billing Method :- K.O.T.B.O.T. Inventory (Duplicate and Triplicate checking method).

### **303 : FRONT OFFICE OPERATION**

- Objective:- This module is prescribed to appraise students about emergencies. Allowances, guest folio etc. in the hotels.
- Unit I Role and responsibilities of front office manager, how he coordinates with other departments and staff members, yield management, Handling VIP'S

Unit II	Emergencies: Fire in the hotel (types of fires and extinguishers used), smoke detectors and sprinkler system, death by accidents, vandalism, damage to property by resident guest, drunk guest, theft etc.
Unit III	Room rates, hotel tariff terms, terms for payment of hotel bills, group cancellation, cancellation terms FITS and GITS: crew handling.
Unit IV	Types of guest folio, restaurant/bar check, local telephone, call voucher, long distance call voucher, room rate change notice, miscellaneous charge voucher; responsibilities of the Front Office Cashier.
Unit V	Allowance: processing allowance vouchers, front officer cashier report, paid out voucher, discount procedures. Computers in the Front Office: Property Management Systems - Fidelio, micros software.

### **Suggested Readings:**

1. Andrews, Sudhir: Hotel Front Office, Tata McGraw Hill, New Delhi.
2. Malik S. Profile of Hotel and Catering Industry, Heineman.

## **FRONT OFFICE**

### **PRACTICALS**

1. **HANDS ON PRACTICAL OF COMPUTER APPLICATION ON 'FIDELIO' SOFTWARE, STUDENTS SHOULD BE ABLE TO:**
  - (i) Register - in a reservation
  - (ii) Register an arrival
  - (iii) Amend a reservation
  - (iv) Cancel a reservation
  - (v) Post a charge
  - (vi) Make a group reservation
  - (vii) Make a folio
  - (viii) Make a room change
  - (ix) Show a departure/checkout
  - (x) Print a folio
  - (xi) Print reports such as expected arrivals and departure for the day.
2. General knowledge about countries currencies capitals, national airlines; also places of tourist interest in Uttaranchal and major attractions in India (Quiz may be organized in class).
3. Credit card settlement practical by demo. Students should be able to read a credit card to determine its acceptability.

## **304 : HOUSEKEEPING OPERATION**

- Objective: To further familiarize students with security aspects, floorings, carpet, fabrics and soft furnishings to be used in the hotel.
- Unit I Security, safety and first aid: Handling of keys in H.K. department, different types of keys, and security measures adopted by different hotels, procedures to handle key thefts, lost property and other valuables.

	Safety: Accidents, fires (cause, procedure, accident report form) First Aid: Emergency procedures for heart attack, fits, burns, fainting, fractures, artificial respiration.
Unit II	Bed and Beddings: Construction of beds, mattresses, care and cleaning of beds, bedding-pillow, bolsters, bed linen. Fabrics: Selection points, types of fibers, construction, types of fabrics and finish given to fabrics.
Unit III	Soft furnishings: Curtains, characteristics of curtains for different parts of hotel, care and cleaning, pelmets, valances, swags, blinds, loose covers and cushions. Quilts, Wall covering: type of wall coverings, care and cleaning.
Unit IV	Budgeting: The budget process, operating and capital budget, controlling expenses.
Unit V	Planning and organising in HK: Area inventory list, frequency schedules, performance standards, productivity standards, inventory levels, SOPs and manuals, job allocation, man power planning, duty roster planning. Glossary of terms.

### **Suggested Reading:**

1. Branson and Lennox: Hotel Housekeeping - Hodder and Stroughton.
2. A.C. David - Hotel and Institutional Housekeeping.
3. Sudhir Andrws: Hotel Housekeeping Manual: Tata McGraw Hill.

## **HOUSE KEEPING OPERATIONS**

### **PRACTICALS**

- 1 TEAM CLEANING (VARIOUS AREAS)
- 2 First Aid - Familiarization of basic medicines and bandaging. Covering cuts and wounds.

## **305 : HOSPITALITY MARKETING**

Objectives:	To familiarize students with products of hotel industry, pricing of products and its various channels of distribution.
Unit I	Product: Definition, classification of product, product line and product mix. service as a product, and marketing strategies for service firms.
Unit II	Developing New Product: Process i.e., idea generation idea screening, concept development and testing, marketing strategy development, business analysis, product development, and test marketing, product life cycle.
Unit III	Pricing Product and Services: Factors considered in pricing, general pricing approaches i.e. cost based pricing, value based pricing and competition based pricing.
Unit IV	Distribution Channel: Role and importance, retailing, wholesaling, classification of retailers and wholesalers.
Unit V	Marketing Mix: Tools of marketing mix. role of contextual gues and steps in developing effective marketing mix.

### **Suggested Readings:**

1. Kotler, Philip: Tourism and Hospitality Marketing, Prentice Hall.
2. Cowell D.W., The Marketing of Service, Heinemann.
3. Choudhary N. and Choudhary P.: A Text Book of Marketing of Services, Macmillan.
4. Doswell Roger and Gamble R. Paul: Marketing and Planning Hotels and Tourism Projects, Barrie and Jankins.

## **306 : ORGANIZATIONAL BEHAVIOR**

Objectives:	This module helps the understand the key dimensions, processes and influences upon human behavior at the level of individual and going in context of work organization.
Unit I	Nature of organization: Concept and features of organization. Types. significance and organizational goals, concept of OB, role of managers in organization and management skills and networks.
Unit II	Individual Dimension of OB: Caused nature and process of human behavior. Models of Man, perception: concept and perception process. Perceiving others leaving: components of leaving, leaving theory, personality: determinants of personality, personality and behavior, motivation: definition and theories of motivation, stress: concept features and causes.
Unit III	Interactive dimensions of Ob: Concept of group dynamics, concept and features of group types of groups, techniques for improving group decision making and its positive and negative aspects.
Unit IV	Controlling and directing the behavior: Concept and theories of leadership successful v/s effective leadership and leadership styles in Indian organization. Communication: process and functions, network and bamiess in communication organization climate: concept and factors in organizational climate, developing sound organization climate.
Unit V	Organizational effectiveness and organisation structure: concept of organisation effectiveness. Approvals to O.E. factors in O.E. Concept of organisation structure, environment and structure, forms of organisation structure.

### **Suggested Readings:**

1. Robbins. Stepheus P: Organisational Behavior
2. Prasad L.M.: Organisational Behavior
3. Luttans. Fred: Organisational Behavior
4. Hersey and Balanchard: Management of OB.

## **307 : SEMINAR**

## **308 : ASSIGNMENT**

## **309 : COMPREHENSIVE VIVA-VOCE (VIRTUAL CREDIT)**

# **FOURTH SEMESTER**

## **INDUSTRIAL TRAINING (SIX MONTHS FROM JANUARY TO JUNE)**

Each candidate will have to prepare a log book and training report of the day to day activities of his twelve weeks on the job training duly supported by charts, diagrams, photos and tables. The report will be submitted in duplicate copy to the head of department at least on month before the commencement of the second year annual examinations supported by the certificate of competent authority of the training institute for the evaluation by a panel of experts comprising of one internal and one external. The viva-voce of the third year would be based on the training report as well as other applied assignments the candidate has undertaken during on the job training. The report should be neatly typed and duly forwarded by head of department to the controller examination (professional courses) for further evaluation.

### **F & B PRODUCTION**

#### **PRACTICAL**

Objective: To provide in depth knowledge about the various food preparations and to give students knowledge of different cuisines and recipes followed.

1. Indian Cuisine
  2. Curry Powders
  3. Dals
  4. Vegetables
  5. Meat Cookery
  6. Fish Cookery
  7. Appetizers
- Menu Planning Western Cuisine,  
Meat Cookery - Cuts of different meat.  
Menu Planning - Setting of menu for silver service, buffet service.

### **F & B SERVICE**

#### **PRACTICAL**

Objective In-depth knowledge to cater in different specialty restaurant and operation.

1. Restaurant service area, Guardian service.
2. Flambe dishes - banana flambe, crepe suzette, steak Diane, peach flambe, rum omellette.
3. Planning and designing of restaurant and bar. Buffet, type of buffet, sitting arrangement, banquets.
4. Managing and functioning and service at the table.
5. Table order taking

## **PRACTICAL**

### **FRONT OFFICE**

1. Students should be able to register guests and fill-up all the records.
2. Should have general knowledge about various important currencies, countries their capitals, places of important tourist interests in India as well as know about event management and planning.
3. Exposure to the computerized front office system.
4. Practice telephone etiquettes.
5. They should be thorough-with important glossary of terms emphasized in the syllabus, floor limit, house limit etc.

## **PRACTICAL**

### **HOUSEKEEPING**

1. Room inspection and cleaning.
2. Guest supplies in rooms and bathrooms.
3. Linen exchange procedure.
4. Public area supervision and cleaning.
5. New trend of housekeeping.

**406 : COMPREHENSIVE VIVA-VOCE (VIRTUAL CREDIT)**

# THIRD YEAR, FIFTH SEMESTER

## 501 : FOOD PRODUCTION MANAGEMENT

Objectives:	To impart perfect skills to the students for preparing soups and fish, meat and poultry dishes with appropriate accompaniments.
Unit I	Butchery: Pre-slaughter steps, factors that make meat tender, methods of cooking used with approx. internal temperature. To judge the quality of various meats i.e. beef, veal, lamb and pork. Study of Lamb/Mutton (Le Mouton) pork (Le proc), Beef (Le Bouef) knowledge of average weights of joints and preparation of mutton, pork and beef. A brief study relating to steaks and sausages. Poultry: Classification according to the age and weight, quality points for purchasing, preparation of poultry, popular chicken dishes.
Unit II	Fish: classification of fish, special points to be considered while choosing fish, cuts of fish, brief study of popular Indian fish and their source, common cooking methods and popular fish dishes.
Unit III	Le Garde-Manager:- Duties and responsibilities of chef grade - Manager, Larder control, equipment required, layout of the Grade-Manager, items Prepared, cold Buffet.
Unit IV	Processed meat product, ham, bacon and sausages, force meat, pate, terrine, different types of brine and marinades, manufacturing of ham bacon and sausages.
Unit V	Regional cuisines of India, Muglai, Avadhi, Dum pukht cuisine, Kashmiri, Chettinad, Andra, Keraliti, Goa, Bengali, Rajasthani, Hydrabadi, Punjabi.

### Suggested Readings:

1. Arora Krishna: Theory of Cookery: Frank Bros and Co.
2. Philip E. Thangom: Modern Cookery Vol. I and II, Orient Longman.
3. Klinton & Cesarani: Practical Cookery; Arnold Heinemann.
4. Fuller J. Barrie and Jenkins: Accompaniments and Garnishes from waiter: Communica Europa.

## FOOD PRODUCTIONS

### PRACTICALS

#### 1. Larder

- (a) Demonstration of (i) Galantine (ii) Pate (iii) Terrine (iv) Meat loaf.
- (b) Canape and Sandwich making
- (c) Salads and dressing (i) Russian salad (ii) Waldrof salad (iii) Coleslaw  
(iv) Fruit salad (v) Green salad (vi) Beetroot salad.

#### 2. PASTA

Preparation of Spaghetti Bolognaise and Macaroni Florentine

#### 3. PIZZA

Preparation of Pizza margharita and other classical pizza (topping)



#### **4. CONFECTIONERY**

- (i) Decorated cakes
- (ii) Pastries and use of chocolate icing.

### **502 : F & B SERVICE MANAGEMENT AND CONTROL**

**Objectives:** To develop comprehensive knowledge of restaurant service in the hotel and catering industry so as to induce in the student professional competence and ensure through knowledge in the principles of food.

**Unit I** Beer: types of beer, history, storage, manufacturing process, serving beer and beer cocktail, cider and perry ale and lager styles of beer care and storage beer dispensing system, glasses.

**Unit II** Food and beverage order taking methods - triplicate, duplicate, service with order, and pre ordered, taking orders for dispense bar beverages service, KOT & BOT.

**Unit III** Aperitifs, liqueurs, fortified wines. Cocktail and other alcoholic mixed drinks, mocktails.

**Unit IV** Gueridon Service: Various types of gueridon, items to be prepared, advantages and disadvantages, special food service, and flambe and flambe work, carving, preparation of joints.

**Unit V** Bar and equipment, design, glassware, dispensing consumable supplies, inventory control.

#### **Suggested Readings**

1. Food and beverages service: Dennis Lillicrap and John Cousins (specially 7th edition)
2. Sudhir Andrews: Food and beverage service training manual, Tata McGraw Hill.
3. Text book of Food and beverage service: S.N. Bagchi/Anita Sharma (Aman Publication).
4. Professional Food and Beverage Service Management: Brian Verghese (Macmillan)

### **F & B SERVICES**

#### **PRACTICALS**

1.
  - (i) Room service (trolley, tray, break fast)
  - (ii) Wines opening re-closing of wire corks
  - (iii) Champagne/Sparkling
  - (iv) Spirits
  - (v) Room service of alcoholic beverages.

#### **2. DEMONSTRATION-COCKTAIL PREPARATION**

- (i) Type of garnish and preparation
  - (ii) Preparation of two cocktails for each alcoholic base.
3. Revise the practical syllabi taught in the 1st year (1st and 2nd) semester
4. Services of non-alcoholic beverages like tea, coffee, fruit juices, milk shakes, hot milk, hot chocolates etc. triplicate of duplicate checking method: Kot Bot.

## **503 : FRONT OFFICE MANAGEMENT**

Objectives	This module is prescribed to appraise the students about qualities of good telephone operator, complaint handling and self development programmers etc.
Unit I	Handling Complaints: why do guests complain, benefits derived from complaints and complaint handling.
Unit II	Qualities of good telephone operation, punctuality, personnel hygiene, accuracy, speed, cooperation, clarity of speech, sense of responsibility, memory quickness, cheerfulness, careful and polite, coordination with other department. Use of the EPABX interface with F.O. Software, handling disputes.
Unit III	Planning F.O. operations: Forecasting room availability, formulas, room position, daily/monthly F.O. statistics and reports. Practiced self-development programme: What to observe, weekly training schedule, counselor and quizzes.
Unit IV	What to observe: information, reception, research front office cashier, night auditor, lobby: what to observe, telephone: what to observe.
Unit V	Recruitment in hotel chains, resort chains, salary basis, promotion and incentives, future scenario of hotel industry, budget and budgetary control.

### **Suggested Readings**

1. AndrewsSudhir: 1985 Hotel Front Office, Tata McGraw Hill, New Delhi, Malik S. Profile of Hotel and Catering Industry, Heinemann, 1972.

## **FRONT OFFICE**

### **PRACTICALS**

- 1 Demonstration :- Cocktail Preparation  
(i) Bar arrangements and display.  
(ii) Triplicate and duplicate checking method: KOTBOT  
(iii) Billing Method
- 2 Role Play: Telephone handling, complaint handling, use of EPABX.
- 3 Preparation of front office daily flash report, monthly reports, practicals on calculation of room position, occupancy etc.
4. Revise the practical syllabi taught in the 1st year (1st and 2nd semester).

## **504 : HOUSEKEEPING MANAGEMENT**

Objectives:	To impart student the comprehensive knowledge of bed and bedding, furniture, elements of interior decoration and lighting in reference to hospitality operation.
Unit I	Furniture: Selection of furniture, style and design, types of furniture: wooden, wicker, cane furniture, metal furniture, plastic furniture, upholstered furniture, arrangement of furniture in room; types of joints.

Unit II	Interior decoration: Elements and principles of art and design, colour effect of colours, warm and cool colours, colour schemes, texture: flooring, wall coverings mirrors, curtains, furniture and other furnishings, heating and ventilation, energy saving procedures, eco friendly concepts in HK. New property count down. Energy and water conservation. Theme planning and decoration. Redecoration and Refurnishing - layout of room, sizes of rooms, furniture arrangement, principle of design.
Unit III	LIGHTING: Importance, different kinds of lighting, difference in filament and fluorescent, low energy bulbs, reflector type incandescent lamps, fittings, shades, minimum light requirements, uses of lighting in different areas of hotel.
Unit IV	Flooring or floor finishes: Choosing floorings, sub floors, general care and clearing of flooring and classification of floor finishes.
Unit V	Carpets: Selection points, classification of carpets, size of carpet, choice of carpet, carpet laying, protection of carpets, cleaning of carpets, advantages and disadvantages of carpet. Glossary of Terms.

### **Suggested Readings :**

1. Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.
2. Branson and Lennox, Hotel Housekeeping, Hodder & Stoughton.
3. A.C. David. Hotel and Institutional Housekeeping, Wellek, Hotel Housekeeping.

## **HOUSEKEEPING**

### **PRACTICALS**

1. Care and cleaning of carpets and upholstered furniture, Shampooing of carpets.
2. Designing models of different types of rooms and public areas keeping in mind the interior decoration aspect. Theme decoration and rangoli making.

## **505 : FOREIGN LANGUAGE (FRENCH)\***

Unit I	Translation of simple sentences or paragraph from French into English.
Unit II	Translation of simple sentences or paragraph from English into French.
Unit III	Grammar (Questions should be based on the grammar covered in the I and II units of the prescribed book)
Unit IV	Questions based on the lessons of the I and II units of the prescribed book.
Unit V	Dialogue writing (Based on the situations of restaurant or hotel).

### **Prescribed Book:**

1. Le nouveau sans frontieres (Part I) by Philippe Dominique, Jacky Girardet, Michele Verdelhan.

### **Suggested Readings:**

1. Hotellerie - restauration.com
2. Avec plaisir.

### **Dictionaries Recommended:**

Larousse, Casselles, Colins, Oxford.

## **505 : FOREIGN LANGUAGE (ENGLISH)\***

### **UNIT-I**

Improving english speaking skill, correct pronunciation, english writting aids, punctuation, spellings, idioms and phrases, essentials of english vocabulary, language as a tool of communication, strategies, skimming and scanning.

### **UNIT-II**

Comprehension, essays, general student letters, applications, notice, reports.

### **UNIT-III**

Basics of communication, communication elements and process, needs of communication skills for managers, channels forms and dimensions of communication, barriers of communication. How to overcome them - tools of effective communication, legal aspects of communications - defamation, invasion of privacy, fraud, and other issues questions for assessment.

### **UNIT-IV**

Needs, functions and kinds of letter, business letters, different formats, persuasive letters, appointments, retrenchments, resignation, complaints and adjustments. Circular and sales letters.

### **UNIT-V**

Messages, meetings, group discussions, minutes, interviews, personality development and grooming.

### **Note:**

1. The students are requested to identify topics of interest and make oral presentations in front of teachers. The course instructors should evaluate the presentation skill and suggest methods of improvement.
2. The report is evaluated on various dimensions of written communication, suggestions for improvement will be offered.
3. Group discussions for effective communication and improving english language will also be organised by course instructor and evaluated in which students have to perform.

### **SUGGESTED READINGS:**

Basic Business Communication - Robert Maarcher

Effective Business Communication - Murhy

Excellence in Business Communication - Thrill

Essentials of Business Communication - Rajendra Pal & J.S.K.

Business Communication Management - D.D. Singhal, V.K. Mittal, N.C. Garg, V.S.Vyas.

## **506 : FACILITY PLANNING**

- |          |   |
|----------|---|
| Unit I   | Energy Management: Background, energy pricing, energy cost control and building systems, reducing guest room energy costs, reducing food and beverage production and service energy costs, reducing boiler and chilling energy costs, energy management and conservation systems. |
| Unit II  | Building and Exterior Facilities: Roof, exterior walls, windows and doors, structural frame, foundation elevators, storm water drainage systems, utilities, landscaping and grounds.  |
| Unit III | Parking Areas: Parking lots, structural features, layout considerations, maintenance, parking garages, accessibility requirements for parking areas, valet parking.   |

- Unit IV Lodging Planning and Design: Development process, feasibility studies, space allocation programme, operational criteria, budget, preliminary schedule, site design, hotel design, guest rooms and suites, lobby, food and beverage outlets, function areas, recreational facilities, back of the house areas.
- Unit V Food Service Planning and Design: Concept development, feasibility, regulations, planning layout, receiving areas, storage areas, kitchen, office space, sample blue print.

**Books and References:**

1. How things work - The Universal Encyclopedia of Machines, Volume 1 & 2.

**507 : INDUSTRIAL VISIT**

**508 : COMPREHENSIVE VIVA-VOCE (VIRTUAL CREDIT)**

# SIXTH SEMESTER

## 601 : INTRODUCTION TO MANAGEMENT

Objectives	The main objectives of this course are to provide the student and understanding of tasks and functions of management.
Unit I	The Foundations of Management: Meaning, nature, management: science or art. Management as a profession, professionalisation of management in India. Functions of management thought, systems concepts, social responsibilities of management.
Unit II	Planning: Meaning, significance, limitations, types, planning process, management by objectives (MBO), decision making meaning, role, types approaches, decision making under different states of natures, decision making process, and summary of major principles for planning.
Unit III	Organizing: Concept, significance process, formal and informal organization, organization chart, departmentation, span of management, authority and responsibility, delegation of authority centralization and de centralization, line and staff relationship, effective organizing and organizational culture. Summary of major principles for organizing.
Unit IV	Directing: Meaning, significance and techniques of direction, human factor and directing communication: concept, process elements, communication flow in an organization, barriers and breakdowns in communication, making communication effective transactional analysis. Summary of major principles for directing.
Unit V	Controlling: Concept, need for control, the basic control process, requirements for effective control, control techniques and systems, direct control vs. preventing control control by exception. Co-ordination: The essence of managing. Summary of major principles for controlling. Area of Management: Concept of financial management, human resource management, production management, operational management and marketing management.

### Suggested Readings:

1. Prasad L.M. Principles and Practices of Management.
2. Koontz. and O. Donnell Cyril: Management.
3. H. Koontz. Jungle Management Theory.

## 602 : HUMAN RESOURCE MANAGEMENT

Objective:	The objective of this module is to introduce the procedures and practices being applied for the manpower training and placement, besides understanding the relation between employ and organization.
Unit I	Introduction to HRD. Concepts Definition and scope of Human Resource Development. Brief history of Human Resource Development.
Unit II	Human Resource Management Poles and Policies; HRM and extend environment.
Unit III	Themes in HRM: Strategic approach, maintaining ethical policies and behavior, current and future challenges to HRM : Global competition, increasing diversity in work force, Employ expectations.

- Unit IV Managing Human Resource in Multinational Organisations: What is HRM approaches to HRM. Managing HR in a foreign subsidiary: International Perspective and Ethical expectations.
- Unit V Personnel Issues: Recommitment-Processing of techniques inductions, evaluating performance, welfare leaves, benefits, promotion conflict management: Unions, Misconduct procedures, legal aspects of termination.

### **Suggested Readings:**

1. Ben To (eds): Human Resource issues in International Tourism: By Heyworth - Hienman 1994.
2. Arya P.P. and Tanden B.B. Human Resource Management, 1997.
3. Fisher C.D. Schoenfel dt. L. F. and Shaw J.B. Human Resource Management, 1997.
4. Bagri S.C. (2007) Human Resource development practices in travel and tourism, centre for mountain tourism and hospitality, studies H.N.B. Garhwal University, Srinagar, Garhwal.

## **603 : ENTREPRENEURSHIP IN TOURISM AND HOSPITALITY**

Tourism and hospitality are becoming increasingly important for economy as it will be a major employment generator. It is and will continue to attract creative and talented entrepreneurs offering exciting tourism products. This course intends to prepare hospitality students for raising their own business enterprises. Accordingly there are inputs both on starting up of an enterprise and its management in early days of life cycle.

- Unit I Tourism/hospitality industry and business ideas; business strategy-understanding customers and analyzing competition.
- Unit II Tourism/hospitality marketing mix; tourism/hospitality marketing planning; financial planning; planning for people and operations.
- Unit III Form of organisation and legal considerations; networking and collaboration; good business practices.
- Unit IV Feasibility; writing a business plan-marketing, financial, operations, people etc. planning.
- Unit V Setting up a tourism/hospitality enterprise-steps, procedures, licenses, registration etc.

### **Suggested Readings :**

1. Chowdhary, Nimit and Prakash, Monika. 2010. Managing Small Tourism Business, New Delhi: Matrix Publishers. ISBN 818 101 4203
2. Prakash, Monika and Chowdhary, Nimit. 2010. Starting a Tourism Company, New Delhi: Matrix Publishers. ISBN 819 101 4211

### **References :**

- Mohanty, Sangram Keshari. 2005. Fundamentals of Entrepreneurship, New Delhi: Prentice Hall of India.
- Sido-online. Portal of MSME, Government of India ([www.smallindustryindia.com](http://www.smallindustryindia.com)).
- Scarborough, N.M. and Zimmer, T.W. (1996). Effective Small Business Management, 5/e, New York: Prentice Hall, Inc.
- IGNOU MTM-8 (2005, Reprint). Managing Entrepreneurship and Small Business in Tourism.

## 604 : HOTEL LAWS

Objective:	To enable the student to understand legal factors effecting hotel industry.
Unit I	Introduction: Need of law, types and applications of law in hotel industry.
Unit II	Mercantile law : a brief study of law of contract, sales of good's act, and Indian partnership act.
Unit III	Licenses: Licenses and permits for hotels, suspension and termination of licenses.
Unit IV	Law of tenancy: distinction between guest and tenant, inn keeper's liability, occupiers liability.
Unit V	Food legislation: Prevention of food adulteration.

### Suggested Readings:

1. Hotel and Catering Law, Frank J. Bull, John D.G. Moopes.

## 605 : FOREIGN LANGUAGE (FRENCH)\*

Unit I	Translation of sentences or paragraph from English into French.
Unit II	Translation of sentences or paragraph from French into English.
Unit III	Grammar (Questions should be based on the grammar covered in the III and IV units of the prescribed book)
Unit IV	Questions based on the lessons of the III and IV units of the prescribed book.
Unit V	Written comprehension (Based on the situations of restaurant or hotel).

### Prescribed Book:

1. Le nouveau sans frontieres (Part I) by Philippe Dominique, Jacky Girardet, Michele Verdelhan.

### Suggested Readings:

1. Hotellerie - restauration.com
2. Avec plaisir.

### Dictionaries Recommended:

Larousse, Casselles, Colins, Oxford.

## 605 : FOREIGN LANGUAGE (ENGLISH)\*

### UNIT-I

Essential english vocabulary, phrases and idioms, english speaking skill, punctuation, pronunciation, phrses, idioms, spellings and aids to correct writting, presentations.

### UNIT-II

Essays, comprehension, letters, notice, reports.

### UNIT-III

Communication, meaning, importance of objectives, principles of communication, process of communication, types of communication, barriers of communication, techniques of effective communications, needs of essential qualities in effective communication.

### UNIT-III

Business letters, need, functions and kinds of business letters, enquiries and replies, complaints and adjustments, collection letters, circular letters, sales letters, circular letters, enquiries.

### UNIT-IV

Request letters, application, letters, resumes, correspondence, confirmation letters, letters of reference, letters of appointments, retrenchment, persuasive letters, and resignation.



## UNIT-V

Report writing, types of reports, proposals, notification, agenda, minutes, meetings, presentations, group discussions, interviews, speeches, public notices.

### **Note:**

1. The students are requested to identify topics of interest and make oral presentations in front of teachers. The course instructors should evaluate the presentation skill and suggest methods of improvement.
2. The report is evaluated on various dimensions of written communication, suggestions for improvement will be offered.
3. Group discussions for effective communication and improving English language will also be organised by course instructor and evaluated in which students have to perform.

### **SUGGESTED READINGS:**

Basic Business Communication - Robert Maarcher

Effective Business Communication - Murhy

Excellence in Business Communication - Thrill

Essentials of Business Communication - Rajendra Pal & J.S.K.

Business Communication Management - D.D. Singhal, V.K. Mittal, N.C. Garg, V.S.Vyas.

## **606 : FINANCIAL MANAGEMENT**

Objectives:	To familiarize the students with financial analysis aspect and to inform them about the techniques of preparing financial information.
Unit I	Nature of Financial Management. Financial function, meaning, role scope and importance, job of financial manager, financial goals, financial control, organization and objectives of financial function.
Unit II	Financial Planning: Capitalization and capital structure. Meaning and concept of capital. Theories of capitalization. Sources of finance short term, medium term, long term.
Unit III	Budget and Budgetary Control: Preparation of budget, types of budget, capital, sales cash, flexible, benefits and limitations of budgetary control.
Unit IV	Financial Analysis: Uses: Types of financial analysis, tools of financial analysis, ratio analysis, preparation of fund flow and cash flow statements.
Unit V	Working Capital Management: concept, importance and scope, estimates of working capital and financing of current assets. Hotel Accounting: Uniform system : Income/expenditure statements, balance sheet: allocation of expenses drawbacks and advantages.

### **Suggested Readings:**

1. Pandey I.M. Financial Management.
2. Dr. Srivastava R.M. Financial Management
3. Varh Horh. Financial Management and Policy

## **607 : MAJOR RESEARCH PROJECT**

## **608 : COMPREHENSIVE VIVA-VOCE (VIRTUAL CREDIT)**



## **BOOKS LIST OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**

30 minutes to succeed in Business Writings-Graham Hart.

A.C. David. Hotel and Institutional Housekeeping, Wellek, Hotel Housekeeping.

Andrews Sudhir: Hotel Housekeeping Manual, Tata McGraw Hill.

Andrews, Sudhir : Hotel Front Office : Tata McGraw Hill, New Delhi.

AndrewsSudhir: 1985 Hotel Front Office, Tata McGraw Hill, New Delhi.

Malik S. Profile of Hotel and Catering Industry, Heinemann, 1972.

Arora Krishna : Theory of Cookery : Frank Bros & Co.

Arya P.P. and Tanden B.B. Human Resource Management, 1997.

Bagri S.C. (2007) Human Resource development practices in travel and tourism, centre for mountain tourism and hospitality, studies H.N.B. Garhwal University, Srinagar, Garhwal.

Bagri, SC: Tourism Trends in India, Bishan Sing and Mahindra Pal, Dehradun.

Basandra, S.K. Computer Today, New Delhi: Galgotia Publications.

Ben To (eds): Human Resource issues in International Tourism: By Heyworth - Hienman 1994.

Bhatia, A.K.: Tourism Development, Principles and practices, Sterline Publishing Ltd.

Braham, B. Computer System in Hotel and Catering Industry, Casseu.

Branson & Lennox: Hotel Housekeeping, Hodder and Stroghton.

Burkart and Madlik: Tourism: Past, Present and Future, Heinemann, EIBS.

Cairncross Kiocchar: Studying Hygiene Behaviour

Clark, A Small Business Computer Systems. Hodder and Stoughton.

Cooper, Fletcher et al.: Tourism Principles and Practices, Pitman.

Cowell D.W., The Marketing of Service, Heinemann.

David MC Sware, Nancy Rue, Richard Linten: Essentials of food Safety and Sanitation.

Doswell Roger and Gamble R. Paul: Marketing and Planning Hotels and Tourism Projects, Barrie and Jankins.

Dr. Srivastava R.M. Financial Management.

Fisher C.D. Schoenfel dt. L. F. and Shaw J.B. Human Resource Management, 1997.

Food and beverages service: Dennis Lillicrap and John Cousins (specially 7th edition)

Front Office Operations - Bhattacharya.

Fuller J. Barrie & Jenkins: Accompaniments and Garnishes from waiter, Communica Europa.

Ghosh B.N.: A Treatise on Hygiene and public health.

H. Koontz. Jungle Management Theory.

Hersey and Balanchard: Management of OB.

Hotel and Catering Law, Frank J. Bull, John D.G. Moopes.

Housekeeping Management - Margaret Kappa.

How things work - The Universal Encyclopedia of Machines, Volume 1 & 2.

Kaul, Asha. Business Communication, Prentice Hall (India), New Delhi.

Klinton and Cesarani: Practical Cookery : Arnold Heinemann.

Koontz. and O. Donnell Cyril: Management.

Kotler, Philip: Principles of Marketing, Prentice Hall.

Le nouveru sans frontieres I. Philippe dominique. Jacky Girardet, Michele Verdelhan.

London, K.C. and London, J.P.: Management System Information System - a contemporary perspective McMilan.

Longrce and Blader: Sanitary Techniques in food Service

Luttans. Fred: Organisational Behavior

Malik S. Profile of Hotel and Catering Industry, Heineman.

Pandey I.M. Financial Management.

Parlez a' l' hotel: Anil Talukdar. Aman Publications. Ansari Road, New Delhi.

Philip E. Thangom: Modern Cookery Vol. I and II, Orient Longman.

Prasad L.M. Principles and Practices of Management.

Prasad L.M.: Organisational Behavior

Professional Food and Beverage Service Management: Brian Verghese (Macmillan)

Robbins. Stepheus P: Organisational Behavior

Robinson David. 1996. Business Etiquette : Your Complete Guide to Correct Behaviour in Business. Kogan Page India Pvt Ltd. New Delhi.

Sherlekar S.A. 1998. Ethics in Management, Himalayan Publishing House, Mumbai.

Sudhir Andrws: Food and Beverage Service Training Manual: Tata McGraw Hill.

Sudhir Andrws: Hotel Housekeeping Manual: Tata McGraw Hill.

Text Book of Food and Beverage Service: S.N. Bagchi/Anita Sharma: Aman Publication.

Varh Horh. Financial Management and Policy

Wellek, Hotel Housekeeping.

Woodruffe Helen: Services Marketing, Macmillan.