# **GALGOTIAS UNIVERSITY**

Email: <a href="mailto:admissions@galgotiasuniversity.edu.in">admissions@galgotiasuniversity.edu.in</a>
Website: <a href="mailto:www.galgotiasuniversity.edu.in">www.galgotiasuniversity.edu.in</a>

# **COURSE BOOK**

School of Hospitality and Tourism -2020



**Curriculum and syllabus for School of Hospitality and Tourism** 



# **CONTENTS**

1.	B.Sc. Hotel Management	2
	Bachelor of Hotel Management	



Program: B.Sc Hotel Management

Scheme: 2020-2021

#### Vision

To be known globally for responsive education, creativity and innovation in Hospitality.

#### Mission

- M1: Create a strong foundation on fundamentals of global hospitality practices.
- M2: Establish state of the art facilities and collaborations for excellence in hospitality profession.
- M3: Develop well-rounded and thoughtful graduates prepared to excel in changing and globalized world.

# **Program Educational Objectives**

- PEO1: Undertake global assignments and demonstrate skills and abilities in hospitality services.
- PEO2: Engage in professional and entrepreneurial activities at leadership roles in hospitality industry.
- PEO3: Be involved in adopting emerging technologies for creativity and innovation to provide solutions in the field of hospitality and allied services.

# **Program Specific Objectives**

- PSO1: Able to interpret global trends in hospitality industry and improve the service quality through effective use of ICT.
- PSO2: Effectively collaborate with hospitality service providers and profess customer centric attitude in diverse service situations of industry.

### **Program Outcomes**

- To apply the knowledge of hospitality fundamentals and departmental specialization for the solution of complex service problems.
- PO2: To identify, formulate and analyze service problems to provide hospitality products and services.
- PO3: To design service components and processes that meets the specified needs of Guests.
- PO4: To create and apply appropriate resources and modern tools for hospitality services.
- PO5: To apply reasoning to assess societal, cultural issues and professional responsibilities.
- PO6: To commit to professional ethics and responsibilities of the hospitality trade practices.
- PO7: To assess the environmental impact of hospitality practices for sustainable development.
- PO8: To function effectively as an individual, and as a member of diverse teams and in multidisciplinary settings.
- PO9: To communicate effectively on service activities with the community and society at large.
- PO10: To recognize the need for, and have the preparation and ability to engage in independent and lifelong learning in the broadest context of technological change.

### Curriculum

		Semester 1							
Sl.	Course Code	Name of the Course		1				ment Patter	_
No	Course coue	Traine of the course	L	T	P	C	IA	MTE	ETE
1	BSCH1001	Foundation Course in Food Production I	3	0	0	3	30	20	50
2	BSCH1002	Foundation Course in F&B Service	3	0	0	3	30	20	50
3	BSCH1003	Foundation Course in Front Office I	3	0	0	3	30	20	50
4	BSCH1004	Foundation Course in Housekeeping Operation I	3	0	0	3	30	20	50
5	BSCH1006	Foundation course in Food Production Lab I	0	0	4	2	50	•	50
6	BSCH1007	Foundation course in F&B Service Lab I	0	0	4	2	50	-	50
7	BSCH1008	Foundation Course in Front office Lab I	0	0	4	2	50	•	50
8	BSCH1009	Foundation course in Housekeeping operation	0	0	4	2	50	-	50
9		Professional Communication 1	1	0	4	3	50	-	50
10		Liberal & Creative Arts	0	0	1	0.5	50	-	50
11	BCSE8011	Introduction to computer Application Lab	0	0	2	1	50	-	50
		Total				24. 5			
	1	Semester II	l	1					
Sl No	Course Code	Name of the Course	L	Т	P	С	Assess	ment Patter MTE	rn ETE
1	BSCH1013	Foundation course in Food Production-II	2	1	0	3	30	20	50
2	BSCH1014	Foundation course in F & B Service – II	2	1	0	3	30	20	50
3	BSCH-1015	Foundation course in Front Office Operation – II	2	1	0	3	30	20	50
4	BSCH-1016	Foundation course in Housekeeping Operation – II	2	1	0	3	30	20	50
5	BSCH-1018	Foundation course in Food Production-II (Lab)	0	0	4	2	50	-	50
6	BSCH-1019	Foundation course in F &B Service – II (Lab)	0	0	2	1	50	•	50
7	BSCH-1020	Foundation course in Front Office – II (Lab)	0	0	2	1	50		50
8		Professional Communication -II	1	0	4	3	50	•	50
9	ENVS1003	Certificate Course in environmental Sustainability	1	0	0	0.5	50	-	50
		Total				19. 5			
		Semester III			•	•			
Sl	Course Code	Name of the Course		1				ment Patter	
No			L	T	P	C	IA	MTE	ETE
1	BSCH2001	Food Production Training Report	0	0	10	5			100
2	BSCH2002	F&B Service Training Report	0	0	10	5			100
3	BSCH2003	Front Office Management Training Report	0	0	10	5			100
4	BSCH2004	Housekeeping Management Training Report	0	0	10	5			100

		Waste Management	0	0	1	0.5			
		Total							
		Semester I	V						
Sl	Course Code	Name of the Course				1 -	Assessment Pattern		
No			L	T	P	C	IA	MTE	ETE
1	BSCH-2005	Food Production Operations	2	1	0	3	30	20	50
2	BSCH-2006	F & B Service Operations	2	1	0	3	30	20	50
3	BSCH-2007	Front Office Operations	2	1	0	3	30	20	50
4	BSCH-2008	Housekeeping Operations	2	1	0	3	30	20	50
5	BSCH-2010	Food Production Operations lab	0	0	4	2	50	-	50
6	BSCH-2011	Food & Beverage Service (Wine & Liquors) lab	0	0	2	1	50	-	50
7	BSCH-2012	Front Office Operations lab	0	0	2	1	50	-	50
8	BSCH-2013	Housekeeping Operation lab	0	0	2	1	50	-	50
9		IPR (Intellectual Property Rights )	0	0	2	1	50	-	50
10		Entrepreneurship in Hospitality	2	0	0	2	30	20	50
		Total				20			
		Semester V	7				1		
Sl	Course Code	Name of the Course	-	T 700				sment Patter	
No	BSCH3001	Earl Duaduction Management	<u>L</u>	<b>T</b>	<b>P</b> 0	<b>C</b>	<b>IA</b> 30	MTE 20	<b>ETE</b> 50
2	BSCH3001	Food Production Management	3	0	0	3	30	20	50
		Food & Beverage Management		1	0		30	20	50
3	BSCH3003	Front Office Management	3	0		3			
4	BSCH3004	Housekeeping Management	3	0	0	3	30	20	50
5	BSCH3005	Food Production Management Lab	0	0	4	2	50	-	50
6	BSCH3006	Food & Beverage Management Lab	0	0	4	2	50	-	50
7	BOSCH3007	Front Office Management Lab	0	0	4	2	50	-	50
8	BSCH3008	Housekeeping Management Lab	0	0	4	2	50	-	50
9	SLSH3001	Campus to corporate Lab	0	0	2	1	50	-	50
10	SOBO1001	Hospitality Service sales & Marketing	2	0	0	2	-	-	100
-		Total				23			
		Semester V	1				A	0 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	h o
Sl	Course Code	Name of the Course		1	1		Ass Rev	essment Pattrie Review	Review
No	Course Code	Name of the Course	L	T	P	C	wi wi		3
	BSCH3012	Research Project-Dissertation (PBL)	0	0	34	17	30	30	40
1	<b>DSCH3012</b>	Research Froject-Dissertation (FDL)	U	0	<i>J</i> .	1 /	50	30	40

# School of Hospitality List of Electives

# **Elective-1**

Sl	Course	Name of the Electives			Assessment Pattern				
No	Code	Name of the Electives	L	T	P	C	IA	MTE	ETE
1	BSCN100 9	First Aid in Handling Medical Emergencies in Kitchen Lab	0	0	2	1	50	-	50
2	BSCH101 1	French I	0	0	2	1	50	-	50
3	BCSE801	Introduction to Computer Application Lab	0	0	2	1	50	-	50
4	BSCH102 5	Hotel Engineering	2	0	0	2	30	20	50
5	BSCH20 22	Academic and Research report	1. 5	0	0	1.5	30	20	50
6	SOBO10 01	Hospitality service sales and Marketing	2	0	0	2	30	20	50
7	BSCH30 13	Facility Planning & Management	2	0	0	2	30	20	50
8	BHHR30 01	Human Resource Management	2	0	0	2	30	20	50
9	BSCH30 22	Food Styling	0	0	2	1	50	-	50
10	BSCH30 23	Bartending	0	0	2	1	50	-	50

Name of the	Foundation course in food						
Course	production-	production-I					
Course Code	BSCH1001						
Prerequisite	Basic understanding of the						
	English language and also						
	dedication and hard work						
Co-requisite							
Anti-							
requisite							
	•	L	T	P	C		
		3	0	0	3		

# **Course Objectives**

- 1.To sharpen the culinary skills in the field of food production.
- 2.To impart knowledge of the history of culinary art and changes along with the times.
- 3.To give the basic idea about the physical and chemical composition of different food products.

#### **Course Outcomes**

CO1	Understand basic concepts Food Production					
	Understand the hierarchy of the kitchen with					
CO2	duties & responsibilities of staff members,					
	kitchen organization & layout.					
CO3	Develop the basics of menu planning, usage of					
003	different fuels & equipment's in kitchen					
CO4	Understand the aims & objectives of cooking					
CO4	food & various Methods of Cooking					
CO5 Learn the basic principles of food production						
CO6	Industry update for technology and trends					

### **Continuous Assessment Pattern**

Internal Assessmen t (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

# **Course Content:**

Unit I: Introduction to Cookery and Origin of Modern Cookery

Attitudes & Behavior in the Kitchen,
Levels of Skills & Experience,
Personal hygiene, Equipment and
area hygiene, Clean uniform and need
for it, Safety procedures in handling.
French Cookery, History of cooking,
Escoffier and other Famous Chefs of
the world

# Unit II: <u>Hierarchy in Kitchen of various</u> Hotels 8 Hours

Classical kitchen brigade, modern staffing in various categories of hotels, Role of Executive chef.

Duties & responsibilities: Duties & responsibilities of various other staffs. Coordination with other departments - ancillary and main kitchen.

# **Kitchen Organization and Layout:**

General layout of kitchen in various organizations, layout of all the kitchen areas, receiving areas. layout of service and wash up area.

# Unit III: Fuels & basic menu planning

Various fuels used –Gas, electricity, wood, oil, coal, Advantages and disadvantages of each, Different equipment-small & large, Different tools.

Types of Menu-A la Carte, Table d'hote, Buffet, Banquet, Menu planning principles

**Unit IV: Aims & objectives of cooking food, Methods of Cooking** 

Aims of cooking food, Objectives of cooking food. Chemical changes that take place. Various textures, various consistencies, techniques used in preparation.

Various methods of cooking:

Dry method & wet method

 Roasting, grilling, frying (deep, shallow, saute), baking, broiling, poaching, boiling, pot roasting, poaching, steaming, stewing

# **Unit V: Basic principles of food Production**

Vegetables: classification, cookery-effect of heat acid, alkali on textures, colour & nutrition. Cuts of vegetables-Julienne, brunoise, macedoine, dice, paysanne, barrels, olivette, turned, batons, jardiniere. Fruits - classification, cooking of fruits.

Stocks: Definition of stock, types of stock, preparation of stock- Recipe White stock/chicken stock, brown stock, vegetable stock, fish stock-fumet, uses of stock, care and precaution.

Soups: classification of soups: Veloute, clear, passed ,puree, bisque & chowder

Sauces: classification of sauces: Mother sauces & other recipes of Bechamel, Espagnole, Veloute, Mayonnaise, Tomato, Hollandaise. Derivatives of mother sauces, other hot & cold sauces.

Egg Cookery: Structure of an egg, selection of an egg, uses of egg in cookery, methods of egg cookery

Cereals: Wheat types, cooking & uses, Rice (types, cooking & uses), pulses (types, cooking & uses) French culinary terms

Unit VI: Industry update for technology and trends

# **School of Hospitality**

# **Suggested Reading**

- 1.Food Production Operations (Chef Bali)-Oxford Publication-Core Textbook
- 2.Practical Cookery-1 (Kinton & Cesarni)
- 3. Theory of Catering (Kinton & Cesarni)
- 4.Practical Cooking -Thangam & Phillip

# **5.Basic Training Kitchen – Chef Vikas**

# 6.Food & Beverage Management By John Cousines

# 7. Theory of Cookery by K. Arora

# 8.Food & Beverage Journal-Hammer Publication

Unit I: INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY 8 Hours

- A. Tourism and its importance
- B. Hospitality and its origin
- C. Hotels, their evolution and growth
- D. Brief introduction to hotel core areas with special reference to Front Office

# **Unit II:FRONT OFFICE ORGANIZATION**

### 8 Hours

- A. Function areas Sub departments
- B. Front office hierarchy
- C. Duties and responsibilities

Personality traits

### Unit III: CLASSIFICATION OF HOTELS:

A. Size B. Star C. Location & clientele D.

Ownership basis E. Independent hotels F.

Management contracted hotel G. Chains H.

Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium

# Unit IV: Functions TYPES OF ROOMS – Size and Variety

A. Single, B. Double, C. Twin

TIME SHARE & VACATION OWNERSHIP

- A. What is time share? Referral chains & condominiums
- B. How is it different from hotel business?
- C. Classification of timeshares
- D. Types of accommodation and their size

# Unit V:HOTEL ENTRANCE, LOBBY AND

#### FRONT OFFICE

8

### Hours

- A. Layout
- B. Front office equipment (non automated, semi automated and automated)

# BELL DESK

A.	Functions
B.	Procedures and records
Uni	t VI Industry update for technology and trends

# **School of Hospitality**

# **Suggested Reading**

- 1. Hotel Front Office R. Jatashankar Tewari Oxford Publication—Core Textbook, Students & Faculty to follow this book.
- 2. Hotel Front Office A Training Manual By Sudhir Andrews Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI Books).
- 4. Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the	Foundation course in				
Course	housekeeping op	era	tion	s-I	
Course Code	BSCH1004				
Prerequisite	Basic knowledge of English to				
	understand the technical				
	terms .				
Co-requisite					
Anti-requisite					
		L	T	P	C
		3	0	0	3

# **Course Objectives**

- 1. Organization of housekeeping department and its basic function
- 2.All agents and equipment used for cleaning of all possible3.
- 3. Layout of housekeeping department.

#### **Course Outcomes**

CO1	Interpret and understand the role and function
COI	Interpret and understand the role and function of Housekeeping department

CO2	Interpret and understand lay out and organizational Chart of Housekeeping Department
CO3	Interpret and will be able to understand various Cleaning Organization of housekeeping department
CO4	Interpret and understand uses of different types of Cleaning agents.
CO5	Interpret and understand different types of surfaces, their composition and their cleaning methodology.
CO6	Industry updates for Trends and technology.

# **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

# **Course Content:**

# Unit I: the role of H.K. in Hospitality Operations 8 hours

- Role of H.K
- Role of H.K in guest satisfaction and repeat business

# **Unit II:Organizational Chart of Housekeeping Department 8 hours**

- Hierarchy in small, medium, large and chain hotels.
- Personality Traits of housekeeping
- Management Personnel
- Duties and responsibilities of housekeeping staff

8

# Layout of the H.K. Department

# Unit III: Cleaning Organization hours

- Principles of cleaning
- Hygiene and safety factors in cleaning
- Methods of organizing cleaning
- Frequency of cleaning daily, periodic and special Designs and factors that

# simplify Unit IV: Cleaning Agents 8 hours

- cleaning Use and care of equipment
- General criteria for selection Classification of cleaning agents
- Polishes, use, care and storage
- Floor seals, use, care and storage

# Distribution and control of cleaning agents, Use and eco friendly products in H.K

# Unit V: Composition, are and cleaning of different surface

- metal and glass,
- Leather,
- Rexines.
- Plastic,
- ceramics and wood.
- Wall finishes
- Floor finishes

Unit VI Industry Updates for Trends & Technology

# **School of Hospitality**

# **Suggested Reading**

- 1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook, Students & Faculty to follow this book
- 2. Hotel, Hostel & Hospitality by John C Bramon and Margret.
- 3. Accommodation Operations Management by SK Kaushal and SN Gautam

1.To learn about the basics of food production in
continental and Indian cuisine.

- 2.To make a menu and would be able to explain the meaning of the dishes.
- 3.To prepare the basic stock, sauce and soup.
- 4.To use the knife and other equipment confidently.

### **Course Outcomes**

CO1	Understand basic concepts of Food Production.	
CO2	Learn the basics of preparation of French Cuisine	
CO3	Understand basic concepts of menu planning for various categories.	
CO4	Learn the basics of Food Production	
CO5	Learn the basics bread making and desserts	

#### **Continuous Assessment Pattern**

Internal Assessment	Mid Term Exam	End Term Exam	Total Marks
(IA)	(MTE)	(ETE)	
50	-	50	100

# **Course Content:**

# Unit I: Introduction to Cookery Hours

- 1. Basic knowledge of kitchen ingredients.
- 2. Need of chef uniform, personal hygiene.
- 3. Knowledge of various kitchen equipment.
- 4. Different vegetable cuts.
- 5. Method of cooking (Boiling, frying, steaming, braising & baking)

# Unit II:Preparation of basic stocks, sauces & soups 8

# Hours

Stocks: Demonstration and preparation of

- White stock/Chicken stock
- Brown stock
- Fish stock

Sauces: Demonstration & preparation of basic mother sauces \* 2-3 derivatives of each

- Bechamel (Cheese sauce, mornay sauce, parsley sauce)
- Espagnole sauce (lyonnaise, Maderiq, charcutiere)
- Tomato sauce (Creole, Italenne, piquant)
- Veloute (Supreme, allemande, normande)

Name of the	Foundation Course	Foundation Course in Food			
Course	Production-I (Lab)				
Course Code	BSCH1006	BSCH1006			
Prerequisite	Basic understanding of the English language & also dedication and hard				
	work.	work.			
Co-requisite					
Anti-requisite					
	_	L	T	P	C
		0	0	4	2

# **Course Objectives**

- Hollandaise (maltaise, bearnaise, choron)
- Mayonnaise(tartar, cocktail, chantily)

Soups :classification of soups

- Consomme: Royal, julienne
- Cream: Tomato, Spinach, vegetable
- Puree: Lentil, Peas, Carrot
- Unpassed : Scotch broth, minestrone
- National soup (Mulligatawny , French onion)
- Bisque: Chowder, prawn, shrimp

# **Unit III: Preparation of Egg Cookery**

#### **Hours**

- Boiled (Soft and Hard)
- Fried (sunny side up, double fried)
- poached egg
- Srambelled
- Omelette (Plain & stuffed)
- Egg benedict

# Unit IV: Preparation of Meat cookery(Fish/Poultry/Meat)

# Hours

- Identification & classification of fish eg: flat fish(pomfret, black pomfret and sole)
- Round fish (surmai, rohu, mackerel)
- Shellfish ((clams, mussels, shrimps, crabs,lobsters)
- Cephalopods (squid, cuttle, fish)
- Cuts if fish e.g. fillet, darne, troncon, paupiette, goujons

Preparation of simple dishes as

- Fish orly
- Fish al'anglaise

Poultry: Cuts of Poultry, Preparation and jointing of Chicken, Preparation of Simple Dishes such as:

- Poulet rôti a l'anglaise
- Poulet ala king
- Poulet sauté Maryland

# Unit V: Preparation of (Continental) Hot & cold

# dessert

### **Hours**

Caramel Custard, Bread and Butter Pudding, Queen of Pudding, soufflé – Lemon/Pineapple, Mousse (Chocolate Coffee) Bavaroise, Diplomat pudding, Apricot Pudding, Steamed Pudding – Albert Pudding, Cabinet Pudding

Unit VI: Industry update for technology and trends

# **School of Hospitality**

# **Suggested Reading**

- 1.Food Production Operations (Chef Bali)-Oxford Publication-Core Textbook
- 2.Practical Cookery-1 (Kinton & Cesarni)
- 3.Practical Cooking Thangam & Phillip
- 4.Basic Training Kitchen Chef Vikas
- 5.Food & Beverage Management By John Cousines

Name of the	Foundation course in F & B Service				
Course	Lab 1				
Course Code	BSCH1007				
Prerequisite	Basic knowledge of English,				
	protective clothing and stamina to				
	withstand the practical				
	requirements.				
Co-requisite	Co-requisite				
Anti-requisite					
L T P C					C
		0	0	4	2

# **Course Objectives**

The objective of the courses is to make the student understand about various service equipment used in F&B Service, its usage and proper maintenance.

### **Course Outcomes**

CO1	Interpret and familiarize the basic F&B Service equipments generally used in Hotels and restaurants.
	Identify basic service skills of handling cutlery and
CO2	
	holding salver.
CO3	Identify Basic service skills of stacking sideboard,
COS	crumbing and clearance of plates.
CO4	Identify Basic service skills of changing dirty
CO4	ashtray and maintaining glassware.
CO5 Generalized Proper storage and cleaning of cut	

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

### **Course Content:**

<b>Unit I:</b> F&B Service Equipme	<b>Unit I:</b>
------------------------------------	----------------

Familiarization of • Cutlery • Crockery • Glassware• Flatware• Hollowware• All other equipment used in F&B service• French terms related to all above

# **Unit II: Basic Technical Skills (Part-1)**

• Holding Service Spoon & Fork • Carrying a Tray / Salver • Laying a Table Cloth • Changing a Table Cloth during service

# **Unit III: Basic Technical Skills (Part-2)**

• Placing meal plates & Clearing soiled plates • Stocking Sideboard• Service of Water • Using Service Plate & Crumbing Down

# **Unit IV: Basic Technical Skills (Part-3)**

• Napkin Folds • Changing dirty ashtray • Cleaning & polishing glassware

### Unit V: Care and maintenance

Care & Maintenance of equipment including cleaning / polishing of EPNS items by — • Plate Powder method • Polivit method • Silver dip method • Burning machine

Unit VI: Industry update for technology and trends

# **School of Hospitality**

# **Suggested Reading**

- 1. Sudhir Andrews- F&B Service Manual
- 2. Dennis R Lilicrap Food and Beverage Service
- 3. S.N Bagchi& Anita Sharma- Food and Beverage Service
- 4. John Hullar- The waiter
- 5. Hospitality Biz India

Prerequisite	Basic understanding of the English				
	language and also	dedi	catio	n an	ıd
	hard work				
Co-requisite					
Anti-requisite	e				
	•	L	T	P	C
		0	0	2	1

# **Course Objectives**

- 1. To provide an understanding of the Tourism, Hospitality and Hotel Industry.
- 2. To familiarize the students with different hotels, different accommodation and different guest in these hotels.
- 3. To enhance the ability of the students in understanding the guest's needs.
- 4. To enhance understanding of the dynamics of interaction and integration between the individual and the organization.
- 5. To understand the function of bell desk

#### **Course Outcomes**

CO	Understand the growth, role of tourism in	
1	hospitality and hotel industry	
CO	Understand and be able to explain the	
2	classification and main features of hotels	
CO	Be able to describe Front Office staff and	
3	organization structure, duties/responsibilities of	
3	each personnel	
CO	Do the Appraisal of Front Office equipment an	
4	furniture, welcoming of guest and telephone	
*	handling	
CO	Understand the function of bell desk	
5	Officerstand the function of ben desk	

# **Continuous Assessment Pattern**

Internal Assessment	Mid Term Exam	End Term Exam	Total Marks
(IA)	(MTE)	(ETE)	
50	-	50	100

	Name of the	FOUNDATION COURSE IN	Course Content:
	Course	FRONT OFFICE – I (LAB)	Unit I:
ĺ	Course Code	BSCH1008	Cint 1.

Identification of front office equipment and furniture
Unit II:
Analyse Rack, Front desk counter & bell desk,
Unit III:
Welcoming of guest, Filling up of various Performa
Unit IV:
Telephone handling
Unit V:
Role play:
Reservation
Arrivals
Luggage handling
Message and mail handling
• Paging
Unit VI
Industry update for technology and trends

# **Suggested Reading**

- 1. Hotel Front Office R. Jatashankar Tewari Oxford Publication—Core Textbook, Students & Faculty to follow this book.
- 2. Hotel Front Office A Training Manual By Sudhir Andrews Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI Books).
- 4. Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the	Foundation cou	rse	in		
Course	housekeeping operation I Lab				
Course Code	BSCH1009				
Prerequisite	Basic understanding of the				
	English language and also				
	dedication and	har	d w	ork	
Co-requisite					
Anti-requisite					
		L	T	P	C
		0	0	2	1

# **Course Objectives**

1. The objective of the courses is to make the student understand about various agents,

equipments and methods being used on different types of surfaces.

# **Course Outcomes**

ш		
	CO	Understand knowledge of different room
l	1	layout & standard supplies
I	CO	Demonstrate various cleaning equipments
	2	(manual as well as mechanical).
	CO	Develop cleaning activity on all kinds of
	3	surfaces in a hotel
Ī	CO	Demonstrate and practice of dusting of
	4	various areas in hotel.
ľ	CO	.Demonstrate floor scrubbing by scrubbing
	5	machine.

#### **Continuous Assessment Pattern**

Internal Assessment	Mid Term Exam	End Term Exam	Total Marks
(IA)	(MTE)	(ETE)	
50	-	50	100

# **Course Content:**

Unit I:	Room layout and standard supplies
	6hours

- 1. Preparation of different types of room layout
- 2. Room make up procedure (traditional and modern way of bed making) with the placement of standard room supplies
- 3. Evening Bed making procedure with placement of supplies.

# **Unit II: Cleaning and demonstration of equipments** 4hours

- 4.Demonstration of manual cleaning equipments
- 5. Demonstration of mechanical cleaning equipments

# **Unit III:** Cleaning of different surfaces 8 hours

- 6. Cleaning of wood surface
- 7. Cleaning of Metal surface
- 8. Cleaning of Leather surface
- 9. Cleaning of Glass surface

# **Unit IV: Dusting of various areas** 2 hours

# **Dusting of various area**

# Unit V: Floor cleaning 4hours

- 6. Floor cleaning by vacuum cleaner
- 7. Floor cleaning by Scrubbing machine

Unit	VI	Update	for	Hospitality	Trends	and
Techr	nolog	y				

# **School of Hospitality**

# **Suggested Reading**

- 1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book
- 2. Hotel, Hostel & Hospitality by John C Bramon and Margret
- 3. Hotel Housekeeping A training manual by Sudhir Andrews.
- 4. Hotel, Hostel & Hospitality by John C Bramon and Margret.

Name of the	Introduction to computer				
Course	Application Lab				
Course Code	BCSE8011				
Prerequisite	Basic understand	ing (	of th	e	
	English language and also				
	dedication and ha	rd v	vork		
Co-requisite					
Anti-requisite					
		L	T	P	C
		0	0	2	1

# **Course Objectives**

- Creating a separate sheet.
- Making the worksheet look pretty.
- Printing the worksheets
- Maintaining multiple worksheets.
- Creating graphic / chart

# **Course Outcomes**

CO 1	Understand work on excel
CO 2	Understand power point presentation
CO 3	Creating slides, rearranging, modifying
CO 4	Inserting Pictures, Objects
CO 5	Setting up a slide show.

### **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total
Assessment	Exam	Exam	Marks
(IA)	(MTE)	(ETE)	
50	•	50	100

# **Course Content:**

How to use Excel
Starting Excel
Parts of Excel Screen
Parts of the Worksheet
Navigating in a Worksheet
Getting to know Mouse Pointer Shapes
Unit II:Creating a Separate Shee
Starting a new worksheet
Entering the three different types of data in a
Entering the three different types of data in a worksheet

**Unit I:MS Office 07 MS- Excel - Practical** 

Creating simple formula
Formatting data for decimal points

Editing data in a worksheet

Using Auto Fill

Blocking Data Saving a worksheet

Exiting Excel

Unit III: Making the worksheet look pretty Selecting cell to format

# Trimming tables with Auto Format Formatting cells for:

- Currency
- Comma
- Percent
- Decimal
- Date

# Changing columns width and row height

# **Aligning text:**

- Top to Bottom
- Text wrap
- Re ordering Orientation

# Using borders

# **Unit IV: Going Through Changes**

# Opening workbook files for editing

**Undoing the mistakes** 

Moving and Copying with Cut, Copy and Paste Deleting cell entries

Deleting columns and rows from worksheet, Inserting columns and rows in a worksheet Spell checking the worksheet

Unit V:Printing the Worksheet
Previewing pages before printing
Printing from the Standard Toolbar
Printing a part of a worksheet
Changing the orientation of the printing
Printing the whole worksheet in a single page,
Adding header and Footer to a report
Printing the formulas in the worksheet
Unit VIAdditional features of a Worksheet
Splitting worksheet window into two four panes,
Freezing columns and rows on-screen for
worksheet title
Attaching comments to cells
Finding and replacing data in the worksheet
Protecting a worksheet
Function commands

<b>Module VII:</b>	Moving from sheet in a
Maintaining	worksheet
Multiple	Adding more sheets to a
worksheets	worksheet
	Deleting sheets from a
	workbook
	Naming sheet tabs other than
	sheet 1, sheet 2 and so on
	Copying or moving sheets
	from one worksheet to
	another
Module VIII:	Using Chart Wizard
Creating	Changing the Chart with the
Graphics/chats	Chart Toolbar
_	Formatting the Chart's axes
	Adding a text book to a
	Chart
	Changing a orientation of 3-
	D Chart
	Using drawing tools to add
	graphics to chart and
	worksheet
	Printing a chart with
	printing the rest of the
	worksheet data
Module IX:	Setting up a database
Excel's	Sorting records in the
Database	database
Facilities	

Module X: Making Power Point Presentation	Using Auto content Wizards and Templates Power Points five views Slides Creating Slides, re- arranging, modifying Inserting pictures, objects, Setting up a Slide show
Module IX	Creating an Organizational Chart

Name of the	Foundation Course in Food				
Course	Production-II				
Course Code	BSCH1013				
Prerequisite	Basic understandin	g of	the	first	
	semester course				
Co-requisite					
Anti-requisite					
	L T P C				
3 0 0 3			3		

# **Course Objectives**

- 1.Provide the knowledge of commodities for the bakery like flour, sugar, yeast, etc.
- $\begin{tabular}{ll} \bf 2. Commodities \ in \ general \ like, \ milk, \ cheese, \ butter, \ oil, \ etc \end{tabular}$
- 3.Indian terminology
- 4.Understand various butchery products and meats like, beef, pork, mutton, veal, poultry, fish

# **Course Outcomes**

CO1	Interpret basic concepts Food Production and
COI	culinary terms.
CO2	Identify various commodities and ingredients used
CO2	in French cuisine.
CO3	Identify various Milk & milk product commodities
COS	used in cooking.
CO4	Identify various meat products and its usage in
. 004	cookery.
CO5	Illustrate basic bread making techniques and other
003	bakery products.
CO6	Industry update for technology and trend

# **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

# **Course Content:**

Unit I: Basic	commodities-I	&	Introduction-
Culinary terms			Hours

# Commodities:

- Flour: Structure of wheat, types of wheat, types of flour, processing of wheat flour, uses of flour, cooking of starch.
- Shortening: Fats & oils, role of shortening, varieties of shortening, advantages & disadvantages of using of shortening
- Thickening agents & raising: classification of thickening agents, classification of raising agents, role of both in French cooking & breads
- Sugar: importance of sugar, types of sugar, cooking of sugar(stages of sugar cooking in Indian), stages of sugar cooking in bakery, uses of sugar, role of sugar in bakery

# **Unit II:Basic Commodities-II**

#### 8 Hours

- Milk: Introduction, processing of milk, pasteurization & homogenization, types of milk(skimmed, condensed, dried, tetra pack, single toned, full cream), Nutritive value
- Cream &Butter: Introduction of cream, processing of cream, types of cream, Introduction of butter, processing of butter, types of butter
- Cheese: Introduction Of cheese, manufacturing of cheese, classification of cheese, types of cheese, uses of cheese

# Unit III: Meat cookery-Beef, Veal & lamb

- Cuts of beef- French names, Weight, uses in cooking
- Cuts of Veal- French names, Weight, uses in cooking
- Cuts of lamb- French names, Weight, uses in cooking

### Meat cookery-Pork, offals

Cuts of pork -French names, Weight, uses in cooking

- Variety of offals and other cuts of meats and its uses
- Some important dishes of Pork

### Fish

- Classification of fish-Shell fish & fin fish
- Cuts of fish
- Selection of fish and shell fish
- Cooking of fish
- Some important dishes of fish

# Unit IV: Bakery-I

# **Pastry**

- Short Crust pastes-Recipes and methods of preparation
- Uses and products made
- Care to be taken while preparing pastry
- Temperature of oven

# **Laminated Pastry**

- Laminated pastry- Recipes and methods of preparation
- Uses and products made
- Care to be taken while preparing pastry
- Temperature of oven

# Choux Paste/Hot water/Rough puff

- Choux Paste- Recipes and methods of preparation
- Uses and products made
- Care to be taken while preparing
- Temperature of oven

# Unit V:Bakery-II

#### Hours

# **Simple Breads**

- Introduction of breads
- Principles of bread making
- Methods of bread making
- Steps in making bread
- Simple yeast breads
- Role of each ingredient in bread making
- Names of international famous breads

# Pastry Cream

- Introduction of pastry creams
- Basic pastry creams
- Uses and importance in confectionary

# Simple recipes of few of them.

### Course Flashback

# **Revision of the whole semester**

Unit VI: Industry update for technology and trends

# **Suggested Reading**

- 1.Food Production Operations (Chef Bali)-Oxford **Publication-Core Textbook**
- 2.Practical Cookery-1 (Kinton & Cesarni)
- 3. Theory of Catering (Kinton & Cesarni)
- 4.Practical Cooking Thangam & Phillip
- 5.Basic Training Kitchen Chef Vikas
- 6. Theory of Cookery by K. Arora

Name of the Course	Foundation course in Food and Beverage Service-II				
Course Code	BSCH1014				
Prerequisite	Basic understanding of Food and Beverage Service terms				
Co-requisite					
Anti-requisite					
		L	T	P	C
		3	0	0	3

# **Course Objectives**

- 1. Provide an understanding of various types of Hotel industry and catering establishment.
- 2. Facilitate an understanding about all the duties and responsibilities of employees of F&B service Department.
- 3. Familiarize the students with the equipment used in F&B Service.

### **Course Outcomes**

CO1	Interpret the planning and execution of menu in
COI	restaurants.
CO2	Interpret various types of services followed in
COZ	hotels
CO3	Identify the correct procedure of handling cash
COS	and credit cards.
	Identify different varieties of tea and coffee and
CO4	the correct procedure of serving them in hotels
	and restaurants.

	Generalize the different varieties of cigars and	
CO5 cigarettes and the correct procedure of serving		
	them.	
CO6	Adopt the technology used in F&B Service	

#### **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total
Assessment (IA)	Exam (MTE)	Exam (ETE)	Marks
30	20	50	100

# **Course Content:**

# **Unit I:** Meals & Menu Planning 15 Hours

Origin Menu, Objectives Menu of Planning, Types of meals, Types of Menu, Courses of French Classical menu-Sequence, Examples from each course, Accompaniments ,French Names of dishes

Types of Meals

- Early morning Tea
- Breakfast (English, American,

Continental, Indian)

- Brunch
- Lunch

Afternoon/High Tea, Dinner, Supper

#### **Unit II:Types of Service** 4 Hours

Different types of service- American service, English Service, French service, Russian Service, Buffet service. Mise-en-scene & Mise en place

# **Unit III: Sale and Control System 4Hours**

**KOT** and Billing System Making Bill Cash Handling Equipments

Record Keeping

# **Unit IV: Non Alcoholic Beverages** Hours

Classification (Nourishing, Stimulating Refreshing beverages), Tea- types of tea, origin and manufacturing process, different brands, Coffee- types of coffee, origin and manufacturing process, different brands, storage

7

# Unit V: Tobacco 8 Hours

History, Processing for cigarettes and cigars, Cigars- Shape/sizes/colors, Storage of cigarettes & cigars

Unit VI: Technological Tools in F& B Service

INtroduction to computerised billing in F&B Service, Opera, Micros, Shawman

# School Of Hospitality

# **Suggested Reading**

- **1.** F&B Service by R.Singarvelavan, Oxford University Press
- 2. Beverage Management by Dennis Lillicrap & John Cousins
- 3. F&B Service by S.N.Bagchi and Anita Sharma
- 4. F&B Service by Sudhir AndrewsSchool of Computing Science

Name of the	Foundation course in Front			
Course	Office II			
Course Code	BSCH1015	BSCH1015		
Prerequisite	Basic Knowledge of English/			
	Smart in communication			
Co-requisite	Knowledge of First sem F.O			
Anti-requisite				
	L T P C			
3 0 0			0	3

# **Course Objectives**

- 1.1. To understand guest handling and tariff plans for room rent.
- 2. To provide an understanding of the hotel reservation. To familiarize the students with different methods, types of reservation. To enhance the ability of the students in understanding he guest's needs as per the guest cycle.
- 3. To follow and understand the procedure for arrival of guest.
- 4. To understand in details to check during the guest stay.

5. To enhance understanding of the dynamics of interaction and integration between the individual and the organization, coordination between departments within hotel.

#### **Course Outcomes**

CO1	Understand the functioning of guest handling and tariff plans.
CO2	Understand the role of Reservation section.
CO3	Learn different types of procedures to follow for guest checkin.
CO4	He/ She must develop an understanding on different profile of guests.
CO5	Understanding the importance of inter and intra departmental coordination.
CO6	Industry update for technology and trends

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

### **Course Content:**

**Unit I:** Front Office and Guest handling Hours 8

Introduction to guest cycle, pre-arrival, during the stay, departure, after departure.

Tariff structure

Basis of charging

Plans, competition, customer's profile, standards of service & amenities

Hubbart formula

Different types of tariffs

- Rack Rate
- Discounted Rates for Corporates

# Unit II:RESERVATIONS

8

#### Hours

Importance of reservation, Modes of reservation, Channels and sources (FITs, Travel Agents, Airlines, GITs), Types of reservations (Tentative, confirmed, guaranteed etc.), Systems (non automatic, semi automatic fully automatic), Cancellation, Amendments, Overbooking, room selling techniques, Up selling, Discounts

# Unit III: ARRIVALS 10 Hour

Preparing for guest arrivals at Reservation and Front Office, Receiving of guests, Pre-registration, Registration (non automatic, semi automatic and automatic), Relevant records for FITs, Groups, Air crews & VIPs

# Unit IV: DURING THE STAY ACTIVITIES 6 Hours

During guest stay, Departure, After departure Information services, Message and Mail Handling, Key Handling, Room selling technique, Hospitality desk, Complaints handling, Guest handling, Guest history

# Unit V:FRONT OFFICE CO-ORDINATION

# 6 Hours

With other departments of hotel- Housekeeping, Food and Beverage Service, Kitchen, Security, Accounts, Maintenance, etc.

Unit VI Industry update for technology and trends

# **Suggested Reading**

- 1. Hotel Front Office R. Jatashankar Tewari Oxford Publication—Core Textbook, Students & Faculty to follow this book.
- 2. Hotel Front Office A Training Manual By Sudhir Andrews Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI Books).
- 4. Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the Course	Foundation course in Housekeeping Operation – II
<b>Course Code</b>	BSCH1016
Prerequisite	Basic Understanding of Housekeeping

Co-requisite	Smart in communication				
Anti-requisite					
		L	T	P	C
		2	1	0	3

# **Course Objectives**

- 1. To familiarize the students with the organization of housekeeping department and its basic functioning.
- 2. To make them understand the proper layout of housekeeping department.
- 3. To familiarize all agents and equipments used for cleaning of all different types of surfaces.
- 4. Idetifying various types of pests in hotels and how to eliminate it.
- 5. To understand the link between Housekeeping and other departments of the hotel.

#### **Course Outcomes**

CO1	Interpret Guest room furnishing while throwing light on Key system and its function.
CO2	Illustrate different room layouts, guest supplies and to anticipate with guest requirement/request.
CO3	Identify and know various types of cleaning equipment and cleaning agent
CO4	Distinguish different types of pest in hotel and their preventive & corrective measure & Interpret and analyze role and functioning of housekeeping department.

CO5	Interpret interdepartmental co-ordination of housekeeping department for smooth running of the department.
CO6	Industry update for technology and trends

# **Unit III: Area cleaning**

6

Hours

Area cleaning

Guest room

Front of the house areas

Area cleaning

Back of the house areas

Work outline and association problems.

# **Continuous Assessment Pattern**

**Unit I: Types of Beds and Mattresses** 

Keys used by HK department

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

7hrs

# **Course Content:**

# **Unit IV: Pest control**

# Routine systems & records of Housekeeping department 15 Hours

Pest control, Areas of infestation Pest control, Preventive measure & Control measure, Reporting staff placement, Room occupancy report, Guest room inspection, Check list floor register, Work orders, Log sheets, Loot & found register, Enquiry file, Maid's report, Housekeeper's report, Handover records, Guest's special, Request register, Record of special cleaning, Call register, VIP lists

Types of Beds

Types of Mattresses

Type of keys

Computerized key cards

Key control

# **Unit V:Interdepartmental relationship (IDR)**

#### 6 Hours

IDR with F.IDR with maintenance

IDR with security

IDR with stores

IDR with A/Cs

IDR with Personnel

Use of computers

Unit VI Industry update for technology and trends

# Unit II:Room Layout & Guest Supplies Hours

Room layout

Standard rooms

VIP rooms

Guest special request

# **Suggested Reading**

- 1. Hotel Housekeeping by G. Raghubalan, Oxford Publication
- 2. Hotel, Hostel & Hospitality by John C Bramon and Margret.
- 3. Accommodation Operations Management by SK Kaushal and SN Gautam.
- 4. Hotel Housekeeping A training manual by Sudhir Andrews.

# 5. The Fhrai Magazine

Name of the	Foundation Course in Food				
Course	Production-II (Lal	b)			
Course Code	BSCH1018				
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires.				
Co-requisite					
Anti-requisite					·
		L	T	P	C
		0	0	4	2

# **Course Objectives**

- 1.To know the handling of meat, purchasing, caring and different cutting like boneless, parts etc.
- 2.Develop leadership skills by assigning a role and controlling the kitchen.
- 3.To do the Mise-en-place and step by step procedure of preparing food.
- 4.To present the food accordingly by using appropriate garnish and presentation style.

# **Course Outcomes**

CO1	To know the handling of meat, purchasing, caring and different cutting like boneless, parts etc.
CO2	Develop leadership skills by assigning a role and controlling the kitchen.

CO3	To do the Mise-en-place and step by step procedure of preparing food
	procedure of preparing food
CO4	To present the food accordingly by using
CO4	To present the food accordingly by using appropriate garnish and presentation style.
CO5 Illustrate basic techniques for preparing bal	
COS	products.

### **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total
Assessment (IA)	Exam (MTE)	Exam (ETE)	Marks
50	-	50	100

### **Course Content:**

# **Unit I:** Soups:

- Cream- vegetables, spinach, tomato, green peas
- Consomme with garnishes like royale, Carmen, madrilène, Colbert, Celestine
- National soups- oxtail, mulligatawny, minestrone, vichyssoise

# **Unit II:Meat cookery**

- <u>Fish</u>: Fish orly, a langlaise, Colbert, meuniere, poached fish, grilled fish, baked fish, such as Florentine, morney
- Entrée: Portuguese Lamb stew, hot pot, hamburgers, shepherd's pie, scotch egg, grilled steaks & lamb/pork chops, Casseroles, roast chicken/leg of lamb, beef
- Poultry: Poulet sauté chasseur, Fricassée de Volaille, Grilled chicken with supreme sauce

# **Unit III: Vegetable**

- Boiled vegetables, cabbage, cauliflower, beans
- Glazed vegetables, carrot, radish, turnip
- Fried vegetables; aubergines
- Stewed vegetables; courgette provencale, baked beans ratatouille
- Braised vegetables: onion, leeks, cabbage

### **Unit IV: Bakery (Breads & cakes)**

- Bread Loaf (white and brown), Bread Rolls (various shapes), French Bread, Brioche
- Sponge, Genoise, Fatless, Swiss roll, Fruit Cake, Rich Cakes, Dundee, Madeira

# **Unit V:Pastry**

- Short Crust Jam tarts, turnovers
- Laminated Palmiers, Khara Biscuits, Danish pastry, Cream Horns
- Choux Paste Eclairs, Profiteroles
- Assorted cookies: Butter cookies, drop cookies, pressed cookies
- Dessert (Hot & cold): Souffle, mousse, pudding.

Unit VI: Industry update for technology and trends

# **Suggested Reading**

- 1.The Larder Chef-M.J Leto & Mojo, Food Production Operation-Parminder Bali-Oxford publication
- 2.Professional Baking-Wayne Gislen-CIA
- 3. Practical Cooking Thangam & Phillip
- 4.Basic Training Kitchen Chef Vikas

NI	Foundation course in Food and			
Name of the	Foundation course in Food and			
Course	Beverage Service-II (Lab)			
<b>Course Code</b>	BSCH1019			
Prerequisite	The objective of the courses is			
	to make the student understand			
	about Basic Service Procedure			
	in providing service in a			
	restaurant.			
Co-requisite				
Anti-				
requisite				
	L T P C			

# **Course Objectives**

The objective of the courses is to make the student understand about Basic Service Procedure in providing service in a restaurant.

# **Course Outcomes**

CO1	The students will be able to complete layout of covers of restaurant table and side board	
CO2	The students would be able to take food and beverage order from a guest	

	The students would be able to do the service
CO3	of food and beverage at a table in American
	and French styles
CO4	The students would be able to demonstrate
CO4	the service of non-alcoholic beverages
CO5	The students would be able to do the service
COS	of non-alcoholic beverages

### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
(IA)	(WIIE)	(EIE)	
50	1	50	100

### **Course Content:**

# **Unit I:** Basic Service Procedure-I

- Table laying for different meals
- Restaurant reservation
- Receiving and seating the guest
- Taking the order
- Procedure of service at table (Silver service and pre-plated service)

# **Unit II:Basic Service Procedure-II**

- Presentation & Encasing the bill
- Room Service (tray and trolley)
- French for receiving, greeting and seating the guest

# **Unit III: Preparation for Service Storage**

- Preparation and service of different kinds of Non-alcoholic beverages
- Organizing Mise-en-scene
- Organizing Mise-en-Place
- Opening, Operating & Closing duties

# **Unit IV: Social Skills**

- Handling Guest Complaints
- Telephone manners
- Dining & Service etiquettes

# **Unit V: Service of Cigars & Cigarettes**

• Service of Cigars & Cigarettes

Unit VI: Industry update for technology and trends

### **School Of Hospitality**

# **Suggested Reading**

# 1. Sudhir Andrews- F&B Service Manual

- 2. Dennis R Lilicrap Food and Beverage Service
- 3. S.N Bagchi& Anita Sharma- Food and Beverage Service
- 4. John Hullar- The waiter
- 5. Hospitality Biz India
- 6. Hotel Association of India

Name of the	FOUNDATION COURSE IN				
Course	FRONT OFFICE –II (LAB)				
Course Code	BSCH1020				
Prerequisite					
Co-requisite					
Anti-requisite					
L   T   P   C					C
0 0 2 1				1	

# **Course Objectives**

- 1. To provide an real time work exposure to the students
- 2. To familiarize the students with different hotel forms and formats.
- 3. To enhance the ability of the students in understanding of the PMS systems used In hotels.
- 4. To enhance understanding of the different functions used in the software.

# **Course Outcomes**

CO	To take and mange reservation in the manual
1	and computerized FO operations
CO	Understand the Front Office software and their
2	use.
CO	To take and handle walk-ins and check in on
3	the system.
CO	Calculate tariff structure for different segments
4	of clients of hotel
CO	Acquire effective communication skill
5	Acquire effective communication skin

# **Continuous Assessment Pattern**

Internal	Mid	End	Total
Assessmen	Term	Term	Marks
t (IA)	Exam	Exam	
	(MTE)	(ETE)	

50	-	50	100

### **Course Content:**

Manual	
Unit II:	Arrival Procedures
Manual	
Arrival	procedure – Group, FIT
Luggag	e handling – left luggage, Group, FIT
Unit II	: Bell Desk:
Messag	e Handling , Paging
Unit IV	: Forms & Formats
Manual	
Unit V:	Role play/Practice
Hands o	n practices of computer application related to Fror

Office procedures such as Reservation, Registration, 1 Hot

- 2 Create and update guest profiles
- 3 Send confirmation letters
- 4 Print registration cards

function keys

- 5Make FIT reservation & group reservation
- 6 Make an Add-on reservation
- 7Amend a reservation
- 8Cancel a reservation-with and without deposit
- 9 Log onto cahier code
- Unit VI Industry Updates and technology and trends

### **School Of Hospitality**

# **Suggested Reading**

- 1. Hotel Front Office R. Jatashankar Tewari Oxford Publication—Core Textbook, Students & Faculty to follow this book.
- 2. Hotel Front Office A Training Manual By Sudhir Andrews Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI Books).
- 4. Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the Course	Foundation course in Housekeeping – II (Lab)				
<b>Course Code</b>	BSCH1021				
Prerequisite	Basic Understanding of Housekeeping				
Co-requisite	Good communication skills				
Anti-requisite					
	L T P C				
	0 0 2 1				

# **Course Objectives**

- 1. To familiarize the students with Understanding and handling Chamber maid's trolley.
- 2. To make them understand the basics of bed making.
- 3. To familiarize the students with standard operating procedure of cleaning guestroom and bathroom.
- 4. To provide hands on experience on cleaning both front of the house and back of the house areas of hotel.
- 5. To understand the quality check and proper way of following it.

### **Course Outcomes**

CO 1	Demonstrate Maid's Trolley and develop skill in handling Chamber maid's trolley.
CO 2	Demonstrate and develop skill in bed making and Practice on different type of services delivery to guest room.
CO 3	Practice and understand daily upkeep of guest room and guest bath room.

CO 4	Demonstrate and practice cleaning procedure of Front of the house and Back of the house.
CO 5	Demonstrate and get hands on knowledge in basic housekeeping operations.

### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### Course Content:

Unit I: Maid's Trolley	2 Hours
Setting up a trolley, Parts of trolley & i	ts uses
Unit II:Bed Making	4 Hours
Bed Making Procedure (Traditional med (Modern Method), Evening service pro	
Unit III: Daily cleaning of guest room	& guest bathroom
Daily cleaning of Guest rooms, Daily cle	eaning of bathrooms
Unit IV: Public area cleaning	4 Hours
Back of the house Public areas cleaning Public areas cleaning	g, Front of the house
Unit V:Guest Room Inspection	
Preparing Checklist, Inspection of guest guest bathroom	room, Inspection of
Unit VI Industry update for technology	

# **Suggested Reading**

- 1. Hotel Housekeeping by G. Raghubalan, Oxford Publication
- 2. Hotel Housekeeping A training manual by Sudhir Andrews.
- 3. The Fhrai Magazine

Name of the Course	FOOD PRODUCT TRAINING REPO				
Course Code	BSCH2001				
Prerequisi te	Basic understanding of the English language and also dedication and hard work				
Co- requisite					
Anti- requisite					
		L	T	P	C
		0	0	1 0	5

# **Course Objectives**

- 1. Explain the organizational structure of the department
- 2. Describe job description of various job titles, work schedules, opening & closing duties.
- 3. Explain various sections and their functions
- 4. Observe personal hygiene, kitchen hygiene and sanitation
- 5. Identify forms/formats, records and registers maintained
- 6. Help in preparation of various dishes, garnish and service
- 7. Observe food production standards of finished products

# **Course Outcomes**

CO 1	To be able to demonstrate the skills in kitchen			
CO	To be able to analyze various aspects on menu			
2	planning			
CO	To be able to demonstrate the facility			
3	planning skills			

CO	To understand the hygiene standards in
4	kitchen
CO 5	To demonstrate the concept of menu planning
CO	Observe new trends and Innovation in
6	Industry

# **Continuous Assessment Pattern**

Project Report:	Log book + Attendance + Appraisal)	Presentati on & Viva Voce	Total Marks
50	20-	20	100

# **Course Content:**

# On completion of the project the student will be required to submit the following:

**Project File or Industrial workflow log book** – The file is the principal means by which the work

carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training.
- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training;
- Any activities planned but not yet completed as part of the training, or as a future initiative directly resulting from the project.
- Any problems that have arisen that may be useful to document for future reference.

### **Training Report**

The report should be submitted in duplicate (2 copies) spiral bound and a CD and should contain the following components:

- Title or Cover Page

The title page should contain the following information: Department name; Student's name, Course, Year, Supervisor's name

- Acknowledgements

Acknowledgement to any advisory received in the course of work may be given

- Table of Contents

Titles and subtitles are to correspond exactly with those in the text

Introduction

Here a brief introduction to the problem that is central to the project and an outline of the structure of the rest of the report should be provided. The

introduction should aim to catch the imagination of the reader, so excessive details should be avoided.

Materials and Methods

This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.

- Suggestions

In writing these action, emphasis should be given on what has been performed and achieved in the course of the work and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in contents from section to section and maintain a lucid flow throughout the thesis.

- Conclusion

A conclusion should be the final section in which the outcome of the work is mentioned briefly

- Appendices

The appendix contains material which is of interest to the reader and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.

- Performance Appraisal & Completion Certificate duly signed and stamped

# **Suggested Reading**

- 1. On cooking: Sarah labensky
- 2. International Cuisine and food production: Chef Bali

Name of the Course	Food & Beverage Service Training Report				
<b>Course Code</b>	BSCH2002				
Prerequisite	Basic understanding of the English language and also dedication and hard work				
Co-requisite	Undertaking training				
Anti-requisite					
		L	T	P	C
		0	0	10	5

# **Course Objectives**

1. Objective of industrial training is to provide to students the feel of the actual working environment.

- 2. To gain practical knowledge and skills, which in turn will motivate, develop and build their confidence.
- 3. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

#### **Course Outcomes**

co 1	List all equipments used (including crockery, cutlery, glassware etc and use of these equipment
CO 2	Describe and explain the menu and bar card
CO 3	Perform task for table reservation & receiving the guest
CO 4	Lay the table, placing the order and pick-up, service and clearance procedure
CO 5	List all bar equipments
CO 6	Industry update for technology and trends

### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

# **Course Content:**

On completion of the project the student will be required to submit the following:

Project File or Industrial workflow log book – The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training.

- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training
- Any activities planned but not yet completed as part of the training or as a future initiative directly resulting from the project
- Any problems that have arisen that may be useful to document for future reference.

# **Training Report**

The report should be submitted in duplicate(2 copies) spiral bound and a CD and should contain the following components:

# Ø Title or Cover Page

The title page should contain the following information: Department Name: Student's Name; course; Year, Supervisor's Name

### Ø Acknowledgements

Acknowledgement to any advisory received in the course of work may be given.

# Ø Table of Contents

Titles and subtitles are to correspond exactly with those in the text.

# Ø Introduction

Here a brief introduction to the problem that is central to the project and an outline of the structure of the rest of the report should be provided. The introduction should aim to catch the imagination of the reader, so excessive details should be avoided.

# Ø Materials and Methods

This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.

# Ø Suggestions

In writing these section, emphasis should be given on what has been performed and achieved in the course of the work and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in contents from section to section and maintain a lucid flow throughout the thesis.

# Ø Conclusion

A conclusion should be the final section in which the outcome of the work is mentioned briefly.

# Ø Appendices

The appendix contains material which is of interest to the reader, and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.

Ø Performance Appraisal & completion certificate duly signed and stamped.

Name of the	Front Office Traini	ng F	Rep	ort	
Course					
Course Code	BSCH2003				
Prerequisite	Basic understandin	g of	the	Eng	lish
	language and also dedication and				
	hard work				
Co-requisite	Undertaking training				
Anti-requisite					
		L	T	P	С
		0	0	10	5

# **Course Objectives**

Objective of industrial training is to provide to students the feel of the actual working environment.

- 2. To gain practical knowledge and skills, which in turn will motivate, develop and build their confidence.
- 3. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

#### **Course Outcomes**

CO			
1	List all equipments used in Front Office		
CO 2	Describe and explain the procedure to take Reservation		
CO 3	Describe and explain the Procedure of take Check in.		
CO 4	SOP of front office		
CO 5	List all equipment in Bell desk.		
CO	Industry update for technology and trends		
6			

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

# **Course Content:**

n completion of the project the student will be required submit the following:

Project File or Industrial workflow log book - The File the principal means by which the work carried out will assessed and therefore great care should be taken in its preparation.

- A short account of the activities that we undertaken as part of the training.
- A statement about the extent to which the training has achieved its stated goals.
- dissemination evaluation and process engaged in as part of the training
- Any activities planned but not yet completed part of the training or as a future initiative directly resulting from the project

- Any problems that have arisen that may be useful to document for future reference.

Training Report

The report should be submitted in duplicate(2 copies) spiral bound and a CD and should contain the following components:

Ø Title or Cover Page

The title page should contain the following information: Department Name: Student's Name; course; Year, Supervisor's Name

Ø Acknowledgements

Acknowledgement to any advisory received in the course of work may be given.

Ø Table of Contents

Titles and subtitles are to correspond exactly with those in the text.

Ø Introduction

<sup>t</sup>Here a brief introduction to the problem that is central to the project and an outline of the structure of the rest of the report should be provided. The introduction should aim to catch the imagination of the reader, so excessive details should be avoided.

Ø Materials and Methods

In general, the File should be comprehensive and include: This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.

Ø Suggestions

In writing these section, emphasis should be given on what has been performed and achieved in the course of the work - A statement about the outcomes of the learning and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in contents from section to section and maintain a lucid flow throughout the thesis.

Ø Conclusion

A conclusion should be the final section in which outcome of the work is mentioned briefly.	CO the	Interpret functions of various sections  Explain the duties of room attendant and
Ø Appendices	CO 4	houseman in different shifts
The appendix contains material which is of interest to reader, and may include any forms, formats and problem that have arisen that may be useful to document future reference.	anGO	Understand and Maintain various records and registers
Ø Performance Appraisal & completion certificate of signed and stamped.	CO lul <b>y</b> 6	Industry updates for technology and trends

# Name of the Housekeeping Management Course **Training Report** Course Code BSCH2004 Prerequisite Basic understanding of the English language and also dedication and hard work Co-requisite Undertaking training Anti-requisite $\mathbf{C}$ 0 5 0 1 0

# Course Objectives

Objective of industrial training is to provide to students the feel of the actual working environment.

- 2. To gain practical knowledge and skills, which in turn will motivate, develop and build their confidence.
- 3. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

### Course Outcomes

CO 1	Understand and explain the organization Structure and various sections of the department
CO 2	Understand duties and responsibilities of the executives and non-executives of the department

### Continuous Assessment Pattern

Internal	Mid Term	End Term	Total
Assessment	Exam (MTE)	Exam	Marks
(IA)		(ETE)	
		100	100

# Course Content:

n completion of the project the student will be required to submit the following:

Project File or Industrial workflow log book – The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training.
- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training
- Any activities planned but not yet completed as part of the training or as a future initiative directly resulting from the project
- Any problems that have arisen that may be useful to document for future reference.

# **Training Report**

The report should be submitted in duplicate(2 copies) spiral bound and a CD and should contain the following components:

# Ø Title or Cover Page

The title page should contain the following information: Department Name: Student's Name; course; Year, Supervisor's Name

# Ø Acknowledgements

Acknowledgement to any advisory received in the course of work may be given.

### Ø Table of Contents

Titles and subtitles are to correspond exactly with those in the text.

#### Ø Introduction

Here a brief introduction to the problem that is central to the project and an outline of the structure of the rest of the report should be provided. The introduction should aim to catch the imagination of the reader, so excessive details should be avoided.

# Ø Materials and Methods

This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.

# Ø Suggestions

In writing these section, emphasis should be given on what has been performed and achieved in the course of the work and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in contents from section to section and maintain a lucid flow throughout the thesis.

# Ø Conclusion

A conclusion should be the final section in which the outcome of the work is mentioned briefly.

# Ø Appendices

The appendix contains material which is of interest to the reader, and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.

Ø Performance Appraisal & completion certificate duly signed and stamped.

Name of the	Food Production Operations				
Course					
Course Code	BSCH2005	BSCH2005			
Prerequisite	Basic understandin	Basic understanding of the English			
	language and knowledge of 1st and 2nd				
	sem Food Production Courses				
Co-requisite					
Anti-requisite					
		L	T	P	C
		3	0	0	3

# **Course Objectives**

- 1.Preparation of menu for various clients like student, industry, transport facilities, cruise liner, railway, air catering etc.
- 2.Proper method of ordering or indenting from the kitchen to the purchase department
  - 3. Purchasing and purchase specifications required for the ordering.
  - 4.Geographical location of various states of India and its effect on the cuisine of the state. Various other factors for considering the food of a particular region.

# **Course Outcomes**

CO 1	List the basics equipments used in bulk kitchen food, the names and uses, according to the regions of India
CO 2	Analyze the basics of Catering for Airlines, Railways, Hospitals, Institutions like school and industry, basic menu planning
CO	Recognize and understand the Techniques of
3	ordering or indenting for purchases

CO	Operationalize off premises catering and its
4	various aspects
	Plan menu for different regional Indian
CO	Cuisine like Kashmiri, Lucknow, Bengal,
5	Chettinad, Maharashtra, Goan, Punjab,
	Rajasthan, Gujrat, Hyderabad
CO	To plan various innovative recipes and Industry
6	update

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

# **Course Content:**

Unit I: QTK		Equipment
	Hours	

- · Quantity food production equipment
- · Equipment introduction
- · Explain mass feeding /volume feeding
- Heat and cold generating equipment's-Gas/ Electric/Coal/Charcoal
- · Care and maintenance of these equipment's

Modern development in equipment manufacture like induction cooktop, special ovens

Unit II: Menu Plannir

#### 8 Hours

- Basic menu planning-recapitulation
- Considerations to be undertaken for various volume feeding
- Planning menu for college students, industrial workers, Hospitals-specific disea
- Planning menu for schools
- Outdoor parties, theme dinners, mob facilities, cruise liners/Airline/Railways
- Nutritional aspect discussed in previous semester (BSCH1023

# **Unit III: Planning for quantity food**

# Hours

- · Planning for space allocation
- · Equipment selection

# Staffing

# **Unit IV: Volume feeding**

#### Hours

- · Institutional and industrial catering
- · Types of institutional/industrial catering
- · Problems associated with this type of catering
- Scope of development and growth
- · Hospital catering-highlights of hospital catering for patients, staff, visitors
- · Diets, menus and nutritional requirements
- · Off-Premises catering
- · Reasons for growth and development
- · Menu planning and theme parties
- · Concept of a central production unit
- · Problems associated with off-premises catering
- Mobile catering
- · Characteristics of rail,airline(Flight Kitchen) sea catering
- · Branches of mobile catering
- · Introduction of purchasing
- · Purchasing system and techniques
- · Storage

# FOOD LAWS AND REGULATIONS

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

#### **Unit V:Structures**

# Hours

- Introduction to regional Indian cuisine
- Heritage of Indian cuisine
- Factors that affect eating habits in different parts of the country
- Cuisines and its highlights of different states/region/communities to be discussed
- Geographical location
- Historical background
- Seasonal availability
- Special equipment
- Staple diets

- Specialty cuisine for festivals and special occasions.
- Kashmir cuisine
- Punjab cuisine
- Lucknow cuisine
- Uttar Pradesh/Uttaranchal
- Rajasthani Cuisine
- Maharastraian Cuisine
- Bengali Cuisine
- Hyderabadi Cuisine/Andhra Cuisine
- Tamil Cuisine, Chettinad Cuisine
- Goan cuisine/ Parsee
- Gujrati Cuisine
- Kerala cuisine, Malabari
- Karnataka cuisine
- Meghalaya
- Arunachal Pradesh
- Assam
- Nagaland
- Manipur
- Mizoram
- Tripura

Unit VIIndustry Update for Technology and Update

New Industry development in technology innovative dishes and overall Industry update

Name of the	FOOD AND BEVERAGE				
Course	SERVICE OPERATIONS				
Course Code	BSCH2006				
Prerequisite	Basic understanding of the				
	English language and also				
	dedication and hard work				
Co-requisite					
Anti-requisite					
		L	T	P	C
		3	0	0	3

# **Course Objectives**

- 1. The objective of the courses is to provide an understanding of various types of Alcoholic Beverages
- 2. in depth knowledge of the manufacturing process of alcoholic beverages.
- 3. Facilitate an understanding about the various brands of the alcoholic beverages.

### **Course Outcomes**

CO1	Interpret the basics of alcoholic beverages with strong emphasis on wines.
CO2	Interpret the knowledge of matching food with wines.
CO3	Identify correct production, storage and service of Beer.
CO4	Identify the production process of different types of spirits.
CO5	Generalize the basics of liqueurs and their service.
CO6	Generalize the basics of liqueurs and their service.

### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
(171)	(IVIII)	(BIE)	
30	20	50	100

# **Course Content:**

# **Unit I:** Alcoholic Beverage:

• Introduction and definition • Classification

#### **Unit II:Wines**

Definition
 Classification with examples
 Table/Still/Natural
 Sparkling
 Fortified
 Aromatized
 Production of each classification

Principal wines of (brand names):-France, Germany, Italy, Spain, Portugal, USA, Australia

New World wines (brand names):-India, Chile, South Africa, New Zealand

- Food and wine harmony Storage of wine
- Wine terminology (English and French)

Aperitifs:-

Introduction and Definition • Different types of Aperitifs

#### Unit III: Beer

• Introduction and Definition • Types of beer • Production of beer • Storage

# **Unit IV: Spirits**

- Introduction and Definition Production of spirit
- Pot-still method Patent-still method

#### Production of:-

Whisky, Rum, Gin, Brandy/Cognac, Vodka, Tequila			
Unit V:Liqueurs			
Definition and History • Production of liqueurs			
• Names of liqueurs and country of origin &			
predominant flavor			
Service of Liqueurs			
Unit VI: Industry update for technology and			
trends			

# **Suggested Reading**

- 1. Food & Beverage Service by R. Singaraveleavan
- 2. Oxford Publication—Core Textbook
- 3. Dennis R Lilicrap Food and Beverage Service
- 4. Sudhir Andrews- F&B Serice Manual
- 5. John Hullar- The Waiter
- 6. Food & Beverage Management By John Cousines

# Food & Beverage Service - Dennis R.Lillicrap. John

Name of the	FRONT OFFICE				
Course	OPERATIONS				
Course Code	BSCH2007				
Prerequisite	Basic understanding of the				
	English language and also				
	dedication and hard work				
Co-requisite					
Anti-requisite					
		L	T	P	C
		3	0	0	3

# **Course Objectives**

- 1. Make the students understand computer application in Front Office Operation
- 2. Explaining the Front Office Accounting
- 3. Describe control of cash and credits
- 4. Describe the explain Night Auditing
- 5. Develop the understanding on the importance of guest safety and security

# 6. Develop communication skill

#### **Course Outcomes**

CO	Explain computer application in Front Office			
1	Operation			
CO 2	Understand Front Office Accounting			
CO	Describe control of cash and credits			
3	Describe control of cash and credits			
CO 4	Acquire Night Auditing skills			
CO 5	Know the importance of guest safety and security			
CO 6	Industry update for technology and trends			

# **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total	
Assessment	Exam	Exam	Marks	
(IA)	(MTE)	(ETE)		
30	20-	30	100	

# **Course Content:**

Unit I: COMPUTER APPLICATION IN FRONT
OFFICE OPERATION
HOURS 8

- A. Role of information technology in the hospitality industry
- B. Factors for need of a PMS in the hotel
- C. Factors for purchase of PMS by the hotel

# **Unit II:FRONT OFFICE (ACCOUNTING)**

- A. Accounting Fundamentals
- B. Guest and non guest accounts
- C. Accounting system
- . Non automated Guest weekly bill, Visitors tabular ledger
- . Semi automated
- . Fully automated

# Unit III: CHECK OUT PROCEDURES

- . Guest accounts settlement
- Cash and credit
- Indian currency and foreign currency
- Transfer of guest accounts
- Express check out

# **Unit IV: NIGHT AUDITING**

- A. Functions
- B. Audit procedures (Non automated, semi automated and fully automated)

Unit V:FRONT OFFICE & GUEST SAFETY
AND SECURITY
. Importance of security systems
B. Safe deposit
C. Key control
D. Emergency situations (Accident, illness, theft,
fire, bomb)
Unit VI Industry update for technology and trends
School Of Hospitality

# School Of Hospitality Suggested Reading

- 1. Hotel Front Office R. Jatashankar Tewari Oxford Publication—Core Textbook, Students & Faculty to follow this book.
- 2. Hotel Front Office A Training Manual By Sudhir Andrews Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI Books).
- 4. Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the Course	Housekeeping	Op	era	tion	IS
<b>Course Code</b>	BSCH2008				
Prerequisite	Basic knowled to understand terms	_		_	
Co-requisite					
Anti- requisite					
	•	L	T	P	C
		3	0	0	3

# **Course Objectives**

- 1. Provide an understanding of Flower arrangements and its decoration
- 2. Facilitate an understanding about all the routine records maintained at Linen and Laundry rooms.
- 3. Familiarize the students with intradepartmental working of the housekeeping department

#### **Course Outcomes**

CO1	Interpret guest room with interior furnishing.
CO2	Interpret Maid's cart trolley, different types of soils, and cleaning program.
CO3	Interpret proper functioning of linen, laundry, uniform and sewing room within Housekeeping department.
CO4	Interpret of Flower arrangements and its decoration.
CO5	Interpret and Understand different types of uniforms, equipment's and uniform exchange procedure.
CO6	Industry updates for trends and technology

# **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total
Assessment	Exam	Exam	Marks
(IA)	(MTE)	(ETE)	
30	20	50	100

# **Course Content:**

# Unit I: Hotel Guestroom& Beds, mattresses and bedding 7 hours

- Types of Guest rooms
- Sample layout
- Guest floor rules
- Guest floor reportable
- Guest corridors
- Guest room beds
- Types of mattresses
- Selection of mattresses
- Soft furnishings

# Unit II: The maid's cart & Cleaning Guestrooms

# 10 lectures

- Introduction
- Design of a maids cart
- Handling of maid's cart
- Types of soil
- Nature of soil
- Principles of cleaning
- Frequency of cleaning
- Deep cleaning process

- Spring cleaning
- Bed making
- Daily cleaning of guestroom
- Cleaning of occupied rooms

# Unit III: Linen Room&Laundry Services 10 hours

- Storage conditions
- Linen room equipment and accessories
- Types of linen
- Exchange of linen
- Discarded linen
- Hiring of linen
- Introduction
- Organisation
- Laundry Process flow
- Layout of the laundry
- Laundry Agents
- Classification of stains
- Stain removal

# **Unit IV: Flower Arrangements** hours

- Flower arrangements in hotels
- Equipment and material required for flower arrangement
- Care and conditioning of flowers
- General guidelines for flower arrangements
- Introduction to Horticulture

# **Unit V: Facilites Management**

Introduction, factors consideration, common services provided by facilities.

Unit VI Indusrty updates for Trends & Technology

Training and motivation

**Trends** 

# **Suggested Reading**

- 1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook, Students & Faculty to follow this book.
- 2. Hotel, Hostel & Hospitality by John C Bramon and Margret  $\,$
- 3. Accommodation Operations Management by SK Kaushal and SN Gautam

# 4. Hotel Housekeeping – A training manual by Sudhir Andrews.

Name of					
the Course					
Course	BSCH2010				
Code					
Prerequisit	Food Production Oper	atio	ns I	Lab	
e					
Co-					
requisite	Basic understanding	of t	he E	Engl	ish
•	language and knowle	edge	e of	1 <sup>st</sup> a	and 2 <sup>nd</sup>
	sem Food Production	ı Co	ours	es	
Anti-					
requisite					
		L	T	P	C
		0	0	4	2

# **Course Objectives**

- 1. Learn about the basic India fundamental and concept
- 2. Prepare basic Indian gravies and paste
- 3. Preparation of regional dishes etc.
- 4. Acquire knowledge through demonstrate of bulk cooking

# **Course Outcomes**

CO 1	Plan a menu for various Indian cuisine for bulk kitchen and a la carte kitchen
CO 2	Set up a banquet kitchen and Indian kitchen of an Indian restaurant.
CO 3	Identify the various special ingredients being used in the different regions of India.
CO 4	Demonstrate various Indian regional special dishes and desserts
CO 5	Operate the heavy equipments used for bulk kitchen

# **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Suggested Reading  Marks 1.Practical cooking I,II by Thangam E. Phillip
50	-	50	100 Name of the Eard and Bayanaga Sawiga

#### **Course Content:**

#### Session 1

To formulate different sets of menus from the following regions and to include more dishes from respective regions. The practical class will be conducted preferably by demonstrative method.

#### Awadhi Cuisine

Session 2	:Bengal	Cuisine
-----------	---------	---------

**Session 3:Goa Cuisine** 

#### **Session 4: Gujarat Cuisine**

#### **Session 5: Hyderabad Cuisine**

#### Session 6: Kashmiri Cuisine

#### Session 7: Maharashtra Cuisine

## Session 8:Punjabi Cuisine

#### **Session 9:Rajasthan Cuisine**

#### Session 10:

South

Indian

Cuisine

Tamil Nadu, Karnataka, Kerala

#### Session 11:Indian regional Sweets

#### Session 12:

- Basic Indian Cuisine
- Composition of basic Indian masalas
- Preparation of these and incorporation in simple dishes such as Vindaloo, korma, safed maas, navrattan korma, Thickening, coloring and souring agents.

#### **School Of Hospitality**

Name of the	Food and Beverage Service (Wine		
Course	and Liqueurs) La		
Course Code	BSCH2011		
Prerequisite	Basic understanding of Food and		
	Beverage Service terms requires.		
Co-requisite			
Anti-requisite			
L T P C			
0 0 4 2			

#### **Course Objectives**

- 1. The objective of the courses is to make the student understand the different style of servicing meal..
- 2. Be able to setup the covers as per the menu.
- 3. They should be confident to plan menu and suggest alcoholic beverages to go along with it.

#### **Course Outcomes**

CO1	The students would be able to identify the various types of Liquors, Wines
CO2	The students would be able to demonstrate the service of Wines, Beer, Spirits, Aperitifs and Liquor
CO3	The students would be able to plan regional menus and explain the new regional dishes
CO4	The students would be able to lay the covers for the service of regional dishes
CO5	The students would be able to serve the regional dishes in French/America style of service.

#### **Continuous Assessment Pattern**

Internal Assessment	Mid Term Exam	End Term Exam	Total Marks	
(IA)	(MTE)	(ETE)		
50	-	50	100	

#### **Course Content:**

#### Unit I: Organizing Mise-en-place

- Wine service equipment Beer service equipment
- Cocktail bar equipment Bar stock alcoholic & non-alcoholic beverages

Unit II: Service of Alcoholic beverages
Service of –  • Beer • Wine • Spirits • Liqueur • Aperitifs.
Unit III: Storage
Proper storage of alcoholic beverages
Unit IV: Bar stock
Bar stock - alcoholic & non-alcoholic beverages
Unit V: Names of famous alcoholic beverages
with their country of origin
Unit VI: Industry update for technology and trends

#### **Suggested Reading**

- 1. Sudhir Andrews- F&B Service Manual
- 2. Dennis R Lilicrap Food and Beverage Service
- 3. S.N Bagchi& Anita Sharma- Food and Beverage Service
- 4. John Hullar- The waiter
- 5. Hospitality Biz India
- 6. Hotel Association of India

Name of the	FRONT OFFICE				
Course	OPERATIONS (LAB)				
Course Code	BSCH2012				
Prerequisite	Basic understanding of the				
	English language and also				
	dedication and hard work				
Co-requisite	Co-requisite				
Anti-requisite	Anti-requisite				
		L	T	P	C
		0	0	2	1

#### **Course Objectives**

- 1. To provide an understanding of the Tourism, Hospitality and Hotel Industry.
- 2. To familiarize the students with different hotels, different accommodation and different guest in these hotels.
- 3. To enhance the ability of the students in understanding the guest's needs.
- 4. To enhance understanding of the dynamics of interaction and integration between the individual and the organization.

#### **Course Outcomes**

CO 1	To take and mange reservation in the manual and computerized FO operations.
CO	Understand the Front Office software and their
2	use.
CO	To take and handle walk-ins and check in on the
3	system.
CO	Calculate tariff structure for different segments
4	of clients of hotel
CO 5	Acquire effective communication skill

#### **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total
Assessment	Exam	Exam	Marks
(IA)	(MTE)	(ETE)	
50	-	50	100

## **Course Content:**

Unit I: Module I					
Front Office Accounting procedures					
<ul> <li>Manual accounting</li> </ul>					
<ul> <li>Machine accounting</li> </ul>					
Role Play, Situation Handling					
Unit II:Module II					
Payable, Accounts receivable, Guest History, Yield Management, Role Play, Situation Handling					
Unit III: Module III					
Role play:Hands on practices of computer application related to Front Office procedures: How to make a reservation in PMS? How to create and update guest profile? How to update guest folio?					

How to print guest folio?
How to make sharer reservation?
How to feed remarks in guest history?
How to add sharer?
How to make add on reservation?
Unit IV: Module IV
Role Play: How to cancel a reservation?
How to make group reservation?
How to make a room change on the system?
How to log on cashier code?
How to close a bank at the end of each shift?
How to put a routing instruction?
How to process charges in Opera?
How to process a guest check out?
How to check out a folio in Opera?

#### Unit V: Module V

RolePlay: How to process deposit for arriving guest?
How to process deposit for in house guest?
How to check room rate variance report?

How to process part settlements?

How to tally allowance for the day at night?

How to tally paid outs for the day at night?

How to tally forex for the day at night?

Unit VI Module -6

Industry update for technology and trends

#### **Suggested Reading**

- 1. Hotel Front Office R. Jatashankar Tewari Oxford Publication—Core Textbook, Students & Faculty to follow this book.
- 2. Hotel Front Office A Training Manual By Sudhir Andrews Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI Books).
- **4.** Front Office Operations and Management by Ismail Ahmed ( Cengage Earning).
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the	HOUSEKEEPING OPERATION				
Course	(LAB)				
Course Code	BSCH2013				
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires. basic knowledge of HK				
Co-requisite	quisite				
Anti-requisite					
	_	L	T	P	C
		0	0	2	1

#### **Course Objectives**

. The objective of the courses is to make the student understand about various agents, equipments and methods being used on different types of surfaces.

#### **Course Outcomes**

	Demonstrate and discuss different types of
CO	room layout and Practice and understand
1	different types of standard guest room
	supplies
CO	Differentiate and familarize with use of
2	various washing tools
CO	Demonstrate and understand various
3	methods of stain removal process
СО	Demonstrate and understand different types
4	of flower arrangement with dry and fresh
4	flowers.
CO 5	Understand the rules of uniform designing.

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

## **Course Content:**

Unit I: Linen Room management				
0	Discussion and demonstration			
	of layout of Rooms & Linen			
	room			
0	Handling of damage linens			

0	Different types Towel				
	decoration/ art.				
	decoration art.				
Unit II-I aund	lry room activity( wash cycle )				
Omi II.Laund	if y room activity( wash cycle )				
0	Demonstration and practice of				
	wash cycle through operation of				
	washing machine				
0	Demonstration and uses of				
	steam press				
Unit III:	Stains and it's classification				
	TD C 4 :				
0	Types of stains				
0	Identification of stain				
0	Methods of stain removal				
Unit IV: Flower Room and different types of					
flower arrangement					
0	Different types of flower				
	arrangement				
0	Different types of flower				
	arrangement				
0	Identification and use of				
	Flower making equipment tools				
Unit V:Uniform room operation					
	C				
0	Concept of uniform design				
Unit VI:Industry updates for trends and technology					

#### **Suggested Reading**

- 1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook, Students & Faculty to follow this book.
- 2. Hotel, Hostel & Hospitality by John C Bramon and Margret.
- 3.Accommodation Operations Management by SK Kaushal and SN Gautam.
- 5. Hotel Housekeeping A training manual by Sudhir Andrews.

Name of the	Hotel Engineering				
Course					
Course Code	BSCH1025				
Prerequisite	Clarity of basic safety and security procedures				
Co-requisite	Basic knowledge of science.				
Anti-requisite					
		L	T	P	C
		2	0	0	2

#### **Course Objectives**

- 1.Provide an understanding of the importance of Hotel Engineering in the field of Hospitality.
- **2.**To understand the different usage of fuels used in Hotel industry.
- 3.Facilitate an understanding about the safety, security & hygiene procedure in the hospitality industry
- 4.Provide in depth knowledge of the working of Air conditioners and Fridge.
- 5.As an individual understands the responsibilities and duty towards preserving nature.

#### **Course Outcomes**

CO1	Interpret the importance of maintenance & engineering in Hospitality Industry.
CO2	Interpret the effective management of energy in the Hospitality sector.
CO3	Identify the safety, security & hygiene procedure in the hospitality industry.
CO4	Identify principles of electricity with emphasis on working of Air conditioner and fridge.
CO5	Generalize the responsibilities towards preserving the environment and steps taken to preserve it.

CO6 Industry update for technology and trends

1 Safety precautions, bomb threat, theft, other safety topics.

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

## **Course Content:**

Unit I: Maintenance	<b>Department:</b>
Introduction	
7 Hours	

1 Preventive and breakdown maintenance

#### 1 Comparison

- l Role & importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel,
- 1 Organization chart of hotel and maintenance department.

# Unit II:Fuels used in catering industry 5 Hours

1 Types of fuel used in catering industy	H
l Calorific value	
l Comparative study of different fuels.	
Unit III: Safety 10	
Hours	
	4
l Accident prevention,slips and falls	
l Types of fire	-
l types of extinguishers	

Name of the Course	Food Production Mana	ageı	nen	t	
Course	BSCH3001				
Code					
Prerequisite	Summer Internship category hotel v maintained Larder Manger. Basic culinary terms know	with and	l Ga Fre	vell-	
Co-					
requisite					
Anti-					
requisite					
		L	T	P	C
		3	0	0	3

## **Course Objectives**

- 1.. Various Products made in Garde Manger like forcemeats, galantines, pates, mousse, mousseline, Aspic & Jelly.
- 2. Layout of Larder or Garde Manger. The Specific Equipment used Larder
  - 3. Duties & Responsibilities of Larder Chef.
- 4. Making salads and salad dressings, relishes.

#### **Course Outcomes**

CO1	Analyse the functioning of Larder Section
CO2	Explain various charcuterie products
CO3	Identify various international appetizers and garnishes
CO4	Analyse and explain various international cuisine and dishes
CO5	Plan and execute duty rosters and proper functioning of kitchen
CO6	Investigate latest trends in Food Industry

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### **Course Content:**

#### Unit I: Larder 8hours

·Layout and equipment

Introduction of larder work

Definition, equipment found in the larder

Layout of typical larder and various sections

Functions of the larder

Hierarchy of larder staff

Section of the larder

Duties and responsibilities of larder chef

Common terms used in the larder and larder

control

Essential of larder control

Importance of larder control

Devising larder control systems

Liasioning with other departments

Yield testing

#### **Unit II:**

## 8 Hours

- · Introduction to Charcutiere
- · Sausages-types and varieties
- · Casings-types and varieties
- · Fillings-types and varieties
- · Additives and preservatives
  - · Types and preparations of force meat
- · Uses of force meat
  - · Galantine-making and types
  - · Ballotines-making and types
- Types of pate, pate de foie gras, making of pate, pate massion
- Types of Mousse, preparation of mousse and mousseline,
- · Difference between the two
  - Cuts of ham, bacon and gammon
  - Differences between ham, bacon and gammon
  - · Green ham, uses of the different cuts
- · Definition of aspic and jelly
- · Difference between making of aspic and jelly
- · Uses of aspic and jelly
- Meaning of chaudfroid
- · Making of chaudfroid and precaution
- · Types of chaudfroid

- · Uses of chaudfroid
- · Preparation and uses of quenelles, parfait and roulade

#### **Unit III:**

#### 8 Hours

- · Classifications of appetizers
- Examples of appetizers
- · Historic importance of culinary garnishes
- Parts of s/w
- · Types of breads to use
- Types of fillings-classification
- Spreads and garnishes
- Types of s/w
  - Storing of s/w

#### **Unit IV:**

#### 8 Hours

- •Introduction of the International cuisine
- •A Brief of all the countries to cover
- •Chinese Cuisine: Introduction to Chinese food, Historical background, regional cooking styles, method of cooking, Equipments and utensils
- •French Cuisine-- Geographical location, Historical background, Staple food with regional influence specialties, Recipes
- •Italy /Spain /Germany-Geographical location, Historical background, Staple food with regional influence specialties, Recipes
- •Middle East- Arabic / Lebanese- Geographical location, Historical background, Staple food with regional influence specialties, Recipes
- •Oriental: Japanese, Thai, Geographical location, Historical background, Staple food with regional influence specialties Recipes
- •Bakery and Confectionery: Cake preparation introduction, Types of cake, Methods of cake making, Some famous names of cakes, Icings and toppings, Varieties of icings, Usage of icing, Difference between icing and topping, Recipes, Frozen desserts, Types and classification of frozen desserts,
- •Ice-cream-Definition and preparation, Additives and preservatives used in ice-cream manufacturing
- •Meringue, Making of meringue, Factors affecting the stability, cooking of meringue, Types of meringue
- •Uses of meringue, Chocolate: History, Sources, Manufacturing and processing of chocolate, Type of chocolates, Cocoa butter, white chocolate and its application

#### Unit V:

#### 8 Hours

Kitchen organization, Allocation of work job description, Duty roasters, Safety precautions, Food safety management systems, Production quality and quality control, Yield management

Ideal uses of wine in cooking, Classification of herbs, French culinary terms

#### Unit VI

Latest Hotel Industry Trends in Food Production

- · The Latest Technology Trends in the Hospitality Industry related to Food Industry
- · Innovation and research in hospitality industry related to Food

#### **Suggested Reading**

1.International Food Production -By Chef Bali

- 2. Professional Garde Manger-By Culinary Institute of America
- 3. The Larder Chef by Leto and Mojo
- 4. Garde Manger by
- D.D. Sharma

Name of the	Food & Beverage Management				
Course					
Course Code	BSCH3002				
Prerequisite	Basic understanding of Food &				
	Beverage Servic	e			
Co-requisite					
Anti-requisite					
		L	T	P	C
		3	0	0	3

#### **Course Objectives**

1. To develop optimum level of knowledge and skills to

Independently manage bar in Hospitality Industry.

- 2. Make them aware of cost controls, sales analysis.
- 3.Classify and understand cocktails and mixed drinks
- **4.**Manage Gueridon service and Banquet function operations

#### **Course Outcomes**

СО	1	Students will be able to demonstrate management of bar
СО	2	Students will be able to use strategies of menu engineering
CO ute	3	Students will be able to classify various types of cocktails & mixed drinks
СО	4	Students will be able handle Gueridon Service
СО	5	Students will be able analyze banquet functions and its operations.
СО	6	Students will adopt the Innovative Practices in F&B Service

#### **Continuous Assessment Pattern**

Internal Assessment	Mid Term Exam	End Term Exam	Total Marks
(IA)	(MTE)	(ETE)	
50	-	50	100

#### **Course Content:**

Unit I: Managing Food and Beverage Outlet (Bar Operations and Beverage Control) 11 Hours

Supervisory skills, Developing efficiency, Standard Operating

Procedure, Types, of Bar, Area of Bar, Front Bar, Back Bar, Under Bar (Speed Rack, Garnish, Container, Ice well etc)Bar Stock, Bar Control, Bar Staffing, Opening, and closing duties, Purchasing, Receiving, Storing, Issuing, Standard Recipes, Standard portion size, Bar Inventory, Bar Frauds, Books maintained

#### **Unit II: Menu Engineering** 2 Hours

Definition & Objectives, Methods, Advantages

# Unit III: Cocktails and mixed drinks 5Hours

Definition and History, Classification, Different Methods

of making cocktail, recipe, Preparation and Service of Popular Cocktails

#### **Unit IV: Gueridon Service** 4 Hours

**History of Gueridon,** Definition and term gueridon, General points to be considered while doing gueridon, Advantages and disadvantages of Gueridon Services, Gueridon equipments and ingredients, Method of service of common gueridon preparations

# Unit V:Banquet, Buffet Management & Function Catering 12 Hours

· Introduction · Types of Buffet · Table layout and configuration · Clothing and dressing the buffet table · Display and decoration · Types and limitations of food to be serve. Mise-enplace, Checklist and its proper supervision · Food & Beverage control-its application and buffet management · History of banquets; types of banquets (formal and informal) Organization of Banquet Department, Function selling-menus, Facilities available, Sitting planstheatre, class room and formal. Contract/Memorandum · Seating Plans, Mise-enplace, Service, Toasting and sequencing of events, Banqueting exercises, Case studies in banqueting, Informal gathering, Reception · Cocktail parties, Seminars, Exhibitions, Fashion shows · Trade Fairs, Wedding, Organizing Theme functions

Unit VI: Innovative Practices in F&B Service

Innovative practices in Restaurant Service, Bar Management, Banquet Operations, Use of Technology

#### **School Of Hospitality**

#### **Suggested Reading**

**1.**F&B Service by R.Singarvelavan, Oxford University Press

- Beverage Management by Dennis Lillicrap & John Cousins
- 3. F&B Service by S.N.Bagchi and Anita Sharma
- 4. F&B Service by Sudhir Andrews

Name of the	FRONT OFFICE MANAGEMENT				
Course					
Course Code	BSCH3003				
Prerequisite	Knowledge of 1-2 yrs of Front				
	Office course				
Co-requisite					
Anti-requisite					
		L	T	P	C
		3	0	0	3

## **Course Objectives**

- 1. Planning of Budget.
- 2. Forecasting techniques
- 3. CRM and Revenue Management
- 4. Property Management system

#### **Course Outcomes**

CO1	Plan and evaluate the front office operations
CO2	Knowledge of PMS
CO3	Budgeting, CRM and
CO4	Revenue Management
CO5	Forecasting
CO6	Students will adopt innovative practice in front
COB	office.

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	30	100

**Course Content:** 

# **Unit I:** PLANNING & EVALUATING FRONT OFFICE OPERATIONS

8 Hours

Setting Room Rates (Details/Calculations thereof)

- Hobart Formula, market condition approach & Thumb Rule
- Types of discounted rates corporate, rack etc. , Forecasting techniques, Forecasting Room availability, Useful forecasting data
- . % of walking
- . % of overstaying
- % of under stay

## **Unit II: Budgeting**

8

#### Hours

Types of budget & budget cycle Making front office budget

Factors affecting budget planning

Capital & operations budget for front office

Refining budgets, budgetary control

Forecasting room revenue

Advantages & Disadvantages of budgeting

## **Unit III: Property Management system**

10

#### Hour

Fidelio / IDS / Shawman

Amadeus. Guest History Management

Need, Tools, Process

Report Generation & Analysis

Performance Reports: Daily Business Report, Monthly Forecast Report, Market Performance, Segment Performance, Source Performance Competition Analysis: RevPAR, ARR, GOPPAR,

Occupancy Percentage

# Unit IV: Revenue Management 8 hours

Segment Mix in Hotel Industry, Inventory Management

Rate Management, OTA's(Online Travel Agents),GDS, System contribution, Revenue Optimisation, STR Report(Smithline Travel Research),RGI(Revenue generation Index), Hotel intelligence, Market Intelligence

#### **Unit V: Forecasting**

Hours:4

Forecast formula, Types of forecast, Sample forecast forms, Factors for evaluating front office operations

Unit VI Students will adopt innovative practice in front office.

#### **School Of Hospitality**

#### **Suggested Reading**

- 1. Hotel Front Office R. Jatashankar Tewari Oxford Publication—Core Textbook, Students & Faculty to follow this book.
- 2. Hotel Front Office A Training Manual By Sudhir Andrews Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI Books).
- 4. Front Office Operations and Management by Ismail Ahmed (Cengage Earning).
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the	Housekeeping Ma	nag	eme	nt	
Course					
Course Code	BSCH3004				
Prerequisite	Basic knowledge i.e. Foundation				
	an d operations of Housekeeping				
	department				
Co-requisite					
Anti-requisite					
		L	T	P	C
		3	0	0	3

## **Course Objectives**

- 1. understand planning and organizing of housekeeping department and its budget preparation
- 2. understand the concepts of safety norms in hospitality industry
- 3. Understand the concept of interior designing and its benefits
- **4. Provides comprehensive view of accommodation management**

#### Course Outcomes

CO1	Analyze overall view of accommodation
COI	management
CO2	Identify and understand different types of
	<b>Budget and Budgetary Controls</b>

СОЗ	Define the concepts of safety in hospitality industry.
CO4	Interpret and understand Interior designing and planning.
CO5	Plan and able to establish Housekeeping
CO6	Department.  Industry updates for trends and technology

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	30	100

#### **Course Content:**

Unit I: Planning	&	organizing	of	H.K
Department		10 hours		

- Area Inventory test
- Performance & Productivity Standards
- Time and Motion study
- Standard Operating Manual- Job Procedures
- Job allocation & work Schedules Calculating Staff strengths & Planning Duty Reports
- Selection of Cleaning equipments and agents (inventory system)
- Housekeeping in institution other than hotels
- New Property Countdown

# Unit II: Budget and Budgeting Control

#### 8 Hours

- The Budget process
- Planning Capital Budget
- Planning Operating budget
- Operating Budget Controlling expenses Income Statement

Stock records - Issuing and control.

## Unit III: Control Services & safety

#### hours

- Types of Contact services
- Guidelines for hiring contract services
- Safety awareness and accident prevention

- Fire Safety and Fire Fighting equipment
- First aid
- Key and key Control
- Crime Prevention and dealing with emergencies situations

# Unit IV:: Interior Decoration hours

- Elements of design
- Color and its role in decors
- Window and window treatments
- Lighting and lighting fixtures
- Floor Finishes and Carpet
- Furniture and fitting and accessories
- Layouts of guest room (refurnishing & redecoration)

8

- Size of rooms, sizes to furniture arrangement
- Principles of design
- Color has many & color schemes

Unit V: CHANGING	TREND	IN
HOUSEKEEPING	7hours	

#### Trends

Women's only floor

**Design Trends** 

**Process Trends** 

2. Eco friendly Amenities, products & process Toiletries

textiles

**Energy Conserving Products** 

Unit V Industry updated

#### **School Of Hospitality**

- 1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook, Students & Faculty to follow this book.
- 2.. Hotel, Hostel & Hospitality by John C Bramon and Margret.
- 3. Accommodation Operations Management by SK Kaushal and SN Gautam.
- 4. Hotel Housekeeping A training manual by Sudhir Andrews
- 5. Hotel, Hostel & Hospitality by John C Bramon and Margret.

Name of the	Food Production								
Course	Management(LAB)								
Course Code	BSCH3005								
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requirements.								
Co-requisite									
Anti-requisite									
	L   T   P   C								
	0 0 4 2								

#### **Course Objectives**

- 1. To make students learn about the technique of advance skill in food production
- 2. Have a basic knowledge of grade manager and cold kitchen
- 3. Know larder, its functions, food prepare in larder, ingredients used & their names
- 4. Know the buffet display and difference between edible & non-edible display.

# Session 1: Three course menus to be formulated featuring International Cuisines -French

Italian Spanish Mexican Chinese Thai

#### **Session 2:**

- Salads basic simple salads & dressings
- -Cole slaw

salade nicoise

- Russian Salad
  - beetroot salad
- Potato Salad

fruit salad

- Carrot & Celery
- Waldrof salad

Session 3 :Demonstration of charcuterie -Galantines, Pate Terrines, Mousselines

- Session 4: Bakery & Patisserie Practical Decorated Cakes
  - Gateaux

$\sim$	_				
Course	• 1	111	r	Λm	LΩC
Course	•	ш		<b>1711</b>	

CO1	Students will be able to demonstrate the
001	functioning of larder
CO2	Students will be able to identity various types of
CO2	Charcuterie products
CO2	Students will be able to classify various types of
CO3	appetizers and sandwiches
GO 4	Students will be able plan various international
CO4	menus
CO5	Students will be able to analyse the uses of herb
COS	and wines and production management

**Continuous Assessment Pattern** 

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	ı	50	100

**Course Content:** 

Session 5:Potato- All basic preparation such a boiled, baked, roast, French fries, lyonnaise, mashed/creamed, parsley/parisienne

Session 6:Cold sweet- Honeycomb mould, butterscotch sponge, coffee mousse, lemon sponge, trifle, blancmange, chocolate mousse, and lemon soufflé.

Session 7:International Cuisine: Greece, Germany, American Cuisine, Mediterranean, Lebanese

#### **Session 8: Innovations in Kitchen**

#### **School Of Hospitality**

#### **Suggested Reading**

1. International Food Production -By Chef Bali

#### 2. Professional Garde Manger-By Culinary Institute of America

# 3. The Larder Chef by Leto and Mojo

# 4. Garde Manger by **D.D.** Sharma

Name of the	Food and Beverage							
Course	Management (LAB)							
Course Code	BSCH3006							
Prerequisite	Basic knowledge o	f En	glisl	h,				
	protective clothing	and	star	nina				
	to withstand the practical							
	requirements.							
Co-requisite								
Anti-requisite								
		L	T	P	C			
		0	0	2	1			

#### **Course Objectives**

To develop optimum level of knowledge and skills in the students so as they are capable to independently manage various F&B service outlets in Hospitality Industry also to make them aware of cost controls, sales analysis.

#### **Course Outcomes**

CO1	The students will be able to prepare and present various mocktail drinks
	, will will will will be a second of the sec
CO2	The students will be able capable of running bar
COZ	operations
CO3	The students will be able todo task & record
COS	inventories
CO4	The students will be able to demonstrate & perform
CO4	supervisory skills in F&B service
CO5	The students will be able to design, Layout Buff
CO6	Industry update for technology and trends

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### **Course Content:**

#### **Unit I:** Supervisory Skills:

Conducting Briefing & Debriefing • Making Duty Roster
Preparing Job Description & Specification • Class room
Exercise (Case Study method) • Drafting Standard
Operating Systems (SOPs) for various F & B Outlets-Restaurant, Bar, Banquets & Special events • Supervising

#### **Unit II:Bar Operations:**

Food & Beverage operations

• Designing & Setting the bar • Taking and Recording of Inventory • Preparation & Service of Cocktail & Mixed Drinks

#### **Unit III:**

• Case Study and Presentation of Menu Engineering

#### **Unit IV:**

• Case Study on setting up of Bar for parties • Case Study on planning and functioning of Banque • Case Study on Planning of Manpower of F&B department • Presentation

#### Unit V:

- Demonstration and Practice of Gueridon Service
- Setting up of various types of Buffet (Design, Layout)

**Unit VI: Industry update for technology and trends** 

- 1. Michael M Coltman Beverage Management
- 2. Dr J.M Negi Food and Beverage Management and Control.
- 3. S.N Bagchi& Anita Sharma- Food and Beverage Service
- 4. Jaffrey T Clarke Table and Bar
- 5. Hospitality Biz India

Name of the	FRONT OFFICE
Course	MANAGEMENT (LAB)
Course Code	BSCH3007
Prerequisite	Clarity of FO topics of previous
	semesters
Co-requisite	Industrial Training experience

Anti-requisite					in an existing reservation, How to make a
	L	Т	P	C	reservation
	0	0	2	1	Unit II:Module -11

#### **Course Objectives**

- 1. To provide an real time work exposure to the students .
- 2. To familiarize the students with different hotel forms and formats.
- 3. To enhance the ability of the students in understanding of the PMS systems used In hotels.
- 4. To enhance understanding of the different functions used in the software.
- 5. To understand the communication skill.

#### **Course Outcomes**

	To take and mange reservation in the manual
CO1	
	and computerized FO operations.
CO2 Understand the Front Office software and	
CO2	their use.
CO3	To take and handle walk-ins and check in on
COS	the system.
CO4	Calculate tariff structure for different
CO4	segments of clients of hotel
CO5	Acquire effective communication skill
CO6	Adopt Latest Technology in front Office

#### **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total
Assessment	Exam	Exam	Mar
(IA)	(MTE)	(ETE)	ks
50	-	50	100

#### **Course Content:**

Unit I: Module-1

How to make sharer reservation
How to feed remarks in guest history
How to add a sharer, How to make add on
reservation, How to amend a reservation
How to cancel a reservation, How to make group
reservation, How to make a room change on the
system, How to log on cashier code How to check

Hands on practice of computer applications on PMS front office procedures such as:

- . Night audit,
- . Income audit.
- . Accounts
- .Q. Situation handling handling guests & internal situations requiring management tactics/strategies HMS Training Hot Function keys

How to put message

How to put a locator

How to check in a first time guest

How to check in a day use

## **Unit III: Module -11I**

How to issue a new key, How to verify key How to cancel a key, How to issue a duplicate key How to extend a key, How to print and prepare registration cards for arrivals, How to programme keys continuously, How to programme one key for two rooms, How to re-programme a key

#### Unit IV: Module -1V

How to create and update guest profiles How to update guest folio, How to print guest folio How to close a bank at the end of each shift How to put a routing instruction, How to process charges, How to process a guest check out How to check out a folio, How to process deposit for arriving guest, How to process deposit for in house guest, How to check room rate variance report, How to process part settlements How to tally allowance for the day at night How to tally paid outs for the day at night How to tally forex for the day at night How to pre-register a guest, How to handle extension of guest stay ,Handle deposit and check ins with voucher. How to post payment How to print checked out guest folio Check out using foreign currency

Handle settlement of city ledger balance
Handle payment for room only to Travel Agents
Handle of banquet event deposits
How to prepare for sudden system shutdown
How to checkout standing batch totals
How to do a credit check report, How to process
late charges on third party, How to process late
charges to credit card, How to check out during
system shut down, Handling part settlements for
long staying guest, How to handle paymaster folios
How to handle bills on hold

#### Unit V: Module -V

Relevance of Internet for Front Office

A strategic tool for global marketing-overview, Internet Marketing and Tourism,Internet and Marketing Mix,Internet and Advertising, E-Commerce transactions on the Net

Electronic payment systems (EPS), online payments., Application – Revenue Management Forms & Formats

Unit VI: Module -VI

Latest Technology in Front Office

#### **Suggested Reading**

- 1. Hotel Front Office R. Jatashankar Tewari Oxford Publication—Core Textbook, Students & Faculty to follow this book.
- 2. Hotel Front Office A Training Manual By Sudhir Andrews Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI Books).
- 4. Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the Course	Housekeeping Ma	mag	eme	nt				
Course Code	BSCH3008							
Prerequisite	Clarity of HK topic	Clarity of HK topics of						
	previous semesters							
Co-requisite	Industrial Training experience							
Anti-requisite								
	•	L	T	P	(			
		2	0	0	2			

#### **Course Objectives**

- 1.To understand first aid and dealing with emergency situation
- 2.To understand special decorations

- 3. To recognize the concept and importance of renovation followed in hotel industry.
- 4.To be aware about standard operating procedures and inspection checklist

#### **Course Outcomes**

CO1	To have knowledge and practice of using first aid and how to deal with emergency situations.	
CO2	To be able to understand the layout of guest room and special decorations	
CO3	To be able to refurbish and redecorate guestrooms.	
CO4	Understand the concepts of team and block cleaning	
CO5	Being able to design SOP as per requirement	
CO6	Industry update for technology and trends	

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### **Course Content:**

Unit I: First aid	8	
Hours		

Necessity of First Aid, placement of first aid kit in various outlets and dealing with first aid treatment. Mock drill on guest floor to handle emergency situations. Fire Evacuation procedure First aid for choking(Mouth to mouth respiration)

#### **Unit II:Special decorations**

Special decoration for different even	ents

# Unit III: Layout of a guest room, Refurnishing Redecoration 4hrs

Designing of guest rooms (single, double and suit ) Preparation and procedure for refurbishing

# **Unit IV: Team Cleaning Management 4 Hours**

Team cleaning, Block cleaning

# Unit V: Designing Training Modules/ SOP/ Inspection Checklist 4 hrs

Design and management of duty roster in respect to above.. Designing of training module /SOP. Design and developing of inspection checklist.

Unit VI Industry update for technology and trends

Latest trends followed in hotel industry

#### **Suggested Reading**

- 1. Hotel, Hostel and housekeeping by John. C Branson & Margaret
- 2. Magazines of Airlines, Hotels & Tourism Organizations.
- 3. Hospitality Biz India, Travel Biz Monitor

Name of	<b>Hospitality Service</b>				
The Course	Sales & Marketing				
Course	SOBO100	1			
Code					
Prerequisite					
Co-requisite					
Anti-					
requisite					
		L	T	P	C
		2	0	0	0

#### **Course Objectives**

This course builds upon the basic principles of marketing & sales and aims to develop student's ability to analyze the distinctive marketing & selling needs of services. It relies upon practical, real world case studies on a variety of diverse areas of marketing & selling to give students a broader knowledge of key issues and the business environment to which decision making skills can be applied. Topics include the role of marketing & selling as a part of brand management, relationship marketing and sales, focusing on guest expectations as a marketing driver and the management of the marketing mix.

Be able to identify the role of managers in the hospitality industry and to highlight their principal responsibilities

Provide an opportunity for further developing those skills which are important to learning, e.g. library skills, study skills, and so forth

#### **Course Outcomes**

CO1	To explore the building of
	customer loyalty expectations
	and how these are utilized as
	marketing drivers.
	To develop an understanding of
	relationship management and
CO2	its importance to the sales and
	marketing strategy of the
	business.

соз	To illustrate how decisions can be supported through Sales Office Communication System.
CO4	To identify the elements Personality traits of and how these impact on customer service and fulfil the guest expectations.
CO5	To explore and identify explore the various techniques of promotion and concepts of merchandising and systems utilized in the marketing and sales within the hospitality industry.

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### **Course Content:**

# Unit I: Introduction to Hospitality Sales & Marketing 8 Hours

Today's Hospitality Trends - Guest Preferences, Relationship Marketing, Marketing and Sales - Marketing vs./Sales, The Marketing Mix, Management's Role in Marketing & Sales -The General Manager, The Director of marketing, The Director of Sales, The Importance of Sales - Sales as a Career and the challenges.

# **Unit II:Marketing Plan**

#### 7 Hours

The Marketing Team, Steps of Marketing Plan, conducting a Marketing Performance, Audit, Selection Target Market, Positioning of the Hotel / Food facility, Determining Marketing Objectives, Developing and Implementing Action Plans, Monitoring and Evaluating the Marketing plan.

## Unit III: The Sales Office Hours

Sales Office Communication System - Sales meeting, Sales Records, Filling System, Performance audit of head of the sales department,

Computerized Client Information, List Reports and Analysis, Yield Management.

# Unit IV: Personnel & Telephone Selling Technique 5 Hours

Personality traits, Preparing for the Presentation Sales Call - Pre-presentation Planning, The Sales Kit, Basic of Telephone Communication - Telephone Etiquettes, Telephone Communication Skill, Listening Skill, Out Going Calls - Prospects and Qualifying Calls, Appointment Calls, Sales, Promotional Call, Service Calls, Public Relation Calls In Coming Calls - Reservations, Response to Advertising, Inquiries, Telephone Sales Operation - Telephone Sales Blitzes, Tele Marketing Operations.

# Unit V: Restaurant, Banquet & Meeting Room Sales 7 Hours

Consumer behaviour issues in online and social media context-Consumer behaviour and mass disruption in retail-Shopping Malls —A new shopping experience-Marketing ethics and consumer behaviour-PepsiCo's deal with Indian Medical Association to promote Tropicana and Quaker Oats raises ethical Concerns.

#### **Suggested Reading**

# 1. Text Book (s)

1	Kumar and Nidhi Goel .Published by UDH Books
2	A textbook of Tourism and Hospitality Management – KCK Rakesh Kadam, VRK Shaifalee and VRK Chainickaa. Published by UDH Books

#### 2. Reference Book (s)

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

3

Name of the	Campus to Corpor	Campus to Corporate 2			
Course					
<b>Course Code</b>	SLSH3001	SLSH3001			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires.				
Co-requisite	-requisite				
Anti-requisite	Anti-requisite				
		L	T	P	C

## **Course Objectives**

- 1. To assess the current level of students.
- 2. To give a real time GD, Interview practice to the students.
- 3. To prepare students for technical interviews
- **4.** To prepare the students for the placement process and future career prospects

#### **Course Outcomes**

CO	The learner will be develop self confidence	
1	make necessary corrections	
CO	The learner will be able to recognize and	
2	make use of the strengths	
СО	The learner will be able to practice and follow	
3	dressing etiquettes during interview and in	
3	corporate world.	
CO	The learner will be able to interpret and	
4	develop skills for career enhancement	
СО	The learner will be able to interpret and build	
5	skills to become a influential personality	
3	across hospitality sector	
CO	Industry under for technology and trands	
6	Industry update for technology and trends	

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### **Course Content:**

Unit I	: Confidence Building
• Mino	d Mapping
Unit I	I:Group Discussion
	ce Group Discussion – Different Types of Group
Discus	SSION
Unit I	II: Dressing Etiquette
• Nego	otiation Skills Emotional Intelligence
• Crea	tivity and Leadership Skills
Unit I	V: Interview Skills- I
• Con	nprehensive Online Tests contd.
• Inte	rview Skills
Unit V	V:Interview Skills- II
• Mo	ck Interview (Assessment by Corporate experts and
SLLL	Trainers)
Unit <b>V</b>	VI: Industry update for technology and trends

- 1. Delivering Employability Skills in the Lifelong Learning Sector by Ann Gravells, ISBN-10: 1844452956
- 2. Sample Papers of Various companies
- 3. Real world HR interviews from companies across various sectors like Hospitality, Front Desk, customer handling, aviation, cruise and Service Sector etc in and around NCR region.

Name of the	Advanced FOOD PRODUCTION		
Course	-I		
Course Code	ВНМН3010		
Prerequisite	Summer Internship in a 5-star category hotel with well- maintained Larder and Garde Manger. Basic French culinary terms knowledge		
Co-requisite			
Anti-requisite			
	L T P C		
	4 0 0 4		

#### **Course Objective:**

1.Is to make students learn about various International Cuisine and to create innovative dishes .

- 2.To analyze various desserts made in international
- 3.To innovate new dishes
- 4.To analyze various new trends in kitchen

#### **Course Outcomes**

CO1	Plan Asian menu and its dishes
CO2	Plan European menu and its various dishes
CO3	Able to create and plan American cuisine.
CO4	Able to demonstrate various International
CO4	breads and desserts
CO5	Develop and innovate new recipes
CO6	Analyze new trends in kitchen

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Tot al Ma rks
30	20	50	100

#### **Course Content:**

## UnitI:Asian cuisine- 8 hours

- Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries
- · Chinese, Japan, Thai, Indo, Philippine,
- Special ingredients, equipment, tools, preparation and technology involved.

Mexican, Lebanese, Middle E astern, Spanish

#### Unit II:European

# · Introduction to influences of cultures on regions special features with respect to ingredients, methods

presentation styles in the following countries

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

Pasta & rice, types and sauces

#### **Unit III: American Cuisine**

8

#### Hours

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

**American Cuisine** The various regions of America with different styles of cooking like Cajun and creole cooking, soul cooking etc.

# Unit IV: BREAD ARTS /Dessert Presentation Hours

- · Bread Centerpieces Bread Basket, Braided Bread · Saltillage Salt dough . -Types, techniques , Usage
- Preparation of Dessert Garnishes tulip Paste, chocolate stencils, nougat garnishes, etc. 40 · Sauce pouring techniques Piping, brushing, Feathering, etc.

Unit V:Product	Research	&	Development
Hours			

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

## $\ \, \textbf{Unit VI Industry Update for Technology and Trends} \\$

New trends and Innovations in Food Industry

#### **Suggested Reading**

- 1. International Food Production -By Chef Bali
- 2. Professional Garde Manger
- 3. The larder Chef

#### Cuisthe Garder Manger by D.D Sharma

Name of the	Advanced Food and Beverage
Course	Service- I
Course Code	BHMH3011
Prerequisite	Basic understanding of the English
G.	language, knowledge of previous
s,	F&B Service theory classes
Co-requisite	

8 Hours

Anti-requisite				
	L	T	P	C
	3	0	0	3

#### **Course Objectives**

To develop optimum level of knowledge and skills in the students so as they are capable to independently manage bar, banquets and restaurants in Hospitality Industry, also to make them aware of cost controls, sales analysis

#### **Course Outcomes**

	The learner will be able to apply safety,
CO1	security and emergency procedures followed at
	the outlet.
CO2	The learner will be able to operate the design,
COZ	setup and operation of the outlet.
	The learner will be able to identify the various
CO3   documents/bills required and procedures	
	followed at the receiving area.
COA	The learner will be able to identify bar setup,
staff required and their responsibilities.	
	The learner will be able to interpret Event
CO5	Marketing, Concept & Planning for MICE
	segments.
CO6	Industry update for technology and trends

#### **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total
Assessment	Exam	Exam	Marks
(IA)	(MTE)	(ETE)	
30	20	50	100

#### **Course Content:**

#### Unit I: MANAGING F & B OUTLETS

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

# Unit II: RESTAURANT PLANNING AND OPERATION

Types of Restaurant, Location or site, Sources of finance, Design consideration, furniture, lighting and décor, equipment required, records maintained, Licenses required, Practice on Standard Operating Procedures in Restaurant, list of restaurant equipment manufacturer (assignment)

#### **Unit III: Receiving Controls**

Receiving Food & Beverages: hygiene and sanitation of receiving area, Document given by suppliers bills/ invoice/ cash items/ credit notes/ record maintained, meat tags, Receiving procedure, receiving of beverages, blind receiving, frauds in receiving, hygiene and cleanliness, checking of quality of receiving area.

#### **Unit IV: BAR OPERATIONS**

Types of Bar- Cocktails, Dispense, Floating/ Cash bar, Area of bar

- Front, Under, Back. Bar equipment, Bar stocks of-alcoholic, mixers, Non-alcoholic, Perishable & dry stores. Staffing and their job description, inventory & controls systems. Liquor Licenses, Cooking and Carving at Table.

#### **Unit V:EVENT MANAGEMENT &**

#### **FUNCTION CATERING-MICE**

Theory Event of Event Management, Administration. Event Coordination. Event Marketing, Concept & Planning for MICE segments. Role of sales and marketing. Organisation of banquet department with their duties of responsibilities, Banquet protocol. Types of function - formal/informal, buffets, theme parties, preparation of duty roasters in restaurants & function catering Planning & Operating various outlet ( Fast Food and coffee shop, bar), Supervisory skills, SOP

Unit VI: Industry update for technology and trends

- 1. Food & Beverage Service by R. Singaraveleavan
- 2. Oxford Publication—Core Textbook
- 3. Dennis R Lilicrap Food and Beverage Service
- 4. Sudhir Andrews- F&B Service Manual
- **5. Food & Beverage Management By John Cousines**

Name of the	ADVANCED FR	RON	T C	)FF	ICE
Course	I				
<b>Course Code</b>	BHMH3012				
Prerequisite	Passed the previo	ous S	Sem	este	ers
	of Front Office				
Co-requisite	Clarity of FO topics of previous				
	semesters				
Anti-requisite	Industrial Trainir	ng e	xpe	rien	ce
		L	T	P	C
		3	0	0	3

#### **Course Objectives**

- 1. Make the students understand computer application in Front Office Operation
- 2. Explaining the Front Office Accounting
- 3. Describe control of cash and credits
- 4. Describe the explain Night Auditing
- 5. Develop the understanding on the importance of guest safety and security
- 6. Develop communication skill

#### **Course Outcomes**

CO	Explain computer application in Front Office
1	Operation
CO 2	Understand Front Office Accounting
CO 3	Describe control of cash and credits
CO 4	Acquire Night Auditing skill
CO	Know the importance of guest safety and
5	security
CO 6	Latest Technology in Hotel

#### **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total
Assessment	Exam	Exam	Marks
(IA)	(MTE)	(ETE)	

30	20	50	100

#### **Course Content:**

## **Unit I: Handling situations and complaints**

Guest Complaint Handling/Problem Solving - Process, Thumb Rules, Common Complaints & Their Types, Role of Emotions in Situation Handling

#### Unit II: Human resource management

Planning, development, job analysis, recruitment, selection, orientation, HR Challenges, employee retention and motivation

#### Unit III: Case Studies on Safety & Security of Guests

Fire and Evacuation Procedure in Hotel, Online Frauds and Skipper, Data Thefts, Theft of Guest Valuables outside the Hotel Premises, Guest Harassment (Domestic & International), Employee Frauds

#### **Unit IV: Computerized/ Electronic Front office**

- Features of electronic front office.
- Factors affecting electronic front office
- Check-in, check out in fully automated front office On line management

# Unit V: Recent trends and technology in hotel front office

Introduction

Importance Advantages

Unit VI: Latest Technology in Hotel

- 1. Hotel Front Office R. Jatashankar Tewari Oxford Publication—Core Textbook, Students & Faculty to follow this book.
- 2. Hotel Front Office A Training Manual By Sudhir Andrews Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI Books).
- 4. Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).
- 5. Text book of front office operations and

  Management by Sudhir Andrews (Tata McGraw
  Hill)

Name of the	ADVANCED HO	USE	KE	EPI	NG I	Unit I: Preopening Property Operations Management
Course						7 Hours
Course Code	BHMH3013					. Preopening Property Operations
Prerequisite	Knowledge of 1-3 Years of			2. Setting up housekeeping department		
	housekeeping cou	urse	<u> </u>			3. Countdown to opening
Co-requisite	1 0					4. Preparing snag report.
Anti-requisite						5. Preparing other housekeeping report
Time requisite		L	Т	P	С	Unit II: Planning of a Guest Room 6 hours
		L	1	1	C	
		4	0	0	4	

#### **Course Objectives**

- 1. Understand, planning and organizing of housekeeping department and its operation.
- 2. Understand the concepts of classification and planning a guest room according to norms.
- 3. Understand the concept of textile manufacturing and its use in hospitality sector
- 4. Understand the concept of professional laundry management.
- 5. Update with latest trends in hotel housekeeping department.

#### **Course Outcomes**

co 1	Interpret operation of housekeeping department and it's set up.
CO 2	Illustrate the concepts of classification and planning a guest room according to norms
CO 3	Interpret the concept of textile manufacturing and its use in hospitality
CO 4	Define professional laundry management.
CO 5	Interpret the significance of training & Motivation in hotel housekeeping department.
CO 6	Industry updates for technology and trends

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20-	50	100

**Course Content:** 

Size of Guest Room as per the classification norms

- 2. Layout of the guest room to the scale
- 3. Furniture size and arrangement
- 4. Bathroom fixtures & amenities
- 5. Planning of Services Areas Linen Room / Laundry

**Unit III: Textiles 8 hours** 

Yarn manufacturing

- 2 Textural processes
- 3 Characteristics & uses of various fabrics
- 4 Selection of fabric

**Unit IV:: Laundry Management** 

- 1. Lundry concept. Organization structure and importance.
- 2. Laundry Planning and operation
- 3. Professional Laundry set up
- 4. Managing Guest laundry

#### Unit V: Training & Motivation in housekeeping

- 1. Training and motivation
- 2. Various training imparted on housekeeping staff
- 3. IT savy in hk

Unit VI: Industry updates for trends and technology.

#### **School Of Hospitality**

- 1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook, Students & Faculty to follow this book.
- 2. Hotel, Hostel & Hospitality by John C Bramon and Margret.
- 3. Accommodation Operations Management by SK Kaushal and SN Gautam.
- **4.** Hotel Housekeeping A training manual by Sudhir Andrews

# 5. Hotel, Hostel & Hospitality by John C Bramon and Margret.

Name of	Advanced FOOD PR	RO	DU	CT	ION-I					
the Course	Lab									
Course	BHMH3017									
Code										
Prerequisi te	Basic knowledge of English, protective clothing and stamina to withstand the practical requirements.									
Co- requisite										
Anti-										
requisite										
		L	T	P	C					
		4	0	0	4					

#### **Course Objectives**

- 1.Is to make students learn about various International Cuisine and
- 2.To create innovative dishes
- 3.To learn about the various international desserts
- 4. GTo plan menu as per guest requirements

#### **Course Outcomes**

CO 1	Plan Asian menu and its dishes				
CO 2	Plan European menu and its various dishes				
CO 3	Able to create and plan American cuisine.				
CO	Able to demonstrate various International				
4	breads and desserts				
CO	Davidon and innovate new regines				
5	Develop and innovate new recipes				
CO	Create new menu and dishes as per guest				
6	choices				

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### **Course Content:**

Unit I:

Three course menus to be formulated featuring International Cuisines Chinese, Japan, Thai, Indo, Philippine,

Unit II: 8 Hours

Three course menus to be formulated featuring International Cuisines Mexican, Lebanese, Middle E astern, Spanish.

Unit III: Hours

Three course menus to be formulated featuring International Cuisines French, Italy and Germany

Unit IV: Hours

Three course menus to be formulated featuring International Cuisines American Cuisine The various regions of America with different styles of cooking like Cajun and creole cooking, soul cooking etc.

# Unit V: Structures

**Hours** 

BREAD ARTS · Bread Center pieces – Bread Basket, Braided Bread · Saltillage – Salt dough. -Types, techniques, Usage

Unit VI

## DESSERT PRESENTATION

 $\cdot$  Preparation of Dessert Garnishes – tulip Paste, chocolate stensils, nougat garnishes, etc. 40  $\cdot$  Sauce pouring techniques – Pipipng, brushing, Feathering, etc.

# Buffet

presentations –

Gateaux, Assorted Petits Fours , bread , etc.  $\cdot$  Plate Presentations – Cold desserts , hot puddings , fruit based desserts , hot pastries , etc.

#### **School Of Hospitality**

- 1.International Food Production -By Chef Bali
- 2.Professional Garde Manger by CIA
- 3. On Cooking Sarah Labensky
- 4. Culinaria Mundi
- 5. Professional Bakery

Name of the	Advanced Food and Beverage								
Course	Service (Lab)- I								
Course Code	ВНМН3018								
Prerequisite	Basic knowledge of English,								
	protective clothing and stamina								
	to withstand the practical								
	requires.								
Co-requisite									
Anti-requisite									
	L T P C								

## **Course Objectives**

- 1. The objective of the courses is to make the student understand the different style of servicing meal
- 2. Be able to setup the covers as per the menu.
- 3. They should be confident to plan menu and suggest alcoholic beverages to go along with it.

#### **Course Outcomes**

CO 1	Identify the various types table layouts				
CO 2	Identify the Gueridon service concept				
CO 3	Understanding the buffet counter setup				
CO	Identify the different setup of banquet buffet				
4	and there process				
CO 5	Planning of buffet menu through checklist				
CO 6	Industry update for technology and trends				

## **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### **Course Content:**

## Unit I:

• Table layout and services for different types of meals

#### Unit II:

- Gueridon Service
- Preparation and service of Banana Flambé and Crepe Suzette

#### Unit III: A

- Layout and drawing of the functions prospectus and identifying its appropriate usage
- Planning of different types of buffet counters and setting the counters
- Preparation of function checklist of buffet

#### **Unit IV:**

- Assignment on buffet menu planning ,Planning the table layouts of different types of banquet function
- Seating plans of different Banquets. Preparation of charts, Name cards etc.
- Food and beverage-how to serve in banquets

#### Unit V:

- Assignments:
- a) Checklist for conference and other parties
- b) Menu planning for State Banquets
- To visit Hotels for Buffet Banquet and business events and Exhibition)

# Unit VI: Industry update for technology and trends

- 1. Food & Beverage Service by R. Singaraveleavan
- 2. Oxford Publication—Core Textbook
- 3. Dennis R Lilicrap Food and Beverage Service
- 4. Sudhir Andrews- F&B Service Manual
- 5. Food & Beverage Service Dennis R.Lillicrap. & John
- 6. Food & Beverage Service Dennis R.Lillicrap.& John

				T		
						Unit I:
Name of the	f the ADVANCED FRONT OFFICE -		Ξ-	1. Tour Itinerary		
Course	ADVANCED FRO	TNC	ΙL	AB		2. Assignment on GDS
<b>Course Code</b>	BHMH3019					Unit II:
Prerequisite	Passed the previou	ıs ser	nest	ters (	of	
	Front Office					Mock Situations – Role – Plays
Co-requisite	Co-requisite		Case Study - Practical Situations			
Anti-requisite						Unit III:
	•	L	T	P	C	Practice on Cases Related to Front office & Other
		Departmental Communications.				
						Situations on Basis of Charging
<b>Course Objectives</b>						Unit IV:
-	understanding Pra	ctice	ho	w to	1	Practice on Room Management System
make funerary.	make itinerary.				Unit V:	
2. To familiarize	the students with (	GDS.				Practice on Reservation, Check in, Practical Situations &
				Guest Problems		
	3. To enhance the ability of the students how to			v to		Unit VI
handle situation.						

#### **Course Outcomes**

Management System.

CO1	Understand Practice and Usage of itinerary.
CO2	Understand and be able to work on GDS.
CO3	To enhance the ability of the students how to handle situation.
CO4	Understand with practice on room management system.
CO5	Hands on practice on Reservation, Check in, Practical Situations & solving Guest Problems
CO6	Latest Technology used in front office

4. To familiarize with Practice on Room

5. Make the students aware of the proper

handle and resolve guest issues.

functioning of Reservation, Check in . Also how to

## **Suggested Reading**

#### **Suggested Reading**

1. Hotel Front Office - R. Jatashankar Tewari -Oxford Publication—Core Textbook, Students & Faculty to follow this book.

Latest Technology used in front office

- Hotel Front Office A Training Manual By **Sudhir Andrews – Tata McGraw Hill.**
- 3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).
- Front Office Operations and Management by Ismail Ahmed ( Cengagae Earning).
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

	<b>Continuous Assessment Pattern</b>				Na	ame of the	Advance Housekeeping I Lab
	Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks	L MIITCE L AAR		BHMH3020 Basic knowledge of Housekeeping
	50	-	50	100			to understand the technical terms
					Co	o-requisite	
(	Course Content:				Aı	nti-requisite	

L	T	P	C
0	0	4	2

- Different towel art by linen
- o Different towel art by linen

#### **Course Objectives**

- 1. Students should be able to Interpret and understand operation of housekeeping set up
- 2. Illustrate the concepts of classification and planning a guest room according to norms
- 3. Interpret and understand the concept of textile manufacturing and its use in hospitality

# **Unit IV: Laundry Management**

**Laundry flow process** 

Laundry set up procedure

Unit V:: Eco friendly Amenities, products and process

Identification and use of ecofriendly product

Unit VI

:Industry updates for technology and trends

#### **Course Outcomes**

CO	To understand detail on developing snag					
1	report and other various repots					
CO	To learn Planning of a Guest Room					
2						
CO	To demonstrate different types of towel art					
3	with linen					
CO	To understand loundry management					
4	To understand laundry management					
	To demonstrate and learn various procedure					
CO	and techniques adopted by housekeeping					
5	department in aspect to eco friendly product.					
CO	To understand Industry updates and latest					
6	trends					

## **Suggested Reading**

- 1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook, Students & Faculty to follow this book.
- 2. Hotel, Hostel & Hospitality by John C Bramon and Margret.
- 3. Accommodation Operations Management by SK Kaushal and SN Gautam
- **4.** Hotel Housekeeping A training manual by Sudhir Andrews
- 5. Hotel, Hostel & Hospitality by John C Bramon and Margret.

#### **Continuous Assessment Pattern**

Mid Term	End Term	Total
Exam	Exam	Marks
(MTE)	(ETE)	
-	50	100
	Exam	Exam Exam (MTE) (ETE)

#### **Course Content:**

Unit I: Preoper Management	ning	Property	Operations			
1.Development	of Of	snag report				
2. Development	t of Ins	spection repo	ort			
Unit II: Planni						
	Guest room planning techniques     Updation of room status in software					
Unit III: Textil		34444	., 42.2			
0		standing Of M &TC	fabric in aspect			

# Name of the Course Course Code BHMH3014 Prerequisite Co-requisite Anti-requisite L T P C 0 0 8 4

#### **Course Objectives**

- 1. Learn about various hospitality issues
- 2. Learn about various hospitality issues
- 3. Learn how to evaluate the potential
- 4. Improve organizing & managerial skills.

#### **Course Outcomes**

CO 1	Understand Research work			
CO	Develop practical understanding of Hospitality			
2	sector			
CO	Able to learn field experience			
3	Able to learn field experience			
CO	Interpret with issues in departments			
4				
CO	Learn to carry out research work to address the			
5	issues			
CO	Able to update with latest industry technology			
6	and trends			

#### **Continuous Assessment Pattern**

Internal Assessmen t (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	_	50	100

#### **Course Content:**

**Suggested Topics for the Project Report are -** (Sample)

**Technology in Hotel Services** 

A case study of Hotel- ABC."

**Surveying of Guest Behavior** 

**Surveying of Environment Conservation** 

**Surveying of Negative impacts of System** 

Segmentation of Guest staying in unit.

**Profiling of Tourists/ Guests** 

Comparative analysis of Tariff Strategies.

Linkages amongst various constituents of

**Hospitality industry** 

**HRD-** Policies of Unit/ Chain

Cost Control in Housekeeping/ Kitchen/F&B

Service/Front Office

Safety & Security Issues- Case studies

The above mentioned are simply few suggested topics. The candidates are free to select a topic of their choice with due consultation with the faculty member who is mentoring the candidate in the Institute.

Detailed Instructions: Computer Typed {Times New Roman} compiled & Hard bound

copy (Two print Copies) and One soft copy in C.D.

The Project should include:-

The First page should include Name of The Institute / University, Project undertaken, Roll Number & Name.

- · Certificate by Candidate of genuine work.
- · Acknowledgement.
- · Certificate of approval.
- · Introduction to the topic.
- · Problem Definition
- Need of study
- Problem Definition
- Research objective
- List of Information
- · Research Methodology
- Research design
- Source of data
- Instrumentation of data collection
- Sampling Design
- · Analysis, Findings & Interpretation.
- · Suggestions & Recommendations.
- · Conclusion or Silent Findings
- · Limitation
- · Bibliography
- · Annexure

Name of the Course	Retail Management				
Course Code	BHMH3016	ВНМН3016			
Prerequisite	Knowledge of Retail Management				
Co-requisite					
Anti-requisite					
		L	T	P	С
		4	0	2	5

#### **Course Objectives**

1.Students will be able to understand retail planning and various retail operation skills.

\_

#### **Course Outcomes**

CO1	Interpret the business of Retail industry.			
CO2	Identify different types of retailing and Retail			
COZ	Strategic Planning and Operation Management.			
CO3	Identify different cycles in retailing.			
CO4	Interpret various retail operating skills.			

CO5	Identify different issues in retail operation and to address them.
CO6	Industry update for trends and technology

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### **Course Content:**

Unit I: The	8 hours		
Retailing-	Definition,	Concept	Importance,

Functions of a retailer, Relationship between retail and Marketing,

Relationship between retail and Marketing, Retail as a career. Retail in India- Evolution, changes in the retail sector, The Wheel of Retailing, The Accordion, The Retail Life Cycle, Emerging Trends in Retailing, Retail Scenario in India, Retail Competition, Retail Formats.

## Unit II:2 Retail Models and Theories of Retail

#### **Development-8 hours**

Theories of retail development, concept of life cycle in retails, Business models in retails, Airport Retailing, Services retailing.

Information Gathering in Retailing, Retail Strategic Planning and Operation Management, Retail Financial Strategy, Target Market Selection and Retail Location, Store Design and Layout, Visual Merchandising and Displays.

#### Unit III: Merchandise

Planning, Buying and Handling, Merchandise Pricing, Retail Communication

Mix, Promotional Strategy, Retail Human Resources Management, Customer Service, The GAPs Model, Customer Relationship Management.

**Unit IV: Retail Operating Skills** 7 hours

Pre-Check, Opening the Sale, Probing, Demonstration, Trial,

**Close Handling Objections, Closing, Confirmations & Invitations** 

Unit V: Retail Management through PMS

hours

: Retail Management Information Systems, Retail Audits, Online Retailing, Global Retailing, Legal and Ethical Issues in Retailing.

Unit VI Industry updated for trends and technology

#### **Suggested Reading**

Levy IM. And Weitz B.A (2004), Retailing Management, 5th ed., Tata McGraw Hill.

- Berman B. Evans J. R. (2004), Retail Management, 9th Edition, Pearson Education.
- Bajaj C; Tuli R., Srivanstava N.V. (2005), Retail Management, Oxford University
- Press. Delhi.
- Dunne P.M, Lusch R.F. and David A. (2002), Retailing, 4th ed., South-Western,
- Thomson Learning Inc.
- Pradhan, Swapna; Retaling Management; Tata McGraw Hill; New Delhi

Name of the	Linen Managemen	t			
Course					
<b>Course Code</b>	ВНМН3023				
Prerequisite	Clarity of HK topics of previous semesters				
Co-requisite	Basic Knowledge of linen department and its working				
Anti-requisite					
		L	T	P	C
		2	0	0	2

#### **Course Objectives**

- 1. To make the student understand about various types of linen and fabrics used in hotels.
- 2. To familiarize with the operations of laundry Department.
- 3. Idetifying various activities followed in Sewing Room.
- 4. Proper understanding of renovation, safety and security followed in hotel industry.
- 5. Identifying and understanding latest renovation trends followed in Hotel Industry.

Co	urse Outcom	es			Textile Finishes
CO1	Understand different types of fabric and its usage by housekeeping department.			Mechanical Finishes Filling Finishes	
CO2	To correlate the procedure of Laundry Operations				Chemical Finishes
CO3	To recognize the activities followed in Sewing Room				Dyeing and Printing  Use of Textiles in Hotels
CO4					
CO5	_	e the concept and ollowed in hotel	•	of	Unit II:Linen and Laundry Operations 9 Hours
CO6	Industry up	date for techno	logy and tren	ıds	Introduction
	Continuous Assessment Pattern				The Linen and Uniform Room
A	Internal Mid Term End Term Total Assessment Exam Exam Marks (IA) (MTE) (ETE)				
Cor	30 irse Content:	20	50	100	Linen Exchange
	mse content.	'			Linen Quality and Lifespan
	nit I: Textiles ours	3		9	General Selection Criteria for Fabrics
	Juis				Discards and Their Reuse
Int	roduction				Types of Laundries
Cla	assification an	nd Identification	of Textile Fib	res	Laundry Equipment Folding Machines 458 Spotting
Ch	naracteristics o	of Textile Fibres			Units 458
Ya	nrn				The Laundry Process
Ту	pes of Yarn			Stain Removal	
Ya	arn Characteris	stics		Dry-cleaning	
Fa	bric Construc	tion		Handling Guest Laundry	
W	eaving			Care Labels	
Ot	her Methods	of Fabric Constr	uction		Unit III: Sewing Room 4 Hours
B	lends and Uni	ons			

Introduction

Activities in the Sewing Room

Job Specification of a Seamstress/ Tailor

Sewing Area and Equipment

**Basic Hand Stitches** 

**Temporary Stitches** 

Permanent Stitches

**Fasteners** 

## Unit IV: Safety and Security Hours

Introduction

511 Work-environment Safety and Job Safety Analysis

Potential Hazards in Housekeeping Operations

Safety Awareness and Accident Prevention

Concept of Safeguarding Assets

Fire Prevention and Fire-fighting

First-aid

Crime Prevention

Dealing with Emergencies

Planning for an Emergency

Dealing with Bomb Threats

Dealing with Terrorism—Steps and Precautions

Guest and Employee Thefts

Sickness and Death

#### **Unit V: Hotel Renovation**

**Hours** 

Introduction

Reasons to Renovate

Types of Renovation

Subsidiary Processes in Renovation

Refurbishing

Redecoration

Unit VI Industry update for technology and trends

#### **Suggested Reading**

10

- 1. Hotel, Hostel and Hospitality housekeeping by John .C. Bransin& Margaret
- 2. Hotel, Hostel & Hospitality by John C Bramon and Margret.
- 3. Accommodation Operations Management by SK Kaushal and SN Gautam.
- 4. Hotel Housekeeping A training manual by Sudhir Andrews.
- 5. Magazines of Airlines, Hotels & Tourism Organizations.
- 6. Hospitality Biz India, Travel Biz Monitor

Name of the	Advanced Food Pr	Advanced Food Production-II				
Course						
Course Code	BHMH4010	BHMH4010				
Prerequisite	Summer Internsh	Summer Internship in a 5-star				
	category hotel with well-maintained					
	Larder and Garde Manger. Basic					
	French culinary terms knowledge					
Co-requisite						
Anti-requisite						
		L	T	P	С	
		4	0	0	4	

#### **Course Objectives**

1.Is to make students learn about various International Cuisine

2.To create innovative create

9

- 3. To learn various international desserts and breads
- 4. To learn new trends in hospitality

#### **Course Outcomes**

CO	Able to demonstrate various international
1	classical dishes
CO	Abla to analyza yaniaya masamina tashniayas
2	Able to analyze various preserving techniques
CO	Able to identify various new cooking
3	concepts in international cuisine
CO	Able to identify various food presentation
4	principles
CO	Able to analyze various aspects of
5	entrepreneurship development
CO	Able to analyze various new trends in
6	hospitality

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### **Course Content:**

**Unit I:** International Speciality Fine Foods Hours

Caviar · Oysters · Pate de foie gras · Salmon · Ahi tuna · Kobe beef · Chilean sea bass · New Zealand lamb · Sushi · Tepanyaki · Angus beef · Exotic fruits and vegetables · Peking Duck

Unit II:Speciality	Cooking	and	Preserving
Techniques			
8 Hours			
· Bar-be-cue · Soi	ıs vide · (	`onfit ∙	Microwave

cooking · Fondue · Combination cooking · Smoking · Brining

## Unit III: New Concepts in International Cuisine 8 Hours

 $\cdot$  Genetically modified food  $\cdot$  Organic food  $\cdot$  Slow food movement  $\cdot$  Molecular gastronomy  $\cdot$  Vegan cuisine  $\cdot$  Kosher food

#### **Unit IV: Food Presentation Principles 8 Hours**

 $\cdot$  Basic presentations  $\cdot$  Modern perspectives  $\cdot$  Use of technology  $\cdot$  Contemporary plates  $\cdot$  Unconventional garnishes  $\cdot$  Roles and use of garnish

Unit V: ENTREPRENEURSHIP 8 hours

 $\cdot$  The process in becoming an entrepreneur  $\cdot$  Attributes of an entrepreneur  $\cdot$  Hindrance faced by an entrepreneur  $\cdot$  SWOT analysis  $\cdot$  Entrepreneur Vs Chef  $\cdot$  The rewards

Unit VI: Industry Update for Technology and Trends					
Innovations in Industry					
New Trends in Industry					

#### **School Of Hospitality**

#### **Suggested Reading**

- 1.International Food Production -By Chef Bali
- 2.On Cooking -Sarah Labensky
- 3.Professional Cooking
- 4.On Food and Cooking
- 5. Professional Baking

Name of the	Advanced Food and Beverage				
Course	Service- II				
<b>Course Code</b>	BHMH4011				
Prerequisite	Basic understanding	Basic understanding of the English			
	language, knowledge of previous				
	F&B Service theory classes				
Co-requisite					
Anti-requisite					
	•	L	T	P	C
		3	0	0	3

#### **Course Objectives**

To develop optimum level of knowledge and skills in the students so as they are capable to Independently manage bar, banquets and restaurants in Hospitality Industry, also to make them aware of cost controls, sales analysis

#### **Course Outcomes**

CO1 The learner will understand international food and beverage service sector				
CO2	The learner will understand food & beverage costing & control			
CO3	The learner will understand records & formats			
CO4	The learner will understand inventory management			

	The learner will understand purchasing process
CO6	Industry update for technology and trends

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### **Course Content:**

# Unit I: FOOD AND BEVERAGE COST CONTROL SYSTEMS

Determining the cost, food cost percentage, evaluating food cost result, food cost control, and beverage cost control.

# Unit II:FOOD AND BEVERAGE CONTROL IN

#### **SERVICE**

K.O.T control system, F&B control cycle, making bills, cash handling, theft control system, F & B control records and formats.

#### Unit III: INVENTORY MANAGEMENT -

Food and beverage inventory, Types of Inventory – Physical & Perpetual Inventory, Various formats used in Inventory, food & beverage inventory control.

#### **Unit IV: RESTAURANT PLANNING & DESIGN**

Concept, layout, Décor and furnishing, fixtures and fittings, equipments, menu planning, menu engineering, advertising identifying the media, promoting festivals, promoting room service, up selling, telephone selling, suggestive selling

#### Unit V: FOOD AND BEVERAGE PURCHASING

Food and beverage purchasing, Purchasing Methods, Food and beverage receiving and storage, Types of Receiving.

# Unit VI: Industry update for technology and trends

#### **School Of Hospitality**

#### **Suggested Reading**

1. Food & Beverage Service by R. Singaraveleavan

- 2. Oxford Publication—Core Textbook
- 3. Dennis R Lilicrap Food and Beverage Service
- 4. Sudhir Andrews- F&B Service Manual
- 5. Food & Beverage Service Dennis R.Lillicrap.
- & John

# 6. Food & Beverage Management By John Cousines

Name of the	Advanced Front O	ffice	II		
Course					
Name of the	Advanced Front office Operations II				
Course					
Course Code	BHMH4012				
Prerequisite					
Anti-requisite					
	_	L	T	P	C
		3	0	0	3

#### **Course Objectives**

- 1. Make the students understand the training concept for Rooms division.
- 2. Understand the importance and usage of Guest Loyalty Programmes.
- 3. Describe the knowledge and working of Total Quality Management system.
- 4. Understand case studies and solutions of Operation Management.
- 5. Develop the understanding on importance of energy management in hotel

#### **Course Outcomes**

CO1	Explain about training for room division.
CO2	Understand the guest loyalty & culture.
CO3	Describe total quality management in 12st century.
CO4	Acquire and describe the case studied on operation management.

CO5	To acknowledge the importance and usage of energy management in hotel.
<b>CO6</b>	Latest Technology in Front Office

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### **Course Content:**

# **Unit I: Training for Rooms division**

Definition, Training Need Analysis, Training Schedule, Steps of Training, Train the Trainer, Employee Development, Training for New and Old **Employees** 

#### **Unit II: Guest Loyalty & Culture** 8 **Hours**

Definition of Culture, Dimension of Culture Difference for Guests Impact of Culture on Guest Satisfaction and Loyalty, Definition of Guest Loyalty, the Importance of Guest Loyalty in the Hotel Industry, , Loyalty Prerequisites, Guest Satisfaction

#### **Unit III: Total Quality Management**

Ouality Management in the 21st Century in the Hotel Industry, Theories about Quality, Challenges in the Hotel Industry, Development of Quality Management to Total Quality Management, Introduction and the Concept of Total Quality TQM Management, Importance of Accommodation Management.

#### Unit IV: Case **Studies Operation** on Management

Guest Complaint Management, Customer Surveys and Loyalty program of various Hotel chains, Handling Negative Feedback, Service Recovery

## **Unit V: Environment Management** Hours

Environment and ecology, Pollution and its effects, International EMS standards

Course					
Course Code	BHMH4013				
Prerequisite					
Co-requisite					
Anti-requisite					
		L	T	P	C

**Advanced Housekeeping II** 

Unit VI Latest Technology in Front Office

#### **Course Objectives**

Name of the

- 1. Understand Personal skills in accommodation operations and services
- 2.Understand the Planning and organizing the housekeeping service
- 3. Understand the Waste Management procedure

## 4.nderstand the Principles of design, management and furnishing

5. Understand the Ergonomics in Housekeeping

#### .Course Outcomes

CO	Understand Personal skills in accommodation
1	operations and services
CO	Understand the Planning and organizing the
2	housekeeping service
CO	Understand the the Waste Management
3	procedure
CO	Understand the Principles of design,
4	management and furnishing
CO	Understand the Ergonomics in Housekeeping
5	
CO	Industry undates with technology and trends
6	Industry updates with technology and trends

#### **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total
Assessment	Exam	Exam	Marks
(IA)	(MTE)	(ETE)	
30	20	50	100

#### **Course Content:**

# Unit I: THE PROFESSIONAL HOUSEKEEPER 8 hours

The Housekeeping Department in Hotel Operations, The Executive Housekeeper as Department Manager. Structural Planning of the Housekeeping Department. Current Trends & Practices

# Unit II:MANAGING HOUSEKEEPING OPERATIONS

#### 8 Hours

Management of Inventory and Equipment. Characteristics of Housekeeping Equipment and

Supplies. The Cleaning Function, Personnel Administration, Controlling Housekeeping Operations, Supervision and Management Practices in Housekeeping

# Unit III: HAZARD MANAGEMENT & SAFETY

#### Hours

Safety, Security and Infectious Diseases in Property Operations. Energy Conservation in Lodging Properties, Environmental and Sustainability Issues. OSHA Standards

# Unit IV: NEW FACILITY OPERATIONS MANAGEMENT

Opening New Hotels & Role of Housekeeping, Linen Management, Guest Laundry Services, Valet Services, Managing Pests Control, Out Source Management Practices in Housekeeping, Housekeeping Beyond hotels i.e Libraries, Hospitals, Airports and others, Entrepreneurship Opportunities in Housekeeping. Revenue from Housekeeping, Mini Bar Management.

# Unit V:Ergonomics in Housekeeping 8 hours

**Ergonomics in Housekeeping** 

Introduction

**Ergonomics** 

**Ergonomics in hotel housekeeping** 

Analysis & risk factors in housekeeping:

**Ergonomic Perspective** 

Unit VI Industry updates for technology and trends

#### **Suggested Reading**

- 1. Hotel, Hostel & Hospitality by John C Bramon and Margret.
- 2. Accommodation Operations Management by SK Kaushal and SN Gautam.
- 3. Hotel Housekeeping A training manual by Sudhir Andrews.
- 4. Hotel Housekeeping- Operations and management by G.Raghubalan and Smriti Raghubalan.

Name of the	Advanced Food	Pro	duc	tion	II lab
Course					
Course Code	BHMH4017				
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires				
Co-requisite					
Anti-requisite					
		L	T	P	C
		0	0	8	4

## **Course Objectives**

- 1. Is to make students learn about various International Cuisine
- 2. To Create innovative dishes
- 3. To learn various international bakery products
- 4. To learn the concepts of menu engineering

#### **Course Outcomes**

CO1	Able to illustrate various exotic international preparations
CO2	Able to demonstrate modern plate presentation
CO3	Able to analyze various aspects of molecular gastronomy
CO4	Able to demonstrate various international desserts
CO5	Able to plan various international and Indian meals
CO6	Able to demonstrate new trends in Kitchen

#### **Continuous Assessment Pattern**

Internal Assessment	Mid Term Exam (MTE)	End Term Exam	Total Marks
(IA)	(MILE)	(ETE)	
50	-	50	100

#### **Course Content:**

# Unit I: INTERNATIONAL SPECIALITY FINE FOODS 8 Hours

- Caviar · Oysters · Pate de foie gras · Salmon
  Ahi tuna · Kobe beef · Chilean sea bass · New Zealand lamb · Sushi · Teppanyaki ·
- Angus beef · Exotic fruits and vegetables · Peking Duck

CONTEMPORARY ME		ATION USING
Unit III:	1105	
MOLECULAR	GA	STRONOMY
INTRODUCTION		
Unit IV:		
International Desserts		
International Desserts Unit V:		
	BY	INDUSTRY
Unit V:	BY	INDUSTRY

## **Suggested Reading**

Name of the

**Course Code** 

**Prerequisite** 

Co-requisite
Anti-requisite

Course

- 1. On cooking Sarah Labensky
- 2. On Food and Cooking
- 3. Professional Chef
- 4. Professional Bakery
- 5. The Larder Chef: Leto and Mojo

Advanced Food and Beverage

Basic knowledge of English, protective clothing and stamina to

withstand the practical

Service (Lab)- II

BHMH4018

- 1. The objective of the courses is to make the student understand the different style of servicing meal
- 2. Be able to setup the covers as per the menu.
- 3. They should be confident to plan menu and suggest alcoholic beverages to go along with it.

#### **Course Outcomes**

CO1	Identify the various types of banquet functions.
CO2	Plan regional menus and explain the new regional
COZ	dishe
CO3	Understanding of SOP's
CO4	Research on the CCG makers in the market
CO5	Planning: M.I.C.E (Meetings, Incentives,
COS	Conferences and Exhibition)
CO6	Industry update for technology and trends

#### **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total
Assessment	Exam	Exam	Marks
(IA)	(MTE)	(ETE)	
50	-	50	100

Skill and Techniques for Formal Banquet Services

#### **Course Content:**

Unit I:

	Function
	• Calculation of Space for Banquets Banquet Menu.
	• Setting of Various Types of Buffet.
	Unit II:
	• Guéridon and Flame Cooking and Carving at Table.
	Designing and Setting The Bar
	Arranging A Theme Dinner/ Food Festivals
	Unit III:
	• Practice on Standard Operating Procedures in Restaurant
	Supervisory Skills SOP
ļ	
	Unit IV:
	• List Of Restaurant Equipment Manufacturer (Assignment)

#### **Course Objectives**

- Preparation of Duty Roasters in Restaurants & Function Catering
- Planning: M.I.C.E (Meetings, Incentives, Conferences and Exhibition)

 $\mathbf{C}$ 

2

Unit V:

#### **School Of Hospitality**

## **Suggested Reading**

- 1. Food & Beverage Service by R. Singaraveleavan
- 2. Oxford Publication—Core Textbook
- 3. Dennis R Lilicrap Food and Beverage Service
- 4. Sudhir Andrews- F&B Service Manual
- 5. Food & Beverage Management By John Cousines
- 6. Food & Beverage Service Dennis R.Lillicrap. & John

Name of the	Advanced Front Office Lab I				
Course					
Course Code	BHMH3032				
Prerequisite					
Co-requisite					
Anti-requisite					
		L	T	P	C
		0	0	2	1

#### **Course Objective**

- 1. To provide an understanding Practice and Usage of different Forms & Formats Required for Training.
- 2. To familiarize the students with Practice on Total Quality Management.
- 3. To enhance the ability of the students to handle situation related to quality at managerial level.
- 4. Familiarize the student of various threats in hotels and how to handle them.
- 5. To enhance competitive strategies followed by hotels for improving profit in hotels..

#### **Course Outcomes**

CO 1	Understand Practice and Usage of different Forms & Formats Required for Training.
CO 2	Understand and be able to explain with Practice on Total Quality Management.

CO 3	To enhance the ability of the students how to handle situations.
CO 4	Assess through Project and assignment related to current competitive strategies.
CO 5	To understand the competitive strategies.

#### **Continuous Assessment Pattern**

Internal Assessment	Mid Term Exam	End Term Exam	Total Marks
(IA)	(MTE)	(ETE)	
50	-	50	100

#### **Course Content:**

#### Unit I:

- 1. Practice and Usage of different Forms & Formats Required for Training.
- 2. Cross Training

#### Unit II:

- 1. Practice on Total Quality Management: Case studies
- 2. Quality Management in Luxury hotels.

#### Unit III:

1. Role Plays on Handling Situation related to Quality Management at Managerial Levels 2. Kaizen 3. Benchmarking

#### **Unit IV:**

Role Plays on Guest Safety and Security Situation :- Fire threat , Bomb Threats , External threats (Terrorist threat, Control of unknown person, etc)

#### Unit V:

Projects & Assignments related to Current Competitive Strategies being followed by Hotels to Improve Revenue

Unit VI

Projects & Assignments related to technology used in front office.

#### **School Of Hospitality**

- 1. Hotel Front Office R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.
- 2. Hotel Front Office A Training Manual By Sudhir Andrews Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI Books).
- 4. Front Office Operations and Management by Ismail Ahmed (Cengage Earning).

Name of the	Advanced Housekeeping Lab				
Course	II				
Course Code	BHMH4019				
Prerequisite	Basic knowledge of Housekeeping to understand the technical terms				
Co-requisite					
Anti-requisite					
	•	L	T	P	C

## **Course Objectives**

The increasingly Competitive and demanding Hotel Industry environment has created new challenges, wherein the knowledge of various suppliers and routine records are most critical factors moreover planning , organizing , budget, outsource services and interior designs provides a competitive edge to the property . Advanced Housekeeping will help the student to gain insight about planning organizing budgeting and décor.

#### **Course Outcomes**

CO	To understand detail on Facility planning &
1	Facility Management
CO 2	To learn Planning of a Guest Room and different types of housekeeping services
CO 3	To understand Waste Management and its Procedure in Hotel industry
CO 4	To understand Ergonomics in Housekeeping
CO 5	To Understand Ecotels in hotel.

#### **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total
Assessment	Exam	Exam	Marks
(IA)	(MTE)	(ETE)	
50	-	50	100

#### **Course Content:**

Unit I: Designing rooms for different categories of
guest
Designing rooms for different categories of guest
1.Handicapped
2. Children
3. V.I.P etc
Unit II:Purchasing System
Coordinate with hotel purchase system for ordering
Unit III: Purchasing System
Described and the second secon
Purchase, storing and inventory control
Unit IV: Check list Preparation
-
To prepare checklist for
public area
non public areas
Unit V:Bed Making Pocedure
Revison of
Tradional way of bed making
Modern way of bed making
Various towel arts

#### **Suggested Reading**

 Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book.

Unit VI Industry updates for technology and trends

Hotel, Hostel & Hospitality by John C Bramon and Margret. Accommodation Operations Management by SK Kaushal and SN Gautam. Hotel Housekeeping – A training manual by Sudhir Andrews.

Name of the Course	Skill enhancement for Media & Journalism in Hospitality					
Course Code	BHMH4001					
Prerequisite						
Co-requisite						
Anti-requisite						
	I	L	T	P	C	
	3	3	0	0	3	

# **Course Objectives**

- 1. To acquaint students with the glorious journey of hospitality journalism.
- 2. To enhance understanding of the origin of hospitality journalism.
- 3. To inculcate the knowledge of hospitality journalism.
- 4. To acquaint leaners with technological advancements in hospitality journalism.

#### **Course Outcomes**

CO	to understand the basics of hospitality and
1	journalism.
СО	to acquaint themselves with the glorious
2	journey of hospitality journalism.
CO	to enhance understanding of the origin of
3	hospitality journalism.
CO	to explain issues related to news concepts,
4	processes and production
СО	to evaluate issues related to objectivity and
5	ethics in journalism
CO	Industry updates with trends and technology
6	

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	30	100

# **Course Content:**

#### Unit I:

- Journalism & Hospitality: Introduction to Journalism
- Definition of a Journalist
- Nature & Scope of Journalism
- Journalism & Hospitality: Careers & Opportunities

#### Unit II:

- Pioneers in Hospitality, Journalism & Media:
   Pioneers in Travel
- Writing great travel stories of Marcho Polo, Hiuen Tsang, Iban Batuta, Al Baruni, V.S. Naipaul, Rahul Sankratayan, William

#### Unit III:

- Creative Hospitality Writing: Introduction to creative writing, information collection, writing for hospitality
- Writing for Online Magazines, Hospitality Magazines.
- Types of Hospitality Writing
- Studies from Hospitality Biz India, Travel Biz Monitor and Express

#### Unit IV:

- Media Applications for Hospitality: Introduction Media,
- Its Role in Hospitality Promotion

#### Unit V:

Televisions, Food Channel, TLC Channel, Food & Travel Shows,

# **Social Media- Creating Pages and Profiles**

Unit VI Industry updates for technology and trends

## **Suggested Reading**

Magazines of Airlines and Hotels Organizations.

Hand Book of Journalism & Mass Communications by V.S. Gupta, Vir Bala Aggarwal, concept Publishers, New Delhi.

#### **Hospitality Biz India**

- Hotel Promotional Literatures
- Mass Communication Theory & Practice by Uma Narula, Hiranand Publication, New Delhi.

- Mass Communication, Wilbur Schram
- Understanding Media by Marshal McLuhan

Name of the	Food Laws and Standards						
Course							
Course Code	BHMH2013	BHMH2013					
Prerequisite	Basic understanding of Food safety hygiene, food laws & regulations						
Co-requisite							
Anti-requisite							
		L	T	P	C		
		3	0	0	3		

# **Course Objectives**

- 1.Salient features of Food Safety and Standards Act of 2006 and its Rules and Regulations
- 2. Ensure the safety and quality of food products as per mandatory legal requirements and voluntary standards.
- 3. Specify the importance of standard laws & regulations.
- 4.Learn about HAACP, Codex Alimentarius Commission

#### **Course Outcomes**

CO1 Understand the basics of Food safety and hygien	e
CO2 Learn the basics of various food adulterants and	
food additives	
CO3 Understand the food Safety and Quality	
Requirements: HACCP	
CO4 Learn the basic of the standard food laws	
CO5 Understand the standards of Codex Alimentarius	3
Commission	
CO6 Industry update for technology and trends	

#### **Continuous Assessment Pattern**

Internal	Mid Term	End	Total
Assessment	Exam	Term	Marks
(IA)	(MTE)		

		Exam (ETE)	
30	20	50	100

#### **Course Content:**

# **Unit I: Introduction to Food safety standards**

- Basic Introduction to Food Safety, Food Hazards & Risks, Contaminants
- Factors affecting their growth in food (intrinsic and extrinsic) Common food borne microorganisms: Bacteria (spores/capsules), Fungi, Viruses, Parasites
- Basic principles of food preservation

## **Unit II:Food adulteration**

- Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material)
- Common adulterants in food
- Method of their detection(basic principle)

**Food Additives :** Introduction, Types (Preservatives, antioxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers)

# Unit III: QUALITY ASSURANCE

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

## **Unit IV: FOOD LAWS AND REGULATIONS**

- National PFA Essential Commodities Act (FPO, MPO etc.)
- International Codex Alimentarius, ISO
- Regulatory Agencies WTO

# Unit V:International food standard setting agencies

- ISO, OIE, IPPC, AOAC, ASTM, EU and USFDA
- Food Labelling
- Consumer Protection Act

Unit VI: Industry update for technology and trends

# Suggested Reading

1.Modern Food Microbiology by Jay. J. ; Food Microbiology by Frazier and Westhoff

2.Food Safety by Bhat & Rao

**¬3.Safe Food Handling by Jacob M** 

4.Food Processing by Hobbs Betty, PFA Rules

- 5.A Practical Guide to Food Laws and Regulations Paperback – 1 September 2016 by Kiron Prabhakar (Author)
- 6. Food Safety and Standards Act, Rules & Regulations Paperback 1 January 2013 by Vidhi Jain Akalank Kumar Jain (Author)

Name of the	Managerial Behaviour				
Course					
<b>Course Code</b>	BHMH3026				
Prerequisite					
Co-requisite					
Anti-requisite					
		L	T	P	C
		2	0	0	2

# **Course Objectives**

1. This course aims at providing fundamental knowledge and exposure to the concepts, theories and practices in the field of management

#### **Course Outcomes**

CO	To Understand Management: Its Concept, Nature, Process, and
1	Significance.
CO	To Interpret Planning: Its Nature, Scope and Objectives of Planning.
2	
CO	To understand Staffing: Its Concept, Nature and Importance of Staffing.
3	
CO	To interpret Organizational Behavior-I: Its Concept and nature of
4	Organizational behavior.
CO	To understand Group Behaviour & Team Development.
5	

#### **Continuous Assessment Pattern**

Internal Assessmen t (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

# **Course Content:**

# Unit I

Management: Concept, Nature, Process, Significance, Managerial levels, skills, Functions and Roles, Management vs. Administration, Coordination as Essence of Management, Development of Management Thought: Classical, Neo-Classical, Behavioral, Systems and Contingency Approaches.

#### Unit II:

Planning: Nature, Scope and Objectives of Planning, Types of plans, Planning Process, Business Forecasting, MBO (Concept, Types, Process and Techniques), and Bounded Rationality.

Organizing: Concept, Principles of an Organization, Span of Control,

Departmentation, Types of an Organization, Authority-Responsibility, Delegation
and Decentralization

#### **Unit III:**

Staffing: Concept, Nature and Importance of Staffing, Motivating and Leading:
Nature and Importance of Motivation, Types of Motivation, Theories of
Motivation: Maslow, Herzberg, X, Y and Z, Leadership: Meaning and
Importance, Traits of a leader, Leadership Styles (Likert"s Systems of
Management), Tannenbaum & Schmidt Model and Managerial Grid
Controlling: Nature and Scope of Control, Types of Control, Control Process,
Control Techniques (Traditional and Modern), Effective Control System

#### **Unit IV:**

Organizational Behaviour-I: Concept and nature of Organizational behavior, O.B. Models, Importance, Challenges and Opportunities
Individual & Interpersonal Behaviour: Personality – Determinants and Traits,
Emotions, Learning-Theories, Perception –Process and Errors, AttitudesFormation, Theories, Relationship between Attitude and Behavior, Johari
Window, Transactional Analysis – Ego States, Types of Transactions, Life
Positions, Applications of T.A.

#### Unit V:

Group Behaviour & Team Development: Concept of Group and Group Dynamics, Stages of Group Development, Theories of Group Formation, Concept of Team Vs. Group, Types of Teams; Building and Managing Effective Teams.

Organization Culture and Change Management: Concept of Organizational Culture, Managing Conflict, Managing Change, Resistance to Change, Managing cross Cultures.

Unit VI Industry updates for technology and trends

# School Of Hospitality

# **Suggested Reading**

- 1. Fundamentals of Management, by Robbins, Publisher: Pearson
- 2. Organizational Behaviour by Robbins and Sanghi, Publisher: Pearson
- 3 .Management- A Real World Approach by Ghillyer, Publisher: McGraw Hill Education.

Management by Stoner, Freeman and Gilbert Jr., Publisher: Pearson Education.

Organizational Behavior by Luthans, Fred, Publisher: McGraw Hill Education

Name of the	Molecular Mixology
Course	

<b>Course Code</b>	BHMH4008					Project development, planning a list
Prerequisite	Understand the co	once	pt o	f		cocktail,calculation of drink price,promotion
	previous semester	s of	Fro	nt C	Office	Unit IV: Molecular Week
Co-requisite						- Child IV. Madreedidi VVeen
Anti-requisite						
		L	T	P	C	Molecular Week
		2	0	2	3	Bar and bistro
			ļ.			Chaosing the data and the place

# **Course Objectives**

This paper studies the relationship between food and beverage, art of preparing and serving rich or delicate and appetizing cocktail and mocktail, modern style of serving & technical innovations from the scientific disciplines, and the science of good drinking.

#### **Course Outcomes**

**Internal** Assessment

(IA)

**30** 

CO	Will be able to understand molecular mixology principal
1	
CO	Will be able to understand Cocktail additives, sodium alginate
2	
CO	Will be able to understand Project development,
3	
co	Will be able to understand Molecular Week
4	Bar and bistro
CO	
CO	Will be able to understand Method of data collection
5	
CO	Industry updates for trends and technology
6	industry updates for trends and technology

# **Continuous Assessment Pattern**

Mid Term

**Exam** 

(MTE)

20

**End Term** 

**Exam** 

(ETE)

**50** 

Course Content:
Unit I: History of Molecular mixology
Introduction. History of molecular
mixology,molecular mixology
principal, Emulsifications, Basic Sperification,
reverse speherification.gelification
Unit II: Use of Additives
Cocktail additives, sodium alginate, calcium
lactate,Lecithin, Agar agar
Unit III: Promotion and upscaling of Cocktail

Choosing the data and the place

Ordering the chemical

Cocktail list

promotion

**Unit V: Projects** 

**Customer feedback** 

Method of data collection

Result

Result of the projects.

Unit VI Industry updates for trends and technology

# **Suggested Reading**

Food & Beverage Service by R. Singaraveleavan

- 2. Oxford Publication—Core Textbook
- 3. Dennis R Lilicrap Food and Beverage Service
- 4. Sudhir Andrews- F&B Service Manual
- 5. Food & Beverage Service Dennis R.Lillicrap.
- & John

6. Food & Beverage Management By John

Total Cousines Marks

100

Name of the	Research Project and Dissertation,						
Course	PBL (Project based learning)						
<b>Course Code</b>	BSCH3012						
Prerequisite							
Co-requisite							
Anti-requisite							
		L	T	P	C		
		0	0	2	10		
				0			

# **Course Objectives**

1. To learn the various aspects of research

- 2. To come out with a solution for a given problem using various research tools
- 3. To interpret the solutions
- 4. To analyse various situations and come out with relevant solutions

#### **Course Outcomes**

CO 1	To be able to analyze problems
CO	To be able to come out with a sustainable
2	solution
CO	To be able to analyze various needs of guests
3	in organization
CO	To be able to cater to the guests demands and
4	needs
CO	
5	To able to demonstrate teamwork
CO	To identify various industry updates and
6	implement it

#### **Continuous Assessment Pattern**

Review 1	Review 2	Review 3	Total	
			Marks	
30	30	40	100	

# **Course Content:**

This unique concept is designed with an objective of better learning and understanding by offering the flexibility of Project Based Learning, in Industry environment for all students of Sem 6.

**Methodology**: Each student will suggest three topics of his/her choice related to the Hospitality Industry, the Dean/ Program Chair will guide each student in deciding the topic , preparing ,finalizing ,submission and evaluation of the report.

Project	Guidelines		PBL					
Food	Production	Management	20 credits Research Project					
Food &	Food & Beverage Management & Control							

Hospitality & Management	Tourism	Marketing					
Facility Management, Planning & Design							
Accommodation Management							

Hospitality & Tourism Research Project

Food Production Management

Communication Skills

Food & Beverage Management & Control

Accommodation Management

# **Course Outline: (Total Credits: 20)**

Outline of the project is as described below. Here the students are asked to think and work like a General Manager and will have to think beyond the boundaries of the different departments of the Hotel where they are working/ focusing on project of choice. This also enhances his understanding of Hospitality & interdepartmental coordination. He may be looking at this whole project like an entrepreneur also and doing the project on the hotel /Hospitality as ONE business identity. Identified project work will be covering his desired learning outcomes of the entire course covering the areas/departments mentioned above.

Specific Department report(Brief) - If the students is working /on job training then the student is expected additionally prepare e and submit the details of his dept of working, his learning outcomes and the challenges he faced, and what efforts he made to overcome these challenge. This will be based on his observation and interactions with colleagues and supervisors in the department.

This complete report should be submitted a maximum of 50-80 pages in hardbound copy and soft copy in ppt slides.

# **Evaluation Matrix - Project Based Evaluation**

	M ar ks	Research Project and Dissertation
Rev iew	10	Framing of Questionnaire
1	10	Submission of progress report (how, why, reasons for choice of questions etc.)
	10	Presentation
Rev iew	10	Data Collection
2		Review of Data
	10	Submission of progress report- Changes/Progress
	10	Presentation
Fin al	10	Completion of work
Rev iew	10	Submission of Final Report
	20	Final Presentation Skills

Note: The report will only be evaluated after the Final Presentation in person on specified date.

# Specific Department Submission and clarification (only for students who are placed)

- 1. Identification of Hotel/Department/Name of HOD/Mobile No.. Email of HOD
- 2. The Student is free to interact with Dean/any faculty for support ,advise from date of joining until final submission of this Report
- 3. Section wise details of learning outcome of that particular department.
- 4. Identification of all problems and challenges faced.

- 5. How each problem and challenge was faced, efforts made and strategies followed.
- 6. Any area /problems that are still unresolved
- 7. Overall benefits and learning from the on the job environment.
- 8. This report should have minimum of 50-80 pages/slides.

Note: The specific department report enables the student to raise question and seek solutions for hurdles / problems that he may have encountered on the job.

# **Assessment:**

The project will be submitted in form of -

- **1.** Hard bound project report
- 2. Soft copy of the project report
- 3. PPT Presentation on the project.

# Evaluation will be based on Presentation, Viva, Report Content and Conclusion.

- Final assessment will be done by the Assessment committee as formed by the dean of the school, including an external expert. The attendance from the hotel will also be considered in the final evaluation.
- The student should make the project under the guidance of external guide from the organization where he is working and should also have an internal guide from the University. The internal and /external guide should validate the project.

Report Structure: - Overall structure of the report is as placed below.

- 1. Introduction
- 2. Acknowledgement
- 3. Index
- 4. Content
- **5.** Bibliography

#### Suggested Reading

1. Various research papers related to their research topics.



**Program:** Bachelor of Hotel Management

Scheme: 2020-2021

Vision

To be known globally for responsive education, creativity and innovation in Hospitality.

Mission

M1: Create a strong foundation on fundamentals of global hospitality practices.

M2: Establish state of the art facilities and collaborations for excellence in hospitality profession.

M3: Develop well-rounded and thoughtful graduates prepared to excel in changing and globalized world.

#### **Program Educational Objectives**

PEO1: Undertake global assignments and demonstrate skills and abilities in hospitality services.

PEO2: Engage in professional and entrepreneurial activities at leadership roles in hospitality industry.

PEO3: Be involved in adopting emerging technologies for creativity and innovation to provide solutions in the field of hospitality and allied services.

## **Program Specific Objectives**

PSO1: Able to interpret global trends in hospitality industry and improve the service quality through effective use of ICT.

PSO2: Effectively collaborate with hospitality service providers and profess customer centric attitude in diverse service situations of industry.

#### **Program Outcomes**

To apply the knowledge of hospitality fundamentals and departmental specialization for the solution of complex service problems.

PO2: To identify, formulate and analyze service problems to provide hospitality products and services.

PO3: To design service components and processes that meets the specified needs of Guests.

PO4: To create and apply appropriate resources and modern tools for hospitality services.

PO5: To apply reasoning to assess societal, cultural issues and professional responsibilities.

PO6: To commit to professional ethics and responsibilities of the hospitality trade practices.

PO7: To assess the environmental impact of hospitality practices for sustainable development.

PO8: To function effectively as an individual, and as a member of diverse teams and in multidisciplinary settings.

PO9: To communicate effectively on service activities with the community and society at large.

PO10: To recognize the need for, and have the preparation and ability to engage in independent and life-long learning in the broadest context of technological change.

# Curriculum

		Semester 1							
Sl.	Course Code	Name of the Course						ment Pa	
No	course coue		L	T	P	C	IA	MTE	ETE
1	BSCH1001	Foundation Course in Food Production I	3	0	0	3	30	20	50
2	BSCH1002	Foundation Course in F&B Service	3	0	0	3	30	20	50
3	BSCH1003	Foundation Course in Front Office I	3	0	0	3	30	20	50
4	BSCH1004	Foundation Course in Housekeeping Operation I	3	0	0	3	30	20	50
5	BSCH1006	Foundation course in Food Production Lab I	0	0	4	2	50		50
6	BSCH1007	Foundation course in F&B Service Lab I	0	0	4	2	50		50
7	BSCH1008	Foundation Course in Front office Lab I	0	0	4	2	50		50
8	BSCH1009	Foundation course in Housekeeping operation	0	0	4	2	50		50
9		Professional Communication 1	1	0	4	3	50		50
10		Liberal & Creative Arts	0	0	1	0.5	50		50
11	BCSE8011	Introduction to computer Application Lab	0	0	2	1	50		50
		Total							
- CI		Semester II					Ι	4 D	44
Sl No	Course Code	Name of the Course	L	Т	P	С	Assess	ment Pa	ETE
110		Foundation course in Food	2	1	0	3	IA	WIIE	LIE
1	BSCH1013	Production-II	4	1	U	3	30	20	50
2	BSCH1014	Foundation course in F & B	2	1	0	3	30	20	50
	250111011	Service – II					30		50
3	BSCH-1015	Foundation course in Front Office Operation – II	2	1	0	3	30	20	50
4	BSCH-1016	Foundation course in Housekeeping Operation – II	2	1	0	3	30	20	50
5	BSCH-1018	Foundation course in Food Production-II (Lab)	0	0	4	2	50		50
6	BSCH-1019	Foundation course in F &B Service – II (Lab)	0	0	2	1	50		50
7	BSCH-1020	Foundation course in Front	0	0	2	1	50		50
		Office – II (Lab)	1		4		=0		<b>F</b> 0
8		Professional Communication -II	1	0	4	3	50		50
9	ENVS1003	Certificate Course in environmental Sustainability	1	0	0	0.5	50		50
		Total							
		Semester III					1 .		
Sl	Course Code	Name of the Course				-		ment Pa	
No			L	T	P	C	IA	MTE	ETE

BSCH2002					1		1	1	T	1
BSCH2002	1	BSCH2001	Food Production Training Report	0	0	10	5			100
Section	2	BSCH2002		0	0	10	5			100
Training Report	2	DCCII2002		Λ	Λ	10	_			100
Training Report	3	BSCH2003	Training Report	U	U	10	ว			100
No	4	RSCH2004		0	Λ	10	5			100
Total		DSC112004								100
Semester IV				0	0	1	0.5			
Signature   Sign			JI							
Name of the Course   L	CI		Semester IV					<b>A</b>	4 D	44
BSCH-2005		Course Code	Name of the Course	T	Т	D	C			
2   BSCH-2006		RSCH-2005	Food Production Operations							
3   BSCH-2007   Front Office Operations   2   1   0   3   30   20   50			<u>-</u>							
A   BSCH-2008   Housekeeping Operations   2   1   0   3   30   20   50	<b>—</b>		_							
S										
Food & Beverage Service (Wine & Liquors)lab			1 0 1						20	
Semester V	5	BSCH-2010						50		50
School   S	6	BSCH-2011		0	0	2	1	50		50
S			<u> </u>					50		50
Page	7	BSCH-2012	Front Office Operations lab	0	0	2	1	50		50
10	8	BSCH-2013	Housekeeping Operation lab	0	0	2	1	50		50
Total   Semester V   SI	0		IPR(Intellectual Property Rights					50		50
Total   Semester V   SI	9			0	0	2	1	50		50
Semester V   SI No	10		Entrepreneurship in Hospitality	2	0	0	2	30	20	50
Semester V   SI No										
No			Total							
Name of the Course   L T P C IA MTE   ETE			Semester V							
No	Sl	Course Code	Name of the Course					Assess	sment Pa	attern
2   BSCH3002   Food & Beverage Management   3   0   0   3   30   20   50     3   BSCH3003   Front Office Management   3   0   0   3   30   20   50     4   BSCH3004   Housekeeping Management   3   0   0   3   30   20   50     5   BSCH3005   Food Production Management   0   0   4   2   50   50     6   BSCH3006   Food & Beverage Management   0   0   4   2   50   50     7   BOSCH3007   Front Office Management Lab   0   0   4   2   50   50     8   BSCH3008   Housekeeping Management Lab   0   0   4   2   50   50     9   SLSH3001   Campus to corporate Lab   0   0   4   2   50   50     10   SOBO1001   Hospitality Service sales & 2   0   0   2   1   50   50     10   SOBO1001   Marketing   Total   Semester VI    SI   No										
3   BSCH3003   Front Office Management   3   0   0   3   30   20   50			Č							
A   BSCH3004   Housekeeping Management   3   0   0   3   30   20   50			<u> </u>							
5   BSCH3005   Food Production Management   0   0   4   2   50   50					_					
Sociation   Soci	4	BSCH3004		3	0	0	3	30	20	50
6         BSCH3006         Food & Beverage Management Lab         0         0         4         2         50         50           7         BOSCH3007         Front Office Management Lab         0         0         4         2         50         50           8         BSCH3008         Housekeeping Management Lab         0         0         4         2         50         50           9         SLSH3001         Campus to corporate Lab         0         0         2         1         50         50           10         SOBO1001         Hospitality Service sales & Marketing         2         0         0         2         100         100           Semester VI           Semester VI           Semester VI           Advanced Food Production           I/Advanced Food Prod	5	BSCH3005		0	0	4	2	50		50
Total   Semester VI   SI No   Course Code   Name of the Course   Lab   Total   Total   Advanced F8 B Service I/ Advanced Front Office   I/Advanced Housekeeping I Th   Si No   Course Code										
Total   Semester VI   SI	6	BSCH3006	0 0	0	0	4	2	50		50
8         BSCH3008         Housekeeping Management Lab         0         0         4         2         50         50           9         SLSH3001         Campus to corporate Lab         0         0         2         1         50         50           10         SOBO1001         Hospitality Service sales & Marketing         2         0         0         2         100           Semester VI           Semester VI           Assessment Pattern           L         T         P         C         IA         MTE         ETE           Advanced Food Production           I/Advanced F8 B Service I/         Advanced Front Office         4         0         0         4         30         20         50           I/Advanced Housekeeping I Th	7	ROSCH3007		0	0	4	2.	50		50
9         SLSH3001         Campus to corporate Lab         0         0         2         1         50         50           10         SOBO1001         Hospitality Service sales & Marketing         2         0         0         2         100           Semester VI           SI No         Course Code         Name of the Course         L         T         P         C         IA         MTE         ETE           BHMH3010/B HMH3011/BH MH3012/BHM H3013/         Advanced Front Office I/Advanced Housekeeping I Th         4         0         0         4         30         20         50			υ							
10   SOBO1001   Hospitality Service sales &   2   0   0   2     100										
SOBO1001   Marketing   2   0   0   2   100     Total   Semester VI										
Semester VI  SI No Course Code Name of the Course  Name of the Course  L T P C IA MTE ETE  Advanced Food Production I/Advanced F8 B Service I/ Advanced Front Office HMH3011/BH H3013/ H3013/ I/Advanced Housekeeping I Th  Semester VI  Assessment Pattern  L T P C IA MTE ETE  4 0 0 4 30 20 50	10	20R01001	, <u> </u>		U	<u>U</u>				100
SI No Course Code Name of the Course L T P C IA MTE ETE  BHMH3010/B HMH3011/BH Advanced F8 B Service I/ Advanced Front Office I/Advanced Housekeeping I Th  Assessment Pattern L T P C IA MTE ETE  4 0 0 4 30 20 50			JI							
No Course Code Name of the Course  L T P C IA MTE ETE  Advanced Food Production I/Advanced F8 B Service I/ Advanced Front Office I/Advanced Housekeeping I Th			Semester VI							
BHMH3010/B HMH3011/BH MH3012/BHM H3013/  Advanced Food Production I/Advanced F8 B Service I/ Advanced Front Office I/Advanced Housekeeping I Th		Course Code	Name of the Course		1		1			
1   BHMH3010/B   HMH3011/BH   I/Advanced F8 B Service I/   Advanced Front Office   4   0   0   4   30   20   50     1/Advanced Housekeeping I Th	No	Course Cour		L	T	P	C	IA	MTE	ETE
1   HMH3011/BH   Advanced F8 B Service I/   Advanced Front Office   4   0   0   4   30   20   50     1/Advanced Housekeeping I Th		BHMH3010/R								
1 MH3012/BHM Advanced Front Office I/Advanced Housekeeping I Th I/Advanced										
H3013/ I/Advanced Housekeeping I Th	1		Advanced Front Office	4	0	0	4	30	20	50
IIJVIJI			I/Advanced Housekeeping I Th							
(Any One)		113013/	(Any One)							

		<u> </u>								
2	BHMH3017/B HMH3018/BH MH3019/BHM H3020/	Advanced Food ProductionI/Advanced F8 B Service I/ Advanced Front OfficeI/Advanced Housekeeping I Lab (Any One)	0	0	4	2	50		50	
3	BHMH3014	Project Work	0	0	8	4	50		50	
4	ВНМН3016	Retail Management	4	0	2	5	30	20	50	
		Campus to Corporate	0	0	6	3	50		50	
		Total								
CI		Semester VII					<b>A</b> aaaaa	o 4 D.	44 0 2222	
Sl No	Course Code	Name of the Course	L	Т	P	С	IA	ment Pa	ETE	
110	BHMH4010/B	Advanced Food Production II			1		1/1	11111		
1	HMH4011/BH MH 4012/BHMH40 13/	/Advanced F8 B Service II/, Advanced Front Office II /Advanced Housekeeping II Th (Any One)	4	0	0	4	30	20	50	
2	BHMH4017/B HMH4018/BH MH4019/BHM H4020/	Advanced Food Production II/Advanced F8 B Service II/ Advanced Front Office II/Advanced Housekeeping Lab II (Any One)	0	0	4	2	50		50	
3	BHMH4001	Skill enhancement for Media & Journalism in Hospitality	4	0	0	4	30	20	50	
4	ВНМН3026	Managerial Behaviour	2	0	0	2	30	20	50	
		Advance Campus to Corporate	0	0	4	2	50		50	
		Total								
		Semester VIII	[ 				T .			
								Assessment Pattern		
Sl No	Course Code	Name of the Course	L	Т	P	С	Revi w1	e Re	Revie w3	
1	BSCH3012	Research Project- Dissertation(PBL)	0	0	34	17	30	30	40	
		Total			-					
		Total	1				1	1	I	

# **List of Electives**

# **Elective-1**

Sl	Course						Assessn	nent Pat	tern
No	Code	Name of the Electives	L	T	P	С	IA	MT E	ETE
1	BSCN100	First Aid in Handling Medical Emergencies in Kitchen Lab	0	0	2	1	50		50
2	BSCH101	French I	0	0	2	1	50		50
3	BCSE801	Introduction to Computer Application Lab	0	0	2	1	50		50
4	BSCH102 5	Hotel Engineering	2	0	0	2	30	20	50
5	BSCH20 22	Academic and Research report	1. 5	0	0	1.5	30	20	50
6	SOBO10 01	Hospitality service sales and Marketing	2	0	0	2	30	20	50
7	BSCH30 13	Facility Planning & Management	2	0	0	2	30	20	50
8	BHHR30 01	Human Resource Management	2	0	0	2	30	20	50
9	BSCH30 22	Food Styling	0	0	2	1	50		50
10	BSCH30 23	Bartending	0	0	2	1	50		50
11	BHMH3 023	Linen Management	2	0	0	2	30	20	50
12	BSCH20 23	Food Laws and Standards	3	0	0	3	30	20	50
13	BHMH4 007	Molecular Gastronomy	2	0	2	3	30	20	50
s14	BHMH4 008	Molecular Mixology	2	0	2	3	30	20	50

Name of the	Foundation course in food					a	
Course	production-I						S
Course Code	BSCH1001						H
Prerequisite	Basic understanding of the English					C	
	language and also dedication and hard			d_			
	work					l	Uni
Co-requisite					]	Ho	
Anti-requisite							
		L	T	P	С		
		3	0	0	3		c

and area hygiene, Clean uniform and need for it, Safety procedures in handling. French Cookery, History of cooking, Escoffier and other Famous Chefs of the world

# Init II: Hierarchy in Kitchen of various Hotels

8

Hours

Classical kitchen brigade, modern staffing in various categories of hotels, Role of Executive chef.

Duties & responsibilities: Duties & responsibilities of various other staffs. Coordination with other departments - ancillary and main kitchen.

**Kitchen Organization and Layout:** General layout of kitchen in various organizations, layout of all the kitchen areas, receiving areas. layout of service and wash up area.

# **Course Objectives**

- 1.To sharpen the culinary skills in the field of food production.
- 2.To impart knowledge of the history of culinary art and changes along with the times.
- 3.To give the basic idea about the physical and chemical composition of different food products.

#### **Course Outcomes**

**Course Content:** 

CO1	Understand basic concepts Food Production	
	Understand the hierarchy of the kitchen with duties	
CO2	& responsibilities of staff members, kitchen	
	organization & layout.	
CO3	Develop the basics of menu planning, usage of	
CO3	different fuels & equipments in kitchen	
CO4	Understand the aims & objectives of cooking food	
CO4	& various Methods of Cooking	
CO5	CO5 Learn the basic principles of food production	
CO6	Industry update for technology and trends	

# **Continuous Assessment Pattern**

Internal Assessment	Mid Term Exam	End Term Exam	Total Marks
(IA)	(MTE)	(ETE)	
30	20	50	100

# Unit III: Fuels & basic menu planning

Various fuels used –Gas, electricity, wood, oil, coal, Advantages and disadvantages of each, Different equipment-small & large, Different tools.

Types of Menu-A la Carte, Table d'hote, Buffet, Banquet, Menu planning principles

# **Unit IV:** <u>Aims & objectives of cooking food, Methods of</u> Cooking

Aims of cooking food, Objectives of cooking food. Chemical changes that take place .

Various textures, various consistencies, techniques used in preparation.

Various methods of cooking:

Dry method & wet method

• Roasting, grilling, frying (deep, shallow, saute), baking, broiling, poaching, boiling, pot roasting, poaching, steaming, stewing

# Unit V: Basic principles of food Production

# Unit I: Introduction to Cookery and Origin of Modern Cookery

Attitudes & Behavior in the Kitchen, Levels of Skills & Experience, Personal hygiene, Equipment

Vegetables: classification, cookery-effect of heat acid, alkali on textures, colour & nutrition. Cuts of vegetables-Julienne, brunoise, macedoine, dice, paysanne, barrels, olivette, turned, batons, jardiniere. Fruits - classification, cooking of fruits.

Stocks: Definition of stock, types of stock, preparation stock- Recipe White stock/chicken stock, brown stock vegetable stock, fish stock-fumet, uses of stock, care a precaution	นเ	Durse	FOUNDATION CO FOOD & BEVERA I				CE –
precaution.	"C	urse Code	BSCH1002				
precaution.	Pr	erequisite	Basic understandin	g of	Foo	d an	d
Soups: classification of soups : Veloute, clear, pass	ed		Beverage Service t	erms	s. rec	quire	s.
,puree, bisque & chowder	C	-requisite					
Sauces: classification of sauces: Mother sauces & oth	Aı	ıti-requisite					
recipes of Bechamel, Espagnole, Veloute, Mayonnai				L	T	P	C
Tomato, Hollandaise. Derivatives of mother sauces, oth			·	3	0	0	3
hot & cold sauces.							

**Course Objectives** 

Egg Cookery: Structure of an egg, selection of an egg, uses of egg in cookery, methods of egg cookery

1. 1

of egg in cookery, methods of egg cookery

1. Provide an understanding of various types of
Hotel industry and catering establishment.

Cereals: Wheat types, cooking & uses, Rice (types, cooking

& uses), pulses (types, cooking & uses)

French culinary terms

2. Facilitate an understanding about all the duties and responsibilities of employees of the F & B service Department.

Unit VI: Industry update for technology and trends

3. Familiarize the students with the equipment used in F&B Services

# **Suggested Reading**

- 1.Food Production Operations (Chef Bali)-Oxford Publication-Core Textbook
- 2.Practical Cookery-1 (Kinton & Cesarni)
- 3. Theory of Catering (Kinton & Cesarni)
- 4.Practical Cooking –Thangam & Phillip
- 5.Basic Training Kitchen Chef Vikas
- 6.Food & Beverage Management By John Cousines
- 7. Theory of Cookery by K. Arora
- 8. Food & Beverage Journal-Hammer Publication

#### **Course Outcomes**

CO1	Interpret basic concepts of Food & Beverage
	Service in Hospitality sector.
CO2	Interpret the basic structure of hierarchy, duties
	and responsibilities in F&B service department.
CO3	Identify various types of F&B service outlets.
CO4	Identify the basic working of the F&B service Dept
	in back area.
CO5	Generalize the basic cutlery, crockery and
	glassware commonly used in F&B service.
CO <sub>6</sub>	Industry update for technology and trends

#### **Continuous Assessment Pattern**

Internal Assessment	Mid Term Exam	End Term Exam	Total Marks
(IA)	(MTE)	(ETE)	
30	20	50	100

# **Course Content:**

# **Unit I: The Hotel & Catering Industry**

Introduction to the Hotel Industry and Growth of the hotel industry in India

- Role of Catering establishment in the travel/tourism industry
- Types of F&B operations
- Classification of Commercial, Residential/Non-residential, Welfare Catering ,

Industrial/Institutional/Transport such as Air, Road, Rail, Sea, Structure of the catering industry a brief description of each

# **Unit II: Departmental Organization & Staffing**

- Organization of F&B department of hotel
- Principal staff of various types of F&B operations
- French terms related to F&B staff
- Duties & responsibilities of F&B staff
- Attributes of a waiter, Inter-departmental relationship (Within F&B and other department)

#### **Unit III: Food Service Areas**

Specialty Restaurants
 Coffee Shop Service
 Cafeteria Service
 Fast Food Service
 Room Service
 Banquet Service
 Vending Machine

# **Unit IV: Ancillary Department**

• Pantry • Food pick-up area • Store • Linen room • Kitchen stewarding

# **Unit V: F & B Service Equipments**

• Cutlery, Crockery, Glassware • Flatware, Hollow ware, • All other equipment used in F&B service• French terms related to the above and SLLL Trainers)

# Unit VI: Industry update for technology and trends

# **School of Hospitality**

## **Suggested Reading**

- 1. Food & Beverage Service by R. Singaraveleavan
- 2. Oxford Publication—Core Textbook
- 3. Dennis R Lilicrap Food and Beverage Service
- 4. Sudhir Andrews- F&B Service Manual
- 5. John Hullar- The Waiter
- 6. Food & Beverage Service Dennis R.Lillicrap. & John

Name of the	FOUNDATION COURSE IN				
Course	FRONT OFFICE I				
Course Code	BSCH1003				
Prerequisite	Basic Knowledge of English Smart				
	in communication				
Co-requisite					
Anti-requisite					
		L	T	P	C
		3	0	0	3

## **Course Objectives**

- 1.1. To provide an understanding of the Tourism, Hospitality and Hotel Industry.
- 2. To familiarize the students with different hotels, different accommodation and different guests in these hotels.
- 3. To enhance the ability of the students in understanding the guest's needs.
- 4.To enhance understanding of the dynamics of interaction and integration between the individual and the organization.
- 5. To understand the function of the bell desk.

# **Course Outcomes**

CO1	Understand the functioning of the tourism and
	Hospitality Industry.
CO2	Understand the role of the Hotel Industry in the
	development of the tourism Industry.
CO3	Learn different types of hotel accommodations,
	rooms, hotels and classification of hotels.
CO4	He/ She must develop an understanding of the
	different profiles of guests.
CO5	Understand the function of bell desk
CO6	Industry update for technology and trends

# **Continuous Assessment Pattern**

Internal Assessment	Mid Term Exam	End Term Exam	Total Marks
(IA)	(MTE)	(ETE)	
30	20	50	100

#### **Course Content:**

# Unit I: INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY 8 Hours

- A. Tourism and its importance
- B. Hospitality and its origin
- C. Hotels, their evolution and growth
- D. Brief introduction to hotel core areas with special reference to Front Office

# Unit II:FRONT OFFICE ORGANIZATION

#### 8 Hours

- A. Function areas Sub departments
- B. Front office hierarchy
- C. Duties and responsibilities

Personality traits

## **Unit III: CLASSIFICATION OF HOTELS:**

A. Size B. Star C. Location & clientele D.

Ownership basis E. Independent hotels F.

Management contracted hotel G. Chains H.

Franchise/Affiliated I. Supplementary

accommodation J. Time shares and condominium

# **Unit IV: Functions TYPES OF ROOMS – Size** and Variety

- A. Single, B. Double, C. Twin TIME SHARE & VACATION OWNERSHIP
- A. What is time share? Referral chains & condominiums
- B. How is it different from hotel business?
- C. Classification of timeshares
- D. Types of accommodation and their size

# Unit V:HOTEL ENTRANCE, LOBBY AND FRONT OFFICE 8

### Hours

- A. Layout
- B. Front office equipment (non automated, semi automated and automated)

#### **BELL DESK**

- A. Functions
- B. Procedures and records

Unit VI Industry update for technology and tren	ds

# **School of Hospitality**

## **Suggested Reading**

- 1. Hotel Front Office R. Jatashankar Tewari Oxford Publication—Core Textbook, Students & Faculty to follow this book.
- 2. Hotel Front Office A Training Manual By Sudhir Andrews Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI Books).
- 4. Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the	Foundation course in housekeeping				
Course	operations-I				
Course Code	BSCH1004				
Prerequisite	Basic knowledge of	of E	nglis	sh to	1
	understand the te	chni	cal	term	is.
Co-requisite					
Anti-requisite					
		L	T	P	C
		3	0	0	3

# **Course Objectives**

- 2. Organization of housekeeping department and its basic function
- 2.All agents and equipment used for cleaning of all possible3.
- 3. Layout of housekeeping department.

# **Course Outcomes**

CO1	Interpret and understand the role and
	function of Housekeeping department

CO2	Interpret and understand lay out and organizational Chart of Housekeeping Department			
CO3 Interpret and will be able to understand various Cleaning Organization of housekeeping department				
CO4	Interpret and understand uses of different types of Cleaning agents.			
CO5	Interpret and understand different types of surfaces, their composition and their cleaning methodology.			
CO6	Industry updates for Trends and technology.			

 Frequency of cleaning daily, periodic and special Designs and factors that simplify

# **Unit IV: Cleaning Agents**

8 hours

- cleaning Use and care of equipment
- General criteria for selection Classification of cleaning agents
- Polishes, use, care and storage
- Floor seals, use, care and storage

# Distribution and control of cleaning agents, Use and eco friendly products in H.K

# Unit V: Composition, are and cleaning of different surface

- metal and glass,
  - Leather,
  - Rexines,
- Plastic,
- ceramics and wood,
- Wall finishes
- Floor finishes

Internal	Mid Term	End Term	Total		
Assessment	Exam	Exam	Marks	Ur	it VI Industry Updates for Trends & Technology
(IA)	(MTE)	(ETE)			
50	-	50	100		School of Hospitality

**Course Content:** 

**Suggested Reading** 

# Unit I: the role of H.K. in Hospitality Operations 8 hours

**Continuous Assessment Pattern** 

- Role of H.K
- Role of H.K in guest satisfaction and repeat business
- 1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook, Students & Faculty to follow this book
- 2. Hotel, Hostel & Hospitality by John C Bramon and Margret.

# **Unit II:Organizational Chart of Housekeeping Department 8 hours**

- Hierarchy in small, medium, large and chain hotels.
- Personality Traits of housekeeping
- Management Personnel
- Duties and responsibilities of housekeeping staff

# 3. Accommodation Operations Management by SK Kaushal and SN Gautam

Name of the	Foundation Course in Food								
Course	Production-I (Lab)	Production-I (Lab)							
Course Code	BSCH1006	BSCH1006							
Prerequisite	Basic understanding of the English	h							
	language & also dedication and ha	language & also dedication and hard							
	work.	work.							
Co-requisite									
Anti-requisite	uisite								
	L T P C	7							
	0 0 4 2	,							

# Layout of the H.K. Department

# **Unit III: Cleaning Organization** 8 hours

- Principles of cleaning
- Hygiene and safety factors in cleaning
- Methods of organizing cleaning

**Course Objectives** 

2.To make a menu and would be able to explain the meaning of the dishes.  3.To prepare the basic stock, sauce and soup.  4.To use the knife and other equipment confidently.  Course Outcomes  COI Understand basic concepts of Food Production CO2 Learn the basics of preparation of French Cuist Toint CO3 Understand basic concepts of Food Production CO4 Learn the basics of Food Production CO5 Learn the basics of Food Production CO5 Learn the basics of Food Production CO6 Learn the basics of Food Production CO5 Learn the basics of Food Production CO6 Learn the basics of Food Production CO7 Learn the basics of Food Production CO8 Learn the basics of Food Production CO9 Learn the basics of Food Production & classification of fish eg. flat fish(pomfret, black pomfret and sole) Shellfish (clams, mussels, shringhs, crabs, lobsters) Course Content:  Internal Alid Term Assessment Exam (LA) (MTE) (FTE) Shellfish (clams, mussels, shringhs, crabs, lobsters) Course Content:  Verparation of Simple dishes as Fish orly Simple dishes as Fish orly Coph	1.To learn about the basics of food production in continental and Indian cuisine.	<ul><li>Consomme: Royal, julienne</li><li>Cream: Tomato, Spinach, vegetable</li></ul>				
4.To use the knife and other equipment confidently.  Course Outcomes  CO1 Understand basic concepts of Food Production CO2 Learn the basics of preparation of French Cuis Tut. CO3 Understand basic concepts of menu planning for various categories.  CO4 Learn the basics of Food Production CO5 Learn the basics of Food Production CO6 Learn the basics of Food Production CO6 Learn the basics of Food Production CO7 Learn the basics bread making and desserts  CO6 Learn the basics bread making and desserts  CO7 Learn the basics bread making and desserts  CO8 Learn the basics bread making and desserts  CO9 Learn the basics of Food Production CO7 Learn the basics of Food Production CO8 Learn the basics of Food Production CO9 Learn the basics of Food Production Of Meat cookery(Fish/Poultry/Meat)  Identification & classification of fish eg: flat fish(pounfer, black pounfer and sole) Co9 Learn the basics of Food Production Of Meat cookery(Fish/Poultry/Meat)  CO9 Learn the basics of Food Production of Meat cookery(Fish/Poultry/Meat)  CO9 Learn the basics of Food Production of Meat cookery(Fish/Poultry/Meat)  Identification & classification of fish eg: flat fish(pounfer, black pounfer and sole)  Co9 Learn the basics of Food Production of Meat	<del>-</del>	<ul><li>Unpassed : Scotch broth, minestrone</li><li>National soup (Mulligatawny , French onion)</li></ul>				
A.To use the knife and other equipment confidently.  Course Outcomes  CO1 Understand basic concepts of Food Production CO2 Learn the basics of preparation of French Cuis Tonit CO3 Understand basic concepts of menu planning for various categories.  CO4 Learn the basics of Food Production CO5 Learn the basics of Food Production CO6 Learn the basics of Food Production CO7 Learn the basics of Food Production CO8 Learn the basics of Food Production CO9 Learn the basics of Food Production Coperation of Chef Bali)-Oxford Pablication-Core Textbook CO9 Learn the basics of Food Production Operations (Chef Bali)-Oxford Pablication-Core Textbook	3.To prepare the basic stock, sauce and soup.	Unit III: Preparation of Egg Cookery				
Course Outcomes  CO1   Understand basic concepts of Food Production   Egg benedict   CO2   Learn the basics of preparation of French Cuis   CO3   Understand basic concepts of menu planning for various categories.   Hours   CO4   Learn the basics of Food Production   CO5   Learn the basics of Food Production   CO6   Learn the basics of Food Production   CO7   Learn the basics of Food Production   CO8   Learn the basics of Food Production   CO9   Learn the basics of Food Production   CO1   Learn the basics of Food Production   CO2   Learn the basics of Food Production   CO3   Understand basic concepts of menu planning for Proparation of Fish legs that the fish pomfret, black pomfret and sole   CO4   Learn the basics of Food Production   CO5   Learn the basics of Food Production   CO6   Learn the basics of Food Production   CO7   Learn the basics of Food Production   CO8   Learn the basics of Food Production   CO9   Learn the basics of	A To use the knife and other equipment	Hours				
Course Outcomes  CO1 Understand basic concepts of Food Production CO2 Learn the basics of preparation of French Cuis Various categories.  CO3 Understand basic concepts of menu planning for various categories.  CO4 Learn the basics of Food Production CO5 Learn the basics of Food Production CO6 Learn the basics of Food Production CO7 Learn the basics of Food Production CO8 Learn the basics of Food Production CO9 Learn the basics of Food Production Operations (Chef Bali)-Oxford Pablication-Core Textbook CO9 Learn the basics of Food Production Operations (Chef Bali)-Oxford Pablication-Core Textbook CO9 Learn the basics of Food Production Operations (Chef Bali)-Oxford Pablication-Core Textbook CO9 Learn the basics of Food Production Operations (Chef Bali)-Oxford Pablication-Core Textbook CO9 Learn the basics of Food Production Operations (		Boiled (Soft and Hard)				
CO2 Learn the basics of preparation of French Cuis Understand basic concepts of menu planning for various categories.  CO4 Learn the basics of Food Production  CO5 Learn the basics bread making and desserts  Continuous Assessment Pattern  Internal Assessment Exam Exam (IA) (MTE) (ETE)  50 - 50   100 Fish al'anglaise  Course Content:  Unit I: Introduction to Cookery Hours  6. Basic knowledge of kitchen ingredients. 7. Need of chef uniform, personal hygiene. 8. Knowledge of various kitchen equipment. 9. Different vegetable cuts. 10. Method of cooking (Boiling, frying, steaming & baking)  Unit II: Preparation of basic stocks, sauces & soups 8 Hours  Stocks: Demonstration and preparation of basic mother sauces * Stocks : Demonstration & preparation of basic mother sauces * Stocks of Poulet (Chef Bali) - Oxford Publication - Core Textbook  Egg benedict  IV: Preparation of Meat cookery(Fish/Poultry/Meat)  Identification & classification of fish eg: flat fish(pomfret, black pomfret and sole)  Round fish (surmai, rohu, mackerel)  • Round fish (surmai, rohu, mackerel)  • Shellfish ((clams, mussels, shrimps, crabs, lobsters)  • Cuts if fish e.g. fillet, darne, troncon, paupiette, goujons of simple dishes as poultry: Cuts of Poultry, Preparation and jointing of Chicken, Preparation of Simple Dishes such as:  • Poulet rôti a l'anglaise  • Poulet sauté Maryland  Unit V: Preparation of (Continental) Hot & cold dessert  Unit V: Preparation of (Continental) Hot & cold dessert  Unit V: Preparation of (Continental) Hot & cold dessert  Stocks: Demonstration and preparation of basic mother sauces * School of Hospitality Suggested Reading  • Bechamel (Cheese sauce, mornay sauce, parsley sauce)]. Food Production Operations (Chef Bali)-Oxford  Publication-Core Textbook	•	• poached egg				
CO3   Coarn the basics of preparation of French Cuising For various categories.   CO4   Learn the basics of Food Production	CO1 Understand basic concepts of Food Production					
CO3	CO2 Learn the basics of preparation of French Cuis	Egg benedict  Thit IV: Preparation of Meat cookery(Fish/Poultry/Meat)				
Various categories.   Hours		or				
Identification & classification of fish eg: flat fish(pomfret, black pomfret and sole)	various categories.	Hours				
Continuous Assessment Pattern  Internal Assessment Exam Exam (IA) (MTE) (ETE)  50 - 50   100 Fish al' anglaise  Course Content:  Unit I: Introduction to Cookery Hours  6. Basic knowledge of kitchen ingredients.  7. Need of chef uniform, personal hygiene.  8. Knowledge of various kitchen equipment.  9. Different vegetable cuts.  10. Method of cooking (Boiling, frying, steaming, & baking)  Unit II: Preparation of basic stocks, sauces & soups  8 Hours  Unit II: Preparation of basic stocks, sauces & soups  8 Hours  Caramel Custard, Bread and Butter Pudding, Queen of Pudding, Steamed Pudding - Lemon/Pineapple, Mousse (Chocolate Coffee) Bavareise, Diplomat pudding, Apricot Pudding, Steamed Pudding - Albert Pudding, Cabinet Pudding  - Bechamel (Cheese sauce, mornay sauce, parsley sauce) 1  Food Production Operations (Chef Bali)-Oxford Publication-Core Textbook		Identification & classification of fish eg: flat				
Shellfish ((clams, mussels, shrimps, crabs, lobsters)	CO5 Learn the basics bread making and desserts					
Internal Assessment (IA) (MTE) (ETE)  50 - 50   100   Fish al'anglaise  Course Content:   Poultry : Cuts of Poultry, Preparation and jointing of Chicken, Preparation of Simple Dishes such as :    Poultry : Cuts of Poultry, Preparation and jointing of Chicken, Preparation of Simple Dishes such as :	<b>Continuous Assessment Pattern</b>	<ul> <li>Shellfish ((clams, mussels, shrimps, crabs, lobsters)</li> </ul>				
Assessment		Cuts if fish e.g. fillet, darne, troncon, paupiette, gouions				
Course Content:		Preparation of simple dishes as				
Course Content:  Poultry: Cuts of Poultry, Preparation and jointing of Chicken, Preparation of Simple Dishes such as:  Poulet rôt a l'anglaise Poulet ala king Poulet sauté Maryland  6. Basic knowledge of kitchen ingredients. 7. Need of chef uniform, personal hygiene. 8. Knowledge of various kitchen equipment. 9. Different vegetable cuts. 10. Method of cooking (Boiling, frying, steaming, & baking)  Unit II:Preparation of basic stocks, sauces & soups 8 Hours  Caramel Custard, Bread and Butter Pudding, Queen of Pudding, souffle Bavareise, Diplomat pudding, Apricot Pudding, Steamed Pudding — Albert Pudding, Cabinet Pudding Pudding — Albert Pudding, Cabinet Pudding Pudding — Albert Pudding, Cabinet Pudding Pudding — Albert Pudding — Albert Pudding	(IA) (MILE) (EIE)	ish orly				
Unit I: Introduction to Cookery Hours  6. Basic knowledge of kitchen ingredients. 7. Need of chef uniform, personal hygiene. 8. Knowledge of various kitchen equipment. 9. Different vegetable cuts. 10. Method of cooking (Boiling, frying, steaming, braising & baking)  Unit II:Preparation of basic stocks, sauces & soups  8 Hours  Caramel Custard, Bread and Butter Pudding, Queen of Pudding, souffle  Bavaredise, Diplomat pudding, Apricot Pudding, Steamed Pudding — Albert Pudding, Cabinet Pudding  Bavaredise, Diplomat pudding, Cabinet Pudding  Bavaredise, Diplomat pudding, Cabinet Pudding  Stocks: Demonstration and preparation of basic mother sauces * School of Hospitality  Bavaredise, Diplomat pudding  Bavaredise, Diplomat pudding, Cabinet Pudding  Bavaredise, Diplomat pudding, Cabinet Pudding  School of Hospitality  School of Hospitality  Bechamel (Cheese sauce, mornay sauce, parsley sauce) I. Food Production Operations (Chef Bali)-Oxford  Espagnole sauce (Iyonnaise, Maderiq, charcutiere)  Tomato sauce (Creole, Italenne, piquant)		Poultry: Cuts of Poultry, Preparation and jointing of Chicken,				
Hours  6. Basic knowledge of kitchen ingredients. 7. Need of chef uniform, personal hygiene. 8. Knowledge of various kitchen equipment. 9. Different vegetable cuts. 10. Method of cooking (Boiling, frying, steaming, & baking)  Unit II:Preparation of basic stocks, sauces & soups 8 Hours  Caramel Custard, Bread and Butter Pudding, Queen of Pudding, souffle — Lemon/Pineapple, Mousse (Chocolate Coffee)  Bavare ise, Diplomat pudding, Apricot Pudding, Steamed Pudding — Albert Pudding, Cabinet Pudding  White stock/Chicken stock  Fish stock  Sauces: Demonstration & preparation of basic mother sauces *Suggested Reading  2-3 derivatives of each  Bechamel (Cheese sauce, mornay sauce, parsley sauce)  Espagnole sauce (Iyonnaise, Maderiq, charcutiere)  Tomato sauce (Creole, Italenne, piquant)	Unit I. Introduction to Cookers					
6. Basic knowledge of kitchen ingredients. 7. Need of chef uniform, personal hygiene. 8. Knowledge of various kitchen equipment. 9. Different vegetable cuts. 10. Method of cooking (Boiling, frying, steaming, braising & baking)  Unit II:Preparation of basic stocks, sauces & soups  8 Hours  Caramel Custard, Bread and Butter Pudding, Queen of Pudding, soufflé — Lemon/Pineapple, Mousse (Chocolate Coffee)  Bavardise, Diplomat pudding, Apricot Pudding, Steamed Pudding — Albert Pudding, Cabinet Pudding  White stock/Chicken stock  Fish stock  Sauces: Demonstration & preparation of basic mother sauces *Suggested Reading  2-3 derivatives of each  Bechamel (Cheese sauce, mornay sauce, parsley sauce)  Bechamel (Cheese sauce (Iyonnaise, Maderiq, charcutiere)  Tomato sauce (Creole, Italenne, piquant)						
7. Need of chef uniform, personal hygiene. 8. Knowledge of various kitchen equipment. 9. Different vegetable cuts. 10. Method of cooking (Boiling, frying, steaming, braising & baking)  Unit II:Preparation of basic stocks, sauces & soups  8 Hours  Caramel Custard, Bread and Butter Pudding, Queen of Pudding, soufflé — Lemon/Pineapple, Mousse (Chocolate Coffee)  Bavardise, Diplomat pudding, Apricot Pudding, Steamed Pudding — Albert Pudding, Cabinet Pudding  Pudding — Albert Pudding, Cabinet Pudding  Stocks: Demonstration & preparation of basic mother sauces * School of Hospitality  Sauces: Demonstration & preparation of basic mother sauces * Suggested Reading  Pudding — Food Production Operations (Chef Bali)-Oxford  Espagnole sauce (lyonnaise, Maderiq, charcutiere)  Tomato sauce (Creole, Italenne, piquant)		l				
8. Knowledge of various kitchen equipment. 9. Different vegetable cuts. 10. Method of cooking (Boiling, frying, steaming, & baking)  Unit II:Preparation of basic stocks, sauces & soups  8 Hours  Caramel Custard, Bread and Butter Pudding, Queen of Pudding, soufflé — Lemon/Pineapple, Mousse (Chocolate Coffee)  Bavareise, Diplomat pudding, Apricot Pudding, Steamed Pudding — Albert Pudding, Cabinet Pudding  Pudding — Albert Pudding, Cabinet Pudding  School of Hospitality  School of Hospitality  School of Production Operations (Chef Bali)-Oxford  Espagnole sauce (Iyonnaise, Maderiq, charcutiere)  Tomato sauce (Creole, Italenne, piquant)		Foulet saute Maryland				
9. Different vegetable cuts. 10. Method of cooking (Boiling, frying, steaming, & baking)  Unit II:Preparation of basic stocks, sauces & soups  8 Hours  Caramel Custard, Bread and Butter Pudding, Queen of Pudding, soufflé — Lemon/Pineapple, Mousse (Chocolate Coffee)  Bavareise, Diplomat pudding, Apricot Pudding, Steamed Pudding — Albert Pudding, Cabinet Pudding  Pudding — Albert Pudding, Cabinet Pudding  School of Hospitality  Succes: Demonstration & preparation of basic mother sauces *Suggested Reading  2-3 derivatives of each  Bechamel (Cheese sauce, mornay sauce, parsley sauce)  Espagnole sauce (lyonnaise, Maderiq, charcutiere)  Espagnole sauce (Creole, Italenne, piquant)		Unit V: Preparation of (Continental) Hot & cold dessert				
White stock/Chicken stock  Brown stock  Fish stock Sauces: Demonstration & preparation of basic mother sauces: Demonstration & preparation of basic mother sauces  Bechamel (Cheese sauce, mornay sauce, parsley sauce)  Bechamel (Cheese sauce (Iyonnaise, Maderiq, charcutiere)  Bourd  Caramel Custard, Bread and Butter Pudding, Queen of Pudding, souffle  Lemon/Pineapple, Mousse (Chocolate Coffee)  Bavard  Bavard  Pudding — Albert Pudding, Cabinet Pudding  School of Hospitality  School of Hospitality  Suggested Reading  Food Production Operations (Chef Bali)-Oxford  Espagnole sauce (Iyonnaise, Maderiq, charcutiere)  Tomato sauce (Creole, Italenne, piquant)	9. Different vegetable cuts.					
Unit II:Preparation of basic stocks, sauces & soups 8 Hours  Stocks : Demonstration and preparation of  White stock/Chicken stock  Brown stock  Fish stock  Sauces : Demonstration & preparation of basic mother sauces * Succes : Demonstration & prepa		raising Hours				
Stocks: Demonstration and preparation of  White stock/Chicken stock  Brown stock  Fish stock  Sauces: Demonstration & preparation of basic mother sauces  Bechamel (Cheese sauce, mornay sauce, parsley sauce)  Bechamel (Cheese sauce (Iyonnaise, Maderiq, charcutiere)  Espagnole sauce (Creole, Italenne, piquant)  Catania Custaid, Bread and Butter Tudding, Steamed Pudding, Apricot Pudding, Apricot Pudding, Cabinet Pudding, Cabinet Pudding  Pudding – Albert Pudding, Cabinet Pudding  School of Hospitality  School of Hospitality  Suggested Reading  Publication-Core Textbook	C,					
Stocks: Demonstration and preparation of  White stock/Chicken stock  Brown stock  Fish stock  Sauces: Demonstration & preparation of basic mother sauces *Succestate to Bechamel (Cheese sauce, mornay sauce, parsley sauce)1  Bavare ise, Diplomat pudding, Apricot Pudding, Cabinet Pudding — Albert Pudding, Cabinet Pudding  School of Hospitality  Suggested Reading  Bechamel (Cheese sauce, mornay sauce, parsley sauce)1  Food Production Operations (Chef Bali)-Oxford  Espagnole sauce (lyonnaise, Maderiq, charcutiere)  Tomato sauce (Creole, Italenne, piquant)						
Stocks: Demonstration and preparation of  White stock/Chicken stock  Brown stock  Fish stock  School of Hospitality  Sauces: Demonstration & preparation of basic mother sauces *Suggested Reading  2-3 derivatives of each  Bechamel (Cheese sauce, mornay sauce, parsley sauce)  Espagnole sauce (lyonnaise, Maderiq, charcutiere)  Espagnole sauce (Creole, Italenne, piquant)  Pudding – Albert Pudding, Cabinet Pudding  School of Hospitality  School of Hospitality  Suggested Reading  Pudding – Albert Pudding, Cabinet Pudding  School of Hospitality  Suggested Reading  Pudding – Albert Pudding, Cabinet Pudding	8 Hours					
<ul> <li>Brown stock</li> <li>Fish stock</li> <li>Sauces: Demonstration &amp; preparation of basic mother sauces *Suggested Reading</li> <li>2-3 derivatives of each</li> <li>Bechamel (Cheese sauce, mornay sauce, parsley sauce)</li> <li>Espagnole sauce (lyonnaise, Maderiq, charcutiere)</li> <li>Tomato sauce (Creole, Italenne, piquant)</li> </ul> School of Hospitality Suggested Reading Production Operations (Chef Bali)-Oxford Publication-Core Textbook						
<ul> <li>Fish stock</li> <li>Sauces: Demonstration &amp; preparation of basic mother sauces *Suggested Reading</li> <li>2-3 derivatives of each</li> <li>Bechamel (Cheese sauce, mornay sauce, parsley sauce)</li> <li>Espagnole sauce (lyonnaise, Maderiq, charcutiere)</li> <li>Tomato sauce (Creole, Italenne, piquant)</li> </ul> School of Hospitality Suggested Reading Food Production Operations (Chef Bali)-Oxford Publication-Core Textbook						
Sauces: Demonstration & preparation of basic mother sauces *Suggested Reading  2-3 derivatives of each  • Bechamel (Cheese sauce, mornay sauce, parsley sauce)  • Espagnole sauce (lyonnaise, Maderiq, charcutiere)  • Tomato sauce (Creole, Italenne, piquant)  *Suggested Reading  *Production Operations (Chef Bali)-Oxford  *Publication-Core Textbook	Fish stock	School of Hospitality				
<ul> <li>Bechamel (Cheese sauce, mornay sauce, parsley sauce)</li> <li>Espagnole sauce (lyonnaise, Maderiq, charcutiere)</li> <li>Tomato sauce (Creole, Italenne, piquant)</li> </ul> Publication-Core Textbook	Sauces: Demonstration & preparation of basic mother s	auces *Suggested Reading				
<ul> <li>Espagnole sauce (lyonnaise, Maderiq, charcutiere)</li> <li>Tomato sauce (Creole, Italenne, piquant)</li> </ul> Publication-Core Textbook	2-3 derivatives of each					
Tomato sauce (Creole, Italenne, piquant)		<del>_</del>				
Valoute (Currente allemente normanda) 1 [Practical Coolsery 1 (Vinton & Casarni)	Tomato sauce (Creole, Italenne, piquant)					
	Veloute (Supreme, allemande, normande)      Hallemaking (malting language)	2 Practical Cookery-1 (Kinton & Cesarni)				
<ul> <li>Hollandaise (maltaise, bearnaise, choron)</li> <li>Mayonnaise(tartar, cocktail, chantily)</li> <li>3. Practical Cooking – Thangam &amp; Phillip</li> </ul>		3 Practical Cooking – Thangam & Phillip				
Soups :classification of soups  4. Basic Training Kitchen – Chef Vikas	· · · · · · · · · · · · · · · · · · ·					

# **5.Food & Beverage Management By John Cousines**

•	Holding S	ervice Sp	oon &	Fork •	Carry	ying a	Tray /	Salver
•	Laying a	Table C	loth •	Changi	ng a '	Table	Cloth	during
S	ervice							

	_					<u>service</u>
Name of the	me of the Foundation course in F & B Service				vic	Unit III: Basic Technical Skills (Part-2)
Course	Lab 1					
<b>Course Code</b>	BSCH1007					Placing meal plates & Clearing soiled plates • Stocking Sideboard• Service of Water • Using Service Plate &
Prerequisite	Basic knowledge o	of En	glis	h,		Crumbing Down
	protective clothing and stamina to withstand the practical			mina	Unit IV: Basic Technical Skills (Part-3)	
	•	iicai				• Napkin Folds • Changing dirty ashtray • Cleaning &
	requirements.					polishing glassware
Co-requisite						ponsining grassware
Anti-requisite						Unit V: Care and maintenance
		L	T	P	$\mathbf{C}$	
			<del>-</del>	Care & Maintenance of equipment including cleaning /		
0 0 4 2				4	polishing of EPNS items by - • Plate Powder method •	
Course Objectives				Polivit method • Silver dip method • Burning machine		

# **Course Objectives**

The objective of the courses is to make the student understand about various service equipment used in F&B Service, its usage and proper maintenance.

## **Course Outcomes**

CO1	Interpret and familiarize the basic F&B
	Service equipments generally used in
	Hotels and restaurants.
CO2	Identify basic service skills of handling
	cutlery and holding salver.
CO3	Identify Basic service skills of stacking
	sideboard, crumbing and clearance of
	plates.
CO4	Identify Basic service skills of changing
	dirty ashtray and maintaining glassware.
CO5	Generalized Proper storage and cleaning
	of cutlery.

Continuous	Assessment Pa	ittern	
Internal	Mid Term	End Term	Total
Assessment	Exam	Exam	Marks
(IA)	(MTE)	(ETE)	

50

# **School of Hospitality**

# **Suggested Reading**

- 1. Sudhir Andrews- F&B Service Manual
- 2. Dennis R Lilicrap Food and Beverage Service
- 3. S.N Bagchi& Anita Sharma- Food and Beverage Service
- 4. John Hullar- The waiter
- 5. Hospitality Biz India

Name of the

	Co	ourse	FRONT OFFICE – I (LAB)							
<u>.</u>	Co	ourse Code	BSCH1008							
	Pr	erequisite	Basic understanding of the English							
			language and also dedication and							
			hard work							
	Co	-requisite								
Total		nti-requisite								
Marks				L	T	P	C			
100				0	0	2	1			
100										

FOUNDATION COURSE IN

# 50 Course Content:

# **Course Objectives**

Unit I: F&B Service Equipment	1. To provide an understanding of the Tourism,
Familiarization of • Cutlery • Crockery • Glassware	Hospitality and Hotel Industry.
Flatware• Hollowware• All other equipment used in F&F service• French terms related to all above	
	2. To familiarize the students with different hotels, different accommodation and different
Unit II: Basic Technical Skills (Part-1)	guest in these hotels.

- 3. To enhance the ability of the students in understanding the guest's needs.
- 4. To enhance understanding of the dynamics of interaction and integration between the individual and the organization.
- 5. To understand the function of bell desk

#### **Course Outcomes**

CO	Understand the growth, role of tourism in					
1	hospitality and hotel industry					
CO	Understand and be able to explain the					
2	classification and main features of hotels					
CO	Be able to describe Front Office staff and					
3	organization structure,					
	duties/responsibilities of each personnel					
CO	Do the Appraisal of Front Office equipment					
4	and furniture, welcoming of guest and					
	telephone handling					
CO	Understand the function of bell desk					
5						

#### **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total
Assessment	Exam	Exam	Marks
(IA)	(MTE)	(ETE)	-
50		50	100

# **Course Content:**

IInit I

Omt 1.					
Identification	of	front	office	equipment	and
furniture					
Unit II:					
Analyse Rack,	Fro	nt desl	k counte	er & bell des	k,
Unit III:					

Welcoming of guest, Filling up of various Performa

**Unit IV:** 

Telephone handling

Unit V:

Role play:

- Reservation
- Arrivals
- Luggage handling
- Message and mail handling
- Paging

# **Suggested Reading**

- 1. Hotel Front Office R. Jatashankar Tewari Oxford Publication—Core Textbook, Students & Faculty to follow this book.
- 2. Hotel Front Office A Training Manual By Sudhir Andrews Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI Books).
- 4. Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the	ame of the Foundation course in						
Course	housekeeping operation I Lab						
Course Code	BSCH1009	BSCH1009					
Prerequisite	Basic understand	ing (	of th	e			
English language and				)			
	dedication and ha	rd v	vork				
Co-requisite							
Anti-requisite							
\$		L	T	P	C		
		0	0	2	1		

## **Course Objectives**

1. The objective of the courses is to make the student understand about various agents, equipments and methods being used on different types of surfaces.

#### **Course Outcomes**

CO1	Understand knowledge of different room layout
	& standard supplies
CO2	Demonstrate various cleaning equipments
	(manual as well as mechanical).
CO3	Develop cleaning activity on all kinds of surfaces
	in a hotel
CO4	Demonstrate and practice of dusting of various
	areas in hotel.
CO5	.Demonstrate floor scrubbing by scrubbing
	machine.

# **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total
Assessment	Exam	Exam	Marks
(IA)	(MTE)	(ETE)	

50	-	50	100	Prerequisite	Basic understandi	ng c	f th	e	
Course Con	ent:				English language	and	also	)	
Unit I. Ro	om layout and stand	dard sunnlies			dedication and ha	rd v	vork		
6ho	=	aura supplies		Co-requisite					
4. Preparation of different types of room			Anti-requisite						
lay	out					L	T	P	C
5. Room make up procedure (traditional						0	0	2	1
the <b>6.</b> Ev	modern way of bed placement of standa ening Bed making	rd room suppli	es	Course Objectives					
pla	ement of supplies.			• Cre	eating a separate shee	t.			

- Making the worksheet look pretty.
- Printing the worksheets
- Maintaining multiple worksheets.
- Creating graphic / chart

# Course Outcomes

CO1	Understand work on excel
CO2	Understand power point presentation
CO3	Creating slides, rearranging, modifying
CO4	Inserting Pictures, Objects
CO5	Setting up a slide show.
CO6	Creating an organizational Chart

## **Continuous Assessment Pattern**

Internal Assessment	Mid Term Exam	End Term Exam	Total Marks
(IA)	(MTE)	(ETE)	
50	-	50	100

# **Course Content:**

Unit I:MS Office 07 MS- Excel – Practical
How to use Excel
Starting Excel
Parts of Excel Screen
Parts of the Worksheet
Navigating in a Worksheet
Getting to know Mouse Pointer Shapes
Unit II:Creating a Separate Shee
Starting a new worksheet
Entering the three different types of data in a
worksheet
Creating simple formula
Formatting data for decimal points
Editing data in a worksheet
Using Auto Fill
Blocking Data

**Unit II: Cleaning and demonstration of** 4hours equipments 4.Demonstration of manual cleaning equipments 5. **Demonstration** of mechanical cleaning equipments **Unit III:: Cleaning of different surfaces 8** hours 10. Cleaning of wood surface 11. Cleaning of Metal surface 12. Cleaning of Leather surface 13. Cleaning of Glass surface **Unit IV: Dusting of various areas** 2 hours **Dusting of various area Unit V: Floor cleaning** 4hours Floor cleaning by vacuum cleaner 9. Floor cleaning by Scrubbing machine

## **School of Hospitality**

# **Suggested Reading**

- 1. Hotel Housekeeping by G. Raghubalan, Oxford **Publication- Core Textbook, Students & Faculty** to follow this book
- 2. Hotel, Hostel & Hospitality by John C Bramon and Margret
- 3. Hotel Housekeeping A training manual by Sudhir Andrews.
- 4. Hotel, Hostel & Hospitality by John C Bramon and Margret.

Name of the	Introduction to computer
Course	Application Lab
Course Code	BCSE8011

Saving a worksheet	Mod	dule VII:	Moving from she	et in	a w	orks	sheet
Exiting Excel		ntaining	Adding more she	ets t	o a v	work	sheet
The ATT. Making the granted and had a supple		ltiple	Deleting sheets from a workboo				
Unit III: Making the worksheet look pretty	wor	ksheets	Naming sheet tabs other than she				sheet
Selecting cell to format			1, sheet 2 and so on Copying or moving sheets from o			m one	
Trimming tables with Auto Format			worksheet to another			III OHE	
Formatting cells for:	Mod	dule VIII:	Using Chart Wize				
Currency		ating	Changing the Ch		zith :	the (	hart
• Comma		phics/chats	Toolbar		1011		2110110
• Percent		•	Formatting the C	hart'	's ax	es	
Decimal			Adding a text boo				
• Date			Changing a orien Using drawing to	ols t	o ad		
Changing columns width and row height			to chart and work			_	
Aligning text:			Printing a chart wrest of the worksl				the
Top to Bottom	3 5	1 1 137			uala	l .	
Text wrap		dule IX:	Setting up a datal		ع م ام	. <b>L</b>	_
Re ordering Orientation		el's Database ilities	Sorting records in	n the	aat	abas	e
		dule X:	Using Auto conte	ent V	Viza	rds a	and
Using borders		Making Power Templates				ina	
Unit IV: Going Through Changes	Poir		Power Points five	e vie	WS		
	Pres	sentation	Slides				
Opening workbook files for editing			Creating Slides, re-arranging,				
Undoing the mistakes			modifying Inserting pictures	o.h.	iooto	Sat	tina
Moving and Copying with Cut, Copy and Paste			up a Slide show	, 00	jecis	, 36	ung
Deleting cell entries	Mod	dule IX	Creating an Orga	nizo	tion	ol Cl	20rt
Deleting columns and rows from worksheet, Insert		duic IX	Creating an Organizational Chart			lart	
columns and rows in a worksheet Spell checking	the						
worksheet	Nam	e of the	Foundation Course	in I	Food	l	
Unit V:Printing the Worksheet	Cour	se	Production-II				
Previewing pages before printing	Cour	rse Code	BSCH1013				
Printing from the Standard Toolbar	Prere	equisite	Basic understanding	g of	the	first	
Printing a part of a worksheet			semester course				
Changing the orientation of the printing	Co-re	equisite					
Printing the whole worksheet in a single page, Addin	g Anti-	-requisite					
header and Footer to a report				L	T	P	C
Printing the formulas in the worksheet				3	0	0	3
Unit VIAdditional features of a Worksheet							
Splitting worksheet window into two four panes,	Cours	e Objectives					
Freezing columns and rows on-screen for worksheet	4.5						
title			ledge of commodit	ies f	or t	he	
Attaching comments to cells	Daker	y like flour, si	ugar, yeast, etc.				
Finding and replacing data in the worksheet	2 Com	ımadities in a	eneral like, milk, c	hoos	e h	utte	r
Protecting a worksheet	oil, etc	_	ciici ai iike, iiiik, e	11003	c, D	ull	٠,
<b>Function commands</b>	JII, CH	_					

3.Indian terminology

# 4. Understand various butchery products and meats like, beef, pork, mutton, veal, poultry, fish

#### Course Outcomes

CO1	Interpret basic concepts Food Production and
COI	culinary terms.
CO2	Identify various commodities and ingredients used
COZ	in French cuisine.
CO3	Identify various Milk & milk product commodities
COS	used in cooking.
COA	Identify various meat products and its usage in
CO4	cookery.
CO5	Illustrate basic bread making techniques and other
003	bakery products.
CO6	Industry update for technology and trend

#### **Continuous Assessment Pattern**

ſ	T	3.4° 1.70	E 100	TD 4 1		1
	Internal	Mid Term	End Term	Total		_
	Assessment	Exam	Exam	Marks		•
	(IA)	(MTE)	(ETE)		Fi	sh
ľ	30	20	50	100		

# **Course Content:**

Unit I: Basic	commodities-I & Introduction-Culinary	y
<u>terms</u>	Hours	

# Commodities:

- Flour: Structure of wheat, types of wheat, types of flour, processing of wheat flour, uses of flour Unit IV: Bakery-I cooking of starch.
- Shortening: Fats & oils, role of shortening, varieties astry of shortening, advantages & disadvantages of using of shortening
- Thickening agents & raising : classification of thickening agents, classification of raising agents, role of both in French cooking & breads
- Sugar: importance of sugar, types of sugar, cooking aminated Pastry of sugar(stages of sugar cooking in Indian), stages of sugar cooking in bakery, uses of sugar, role of sugar in bakery

# Unit II:Basic Commodities-II

#### 8 Hours

- Milk: Introduction, processing milk. & homogenization, pasteurization types milk(skimmed, condensed, dried, tetra pack, single toned, full cream), Nutritive value
- Cream &Butter: Introduction of cream, processing nit V: Bakery-II of cream, types of cream, Introduction of butter, processing of butter, types of butter

Cheese: Introduction Of cheese, manufacturing of cheese, classification of cheese, types of cheese, uses of cheese

# Unit III: Meat cookery-Beef, Veal & lamb

- Cuts of beef- French names, Weight, uses in cooking
- Cuts of Veal- French names, Weight, uses in cooking
- Cuts of lamb- French names, Weight, uses in cooking

## Meat cookery-Pork, offals

- Cuts of pork -French names, Weight, uses in cooking
- Variety of offals and other cuts of meats and its
- Some important dishes of Pork
- Classification of fish-Shell fish & fin fish
- **Cuts of fish**
- Selection of fish and shell fish
- Cooking of fish
- Some important dishes of fish

- Short Crust pastes-Recipes and methods of preparation
- Uses and products made
- Care to be taken while preparing pastry
- Temperature of oven

- Laminated pastry- Recipes and methods of preparation
- Uses and products made
- Care to be taken while preparing pastry
- Temperature of oven

# Choux Paste/Hot water/Rough puff

- Choux Paste- Recipes and methods of preparation
- Uses and products made
- Care to be taken while preparing
- Temperature of oven

Hours

# Simple Breads Introduction of breads Principles of bread making Methods of bread making Steps in making bread Simple yeast breads Role of each ingredient in bread making Names of international famous breads Pastry Cream • Introduction of pastry creams Basic pastry creams Uses and importance in confectionary Simple recipes of few of them. Course Flashback **Revision of the whole semester** Unit VI: Industry update for technology and trends

3. Familiarize the students with the equipment used in F&B Service.

## **Course Outcomes**

C	01	Interpret the planning and execution of menu in restaurants.
C	02	Interpret various types of services followed in hotels
C	03	Identify the correct procedure of handling cash and credit cards.
C	04	Identify different varieties of tea and coffee and the correct procedure of serving them in hotels and restaurants.
C	05	Generalize the different varieties of cigars and
		cigarettes and the correct procedure of serving them.
C	06	Adopt the technology used in F&B Service

# **Suggested Reading**

# 1. Food Production Operations (Chef Bali)-Oxford **Publication-Core Textbook**

- 2.Practical Cookery-1 (Kinton & Cesarni)
- 3. Theory of Catering (Kinton & Cesarni)
- 4.Practical Cooking -Thangam & Phillip
- 5.Basic Training Kitchen Chef Vikas
- 6. Theory of Cookery by K. Arora

Internal	Mid Term	End Term	Total
Assessment	Exam	Exam	Marks
(IA)	(MTE)	(ETE)	
30	20	50	100

# **Course Content:**

# **Unit I:** Meals & Menu Planning 15 Hours

Origin of Menu, Objectives of Menu Planning, Types of meals, Types of Menu, Courses of French Classical menu-Sequence, Examples from each course, Accompaniments French Names of dishes

Types of Meals

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

Name of the	Foundation course in Food and			
Course	Beverage Service-II			
Course Code	BSCH1014			
Prerequisite	Basic understanding of Food and			
_	Beverage Service terms			
Co-requisite				
Anti-requisite				
_	L T P C			

	Un
ر	
3	D:4

#### it II:Types of Service 4 Hours

Different types of service- American service, English Service. French service, Russian Service. **Buffet** service. Mise-en-scene & Mise en place

## **Course Objectives**

# 5. Provide an understanding of various types of Hotel industry and catering establishment.

2. Facilitate an understanding about all the duties and responsibilities of employees of F&B service Department.

## **Unit III: Sale and Control System 4Hours**

**KOT** and Billing System Making Bill Cash Handling Equipments Record Keeping

**Unit IV: Non Alcoholic Beverages** 

7 Hours

Classification (Nourishing, Stimulating and Refreshifig | To enhance understanding of the dynamics of beverages), Tea- types of tea, origin and manufacturing eraction and integration between the individual process, different brands, Coffee- types of coffee, origin and the organization, coordination between manufacturing process, different brands, storage departments within hotel.

# Unit V: Tobacco 8 Hours

# Course Outcomes

History Decessing for aigmentes and aigms Cigo			
History, Processing for cigarettes and cigars, Cigar Shape/sizes/colors, Storage of cigarettes & cigars	rs <b>Č</b> (	<b>D1</b>	Understand the functioning of guest handling and tariff plans.
Hait VII. Tacknot a sign! Tools in E.C. D. Camina			
Unit VI: Technological Tools in F& B Service	CO	_	Understand the role of Reservation section.
INtroduction to computerised billing in F&B Servi	00		
introduction to computerised onling in Teel Servi	$^{\prime}$ CC	)3	Learn different types of procedures to follow for
Opera, Micros, Shawman			guest checkin.
C 4 ID I			guest checkin.
Suggested Reading		<b>)4</b>	He/ She must develop an understanding on

CO<sub>5</sub>

**CO6** 

- F&B Service by R.Singarvelavan, 1. Oxford University Press
- Beverage Management by Dennis Lillicrap & John Cousins
- 3. F&B Service by S.N.Bagchi and Anita Sharma

4. F&B Service by Sudhir AndrewsSchool of Computing Science

	T 1 ::				
Name of the	Foundation cours	Foundation course in Front			
Course	Office II				
Course Code	BSCH1015				
Prerequisite	Basic Knowledge of English/				
	Smart in commu	nica	tion	l	
Co-requisite	Knowledge of First sem F.O				
Anti-requisite					
		L	T	P	C
		3	0	0	3

## **Course Objectives**

- To understand guest handling and tariff plans for room rent.
- 2. To provide an understanding of the hotel reservation. To familiarize the students with different methods, types of reservation. To enhance the ability of the students in understanding he guest's needs as per the guest cycle.
- 3. To follow and understand the procedure for arrival of guest.
- 4. To understand in details to check during the guest stay.

#### **Continuous Assessment Pattern**

different profile of guests.

departmental coordination.

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (FTF)	Total Marks
(IA)	(141 1 12)		
30	20	50	100

Industry update for technology and trends

Understanding the importance of inter and intra

#### **Course Content:**

# **Unit I:** Front Office and Guest handling Hours 8

Introduction to guest cycle, pre-arrival, during the stay, departure, after departure.

Tariff structure

Basis of charging

Plans, competition, customer's profile, standards of service & amenities

Hubbart formula

Different types of tariffs

- Rack Rate
- Discounted Rates for Corporates

#### Unit II:RESERVATIONS

8

#### Hours

Importance of reservation, Modes of reservation, Channels and sources (FITs, Travel Agents, Airlines, GITs), Types of reservations (Tentative, confirmed, guaranteed etc.), Systems (non automatic, semi automatic fully automatic), Cancellation, Amendments, Overbooking, room selling techniques, Up selling, Discounts

#### Unit III: ARRIVALS

**10** 

# Hours

Preparing for guest arrivals at Reservation and Front Office, Receiving of guests, Preregistration, Registration (non automatic, semi automatic and automatic), Relevant records for FITs, Groups, Air crews & VIPs

# Unit IV: DURING THE STAY ACTIVITIES 6 Hours

During guest stay, Departure, After departure Information services, Message and Mail Handling, Key Handling, Room selling technique, Hospitality desk, Complaints handling, Guest handling, Guest history

# Unit V: FRONT OFFICE CO-ORDINATION 6 Hours

With other departments of hotel- Housekeeping, Food and Beverage Service, Kitchen, Security, Accounts, Maintenance, etc.

Unit VI Industry update for technology and trends

# **Suggested Reading**

- 1. Hotel Front Office R. Jatashankar Tewari Oxford Publication—Core Textbook, Students & Faculty to follow this book.
- 2. Hotel Front Office A Training Manual By Sudhir Andrews Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI Books).
- 4. Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the Course	Foundation course in Housekeeping Operation – II
Course Code	BSCH1016
Prerequisite	Basic Understanding of Housekeeping
Co-requisite	Smart in communication
Anti-requisite	

L	T	P	C
2	1	0	3

# **Course Objectives**

- 1. To familiarize the students with the organization of housekeeping department and its basic functioning.
- 2. To make them understand the proper layout of housekeeping department.
- 3. To familiarize all agents and equipments used for cleaning of all different types of surfaces.
- 4. Idetifying various types of pests in hotels and how to eliminate it.
- 5. To understand the link between Housekeeping and other departments of the hotel.

#### **Course Outcomes**

CO1	Interpret Guest room furnishing while throwing light on Key system and its function.
CO2	Illustrate different room layouts, guest supplies and to anticipate with guest requirement/request.
CO3	Identify and know various types of cleaning equipment and cleaning agent
CO4	Distinguish different types of pest in hotel and their preventive & corrective measure & Interpret and analyze role and functioning of housekeeping department.
CO5	Interpret interdepartmental co-ordination of housekeeping department for smooth running of the department.
CO6	Industry update for technology and trends

#### **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total
Assessment	Exam	Exam	Marks
(IA)	(MTE)	(ETE)	

	1							
30	20	50	100	Routine systems & records of Housekeeping department 15 Hours				
<b>Course Content</b> :								
Unit I: Types of Beds and Mattresses 7hrs  Keys used by HK department			nrs	Pest control, Areas of infestation Pest control, Prevent measure & Control measure, Reporting staff placeme Room occupancy report, Guest room inspection, Check floor register, Work orders, Log sheets, Loot & for register, Enquiry file, Maid's report, Housekeeper's report, Housekeeper's report, Request register, Record special cleaning, Call register, VIP lists				
Types of Beds				of special cleaning, can register, vir fists				
Types of Mattre	sses			Unit V: Interdepartmental relationship (IDR)				
Type of keys				6 Hours				
				IDR with F.IDR with maintenance				
Computerized k	ey cards							
Key control				IDR with security				
				IDR with stores				
Unit II:Room I	Layout & Guest	Supplies	4 Hour	IDR with A/Cs				
				IDR with Personnel				
Room layout				Use of computers				
Standard rooms				Unit VI Industry update for technology and trends				
VIP rooms								
Guest special re	quest			Suggested Reading				
Unit III: Area	cleaning		6 Hours	1. Hotel Housekeeping by G. Raghubalan, Oxford Publication				
Area cleaning				2. Hotel, Hostel & Hospitality by John C Bramon and Margret.				
Guest room				3. Accommodation Operations Management by SK				
Front of the hou	se areas			Kaushal and SN Gautam.				
Area cleaning				4. Hotel Housekeeping – A training manual by Sudhir Andrews.				
Back of the hou	se areas			5. The Fhrai Magazine				
Work outline an	d association pr	oblems.		Name of the Foundation Course in Food				
				Course Production-II (Lab)				
Unit IV: Pest co	ontrol			Course Code BSCH1018				

Prerequisite	Basic knowledge o	Basic knowledge of English,							
	protective clothing and stamina to withstand the practical requires.								
Co-requisite									
Anti-requisite									
		L	T	P	C				
		0	0	4	2				

# **Course Objectives**

- 1.To know the handling of meat, purchasing, caring and different cutting like boneless, parts etc.
- 2.Develop leadership skills by assigning a role and controlling the kitchen.
- 3.To do the Mise-en-place and step by step procedure of preparing food.
- 4.To present the food accordingly by using appropriate garnish and presentation style.

#### **Course Outcomes**

CO	To know the handling of meat, purchasing,
1	caring and different cutting like boneless,
	parts etc.
CO	Develop leadership skills by assigning a role
2	and controlling the kitchen.
CO	To do the Mise-en-place and step by step
3	procedure of preparing food
CO	To present the food accordingly by using
4	appropriate garnish and presentation style.
CO	Illustrate basic techniques for preparing
5	bakery products.

#### **Continuous Assessment Pattern**

• <u>Fish</u>: Fish orly, a langlaise, Colbert, meuniere, poached fish, grilled fish, baked fish, such as Florentine, morney

• Entrée: Portuguese Lamb stew, hot pot, hamburgers, shepherd's pie, scotch egg, grilled steaks & lamb/pork chops, Casseroles, roast chicken/leg of lamb, beef

• Poultry: Poulet sauté chasseur, Fricassée de Volaille, Grilled chicken with supreme sauce

# **Unit III: Vegetable**

- Boiled vegetables, cabbage, cauliflower, beans
- Glazed vegetables, carrot, radish, turnip
- Fried vegetables; aubergines
- Stewed vegetables; courgette provencale, baked beans ratatouille
- Braised vegetables: onion, leeks, cabbage

# **Unit IV: Bakery (Breads & cakes)**

- Bread Loaf (white and brown), Bread Rolls (various shapes), French Bread, Brioche
- Sponge, Genoise, Fatless, Swiss roll, Fruit Cake, Rich Cakes, Dundee, Madeira

# **Unit V:Pastry**

- Short Crust Jam tarts, turnovers
- Laminated Palmiers, Khara Biscuits, Danish pastry, Cream Horns
- Choux Paste Eclairs, Profiteroles
- Assorted cookies: Butter cookies, drop cookies, pressed cookies
- Dessert (Hot & cold): Souffle, mousse, pudding.

## **Suggested Reading**

# 1.The Larder Chef-M.J Leto & Mojo, Food Production Operation-Parminder Bali-Oxford publication

Internal Assessment	Mid Term Exam	End Term Exam	Total Marks <sup>2</sup> .Professional Baking-Wayne Gislen-CIA
(IA)	(MTE)	(ETE)	3.Practical Cooking –Thangam & Phillip
50	-	50	100 lactical cooking Thangam & Thinp

## **Course Content:**

# 4.Basic Training Kitchen – Chef Vikas

Unit I: Soups:	Name of the	Foundation course in Food and
• Choom vocatables spinsch tomate arean pass	<del>-Co</del> urse	Beverage Service-II (Lab)
<ul> <li>Cream- vegetables, spinach, tomato, green peas</li> <li>Consomme with garnishes like royale, Carmo</li> </ul>	Course Code	BSCH1019
madrilène, Colbert, Celestine	<b>Prerequisite</b>	The objective of the courses is to
National soups- oxtail, mulligatawny, minestron	ne,	make the student understand about
vichyssoise		Basic Service Procedure in
Unit II:Meat cookery		providing service in a restaurant.

Co-requisite		Unit IV: Social Skills
Anti-requisite		Handling Guest Complaints
·	L T P C	Telephone manners
		Dining & Service etiquettes
		Unit V:Service of Cigars & Cigarettes
Course Objectives		Service of Cigars & Cigarettes

The objective of the courses is to make the student understand about Basic Service Procedure in providing service in a restaurant.

#### **Course Outcomes**

CO	The students will be able to complete layout
1	of covers of restaurant table and side board
CO	The students would be able to take food and
2	beverage order from a guest
CO	The students would be able to do the service
3	of food and beverage at a table in American
	and French styles
CO	The students would be able to demonstrate
4	the service of non-alcoholic beverages
CO	The students would be able to do the service
5	of non-alcoholic beverages

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

# **School Of Hospitality**

# **Suggested Reading**

- 1. Sudhir Andrews- F&B Service Manual
- 2. Dennis R Lilicrap Food and Beverage Service
- 3. S.N Bagchi& Anita Sharma- Food and **Beverage Service**
- 4. John Hullar- The waiter
- 5. Hospitality Biz India
- 6. Hotel Association of India

Name of the	FOUNDATION C	OUF	RSE	IN				
Course	FRONT OFFICE -	FRONT OFFICE –II (LAB)						
Course Code	BSCH1020							
Prerequisite								
Co-requisite								
Anti-requisite								
		L	T	P	C			
		0	0	2	1			

#### **Course Content:**

#### **Course Objectives** Unit I: Basic Service Procedure-I To provide an real time work exposure to the • Table laying for different meals students • Restaurant reservation • Receiving and seating the guest To familiarize the students with different hotel • Taking the order • Procedure of service at table (Silver service and pre-forms and formats. plated service) To enhance the ability of the students in **Unit II: Basic Service Procedure-II** understanding of the PMS systems used In hotels. • Presentation & Encasing the bill • Room Service (tray and trolley) To enhance understanding of the different • French for receiving, greeting and seating the guest functions used in the software. **Unit III: Preparation for Service Storage** • Preparation and service of different kinds of Non-Course Outcomes alcoholic beverages **CO1** To take and mange reservation in the manual and • Organizing Mise-en-scene computerized FO operations • Organizing Mise-en-Place CO<sub>2</sub> Understand the Front Office software and their use. • Opening, Operating & Closing duties

CO3	To take and handle walk-ins and check in on the <b>4.</b>	Front Office Operations and Management by
	system. Isn	ail Ahmed ( Cengagae Earning).
CO4	Cheffs of floter	Text book of front office operations and
CO5	require effective communication skin	nagement by Sudhir Andrews (Tata McGraw
	Hi	

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks	Na	me of the	Foundation course in				
50	-	50	100	C	urse	Housekeeping – II (Lab)				
Course Contents				Co	ourse Code	BSCH1021				
Unit I: Room I	Reservation			Pr	erequisite					
Manual	Manual					Basic Understanding of				
Unit II:Arrival Procedures					Housekeeping					
Manual Arrival procedure – Group, FIT Luggage handling – left luggage, Group, FIT				Co	o-requisite	Good communica	tion	skill	s	
Unit III: Bell D	esk:			Aı	nti-requisite					
Message Handli	ng, Paging									
Unit IV: Forms	s & Formats					•	L	T	P	C

# Manual

# Unit V: Role play/Practice

Hands on practices of computer application related to Front Office procedures such as Reservation, Registration, 1 Hot function keys

- 2 Create and update guest profiles
- 3 Send confirmation letters
- 4 Print registration cards
- 5Make FIT reservation & group reservation
- 6 Make an Add-on reservation
- 7Amend a reservation
- 8Cancel a reservation-with and without deposit
- 9 Log onto cahier code

# **Suggested Reading**

- 1. Hotel Front Office R. Jatashankar Tewari Oxford Publication—Core Textbook, Students & Faculty to follow this book.
- **Hotel Front Office A Training Manual By** 2. Sudhir Andrews - Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).

### **Course Objectives**

1. To familiarize the students with Understanding and handling Chamber maid's trolley.

0 0 2 1

- 2. To make them understand the basics of bed making.
- 3. To familiarize the students with standard operating procedure of cleaning guestroom and bathroom.
- 4. To provide hands on experience on cleaning both front of the house and back of the house areas of hotel.
- 5. To understand the quality check and proper way of following it.

#### **Course Outcomes**

CO	
1	Demonstrate Maid's Trolley and develop skill
	in handling Chamber maid's trolley.

CO 2	Demonstrate and develop skill in bed making and Practice on different type of services delivery to guest room.
3	Practice and understand daily upkeep of guest room and guest bath room.
CO 4	Demonstrate and practice cleaning procedure of Front of the house and Back of the house.
CO 5	Demonstrate and get hands on knowledge in basic housekeeping operations.

Preparing Checklist, Inspection of guest room, Inspection of guest bathroom

Unit VI Industry update for technology and trends

# **School Of Hospitality**

# Suggested Reading

- 1. Hotel Housekeeping by G. Raghubalan, Oxford **Publication**
- 2. Hotel Housekeeping A training manual by Sudhir Andrews.

# 3. The Fhrai Magazine

#### **Continuous Assessment Pattern** Name of the FOOD PRODUCTION TRAINING Mid Term **End Term** Total **Internal** Course REPORT Assessment Exam **Exam** Marks Course BSCH2001 (IA) (MTE) (ETE) Code 100 50 50 **Prerequisite Course Content:** Basic understanding of the English language and also dedication and hard **Unit I: Maid's Trolley** 2 Hours work Co-requisite Anti-Setting up a trolley, Parts of trolley & its uses requisite $\mathbf{C}$ 1 5 **Unit II:**Bed Making 4 Hours Bed Making Procedure (Traditional method), Bed Making ( Modern Method), Evening service procedure 1. Explain the organizational structure of the department 2. Describe job description of various job titles, Unit III: Daily cleaning of guest room & guest bathroom work schedules, opening & closing duties. Explain various sections and their functions 4. Observe personal hygiene, kitchen hygiene and sanitation Daily cleaning of Guest rooms, Daily cleaning of bathrooms 5. Identify forms/formats, records and registers maintained 4 Hours Unit IV: Public area cleaning 6. Help in preparation of various dishes, garnish and service Observe food production standards of finished Back of the house Public areas cleaning, Front of the house products Public areas cleaning **Course Outcomes Unit V: Guest Room Inspection** To be able to demonstrate the skills in kitchen

CO	To be able to analyze various aspects on
2	menu planning
CO	To be able to demonstrate the facility
3	planning skills
CO	To understand the hygiene standards in
4	kitchen
CO	To demonstrate the concept of menu planning
5	
CO	Observe new trends and Innovation in
6	Industry

#### **Continuous Assessment Pattern**

Project Report:	Log book + Attendance + Appraisal)	Presentati on & Viva Voce	Total Marks
50	20-	20	100

#### **Course Content:**

# On completion of the project the student will be required to submit the following:

# Project File or Industrial workflow log book -

The file is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training.
- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training;
- Any activities planned but not yet completed as part of the training, or as a future initiative directly resulting from the project.
- Any problems that have arisen that may be useful to document for future reference.

#### **Training Report**

The report should be submitted in duplicate (2 copies) spiral bound and a CD and should contain the following components:

# - Title or Cover Page

The title page should contain the following information: Department name; Student's name, Course, Year, Supervisor's name

## - Acknowledgements

Acknowledgement to any advisory received in the course of work may be given

## - Table of Contents

Titles and subtitles are to correspond exactly with those in the text

#### - Introduction

Here a brief introduction to the problem that is central to the project and an outline of the structure of the rest of the report should be provided. The introduction should aim to catch the imagination of the reader, so excessive details should be avoided.

#### Materials and Methods

This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.

# - Suggestions

In writing these action, emphasis should be given on what has been performed and achieved in the course of the work and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in contents from section to section and maintain a lucid flow throughout the thesis.

#### - Conclusion

A conclusion should be the final section in which the outcome of the work is mentioned briefly

# - Appendices

The appendix contains material which is of interest to the reader and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.

- Performance Appraisal & Completion Certificate duly signed and stamped

## **Suggested Reading**

- 1. On cooking : Sarah labensky
- 2. International Cuisine and food production: Chef Bali

Name of the Course	Food & Beverage Service Training Report				
Course Code	BSCH2002				
Prerequisite	Basic understanding of the English language and also dedication and hard work				
Co-requisite	Undertaking training				
Anti-requisite					
		L	T	P	C
		0	0	10	5

# **Course Objectives**

- 1. Objective of industrial training is to provide to students the feel of the actual working environment.
- 2. To gain practical knowledge and skills, which in turn will motivate, develop and build their confidence.
- 3. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

#### **Course Outcomes**

CO 1	List all equipments used (including crockery, cutlery, glassware etc and use of these equipment
CO 2	Describe and explain the menu and bar card
CO 3	Perform task for table reservation & receiving the guest
CO 4	Lay the table, placing the order and pick-up, service and clearance procedure
CO 5	List all bar equipments
CO 6	Industry update for technology and trends

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### **Course Content:**

On completion of the project the student will be required submit the following:

Project File or Industrial workflow log book – The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in preparation.

In general, the File should be comprehensive and include: modifications if any.

- A short account of the activities that were undertaken as part of the training.

- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training
- Any activities planned but not yet completed as part of the training or as a future initiative directly resulting from the project
- Any problems that have arisen that may be useful to document for future reference.

# **Training Report**

The report should be submitted in duplicate(2 copies) spiral bound and a CD and should contain the following components:

# Ø Title or Cover Page

The title page should contain the following information: Department Name: Student's Name; course; Year, Supervisor's Name

## Ø Acknowledgements

Acknowledgement to any advisory received in the course of work may be given.

#### Ø Table of Contents

Titles and subtitles are to correspond exactly with those in the text.

#### Ø Introduction

Here a brief introduction to the problem that is central to the project and an outline of the structure of the rest of the report thould be provided. The introduction should aim to catch the imagination of the reader, so excessive details should be avoided.

## Ø Materials and Methods

This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.

# Ø Suggestions

In writing these section, emphasis should be given on what has been performed and achieved in the course of the work and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in content from section to section and maintain a lucid flow throughout the thesis.

#### Ø Conclusion

A conclusion should be the final section in which to outcome of the work is mentioned briefly.

# Ø Appendices

The appendix contains material which is of interest to the reader, and may include any forms, formats and an problem that have arisen that may be useful to document future reference.

# Ø Performance Appraisal & completion certificate duly signed and stamped.

Name of the	Front Office Training Report				
Course					
<b>Course Code</b>	BSCH2003				
Prerequisite	Basic understanding of the				
	English language and also				
	dedication and hard work				
Co-requisite	Undertaking training				
Anti-requisite					
	L T P C				
	0 0 1 5				

#### **Course Objectives**

Objective of industrial training is to provide to students the feel of the actual working environment.

- 2. To gain practical knowledge and skills, which in turn will motivate, develop and build their confidence.
- 3. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

# Course Outcomes

nat	
rkO1	List all equipments used in Front Office
CO2 ily nts	Describe and explain the procedure to take Reservation
<sup>14</sup> CO3	Describe and explain the Procedure of take Check in.
<b>CO4</b>	SOP of front office
<b>CO5</b>	List all equipment in Bell desk.
<sup>h</sup> €06	Industry update for technology and trends

# **Continuous Assessment Pattern**

110	Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
<u> </u>	50	-	50	100

## **Course Content:**

n completion of the project the student will be required to submit the following:

Project File or Industrial workflow log book – The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training.
- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training
- Any activities planned but not yet completed as part of the training or as a future initiative directly resulting from the project
- Any problems that have arisen that may be useful to document for future reference.

#### **Training Report**

The report should be submitted in duplicate(2 copies) sp	iraThe a	ppendix con	tains material which	is of interest to the	
bound and a CD and should contain the follow	_	•	<b>▼</b>	•	
components:			arisen that may be us	eful to document for	
Ø Title or Cover Page	future	e reference.			
D Title of Cover rage	ØPe	rformance A	appraisal & complet	ion certificate duly	
The title page should contain the following informati	Onsigned	d and stampe	d	ion certificate daily	
	ear,	o uno sumpo			
Supervisor's Name			ı		
~		e of the	Housekeeping Man	agement	
Ø Acknowledgements	Cours		Training Report		
Acknowledgement to any advisory received in the course	Cours	se Code	BSCH2004	21. 7. 11.1	
work may be given.	Prerec	quisite	Basic understanding	-	
, ,			language and also of hard work	ledication and	
Ø Table of Contents	Coro	quisite	Haru work		
Titles and subtitles are to compared averably with these		quisite	Undertaking training	lg	
Titles and subtitles are to correspond exactly with those the text.	ein				
the text.	Anti-1	requisite			
Ø Introduction				L T P C	
				0 0 10 5	
Here a brief introduction to the problem that is central to					
project and an outline of the structure of the rest of the rep		Objectives			
should be provided. The introduction should aim to catthe imagination of the reader, so excessive details should		ivo of industr	ial training is to provi	do to students	
avoided.	-		lai training is to provi l working environme		
		i oi ine aetaa	i working environme		
Ø Materials and Methods	2. To g	ain practical	knowledge and skills,	, which in turn	
		otivate, devel	op and build their co	nfidence.	
This section should aim at experimental designs, mater used. Methodology should be mentioned in details include		actrial trainin	a is also avacated t	o provido the	
modifications if any.	_	tudents the basis to identify their key operational area			
inodifications if tary.	of inter		racinity then key op	oranonar area	
Ø Suggestions					
		Outcomes			
In writing these section, emphasis should be given on w	hat CO1	Understand	and explain the orga	anization Structure	
has been performed and achieved in the course of the wand any ideas/suggestions they feel will can	be		s sections of the depart		
implemented, rather than discuss in detail what is read	illy		•		
available in text books. Avoid abrupt changes in conte	CO2		d duties and responsib		
from section to section and maintain a lucid flow through		executives	and non-executives of	or the department	
the thesis.	CO3	Interpret	functions of various	sections	
Ø Construi					
Ø Conclusion	CO4		duties of room atten	dant and houseman	
A conclusion should be the final section in which	the	in different	shifts		
outcome of the work is mentioned briefly.	CO5	Understan	d and Maintain vario	ous records and	
		registers	a ana mantani vali	ous records and	
Ø Appendices					
	CO6	Industry up	dates for technology	and trends	

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
		100	100

#### Course Content:

n completion of the project the student will be required submit the following:

Project File or Industrial workflow log book – The File avoided. the principal means by which the work carried out will assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include

- A short account of the activities that were undertaken as part of the training.
- has achieved its stated goals.
- engaged in as part of the training
- Any activities planned but not yet completed as part of the training or as a future initiative directly resulting from the project
- Any problems that have arisen that may be useful come of the work is mentioned briefly. to document for future reference.

#### Training Report

bound and a CD and should contain the following problem that have arisen that may be useful to document for future reference. components:

#### Ø Title or Cover Page

The title page should contain the following information: Department Name: Student's Name; course; Ye Supervisor's Name

#### Ø Acknowledgements

Acknowledgement to any advisory received in the course work may be given.

#### Ø Table of Contents

Titles and subtitles are to correspond exactly with those in the text.

#### Ø Introduction

Here a brief introduction to the problem that is central to the project and an outline of the structure of the rest of the report should be provided. The introduction should aim to catch the imagination of the reader, so excessive details should be

#### Ø Materials and Methods

This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.

#### Ø Suggestions

In writing these section, emphasis should be given on what - A statement about the extent to which the training been performed and achieved in the course of the work any ideas/suggestions they feel will can be - A statement about the outcomes of the learning, available in text books. Avoid abrupt changes in contents processes from section to section and maintain a lucid flow throughout the thesis.

#### Ø Conclusion

A conclusion should be the final section in which the

#### Ø Appendices

The appendix contains material which is of interest to the The report should be submitted in duplicate(2 copies) spiral reader, and may include any forms, formats and any

> Ø Performance Appraisal & completion certificate duly signed and stamped.

ш		
μι,	me of the	Food Production Operations
Co	urse	
Co	urse Code	BSCH2005
Pr	erequisite	Basic understanding of the English
		language and knowledge of 1st and
of		2 <sup>nd</sup> sem Food Production Courses
Č	-requisite	
Aı	nti-requisite	

L	T	P	C
3	0	0	3

#### **Course Objectives**

- 1.Preparation of menu for various clients like student, industry, transport facilities, cruise liner, railway, air catering etc.
- 2.Proper method of ordering or indenting from the kitchen to the purchase department
- 3. Purchasing and purchase specifications required for the ordering.
- 4. Geographical location of various states of India and its effect on the cuisine of the state. Various other factors for considering the food of a particular region.

#### **Course Outcomes**

CO	List the basics equipments used in bulk			
1	kitchen food, the names and uses,			
	according to the regions of India			
CO	Analyze the basics of Catering for			
2	Airlines, Railways, Hospitals, Institutions			
	like school and industry, basic menu			
	planning			
CO	Recognize and understand the Techniques			
3	of ordering or indenting for purchases			
CO	Operationalize off premises catering and			
4	its various aspects			
CO	Plan menu for different regional Indian			
5	Cuisine like Kashmiri, Lucknow, Bengal,			
	Chettinad, Maharashtra, Goan, Punjab,			
	Rajasthan, Gujrat, Hyderabad			
CO	To plan various innovative recipes and			
6	Industry update			

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### **Course Content:**

		•
Unit I: QTK		Equipment
	Hours	

- · Quantity food production equipment
- · Equipment introduction
- Explain mass feeding /volume feeding
- · Heat and cold generating equipment's-Gas/ Electric/Coal/Charcoal
- Care and maintenance of these equipment's

Modern development in equipment manufacture like induction cooktop, special ovens

Unit II: Menu Plannir

#### 8 Hours

- Basic menu planning-recapitulation
- Considerations to be undertaken for various volume feeding
- Planning menu for college students, industrial workers, Hospitals-specific diseases
- · Planning menu for schools
- Outdoor parties, theme dinners, mobile facilities,cruise liners/Airline/Railways
- Nutritional aspect discussed in previous semester (BSCH1023

#### **Unit III:** Planning for quantity food

#### Hours

- · Planning for space allocation
- · Equipment selection

#### Staffing

#### Unit IV: Volume feeding

Hours

- · Institutional and industrial catering
- Types of institutional/industrial catering
- · Problems associated with this type of catering
- · Scope of development and growth
- Hospital catering-highlights of hospital catering for patients, staff, visitors
- · Diets, menus and nutritional requirements

Off-Premises catering

Reasons for growth and development

Menu planning and theme parties

- Concept of a central production unit Problems associated with off-premises catering
- Mobile catering

<ul> <li>Introduction to regional Indian cuisine</li> <li>Heritage of Indian cuisine</li> <li>Factors that affect eating habits in different parts of Indian cuisine</li> <li>Cuisines and its highlights of states/region/communities to be discussed</li> <li>Geographical location</li> <li>Historical background</li> <li>Seasonal availability</li> <li>Special equipment</li> <li>Staple diets</li> <li>Specialty cuisine for festivals and special occasion</li> <li>Kashmir cuisine</li> <li>Punjab cuisine</li> <li>Uttar Pradesh/Uttaranchal</li> <li>Indepth knowledge of the manufacturing of alcoholic beverages.</li> <li>Jean Holling of various types of Alcoholic beverages</li> <li>Indepth knowledge of the manufacturing of alcoholic beverages.</li> <li>Jean Holling of various types of Alcoholic beverages</li> <li>Jean Holling of</li></ul>	CHOOL OF HOSPITALITY AND TOURISM						
Branches of mobile catering Introduction of purchasing Purchasing system and techniques Storage FOOD LAWS AND REGULATIONS National – PFA Essential Commodités Act MPO etc.) B. International – Codex Alimentarius C. Regulatory Agencies – WTO D. Consumer Protection Act  Course Course Course BECH2006 Prerequisite Basic understanding of the English language and also dedication and hard work  Course Course Course Basic understanding of the English language and also dedication and hard work  Course Cou		ight Kitchen)New I	ndustry de	evelopment in t	technology	, inno	vative dishe
Introduction of purchasing Purchasing system and techniques   Storage				stry update			
FOOD LAWS AND REGULATIONS National – PFA Essential Commodités Act MPO etc. B. International – Codex Alimentarius C. Regulatory Agencies – WTO D. Consumer Protection Act  With requisite Heritage of Indian cuisine Geographical location Historical background Seasonal availability Sepecial equipment Staple diets Specialty cuisine for festivals and special occasion Kashmir cuisine Punjab cuisine Lucknow cuisine Lucknow cuisine Uttar Pradesh/Uttaranchal Rajasthani Cuisine Hyderabadi Cuisine Hyderabadi Cuisine Hyderabadi Cuisine Goan cuisine/Parsee Guijrati Cuisine Hyderabadi Cuisine Goan cuisine/Parsee Guijrati Cuisine Kerala cuisine, Malabari Kerala cuisine, Malabari Kerala cuisine, Malabari Kamataka cuisine Meghalaya Arunachal Pradesh Lucknow calsine Meghalaya Arunachal Pradesh Lusine Chettinad Cuisine Meghalaya Arunachal Pradesh Lunit J. T. P. C. Co-requisite Madiferent parts. Coprequisite  Li T. dobjective of the courses is to provide an understanding of various types of Alcoholic Beverages of alcoholic beverages of alcoholic beverages.  Guirati Cuisine Copredictives  Course Outcomes  Course Outcomes  Course Outcomes  Course Outcomes  Course Outcomes  Course Outcomes  Coore Generalize the basics of alcoholic beverages with strong emphasis on wines.  Coor Generalize the basics of liqueurs and their service. Coore Generalize the basics of liqueurs and their service.  Coore Generalize the basics of liqueurs and their service.  Coore Generalize the basics of liqueurs and their service.  Coore Generalize the basics of liqueurs and their service.  Coore Generalize the basics of liqueurs and their service.  Coore Generalize the basics of liqueurs and their service.  Coore Generalize the basics of liqueurs and their service.  Coore Generalize the basics of liqueurs and their service.  Coore Generalize the basics of liqueurs and their service.  Coore Generalize the basics of liqueurs and t		Name	e of the FOOD AND BEVERAGE				
FOOD LAWS AND REGULATIONS National – PFA Essential Commodités Act MPO etc.)  B. International – Codex Alimentarius C. Regulatory Agencies – WTO D. Consumer Protection Act    Co-requisite							
FOOD LAWS AND REGULATIONS National – PFA Essential Commodités Act MPO etc.)  B. International – Codex Alimentarius C. Regulatory Agencies – WTO D. Consumer Protection Act  Whit-requisite  Introduction to regional Indian cuisine Introduction to regional Indian cuisine Heritage of Indian cuisine Pactors that affect eating habits in different parts. 20 file experses  Hours  Introduction to regional Indian cuisine Heritage of Indian cuisine Pactors that affect eating habits in different parts. 20 file experses  Hours  Introduction to regional Indian cuisine Pactors that affect eating habits in different parts. 20 file experses  Hours  Introduction to regional Indian cuisine Pactors that affect eating habits in different parts. 20 file experses  Internat standing of various types of Alcoholic Beverages  Internat standing of various types of Alcoholic Beverages  Internat standing of various types of Alcoholic Beverages.  Internat standing of various types of Alcoholic Beverages  Internates and its bighlights of alcoholic beverages.  Internates and its bighlights of the equivalent standing of various types of Alcoholic Beverages  Internates and its bighlights of the courses is to provide an understanding of various types of Alcoholic Beverages  Internates and its bighlights and experience of the enantfacturing process of alcoholic beverages.  Internates and its bighlights and experience of the enantfacturing process of alcoholic beverages  Internates and its bighlights and experience of the enantfacturing process of alcoholic beverages with strong emphasi		Cours	e Code	BSCH2006			
National – PFA Essential Commodités Act MPO etc.)  B. International – Codex Alimentarius C. Regulatory Agencies – WTO D. Consumer Protection Act  Unit V:Structures  Hours  Introduction to regional Indian cuisine Heritage of Indian cuisine Factors that affect eating habits in different parts of the regional location Factors that affect eating habits of different parts of the states/region/communities to be discussed Geographical location Historical background Scasonal availability Special equipment Staple diets Special equipment Staple diets Special equipment Lucknow cuisine Pondata Agasthani Cuisine Heritage of Indian cuisine Course Geographical location Geographical location Historical background Course Co		Prerec	uisite	Basic under	standing of	the Er	nglish
MPO etc.)  B. International – Codex Alimentarius, C. Regulatory Agencies – WTO D. Consumer Protection Act  Course  Cou		L _ [	-				
B. International – Codex Alimentarius, C. Regulatory Agencies – WTO D. Consumer Protection Act    States/region/communities to be discussed   Historical background		odités Act (FPO,		hard work			
Course  Unit V:Structures  Hours  Introduction to regional Indian cuisine Heritage of Indian cuisine Heritage of Indian cuisine Heritage of Indian cuisine Geographical location Historical background Special equipment Staple diets Special equipment Staple diets Specialty cuisine for festivals and special occasions Kashmir cuisine Punjab cuisine Lucknow cuisine Rajasthani Cuisine Maharastraian C	MPO etc.)	_Co-rec	uisite				
Course  Unit V:Structures  Hours  Introduction to regional Indian cuisine Heritage of Indian cuisine Heritage of Indian cuisine Heritage of Indian cuisine Geographical location Historical background Special equipment Staple diets Special equipment Staple diets Specialty cuisine for festivals and special occasions Kashmir cuisine Punjab cuisine Lucknow cuisine Rajasthani Cuisine Maharastraian C	B. International – Codex Ali	imentarius, ISO Anti-r	equisite				
Unit V:Structures  Hours  Introduction to regional Indian cuisine Heritage of Indian cuisine Heritage of Indian cuisine Country Country Country Country Country Country Historical background Seasonal availability Special equipment Staple diets Specialty cuisine for festivals and special occasion Kashmir cuisine Punjab cuisine Punjab cuisine Rajasthani Cuisine Bengali Cuisine Maharastraian Cuisine Maharastraian Cuisine Maharastraian Cuisine Goan cuisine/Parsee Goijrati Cuisine, Malabari Karnataka cuisine, Malabari Karnataka cuisine Meghalaya Arunachal Pradesh Assam  Course  Course  Course  Objectives  Interpet the courses is to provide an understanding of various types of Alcoholic Beverages  Historical background Seasonal availability Course  Course	· C. Regulatory Agencies	s – W10		•	L	T	<b>C</b>
Hours  Introduction to regional Indian cuisine Heritage of Indian cuisine Factors that affect eating habits in different parts Country Cuisines and its highlights of states/region/communities to be discussed Historical background Seasonal availability Special equipment Staple diets Specialty cuisine for festivals and special occasion Kashmir cuisine Punjab cuisine Uttar Pradesh/Uttaranchal Rajasthani Cuisine Hyderabadi Cuisine/Andhra Cuisine Hyderabadi Cuisine/Andhra Cuisine Hyderabadi Cuisine/Andhra Cuisine Goan cuisine/Parsee Gijrati Cuisine Kerala cuisine, Malabari Karmataka cuisine Kerala cuisine, Malabari Karmataka cuisine Meghalaya Arunachal Pradesh  Assam  1. The objective of the courses is to provide an understanding of various types of Alcoholic Beverages  Beverages  6 different  3. Factitate an understanding about the various brands of the alcoholic beverages.  Course  Outcomes  Course  Continuous Assessment Pattern  Assessment Exam Exam Exam Marks (IA) (MTE) (ETE)  Course	D. Consumer Protecti	on Act			3	0 0	3
Hours  Introduction to regional Indian cuisine Heritage of Indian cuisine Factors that affect eating habits in different parts Country Cuisines and its highlights of states/region/communities to be discussed Historical background Seasonal availability Special equipment Staple diets Specialty cuisine for festivals and special occasion Kashmir cuisine Punjab cuisine Uttar Pradesh/Uttaranchal Rajasthani Cuisine Hyderabadi Cuisine/Andhra Cuisine Hyderabadi Cuisine/Andhra Cuisine Hyderabadi Cuisine/Andhra Cuisine Goan cuisine/Parsee Gijrati Cuisine Kerala cuisine, Malabari Karmataka cuisine Kerala cuisine, Malabari Karmataka cuisine Meghalaya Arunachal Pradesh  Assam  1. The objective of the courses is to provide an understanding of various types of Alcoholic Beverages  Beverages  6 different  3. Factitate an understanding about the various brands of the alcoholic beverages.  Course  Outcomes  Course  Continuous Assessment Pattern  Assessment Exam Exam Exam Marks (IA) (MTE) (ETE)  Course							
Introduction to regional Indian cuisine Heritage of Indian cuisine Factors that affect eating habits in different parts 2: filted port factors that affect eating habits in different parts 2: filted pth knowledge of the manufacturing process of alcoholic beverages.  Cuisines and its highlights of states/region/communities to be discussed Geographical location Historical background Seasonal availability Specialty cuisine for festivals and special occasion Kashmir cuisine Punjab cuisine Lucknow cuisine Lucknow cuisine Uttar Pradesh/Uttaranchal Rajasthani Cuisine Hyderabadi Cuisine/Andhra Cuisine Hyderabadi Cuisine/Andhra Cuisine Goan cuisine/Parsee Gujrati Cuisine Kerala cuisine, Malabari Karmataka cuisine Kerala cuisine, Malabari Karmataka cuisine Karmataka cu	Unit V. Structures	Course	Objective	es			
mintroduction to regional Indian cuisine Heritage of Indian cuisine Factors that affect eating habits in different parts of the process of alcoholic beverages.  Cuisines and its highlights of states/region/communities to be discussed Geographical location Historical background Seasonal availability Special equipment Staple diets Special equipment Special equipment Special equipment Hutar Pradesh/Uttaranchal Rajasthani Cuisine Hyderabadi Cuisine Hyderabadi Cuisine Goan cuisine/Parsee Gujrati Cuisine Karnataka cu	Omt v:Structures						
Heritage of Indian cuisine  Heritage of Indian cuisine  Factors that affect eating habits in different parts  Cuisines and its highlights of different states/region/communities to be discussed  Geographical location  Historical background  Seasonal availability  Special equipment  Staple diets  Special equipment  Staple diets  Specially cuisine for festivals and special occasions.  Kashmir cuisine  Punjab cuisine  Lucknow cuisine  Uttar Pradesh/Uttaranchal  Rajasthani Cuisine  Maharastraian Cuisine  Bengali Cuisine  Hyderabadi Cuisine/Andhra Cuisine  Goan cuisine/Parsee  Gujrati Cuisine  Kerala cuisine, Malabari  Karnataka cuisine  Meghalaya  Arunachal Pradesh  Meghalaya  Meghal	Hours		•		-		
Heritage of Indian cuisine Factors that affect eating habits in different parts 2 file epth knowledge of the manufacturing process of alcoholic beverages.  Cuisines and its highlights of states/region/communities to be discussed Geographical location Historical background Seasonal availability Special equipment Staple diets Specialty cuisine for festivals and special occasions Kashmir cuisine Punjab cuisine Lucknow cuisine Uttar Pradesh/Uttaranchal Rajasthani Cuisine Maharastraian Cuisine Maharastraian Cuisine Hyderabadi Cuisine/Andhra Cuisine Goan cuisine/Parsee Gujrati Cuisine Kerala cuisine, Malabari Karnataka cuisine Kerala cuisine, Malabari Karnataka cuisine Karnataka cuisine Karnataka cuisine Meghalaya Arunachal Pradesh Massam  Heritage of Indepth knowledge of the manufacturing process of different sproses.  Course  Outcomes  CO1 Interpret the basics of alcoholic beverages with strong emphasis on wines. CO2 Interpret the knowledge of matching food with wines. CO3 Identify correct production, storage and service of Beer. CO4 Identify the production process of different types of spirits. CO5 Generalize the basics of liqueurs and their service. CO6 Generalize the basics of liqueurs and their service. CO6 Generalize the basics of liqueurs and their service. CO6 Generalize the basics of liqueurs and their service. CO6 Generalize the basics of liqueurs and their service. CO6 Generalize the basics of liqueurs and their service. CO6 Generalize the basics of liqueurs and their service. CO6 Generalize the basics of liqueurs and their service. CO7 Generalize the basics of liqueurs and their service. CO8 Generalize the basics of liqueurs and their service. CO9 Generalize the basics of liqueurs and their service. CO6 Generalize the basics of liqueurs and their service. CO7 Generalize the basics of liqueurs and their service. CO8 Generalize the basics of liqueurs and their service. CO9 Generalize the basics of liqueurs and their service. CO9 Generalize the basics of liqueurs and their service. CO9 Generalize the basics	Introduction to regional Indian quisit	underst	anding of	various types	of Alcoholi	c	
Factors that affect eating habits in different parts of the process of alcoholic beverages.  Cuisines and its highlights of states/region/communities to be discussed Geographical location Historical background Seasonal availability Special equipment Staple diets Specialty cuisine for festivals and special occasion Hyderabadi Cuisine Lucknow cuisine Lucknow cuisine Hyderabadi Cuisine Hyderabadi Cuisine, Chettinad Cuisine Goan cuisine/Parsee Gujrati Cuisine Kerala cuisine, Malabari Karnataka cuisine Kerala cuisine, Meghalaya Arunachal Pradesh Assam  Factors that affect eating habits in different parts of alcoholic beverages.  Galcoholic beverages.  The depth knowledge of the manufacturing process of alcoholic beverages.  Interpret the basics of alcoholic beverages.  Course  Course  Course  Course  Course	<u> </u>	Bevera	ges				
Cuisines and its highlights of different states/region/communities to be discussed Geographical location Historical background Seasonal availability Special equipment Staple diets Specialty cuisine for festivals and special occasions Hustorical background Seasonal availability Special equipment Staple diets Specialty cuisine for festivals and special occasions Kashmir cuisine Punjab cuisine Lucknow cuisine Lucknow cuisine Luttar Pradesh/Uttaranchal Rajasthani Cuisine Maharastraian Cuisine Bengali Cuisine Hyderabadi Cuisine/Andhra Cuisine Hyderabadi Cuisine, Chettinad Cuisine Goan cuisine/Parsee Gujrati Cuisine Kerala cuisine, Malabari Karnataka cuisine Kerala cuisine, Malabari Karnataka cuisine Meghalaya Arunachal Pradesh Massam  Tuisine Stacilitate an understanding about the various brands of the alcoholic beverages.  Course Outcomes  CO1 Interpret the basics of alcoholic beverages with strong emphasis on wines.  CO2 Interpret the knowledge of matching food with wines.  CO3 Identify correct production, storage and service of Beer.  CO4 Identify the production process of different types of spirits.  CO5 Generalize the basics of liqueurs and their service.  CO6 Generalize the basics of liqueurs and their service.  CO7 Generalize the basics of liqueurs and their service.  CO8 Identify the production process of different types of spirits.  CO9 Generalize the basics of liqueurs and their service.  CO6 Generalize the basics of liqueurs and their service.  CO7 Generalize the basics of liqueurs and their service.  CO8 Identify the production process of different the ancountry and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basic	England that affect entire hebits in di	ffarant norte of the					
Cuisines and its highlights of different states/region/communities to be discussed Geographical location Historical background Seasonal availability Special equipment Staple diets Specialty cuisine for festivals and special occasions Hustorical background Seasonal availability Special equipment Staple diets Specialty cuisine for festivals and special occasions Kashmir cuisine Punjab cuisine Lucknow cuisine Lucknow cuisine Luttar Pradesh/Uttaranchal Rajasthani Cuisine Maharastraian Cuisine Bengali Cuisine Hyderabadi Cuisine/Andhra Cuisine Hyderabadi Cuisine, Chettinad Cuisine Goan cuisine/Parsee Gujrati Cuisine Kerala cuisine, Malabari Karnataka cuisine Kerala cuisine, Malabari Karnataka cuisine Meghalaya Arunachal Pradesh Massam  Tuisine Stacilitate an understanding about the various brands of the alcoholic beverages.  Course Outcomes  CO1 Interpret the basics of alcoholic beverages with strong emphasis on wines.  CO2 Interpret the knowledge of matching food with wines.  CO3 Identify correct production, storage and service of Beer.  CO4 Identify the production process of different types of spirits.  CO5 Generalize the basics of liqueurs and their service.  CO6 Generalize the basics of liqueurs and their service.  CO7 Generalize the basics of liqueurs and their service.  CO8 Identify the production process of different types of spirits.  CO9 Generalize the basics of liqueurs and their service.  CO6 Generalize the basics of liqueurs and their service.  CO7 Generalize the basics of liqueurs and their service.  CO8 Identify the production process of different the ancountry and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basic	Factors that affect eating habits in di	inerent parts of the	pth know	ledge of the ma	anufacturii	ng	
states/region/communities to be discussed Geographical location Historical background Seasonal availability Special equipment Staple diets Specialty cuisine for festivals and special occasion Lucknow cuisine Lucknow cuisine Lucknow cuisine Uttar Pradesh/Uttaranchal Rajasthani Cuisine Maharastraian Cuisine Bengali Cuisine Hyderabadi Cuisine/Andhra Cuisine Tamil Cuisine, Chettinad Cuisine Goan cuisine/Parsee Gujrati Cuisine Kerala cuisine, Malabari Karnataka cuisine Karnataka cuisine Meghalaya Arunachal Pradesh Assam  3. Facilitate an understanding about the various brands of the alcoholic beverages.  Course  Course  Course  Co1 Interpret the basics of alcoholic beverages with strong emphasis on wines.  CO2 Interpret the knowledge of matching food with wines.  CO3 Identify correct production, storage and service of Beer.  CO4 Identify the production process of different types of spirits.  CO5 Generalize the basics of liqueurs and their service.  CO6 Generalize the basics of liqueurs and their service.  CO6 Generalize the basics of liqueurs and their service.  CO7 Interpret the knowledge of matching food with wines.  CO9 Identify torrect production, storage and service of Beer.  CO9 Generalize the basics of liqueurs and their service.  CO6 Generalize the basics of liqueurs and their service.  CO7 Generalize the basics of liqueurs and their service.  CO8 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs a	Country	process	of alcoho	lic beverages.			
Geographical location Historical background Seasonal availability Special equipment Staple diets Specialty cuisine for festivals and special occasion Kashmir cuisine Punjab cuisine Lucknow cuisine Luttar Pradesh/Uttaranchal Rajasthani Cuisine Maharastraian Cuisine Bengali Cuisine Hyderabadi Cuisine/Andhra Cuisine Tamil Cuisine, Chettinad Cuisine Goan cuisine/Parsee Gujrati Cuisine Kerala cuisine, Malabari Karnataka cuisine Meghalaya Arunachal Pradesh Assam  Course Course Course Course Course Course Course Coll Interpret the basics of alcoholic beverages with strong emphasis on wines. Coll Interpret the knowledge of matching food with wines. Coll Interpret the knowledge of matching food with wines. Coll Interpret the knowledge of matching food with wines. Coll Interpret the knowledge of matching food with wines. Coll Interpret the knowledge of matching food with wines. Coll Interpret the knowledge of matching food with wines. Coll Interpret the basics of alcoholic beverages with strong emphasis on wines. Coll Interpret the basics of alcoholic beverages with strong emphasis on wines. Coll Interpret the basics of alcoholic beverages with strong emphasis on wines. Coll Interpret the knowledge of matching food with wines. Coll Generalize the basics of liqueurs and their service. Coll Generalize the basics of liqueurs and their service. Coll Generalize the basics of liqueurs and their service. Coll Generalize the basics of liqueurs and their service. Coll Generalize the basics of liqueurs and their service. Coll Generalize the basics of liqueurs and their service. Coll Generalize the basics of liqueurs and their service. Coll Generalize the basics of liqueurs and their service. Coll Generalize the basics of liqueurs and their service. Coll Generalize the basics of liqueurs and their service. Coll Generalize the basics of liqueurs and their service. Coll Generalize the basics of liqueurs and their service. Coll Generalize the basics of liqueurs and their service. Coll Generalize the basics of liqueurs and their servic	$\mathcal{E}$	of different					
Historical background Seasonal availability Special equipment Staple diets Specialty cuisine for festivals and special occasions. Kashmir cuisine Punjab cuisine Lucknow cuisine Luttar Pradesh/Uttaranchal Rajasthani Cuisine Maharastraian Cuisine Bengali Cuisine Hyderabadi Cuisine/Andhra Cuisine Tamil Cuisine, Chettinad Cuisine Goan cuisine/ Parsee Gujrati Cuisine Karnataka cuisine Meghalaya Arunachal Pradesh Assam  CO1 Interpret the basics of alcoholic beverages with strong emphasis on wines. CO2 Interpret the knowledge of matching food with wines. CO3 Identify correct production, storage and service of Beer. CO4 Identify the production process of different types of spirits. CO5 Generalize the basics of liqueurs and their service. CO6 Generalize the basics of liqueurs and their service. CO7 Generalize the basics of liqueurs and their service. CO8 Generalize the basics of liqueurs and their service. CO8 Interpret the basics of alcoholic beverages with strong emphasis on wines. CO2 Interpret the basics of alcoholic beverages with strong emphasis on wines. CO3 Interpret the basics of alcoholic beverages with strong emphasis on wines. CO4 Identify the production process of different types of spirits. CO5 Generalize the basics of liqueurs and their service. CO6 Generalize the basics of liqueurs and their service. CO7 Generalize the basics of liqueurs and their service. CO8 Interpret the basics of alcoholic beverages with strong emphasis on wines. CO2 Interpret the knowledge of matching food with wines. CO3 Identify correct production, storage and service of Beer. CO4 Identify the production process of different types of spirits. CO5 Generalize the basics of liqueurs and their service. CO6 Generalize the basics of liqueurs and their service. CO6 Generalize the basics of liqueurs and their service. CO6 Generalize the basics of liqueurs and their service. CO6 Generalize the basics of liqueurs and their service. CO6 Generalize the basics of liqueurs and their service. CO6 Generalize the basics of liqueurs and their servi	•	3. Faci	litate an u	ınderstanding a	about the v	ariou	S
Seasonal availability Special equipment Staple diets Specialty cuisine for festivals and special occasions. Kashmir cuisine Punjab cuisine Lucknow cuisine Uttar Pradesh/Uttaranchal Rajasthani Cuisine Maharastraian Cuisine Bengali Cuisine Hyderabadi Cuisine/Andhra Cuisine Tamil Cuisine, Chettinad Cuisine Goan cuisine/ Parsee Gujrati Cuisine Karnataka cuisine Kerala cuisine, Malabari Karnataka cuisine Meghalaya Arunachal Pradesh Assam  CO1 Interpret the basics of alcoholic beverages with strong emphasis on wines. Interpret the knowledge of matching food with wines. CO2 Identify correct production, storage and service of Beer. CO4 Identify the production process of different types of spirits. CO5 Generalize the basics of liqueurs and their service. CO6 Generalize the basics of liqueurs and their service. CO7 Generalize the basics of liqueurs and their service. CO8 Generalize the basics of liqueurs and their service. CO9 Generalize the basics of liqueur	• •	brands	of the alc	oholic beverage	es.		
Special equipment Staple diets Specialty cuisine for festivals and special occasions Kashmir cuisine Punjab cuisine Lucknow cuisine Uttar Pradesh/Uttaranchal Rajasthani Cuisine Maharastraian Cuisine Bengali Cuisine Hyderabadi Cuisine/Andhra Cuisine Tamil Cuisine, Chettinad Cuisine Goan cuisine/Parsee Gujrati Cuisine Kerala cuisine, Malabari Karnataka cuisine Meghalaya Arunachal Pradesh Assam  CO1 Interpret the basics of alcoholic beverages with strong emphasis on wines. CO2 Interpret the knowledge of matching food with wines. CO3 Identify correct production, storage and service of Beer. CO4 Identify the production process of different types of spirits. CO5 Generalize the basics of liqueurs and their service. CO6 Generalize the basics of liqueurs and their service. CO7 Generalize the basics of liqueurs and their service. CO8 Generalize the basics of liqueurs and their service. CO9 Generalize th							
Staple diets Specialty cuisine for festivals and special occasions. Kashmir cuisine Punjab cuisine Lucknow cuisine Luttar Pradesh/Uttaranchal Rajasthani Cuisine Maharastraian Cuisine Bengali Cuisine Hyderabadi Cuisine/Andhra Cuisine Tamil Cuisine, Chettinad Cuisine Goan cuisine/Parsee Gujrati Cuisine Kerala cuisine, Malabari Karnataka cuisine Meghalaya Arunachal Pradesh Assam  CO1 Interpret the basics of alcoholic beverages with strong emphasis on wines.  CO2 Interpret the knowledge of matching food with wines.  CO3 Identify correct production, storage and service of Beer.  CO4 Identify the production process of different types of spirits.  CO5 Generalize the basics of liqueurs and their service.  CO6 Generalize the basics of liqueurs and their service.  CO7 Generalize the basics of liqueurs and their service.  CO8 Identify correct production, storage and service of Beer.  CO9 Generalize the basics of liqueurs and their service.	•	Course	se Outcomes				
Stapic dets  Specialty cuisine for festivals and special occasions.  Kashmir cuisine  Punjab cuisine  Lucknow cuisine  Uttar Pradesh/Uttaranchal  Rajasthani Cuisine  Maharastraian Cuisine  Bengali Cuisine  Hyderabadi Cuisine/Andhra Cuisine  Tamil Cuisine, Chettinad Cuisine  Goan cuisine/Parsee  Gujrati Cuisine  Kerala cuisine, Malabari  Karnataka cuisine  Meghalaya  Arunachal Pradesh  Assam  Strong emphasis on wines.  CO2  Interpret the knowledge of matching food with wines.  CO3  Identify correct production, storage and service of Beer.  CO4  Identify the production process of different types of spirits.  CO5  Generalize the basics of liqueurs and their service.  CO6  Generalize the basics of liqueurs and their service.  Continuous Assessment Pattern  Continuous Assessment Pattern  Internal Mid Term End Term Total Assessment Exam Exam Marks (IA) (MTE) (ETE)  30  20  50  Course Content:  Unit I: Alcoholic Beverage:		CO1	Interpret the horizon of clockelic becomes with				
Kashmir cuisine Punjab cuisine Lucknow cuisine Uttar Pradesh/Uttaranchal Rajasthani Cuisine Maharastraian Cuisine Bengali Cuisine Hyderabadi Cuisine/Andhra Cuisine Tamil Cuisine, Chettinad Cuisine Goan cuisine/Parsee Gujrati Cuisine Karnataka cuisine Karnataka cuisine Meghalaya Arunachal Pradesh Assam  CO2 Interpret the knowledge of matching food with wines.  CO3 Identify correct production, storage and service of Beer.  CO4 Identify the production process of different types of spirits.  CO5 Generalize the basics of liqueurs and their service.  CO6 Generalize the basics of liqueurs and their service.  CO7 Generalize the basics of liqueurs and their service.  CO8 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and the	*						
Punjab cuisine Lucknow cuisine Lucknow cuisine Uttar Pradesh/Uttaranchal Rajasthani Cuisine Maharastraian Cuisine Bengali Cuisine Hyderabadi Cuisine/Andhra Cuisine Tamil Cuisine, Chettinad Cuisine Goan cuisine/ Parsee Gujrati Cuisine Kerala cuisine, Malabari Karnataka cuisine Meghalaya Arunachal Pradesh Assam  Wines.  CO3 Identify correct production, storage and service of Beer.  CO4 Identify the production process of different types of spirits.  CO5 Generalize the basics of liqueurs and their service.  CO6 Generalize the basics of liqueurs and their service.  CO7 Generalize the basics of liqueurs and their service.  CO8 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.		ecial occasions.					
<ul> <li>Lucknow cuisine</li> <li>Uttar Pradesh/Uttaranchal</li> <li>Rajasthani Cuisine</li> <li>Maharastraian Cuisine</li> <li>Bengali Cuisine</li> <li>Hyderabadi Cuisine/Andhra Cuisine</li> <li>Tamil Cuisine, Chettinad Cuisine</li> <li>Goan cuisine/Parsee</li> <li>Gujrati Cuisine</li> <li>Kerala cuisine, Malabari</li> <li>Karnataka cuisine</li> <li>Meghalaya</li> <li>Arunachal Pradesh</li> <li>Assam</li> </ul> <ul> <li>CO3 Identify correct production, storage and service of Beer.</li> <li>CO4 Identify the production process of different types of spirits.</li> <li>CO5 Generalize the basics of liqueurs and their service.</li> <li>CO6 Generalize the basics of liqueurs and their service.</li> <li>Continuous Assessment Pattern</li> <li>Internal Mid Term End Term Total Assessment (IA) (MTE) (ETE)</li> <li>30 20 50 100</li> <li>Course Content:</li> </ul>	<ul> <li>Kashmir cuisine</li> </ul>	CO2					
Lucknow cuisine  Uttar Pradesh/Uttaranchal Rajasthani Cuisine Maharastraian Cuisine Bengali Cuisine Bengali Cuisine Hyderabadi Cuisine/Andhra Cuisine Tamil Cuisine, Chettinad Cuisine Goan cuisine/ Parsee Gujrati Cuisine Kerala cuisine, Malabari Karnataka cuisine Meghalaya Arunachal Pradesh Assam  Beer.  CO4 Identify the production process of different types of spirits.  CO5 Generalize the basics of liqueurs and their service.  CO6 Generalize the basics of liqueurs and their service.  Continuous Assessment Pattern  Continuous Assessment Pattern  Internal Mid Term End Term Total Assessment Exam Exam Marks (IA) (MTE) (ETE)  30 20 50 100  Course Content:  Unit I: Alcoholic Beverage:	<ul> <li>Punjab cuisine</li> </ul>	CO2					
<ul> <li>Ottar Pradesh/Uttaranchal</li> <li>Rajasthani Cuisine</li> <li>Maharastraian Cuisine</li> <li>Bengali Cuisine</li> <li>Hyderabadi Cuisine/Andhra Cuisine</li> <li>Tamil Cuisine, Chettinad Cuisine</li> <li>Goan cuisine/ Parsee</li> <li>Gujrati Cuisine</li> <li>Kerala cuisine, Malabari</li> <li>Karnataka cuisine</li> <li>Meghalaya</li> <li>Arunachal Pradesh</li> <li>Assam</li> <li>CO4 Identify the production process of different types of spirits.</li> <li>CO5 Generalize the basics of liqueurs and their service.</li> <li>CO6 Generalize the basics of liqueurs and their service.</li> <li>Continuous Assessment Pattern</li> <li>Internal Mid Term End Term Total Assessment (IA) (MTE) (ETE)</li> <li>30 20 50 100</li> <li>Course Content:</li> <li>Unit I: Alcoholic Beverage:</li> </ul>	<ul> <li>Lucknow cuisine</li> </ul>	003					
spirits.  Maharastraian Cuisine Bengali Cuisine Hyderabadi Cuisine/Andhra Cuisine Tamil Cuisine, Chettinad Cuisine Goan cuisine/ Parsee Gujrati Cuisine Kerala cuisine, Malabari Karnataka cuisine Meghalaya Arunachal Pradesh Assam  Spirits.  CO5 Generalize the basics of liqueurs and their service.  CO6 Generalize the basics of liqueurs and their service.  CO7 Generalize the basics of liqueurs and their service.  CO8 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.	• Uttar Pradesh/Uttaranchal	COA	Beer.  1. Identify the production process of different types of				
Maharastraian Cuisine Bengali Cuisine Hyderabadi Cuisine/Andhra Cuisine Tamil Cuisine, Chettinad Cuisine Goan cuisine/ Parsee Gujrati Cuisine Kerala cuisine, Malabari Karnataka cuisine Meghalaya Arunachal Pradesh Assam  CO5 Generalize the basics of liqueurs and their service. CO6 Generalize the basics of liqueurs and their service.  CO7 Generalize the basics of liqueurs and their service.  CO8 Generalize the basics of liqueurs and their service.  CO9 Generalize the basics of liqueurs and their service.	Rajasthani Cuisine	C04					
<ul> <li>Bengali Cuisine</li> <li>Hyderabadi Cuisine/Andhra Cuisine</li> <li>Tamil Cuisine, Chettinad Cuisine</li> <li>Goan cuisine/ Parsee</li> <li>Gujrati Cuisine</li> <li>Kerala cuisine, Malabari</li> <li>Karnataka cuisine</li> <li>Meghalaya</li> <li>Arunachal Pradesh</li> <li>Assam</li> </ul> <ul> <li>CO6 Generalize the basics of liqueurs and their service.</li> <li>Continuous Assessment Pattern</li> <li>Internal Mid Term End Term Total Assessment (IA) (MTE) (ETE)</li> <li>30 20 50 100</li> <li>Course Content:</li> </ul> <ul> <li>Unit I: Alcoholic Beverage:</li> </ul>	Maharastraian Cuisine	CO5	•	ze the basics of	liqueurs and	1 their	service
<ul> <li>Hyderabadi Cuisine/Andhra Cuisine</li> <li>Tamil Cuisine, Chettinad Cuisine</li> <li>Goan cuisine/ Parsee</li> <li>Gujrati Cuisine</li> <li>Kerala cuisine, Malabari</li> <li>Karnataka cuisine</li> <li>Meghalaya</li> <li>Arunachal Pradesh</li> <li>Assam</li> <li>Continuous Assessment Pattern</li> <li>Internal Mid Term End Term Total Assessment Exam (IA) (MTE) (ETE)</li> <li>30 20 50 100</li> <li>Course Content:</li> </ul>	Bengali Cuisine				•		
<ul> <li>Tamil Cuisine, Chettinad Cuisine</li> <li>Goan cuisine/ Parsee</li> <li>Gujrati Cuisine</li> <li>Kerala cuisine, Malabari</li> <li>Karnataka cuisine</li> <li>Meghalaya</li> <li>Arunachal Pradesh</li> <li>Assam</li> <li>Continuous Assessment Pattern</li> <li>Internal Mid Term End Term Total Assessment Exam (IA) (MTE) (ETE)</li> <li>30 20 50 100</li> <li>Course Content:</li> </ul>	Hyderabadi Cuisine/Andhra Cuisine	200	Generaliz	Le the basies of	iiqueurs ain	ı men	service.
Goan cuisine/ Parsee Gujrati Cuisine Kerala cuisine, Malabari Karnataka cuisine Meghalaya Arunachal Pradesh Assam  Internal Assessment Exam (IA) (MTE) (ETE)  30 20 50 100  Course Content:  Unit I: Alcoholic Beverage:			ntinuous	Assessment Pa	ttern		
<ul> <li>Kerala cuisine, Malabari</li> <li>Karnataka cuisine</li> <li>Meghalaya</li> <li>Arunachal Pradesh</li> <li>Assam</li> <li>Leam (MTE) (ETE)</li> <li>30 20 50 100</li> <li>Course Content:</li> <li>Unit I: Alcoholic Beverage:</li> </ul>	The state of the s						
<ul> <li>Kerala cuisine, Malabari</li> <li>Karnataka cuisine</li> <li>Meghalaya</li> <li>Arunachal Pradesh</li> <li>Assam</li> </ul> <ul> <li>Kerala cuisine, Malabari</li> <li>(IA)</li> <li>(MTE)</li> <li>(ETE)</li> <li>30</li> <li>20</li> <li>50</li> <li>100</li> </ul> Course Content: <ul> <li>Unit I: Alcoholic Beverage:</li> </ul>					End Terr	n	
<ul> <li>Karnataka cuisine</li> <li>Meghalaya</li> <li>Arunachal Pradesh</li> <li>Assam</li> <li>(IA) (MTE) (ETE)</li> <li>30 20 50 100</li> <li>Course Content:</li> <li>Unit I: Alcoholic Beverage:</li> </ul>	· ·						Marks
<ul> <li>Meghalaya</li> <li>Arunachal Pradesh</li> <li>Assam</li> <li>Meghalaya</li> <li>Course Content:</li> <li>Unit I: Alcoholic Beverage:</li> </ul>							
<ul> <li>Arunachal Pradesh</li> <li>Assam</li> <li>Unit I: Alcoholic Beverage:</li> </ul>				20	50		100
Assam     Unit I: Alcoholic Beverage:		Course	<b>Content:</b>				
one is medicine beverage.		TT 94 T	. Ala-11	a Damar-			1
· INGRAIGHU		Unit I	Aiconoli	с beverage:			
	•	• Intro	duction an	d definition • C	lassification	1	1
<ul> <li>Manipur</li> <li>Mizoram</li> <li>Introduction and definition • Classification</li> </ul>	<u>-</u>		The second of th				
TT 0, TH TTT		I⊺nit I	:Wines				1
Tiputa	• 1 rīpura						
• Definition • Classification with examples •	**********						
Unit VIIndustry Update for Technology and Update Table/Still/Natural • Sparkling • Fortified •	Unit VIIndustry Update for Technology and	-			~		
Aromatized • Production of each classification		Aroma	tized • Pro	oduction of each	classificati	on	

Principal wines of (brand names):-France, Germany, Italy, Spain, Portugal, USA, Australia

New World wines (brand names):-India, Chile, South Africa, New Zealand

- Food and wine harmony Storage of wine
- Wine terminology (English and French)

#### Aperitifs:-

• Introduction and Definition • Different types of Aperitifs

#### **Unit III: Beer**

• Introduction and Definition • Types of beer • Production of beer • Storage

#### **Unit IV: Spirits**

- Introduction and Definition Production of spirit
- Pot-still method Patent-still method

Production of:-

Whisky, Rum, Gin, Brandy/Cognac, Vodka, Tequila

#### **Unit V:Liqueurs**

- Definition and History Production of liqueurs
- Names of liqueurs and country of origin & predominant flavor
- Service of Liqueurs

Unit VI: Industry update for technology and trends

#### **School Of Hospitality**

#### **Suggested Reading**

- 1. Food & Beverage Service by R. Singaraveleavan
- 2. Oxford Publication—Core Textbook
- 3. Dennis R Lilicrap Food and Beverage Service
- 4. Sudhir Andrews- F&B Serice Manual
- 5. John Hullar- The Waiter
- 6. Food & Beverage Management By John Cousines

### Food & Beverage Service - Dennis R.Lillicrap. & John

Name of the	FRONT OFFICE OPERATIONS				
Course					
Course Code	BSCH2007				
Prerequisite	Basic understanding of the English				
	language and also dedication and				
	hard work				
Co-requisite					
Anti-requisite					
L T P					C
		3	0	0	3

#### **Course Objectives**

- 1. Make the students understand computer application in Front Office Operation
- 2. Explaining the Front Office Accounting
- 3. Describe control of cash and credits
- 4. Describe the explain Night Auditing
- 5. Develop the understanding on the importance of guest safety and security
- 6. Develop communication skill

#### **Course Outcomes**

CO1	Explain computer application in Front Office Operation
CO2	Understand Front Office Accounting
CO3	Describe control of cash and credits
CO4	Acquire Night Auditing skills
CO5	Know the importance of guest safety and security
CO6	Industry update for technology and trends

#### **Continuous Assessment Pattern**

Internal Assessment	Mid Term Exam	End Term Exam	Total Marks
(IA)	(MTE)	(ETE)	Wai Ks
30	20-	30	100

#### **Course Content:**

**Unit I:** COMPUTER APPLICATION IN FRONT OFFICE OPERATION HOURS 8

A. Role of information technology in the hospita industry	-		Housekeeping Op	eratio	ns	
B. Factors for need of a PMS in the hotel	Cour	se Code	BSCH2008			
C. Factors for purchase of PMS by the hotel				f E	liah.	40
Unit II:FRONT OFFICE (ACCOUNTING)	Prere	equisite	Basic knowledge o	_		
A. Accounting Fundamentals		• •,	understand the tee	cnnica	ıı tei	rms
B. Guest and non guest accounts		equisite				
C. Accounting system	<del>                                     </del>	requisite		T /	гТ	
. Non automated – Guest weekly bill, Visitors tabular led	ger				ΓΙ	
. Semi automated				3 (	) (	3
. Fully automated Unit III: CHECK OUT PROCEDURES	Cours	e Objectives	•			
	Cours	e Objectives	•			
. Guest accounts settlement	1. Pro	vide an und	erstanding of Flower	•		
- Cash and credit			l its decoration			
<ul><li>Indian currency and foreign currency</li><li>Transfer of guest accounts</li></ul>						
- Express check out	derstanding about a					
Unit IV: NIGHT AUDITING	record	ls maintaine	d at Linen and Laur	ıdry ı	oom	ıs.
A. Functions	3. Fan	niliarize the	students with intrad	lepart	men	tal
B. Audit procedures (Non automated, semi automated a	worki	ng of the ho	usekeeping departm	ent		
fully automated)	and					
Unit V:FRONT OFFICE & GUEST SAFETY A	ND					
SECURITY	Cours	e Outcomes				
. Importance of security systems	CO1	Interpre	t guest room with in	terior	fur	nishing.
B. Safe deposit	CO2		Maid's cart trolley,		rent	types of
C. Key control			and cleaning progr			
D. Emergency situations (Accident, illness, theft, f	reCO3		proper functioning			
bomb)		departme	and sewing room wit	hin H	ouse	ekeeping
Unit VI Industry update for technology and trends		uepai tine	III.			
	CO4	Interpre	t of Flower arrange	ments	and	l its
		deco	ration.			
School Of Hospitality	CO5		and Understand diff			
Suggested Reading		-	equipment's and un	iiforn	exc	change
1. Hotel Front Office – R. Jatashankar Tewari –	CO6	procedure		nd to:	hns	logy
1. How How Office in garasitatinal levall		maustry	updates for trends a	na tec	11110	iogy

Oxford Publication—Core Textbook, Students & Faculty to follow this book.

- 2. **Hotel Front Office – A Training Manual By** Sudhir Andrews - Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).
- Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

#### **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total
Assessment	Exam	Exam	Marks
(IA)	(MTE)	(ETE)	
30	20	50	100

#### **Course Content:**

Unit I: Hotel Guestroom& Beds, mattresses and bedding 7 hours

- Types of Guest rooms
- Sample layout
- **Guest floor rules**

SCHOOL OF HOSPITALITY AND TOURISM					
Guest floor reportable	Introduction	, factors consideration, common services			
Guest corridors	provided by				
Guest room beds	Unit VI Indusrty updates for Trends & Technology				
• Types of mattresses					
• Selection of mattresses	Training and	l motivation			
Soft furnishings	Trends				
Unit II: The maid's cart & Cleaning Guestroo	nauggested Rea	ading			
10 lectures		Hotel Housekeeping by G. Raghubalan,			
Introduction	Ox	xford Publication- Core Textbook,			
Design of a maids cart	Stu	udents & Faculty to follow this book.			
Handling of maid's cart	2. Hotel, Host	el & Hospitality by John C Bramon			
	and Margret				
Types of soil	2 4	-4 O4 M4 SIZ			
Nature of soil		ation Operations Management by SK			
<ul> <li>Principles of cleaning</li> </ul>	Kaushal and S	SN Gautam			
<ul> <li>Frequency of cleaning</li> </ul>	4. Hotel House	ekeeping – A training manual by			
Deep cleaning process	<b>Sudhir Andre</b>				
Spring cleaning					
Bed making	NI CAI				
Daily cleaning of guestroom	Name of the				
Daily cleaning of guestroom	Course Code	e BSCH2010			
Cleaning of occupied rooms	Prerequisite				
Unit III: Linen Room&Laundry Services	100-requisite				
·	-co-requisite	Basic understanding of the English			
hours		language and knowledge of 1st and 2nd sem			
Storage conditions		Food Production Courses			
<ul> <li>Linen room equipment and accessories</li> </ul>	Anti-	1 ood 1 oddellon Courses			
• Types of linen	requisite				
• Exchange of linen		L T P C			
Discarded linen		0 0 4 2			
Hiring of linen	Course Objec				
• Introduction					
• Organisation					
• Laundry Process flow	1. Learn a	bout the basic India			
Layout of the laundry		ental and concept			
• Laundry Agents		basic Indian gravies and			
Classification of stains	paste	busic mulan gravies and			
Stain removal	-	ation of regional dighes			
		ation of regional dishes			
Unit IV: Flower Arrangements 9 hours					
Flower arrangements in hotels	_	nowledge through demonstrate of			
• Equipment and material required for flower bulk cooking					
arrangement	Course Outco	omes			
Care and conditioning of flowers	CO	many for various Indian anising for Last-			
General guidelines for flower arrangements		menu for various Indian cuisine for bulk			
Introduction to Horticulture	<u> </u>	and a la carte kitchen			
	CO	n a han anat leitahan and Tudia. 12.1			
Unit V: Facilites Management		p a banquet kitchen and Indian kitchen of an			
L	India	an restaurant.			

CO					Sess	ion 12:	
3		the various spec	•	being used	used • Basic Indian		
	in the dif	ferent regions o	f India.		Cuisine		
CO 4	Demons	strate various Inc serts	dian regional s	pecial dish	Composition of		
<b>CO</b> 5	Operate t	the heavy equip	ments used for	bulk	Preparation of these and incorporation in simple dishes such as Vindaloo, korma, safed man navrattan korma, Thickening, coloring a		
C	ontinuous	Assessment Pa	ttern		Sugg	souring	g agents.
Asso	ternal essment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks	1.Pr		ooking I,II by Thangam E. Phillip
	50	-	50	100	2. I	Breads of	
Course	e Content:						
Sessio			_		the	ne of Course	Food and Beverage Service (Wine and Liqueurs) La BSCH2011
		ifferent sets of			Cod		BSC112011
		ns and to includ				requisit	Basic understanding of Food and
-	_	ons. The praction			e	1	Beverage Service terms requires.
condi	ucted pref	erably by demo	onstrative met	hod.	Co-		
Awadhi Cuisine						uisite i- uisite	
Sessio	n 2 :Beng	al Cuisine					P C
Session 3:Goa Cuisine					Com	0 0	4 2
Course Objectives  Session 4: Gujarat Cuisine  1. The objective of the courses is to make the					ive of the courses is to make the		
Session 5: Hyderabad Cuisine						nt under	rstand the different style of servicing
Sessio	on 6: Kash	miri Cuisine			2. Bo	able to	setup the covers as per the menu.
Sessio	Session 7:Maharashtra Cuisine					hey shou	ld be confident to plan menu and
Session 8:Punjabi Cuisine						_	olic beverages to go along with it.
Session 9:Rajasthan Cuisine						se Outco	
Sessio	Session 10:					ents would be able to identify the various Liquors, Wines	
	uth					- 1	ents would be able to demonstrate the
India				C	02		f Wines, Beer, Spirits, Aperitifs and
Cuisi						Liquor	,, <del>,</del>
Tamil	l Nadu, Ka	arnataka, Kera	la				ents would be able to plan regional menus
Sessio	n 11:India	an regional Swe	eets	C	114		in the new regional dishes

CO4 The students would be able to lay the covers for the		Name of the		FRONT OFFICE OPERATIONS			
	service of regional dishes			Course		(LAB)	
CC	The students would be able to serve the regional		Co	urse Code	BSCH2012		
	dishes in French/America style of service.			Pr	erequisite	Basic understanding of the English	
							language and also dedication and
Continuous Assessment Pattern							hard work
	Internal Mid Term End Term Total						
	Assessment	Exam	Exam	Marks	Co	-requisite	

100

**Course Content:** 

(IA)

#### **Unit I: Organizing Mise-en-place**

• Wine service equipment • Beer service equipment • Cocktail bar equipment • Bar stock - alcoholic & non-alcoholic beverages

(MTE)

(ETE)

50

#### **Unit II: Service of Alcoholic beverages**

Service of -

• Beer • Wine • Spirits • Liqueur • Aperitifs.

#### **Unit III: Storage**

• Proper storage of alcoholic beverages

#### Unit IV: Bar stock

• Bar stock - alcoholic & non-alcoholic beverages

#### Unit V: Names of famous alcoholic beverages with their country of origin

# Unit VI: Industry update for technology and trends

#### **Suggested Reading**

- 1. Sudhir Andrews- F&B Service Manual
- 2. Dennis R Lilicrap Food and Beverage Service
- 3. S.N Bagchi& Anita Sharma- Food and Beverage Service
- 4. John Hullar- The waiter
- 5. Hospitality Biz India
- 6. Hotel Association of India

#### **Course Objectives**

Anti-requisite

1. To provide an understanding of the Tourism, Hospitality and Hotel Industry.

 $\mathbf{T} \mid \mathbf{P}$ 

0 0

 $\mathbf{C}$ 

- 2. To familiarize the students with different hotels, different accommodation and different guest in these hotels.
- 3. To enhance the ability of the students in understanding the guest's needs.
- 4. To enhance understanding of the dynamics of interaction and integration between the individual and the organization.

#### **Course Outcomes**

CO1	To take and mange reservation in the manual and computerized FO operations.
CO2	Understand the Front Office software and their use.
CO3	To take and handle walk-ins and check in on the system.
CO4	Calculate tariff structure for different segments of clients of hotel
CO5	Acquire effective communication skill

#### **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total
Assessment	Exam	Exam	Marks
(IA)	(MTE)	(ETE)	
50	-	50	100

#### **Course Content:**

Unit I: Module I	
Front Office Accounting procedures	
Manual accounting	

• Machine accounting Role Play, Situation Handling Unit II: Module II Payable, Accounts receivable, Guest History, Yield Management, Role Play, Situation Handling Unit III: Module III Role play:Hands on practices of computer application related to Front Office procedures: How to make a reservation in PMS? How to create and update guest profile? How to update guest folio? How to print guest folio? How to make sharer reservation? How to feed remarks in guest history? How to add sharer? How to make add on reservation? Unit IV: Module IV

Role Play: How to cancel a reservation?

How to make group reservation?

How to make a room change on the system?

How to log on cashier code?

How to close a bank at the end of each shift?

How to put a routing instruction?

How to process charges in Opera?

How to process a guest check out?

How to check out a folio in Opera?

#### Unit V: Module V

RolePlay: How to process deposit for arriving guest?

How to process deposit for in house guest?

How to check room rate variance report? How to process part settlements?

How to tally allowance for the day at night?

How to tally paid outs for the day at night?

How to tally forex for the day at night?

#### **Suggested Reading**

- 1. Hotel Front Office R. Jatashankar Tewari Oxford Publication—Core Textbook, Students & Faculty to follow this book.
- 2. Hotel Front Office A Training Manual By Sudhir Andrews Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI Books).
- 4. Front Office Operations and Management by Ismail Ahmed (Cengage Earning).

#### 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the	HOUSEKEEPING O	PER	RATI	ON		
Course	(LAB)					
Course Code	BSCH2013					
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires. basic knowledge of HK					
Co-requisite						
Anti-requisite						
		L	T	P	C	
		0	0	2	1	

#### **Course Objectives**

. The objective of the courses is to make the student understand about various agents, equipments and methods being used on different types of surfaces.

#### **Course Outcomes**

		Demonstrate and discuss different types of room
	CO1	layout and Practice and understand different
		types of standard guest room supplies
,	CO2	Differentiate and familarize with use of
	CO2	various washing tools
Ī	CO3	Demonstrate and understand various methods
	COS	of stain removal process
Ī	CO4	Demonstrate and understand different types of
	104	flower arrangement with dry and fresh flowers.
	CO5	Understand the rules of uniform designing.

#### **Continuous Assessment Pattern**

Internal Assessment	Mid Term Exam	End Term Exam	Total Marks
(IA)	(MTE)	(ETE)	
50	-	50	100

#### **Course Content:**

Unit I: Linen Room management						
0	Discussion and demonstration of layout of					
	Rooms & Linen room					
0	Handling of damage linens					
0	Different types Towel decoration/ art.					

Unit II:Laundry room activity( wash cycle )	1.Provi	de an understanding of the importance of	
<ul> <li>Demonstration and practice of wash cy through operation of washing machine</li> <li>Demonstration and uses of steam press</li> </ul>	2. IV understand the uniterent usage of fuels used in		
Unit III: Stains and it's classification	3.Facilitate an understanding about the safety, security & hygiene procedure in the hospitality		
o Types of stains	<del>ind</del> ustr	'y	
<ul> <li>Identification of stain</li> </ul>	4.Provi	de in depth knowledge of the working of Air	
<ul> <li>Methods of stain removal</li> </ul>		oners and Fridge.	
Unit IV: Flower Room and different types of flow arrangement		individual understands the responsibilities ty towards preserving nature.	
Different types of flower arrangement	Course	Outcomes	
<ul> <li>Different types of flower arrangement</li> </ul>	CO1		
o Identification and use of Flower makir		Interpret the importance of maintenance &	
equipment tools	CO2	engineering in Hospitality Industry.	
Unit V:Uniform room operation		Interpret the effective management of energy in the Hospitality sector.	
<ul> <li>Concept of uniform design</li> </ul>	<b>CO3</b>	-	
Suggested Reading		Identify the safety, security & hygiene procedure	
	CO4	in the hospitality industry.	
1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook, Students & Faculty		Identify principles of electricity with emphasis on working of Air conditioner and fridge.	
to follow this book.  2. Hotel, Hostel & Hospitality by John C Bramon and Margret.  3. Accommodation Operations Management by SV			
		Generalize the responsibilities towards preserving the environment and steps taken to preserve it.	
<ul> <li>3.Accommodation Operations Management by SK Kaushal and SN Gautam.</li> <li>5. Hotel Housekeeping – A training manual by Sudhir Andrews.</li> </ul>	CO6	Industry update for technology and trends	

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### **Course Content:**

Unit I: Maintenance Department: Introduction 7 Hours
1 Preventive and breakdown maintenance

# Name of the Course Course Course Code BSCH1025 Prerequisite Clarity of basic safety and security procedures Co-requisite Basic knowledge of science. Anti-requisite L T P C 2 0 0 2

#### **Course Objectives**

topics.

**Course Objectives** 

1 Comparison .. Various Products made in Garde Manger like forcemeats, galantines, pates, mousse, mousseline, 1 Role & importance of maintenance department in the Aspic & Jelly. hotel industry with emphasis on its relation with 2. Layout of Larder or Garde Manger. The other departments of the hotel, **Specific Equipment used Larder** 3. Duties & Responsibilities of Larder Chef. Organization chart of hotel and maintenance Making salads and salad dressings, relishes. department. **Course Outcomes Unit II: Fuels used in catering industry** 5 Hours CO Identify the basic concepts of Food Production. Illustrate the basics of preparation of 1 Types of fuel used in catering industy **International Cuisine** CO Identify basic concepts of menu planning for 1 Calorific value various categories. 1 Comparative study of different fuels. CO Analyze various famous dishes from International cuisine CO Demonstrate various breads and international **Unit III: Safety** 10 Hours Investigate latest trends in Food Industry  $\mathbf{C}$ l Accident prevention, slips and falls **Continuous Assessment Pattern** l Types of fire Mid Term **End Term** Total **Internal** Assessment **Exam** Exam Marks 1 types of extinguishers (IA) (MTE) (ETE) 100 30 20 50 1 Safety precautions, bomb threat, theft, other safety

#### **Course Content:**

Name of the Course	Food Production Management	Unit I: Larder 8hours
Course Code Prerequisi te	Summer Internship in a 5-star category hotel with well-maintained Larder and Garde Manger. Basic French culinary terms knowledge	·Layout and equipment Introduction of larder work Definition, equipment found in the larder Layout of typical larder and various sections Functions of the larder Hierarchy of larder staff Section of the larder Duties and responsibilities of larder chef
Co- requisite		Common terms used in the larder and larder control Essential of larder control
Anti- requisite	L T P C 3 0 0 3	Importance of larder control  Devising larder control systems  Liasioning with other departments  Yield testing

Unit II:

8 Hours

- · Introduction to Charcutiere
- · Sausages-types and varieties
- · Casings-types and varieties
- · Fillings-types and varieties
- · Additives and preservatives
  - · Types and preparations of force meat
- Uses of force meat
  - · Galantine-making and types
  - · Ballotines-making and types
- Types of pate, pate de foie gras, making of pate, pa massion
- · Types of Mousse, preparation of mousse and mousseline,
- · Difference between the two
  - Cuts of ham, bacon and gammon
  - · Differences between ham, bacon and gam
  - · Green ham, uses of the different cuts
- · Definition of aspic and jelly
- · Difference between making of aspic and jelly
- · Uses of aspic and jelly
- · Meaning of chaudfroid
- · Making of chaudfroid and precaution
- · Types of chaudfroid
- · Uses of chaudfroid

- •Middle East- Arabic / Lebanese- Geographical location, Historical background, Staple food with regional influence specialties, Recipes
- •Oriental: Japanese, Thai, Geographical location, Historical background, Staple food with regional influence specialties Recipes
- •Bakery and Confectionery: Cake preparation —introduction, Types of cake, Methods of cake making, Some famous names of cakes, Icings and toppings, Varieties of icings, Usage of icing, Difference between icing and topping, Recipes, Frozen desserts, Types and classification of frozen desserts,
- •Ice-cream-Definition and preparation, Additives and preservatives used in ice-cream manufacturing
- •Meringue, Making of meringue, Factors affecting the stability, cooking of meringue, Types of meringue
- \*Uses of meringue, Chocolate: History, Sources, Manufacturing and processing of chocolate, Type of chocolates, Cocoa butter, white chocolate and its application

#### Unit V:

#### 8 Hours

Kitchen organization, Allocation of work job description, Duty roasters, Safety precautions, Food safety management

Preparation and uses of quenelles, parfait and rouladeystems, Production quality and quality control, Yield

Unit III: management

Ideal uses of wine in cooking, Classification of herbs, French culinary terms

- · Examples of appetizers
- · Historic importance of culinary garnishes
- · Parts of s/w
- · Types of breads to use
- · Types of fillings-classification

Classifications of appetizers

- · Spreads and garnishes
- · Types of s/w
- Storing of s/w

Unit VI

Latest Hotel Industry Trends in Food Production

- · The Latest Technology Trends in the Hospitality Industry related to Food Industry
- · Innovation and research in hospitality industry related to Food

#### **Unit IV:**

Hours

#### 8 Hours

- •Introduction of the International cuisine
- •A Brief of all the countries to cover
- •Chinese Cuisine: Introduction to Chinese food, Historical background, regional cooking styles, method of cooking, Equipments and utensils
- •French Cuisine-- Geographical location, Historical background, Staple food with regional influence specialties, Recipes
- •Italy /Spain /Germany-Geographical location, Historical background, Staple food with regional influence specialties, Recipes

#### Suggested Reading

- 1.International Food Production -By Chef Bali
  - 2. Professional Garde Manger-By Culinary Institute of America
  - 3. The Larder Chef by Leto and

Mojo

- 4. Garde Manger by
- D.D. Sharma

Name of the Course	Food & Beverage	e Ma	anag	geme	ent
Course Code	BSCH3002				
Prerequisite	Basic understanding of Food & Beverage Service				
Co-requisite					
Anti-requisite					
		L	T	P	C
		3	0	0	3

#### **Course Objectives**

# 1. To develop optimum level of knowledge and skills to

Independently manage bar in Hospitality Industry.

- 2. Make them aware of cost controls, sales analysis.
- 3.Classify and understand cocktails and mixed drinks
- **4.**Manage Gueridon service and Banquet function operations

#### **Course Outcomes**

CO1	Students will be able to demonstrate management of bar
CO2	Students will be able to use strategies of menu engineering
CO3	Students will be able to classify various types of cocktails & mixed drinks
CO4	Students will be able handle Gueridon Service
CO5	Students will be able analyze banquet functions a its operations.
CO6	Students will adopt the Innovative Practices in F&B Service

Internal	Mid Term	End Term	Total
Assessment	Exam	Exam Exam	
(IA)	(MTE)	(ETE)	
50	-	50	100

#### **Course Content:**

# **Unit I:** Managing Food and Beverage Outlet (Bar Operations and Beverage Control) 11 Hours

Supervisory skills, Developing efficiency, Standard Operating

Procedure, Types, of Bar, Area of Bar, Front Bar, Back Bar, Under Bar (Speed Rack, Garnish, Container, Ice well etc)Bar Stock, Bar Control, Bar Staffing, Opening, and closing duties, Purchasing, Receiving, Storing, Issuing, Standard Recipes, Standard portion size, Bar Inventory, Bar Frauds, Books maintained

#### Unit II:Menu Engineering 2 Hours

Definition & Objectives, Methods, Advantages

Unit III: Cocktails and mixed drinks 5Hours

Definition and History, Classification, Different Methods

of making cocktail, recipe, Preparation and Service of Popular Cocktails

#### Unit IV: Gueridon Service 4 Hours

History of Gueridon, Definition and term gueridon, General points to be considered while doing gueridon, Advantages and disadvantages of Gueridon Services, Gueridon equipments and ingredients, Method of service of common gueridon preparations

#### Unit V:Banquet, Buffet Management & Function

#### Catering 12 Hours

· Introduction · Types of Buffet · Table layout and configuration · Clothing and dressing the buffet table · Display and decoration · Types and limitations of food to be serve· Mise-en-place, Checklist and its proper supervision · Food & Beverage control-its application and buffet management · History of banquets; types of banquets (formal and informal) · Organization of Banquet Department, Function selling-menus, Facilities available, Sitting plans-theatre, class room and formal, Contract/Memorandum · Seating Plans, Mise-en-place, Service, Toasting and sequencing of events, Banqueting exercises, Case studies in banqueting, Informal gathering,

Reception · Cocktail parties, Seminars, Exhibitions,

#### **Continuous Assessment Pattern**

Fashion shows · Trade Fairs, Wedding, Organizing Them	e CO	Forecasting
functions	5	
	CO	Students will adopt innovative practice in
Unit VI: Innovative Practices in F&B Service	6	front office.

Innovative practices in Restaurant Service, Bar Continuous Assessment Pattern Management, Banquet Operations, Use of Technology

#### **School Of Hospitality**

#### **Suggested Reading**

**1.**F&B Service by R.Singarvelavan, Oxford University Press

- 6. Beverage Management by Dennis Lillicrap & John Cousins
- 7. F&B Service by S.N.Bagchi and Anita Sharma
- 8. F&B Service by Sudhir Andrews

Name of the Course	FRONT OFFICE MANAGEMENT				
Course Code	BSCH3003				
Prerequisite	Knowledge of 1-2 yrs of Front Office course				
Co-requisite					
Anti-requisite					
		L	T	P	C
		3	0	0	3

#### **Course Objectives**

- 1. Planning of Budget.
- 2. Forecasting techniques
- 3. CRM and Revenue Management
- 4. Property Management system

#### **Course Outcomes**

CO	Plan and evaluate the front office operations
1	
CO	Knowledge of PMS
2	
CO	Budgeting, CRM and
3	
CO	Revenue Management
4	

Tradammal	Mid Torres	End Towns	Total
Internal	Mid Term	End Term	Total
Assessment	Exam	Exam	Marks
(IA)	(MTE)	(ETE)	
30	20	30	100

#### **Course Content:**

# Unit I: PLANNING & EVALUATING FRONT OFFICE OPERATIONS

8 Hours

Setting Room Rates (Details/Calculations thereof)

- Hobart Formula, market condition approach & Thumb Rule
- Types of discounted rates corporate, rack etc. , Forecasting techniques, Forecasting Room availability, Useful forecasting data
- . % of walking
- . % of overstaying
- % of under stay

#### **Unit II: Budgeting**

8

#### Hours

Types of budget & budget cycle

Making front office budget

Factors affecting budget planning

Capital & operations budget for front office

Refining budgets, budgetary control

Forecasting room revenue

Advantages & Disadvantages of budgeting

#### **Unit III: Property Management system**

**10** 

#### Hour

Fidelio / IDS / Shawman

Amadeus. Guest History Management

Need, Tools, Process

Report Generation & Analysis

Performance Reports: Daily Business Report, Monthly Forecast Report, Market Performance,

Segment Performance, Source Performance

Competition Analysis: RevPAR, ARR, GOPPAR,

Occupancy Percentage

# Unit IV: Revenue Management 8 hours Segment Mix in Hotel Industry, Inventory Management

Rate Management, OTA's(Online Travel Agents),GDS, System contribution, Revenue

Optimisation, STR Report(Smithline Travel Research), RGI (Revenue generation Index), Hotel intelligence, Market Intelligence

**Unit V: Forecasting** Hours:4

Forecast formula, Types of forecast, Sample forecast forms. Factors for evaluating front office operations

Unit VI Students will adopt innovative practice in front office.

#### **School Of Hospitality**

#### **Suggested Reading**

- 1. Hotel Front Office R. Jatashankar Tewari -Oxford Publication—Core Textbook, Students & Faculty to follow this book.
- Hotel Front Office A Training Manual By Sudhir Andrews - Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).
- 4. Front Office Operations and Management by Ismail Ahmed (Cengage Earning).
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the	Housekeeping Ma	nag	eme	nt		٦
Course						
Course Code	BSCH3004	BSCH3004				
Prerequisite	Basic knowledge i.e. Foundation an d operations of Housekeeping department					
Co-requisite						
Anti-requisite						
		L	T	P	C	
		3	0	0	3	

#### **Course Objectives**

- 1. understand planning and organizing of housekeeping department and its budget preparation
- 2. understand the concepts of safety norms in hospitality industry

- 3. Understand the concept of interior designing and its benefits
- 4. Provides comprehensive view of accommodation management

#### **Course Outcomes**

CO1	Analyze overall view of accommodation
	management
CO2	Identify and understand different types of
	<b>Budget and Budgetary Controls</b>
CO3	Define the concepts of safety in hospitality
	industry.
CO4	Interpret and understand Interior designing and
	planning.
CO5	Plan and able to establish Housekeeping
	Department.
CO6	Industry updates for trends and technology

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	30	100

#### **Course Content:**

<b>Unit I: Planning</b>	&	organizing	of	H.K
Department		10 hours		

- **Area Inventory test**
- **Performance & Productivity Standards**
- Time and Motion study
- Standard Operating Manual-**Job Procedures**
- Job allocation & work Calculating Staff Schedules strengths & Planning Duty **Reports**
- Selection of Cleaning equipments and agents (inventory system)
- Housekeeping in institution other than hotels
- **New Property Countdown**

#### Unit II: **Budget and Budgeting Control** 8 Hours

- The Budget process
- Planning Capital Budget

- Planning Operating budget
- Operating Budget Controlling expenses
  - Income Statement

#### Stock records - Issuing and control.

#### **Unit III: Control Services & safety**

#### hours

- Types of Contact services
- Guidelines for hiring contract services
- Safety awareness and accident prevention
- Fire Safety and Fire Fighting equipment
- First aid
- Key and key Control
- Crime Prevention and dealing with emergencies situations

# **Unit IV:: Interior Decoration** hours

- Elements of design
- Color and its role in decors
- Window and window treatments
- Lighting and lighting fixtures
- Floor Finishes and Carpet
- Furniture and fitting and accessories
- Layouts of guest room (refurnishing & redecoration)
- Size of rooms, sizes to furniture arrangement
- Principles of design
- Color has many & color schemes

Unit V: CHANGING

TREND

IN

8

#### HOUSEKEEPING

7hours

**Trends** 

Women's only floor

**Design Trends** 

**Process Trends** 

2. Eco friendly Amenities, products & process Toiletries

textiles

**Energy Conserving Products** 

Unit V Industry updated

#### **School Of Hospitality**

#### **Suggested Reading**

1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook, Students & Faculty to follow this book.

- 2.. Hotel, Hostel & Hospitality by John C Bramon and Margret.
- 3. Accommodation Operations Management by SK Kaushal and SN Gautam.
- 4. Hotel Housekeeping A training manual by Sudhir Andrews
- 5. Hotel, Hostel & Hospitality by John C Bramon and Margret.

Name of the	Food Production				
Course	Management(LAB)				
Course Code	BSCH3005				
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requirements.				
Co-requisite					
Anti-requisite					
_	L   T   P   C				
	0 0 4 2				

#### **Course Objectives**

- 1. To make students learn about the technique of advance skill in food production
- 2. Have a basic knowledge of grade manager and cold kitchen
- 3. Know larder, its functions, food prepare in larder, ingredients used & their names
- 4. Know the buffet display and difference between edible & non-edible display.

#### **Course Outcomes**

Course	Outcomes
CO1	Students will be able to demonstrate the
	functioning of larder
CO2	Students will be able to identity various types of
	Charcuterie products
CO3	Students will be able to classify various types of
	appetizers and sandwiches
CO4	Students will be able plan various international
	menus
CO5	Students will be able to analyze the uses of herb
	and wines and production management

**Continuous Assessment Pattern** 

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Tota Mark	ssion 8: Innovations in Kitchen
50		50	100	

**Course Content:** 

**Session 1: Three course menus to be formulated featuring International Cuisines -**

French Italian Spanish Mexican Chinese Thai

#### **Session 2:**

- Salads basic simple salads & dressings
- -Cole slaw

salade nicoise

Russian Salad

beetroot salad

Potato Salad

fruit salad

- Carrot & Celery
- Waldrof salad

Session 3 :Demonstration of charcuterie - Galantines, Pate Terrines, Mousselines

- Session 4: Bakery & Patisserie Practical -Decorated Cakes
  - Gateaux

Session 5:Potato- All basic preparation such a boiled, baked, roast, French fries, lyonnaise, mashed/creamed, parsley/parisienne

Session 6: Cold sweet- Honeycomb mould, butterscotch sponge, coffee mousse, lemon sponge, trifle, blancmange, chocolate mousse, and lemon soufflé.

Session 7:International Cuisine: Greece, Germany, American Cuisine, Mediterranean, Lebanese

#### **School Of Hospitality**

#### **Suggested Reading**

- 2. International Food Production -By Chef Bali
- 2. Professional Garde Manger-By Culinary Institute of America
- 3. The Larder Chef by Leto and Mojo
- 4. Garde Manger by D.D. Sharma

Name of the	Earl and Dayana	. Ma			a.t				
Name of the	Food and Beverage Management								
Course	(LAB)	(LAB)							
Course Code	BSCH3006								
Prerequisite	Basic knowledge o	f En	glisl	n,					
	protective clothing and stamina to								
	withstand the practical								
	requirements.								
Co-requisite									
Anti-requisite									
		L	T	P	C				
		0	0	2	1				

#### **Course Objectives**

To develop optimum level of knowledge and skills in the students so as they are capable to independently manage various F&B service outlets in Hospitality Industry also to make them aware of cost controls, sales analysis.

#### **Course Outcomes**

CO1	The students will be able to prepare and present
	various mocktail drinks
CO2	The students will be able capable of running bar
	operations
CO3	The students will be able todo task & record
	inventories
CO4	The students will be able to demonstrate & perform
	supervisory skills in F&B service
CO5	The students will be able to design, Layout Buff
CO6	Industry update for technology and trends

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks		-requisite	Industrial Training experience				
50	-	50	100	Aı	ıti-requisite					
<b>Course Content:</b>					1	L	T	P	C	
Unit I: Supervisory Skills :							0	0	2	1

#### **Unit I: Supervisory Skills:**

• Conducting Briefing & Debriefing • Making Duty Roster • Preparing Job Description & Specification • Class room Exercise (Case Study method) • Drafting Standard Operating Systems (SOPs) for various F & B Outlets- Restaurant, Bar, Banquets & Special events • Supervising Food & Beverage operations

#### **Unit II:Bar Operations:**

• Designing & Setting the bar • Taking and Recording of Inventory • Preparation & Service of Cocktail & Mixed Drinks

#### Unit III:

• Case Study and Presentation of Menu Engineering

#### Unit IV:

• Case Study on setting up of Bar for parties • Case Study on planning and functioning of Banque • Case Study on Planning of Manpower of F&B department • Presentation

#### Unit V:

- Demonstration and Practice of Gueridon Service
- Setting up of various types of Buffet (Design, Layout)

#### **Suggested Reading**

- 1. Michael M Coltman Beverage Management
- 2. Dr J.M Negi Food and Beverage Management and Control.
- 3. S.N Bagchi& Anita Sharma- Food and **Beverage Service**
- 4. Jaffrey T Clarke Table and Bar
- 5. Hospitality Biz India

Name of the	FRONT OFFICE
Course	MANAGEMENT (LAB)
Course Code	BSCH3007
Prerequisite	Clarity of FO topics of previous
	semesters

#### **Course Objectives**

- 1. To provide an real time work exposure to the students.
- 2. To familiarize the students with different hotel forms and formats.
- 3. To enhance the ability of the students in understanding of the PMS systems used In hotels.
- To enhance understanding of the different functions used in the software.
- To understand the communication skill.

#### **Course Outcomes**

CO1	To take and mange reservation in the manual and computerized FO operations.
CO2	Understand the Front Office software and their use.
CO3	To take and handle walk-ins and check in on the system.
CO4	Calculate tariff structure for different segments of clients of hotel
CO5	Acquire effective communication skill

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### **Course Content:**

Unit I: Module-1

Cint 1. Module 1									
How to make sharer reservation									
How to feed remarks in guest history									
How to add a sharer, How to make add on reservation, How									
to amend a reservation									
How to cancel a reservation, How to make group									
reservation, How to make a room change on the system, How									
to log on cashier code How to check in an existing									
reservation, How to make a reservation									

W ' W W 1 1 44	Т.	1 67	. C E . O.C.				
Unit II:Module -11	Re	levance of Inter	net for Front Office				<b>.</b>
Hands on practice of computer applications on PMS fr	ont_	strategic tool	tor global marketing	g-ov	ervi	ew,	Interne
office procedures such as:	111	mine and	1 ourisin, meerice			111	
. Night audit,	M	ix,Internet and A	Advertising, E-Comn	nerc	e tra	nsac	tions o
. Income audit,	th	e Net					
. Accounts	El	ectronic pay	ment systems	(	EPS	),	online
.Q. Situation handling – handling guests & inter	mada	yments.,Applica	ntion – Revenue Man	age	men	t	
situations requiring management tactics/strategies		rms & Formats		Ü			
HMS Training – Hot Function keys							
How to put message							
How to put a locator		Sch	ool Of Hospitality				
How to check in a first time guest	Sug	gested Reading	g				
How to check in a day use							
Unit III : Module -11I	1.		ffice – R. Jatashank				-
	Ox	ford Publication	n—Core Textbook,	Stu	den	ts &	
How to issue a new key, How to verify key	Fac	ulty to follow t	his book.				
How to cancel a key, How to issue a duplicate key	•	TT 4 1 TO 4 4	> 66	<b>.</b> .	,	-	
How to extend a key, How to print and prepare registration			Office – A Training		nua	Ву	
cards for arrivals, How to programme keys	Suc	lhir Andrews –	Tata McGraw Hill	•			
continuously,How to programme one key for two	3.	Managing from	at office Operations	hv	Mio	hala	
rooms,How to re-programme a key			nt office Operations	Dy	IVIIC	пате	
Unit IV: Module -1V	Lľ	asavana (AHL	E1 - BOOKS).				
How to arests and undets quest profiles	4.	Front Office (	Operations and Ma	กลฐ	eme	nt by	7
How to create and update guest profiles			engagae Earning).	8		~	
How to update guest folio, How to print guest folio How to close a bank at the end of each shift		-	0 0				
How to close a bank at the end of each shift How to put a routing instruction, How to proc charges, How to process a guest check out	5.	Text book of f	ront office operation	ns a	nd		
charges How to process a guest check out	Ma	nagement by S	udhir Andrews (Ta	ta N	<b>IcG</b> i	raw	
How to check out a folio, How to process deposit for arriv	:Hil	h)					
guest, How to process deposit for in house guest, How	to						
check room rate variance report, How to process p							
settlements							
How to tally allowance for the day at night	N	ame of the	Housekeeping Ma	mac		nt I	ah
How to tally paid outs for the day at night	C	ourse	Housekeeping Ma	ınaş	geme	:111 1	an
How to tally forey for the day at night		G 1	Daginanoo				
How to pre-register a guest, How to handle extension	C	ourse Code	BSCH3008				
guest stay, Handle deposit and check ins with voucher,H	Pi	erequisite	Clarity of HK topi	cs of	f pre	viou	S
to post payment	ľΨ		semesters				
How to print checked out guest folio	C	o-requisite					
Check out using foreign currency		1 - 1 - 1 - 1 - 1 - 1	Industrial Training	ext	erie	nce	
Check out using foreign currency				, . 1			
Handle settlement of city ledger balance	Aı	nti-requisite					
Handle payment for room only to Travel Agents	4 1	- I - quisite	<u> </u>	T	Т	P	C
Handle of banquet event deposits				L			C
How to prepare for sudden system shutdown				2	0	0	2
How to checkout standing batch totals							
_	Col	rse Objectives					
How to do a credit check report, How to process late charges to credit check report, How to process late charges to credit check report, How to process late charges to credit check report, How to process late charges to credit check report, How to process late charges to credit check report, How to process late charges to credit check report, How to process late charges to credit check report, How to process late charges to credit check report, How to process late charges to credit check report, How to process late charges to credit check report, How to process late charges to credit check report, How to process late charges to credit check report, How to process late charges to check report.	ges Ses						
on third party, How to process late charges to cre card. How to check out during system shut down. Handl	T.T	o understand fi	rst aid and dealing	witl	h		
card, How to check out during system shut down, Handl part settlements for long staying guest, How to han	<b>ew</b>	ergency situatio	on				
	uie						
paymaster folios	<b>2.</b> T	o understand s	pecial decorations				
How to handle bills on hold		·	<u>-</u>				
Unit V: Module -V	3. 1	o recognize the	e concept and impor	rtan	ce o	f	
		_	d in hotel industry.				
	- 011		III IIOO IIIGUBU y.				

# **4.**To be aware about standard operating procedures and inspection checklist

#### **Course Outcomes**

CO 1	To have knowledge and practice of using first aid and how to deal with emergency situations.
CO 2	To be able to understand the layout of guest room and special decorations
CO 3	To be able to refurbish and redecorate guestrooms.
CO 4	Understand the concepts of team and block cleaning
CO 5	Being able to design SOP as per requirement

# Unit III: Layout of a guest room, Refurnishing Redecoration 4hrs

Designing of guest rooms (single, double and suit)
Preparation and procedure for refurbishing

# Unit IV: Team Cleaning Management 4 Hours

Team cleaning, Block cleaning

# Unit V:Designing Training Modules/ SOP/ Inspection Checklist 4 hrs

Design and management of duty roster in respect to above.. Designing of training module /SOP. Design and developing of inspection checklist.

#### **Continuous Assessment Pattern**

ſ	Internal	Mid Term	End Term	Total	School Of Hospitality
	Assessment	Exam	Exam	MarksSug	gested Reading
	(IA)	(MTE)	(ETE)		
	50	-	50	100 <b>1.</b> 1	Hotel, Hostel and housekeeping by John. C
(	Course Content:			Bra	nson & Margaret

# Unit I: First aid 8 Hours

Necessity of First Aid, placement of first aid kit in various outlets and dealing with first aid treatment. Mock drill on guest floor to handle emergency situations. Fire Evacuation procedure First aid for choking(Mouth to mouth respiration)

#### **Unit II:Special decorations**

Special decoration for different events

- 2. Magazines of Airlines, Hotels & Tourism Organizations.
- 3. Hospitality Biz India, Travel Biz Monitor

Name of The Course	Hospitality Marketing	Hospitality Service Sales & Marketing					
<b>Course Code</b>	SOBO1001	-					
Prerequisite							
Co-requisite							
Anti-requisite							
		L	T	P	C		
		2	0	0	0		

#### **Course Objectives**

This course builds upon the basic principles of marketing & sales and aims to develop student's ability

to analyze the distinctive marketing & selling needs of services. It relies upon practical, real world case studies on a variety of diverse areas of marketing & selling to give students a broader knowledge of key issues and the business environment to which decision making skills can be applied. Topics include the role of marketing & selling as a part of brand management, relationship marketing and sales, focusing on guest expectations as a marketing driver and the management of the marketing mix.

Be able to identify the role of managers in the hospitality industry and to highlight their principal responsibilities

Provide an opportunity for further developing those skills which are important to learning, e.g. library skills, study skills, and so forth

#### **Course Outcomes**

CO1	To explore the building of customer loyalty expectations and how these are utilized as marketing drivers.
CO2	To develop an understanding of relationship management and its importance to the sales and marketing strategy of the business.
CO3	To illustrate how decisions can be supported through Sales Office Communication System.
CO4	To identify the elements Personality traits of and how these impact on customer service and fulfil the guest expectations.
CO5	To explore and identify explore the various techniques of promotion and concepts of merchandising and systems utilized in the marketing and sales within the hospitality industry.

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### **Course Content:**

<b>Unit I: Introduction</b>	to	Hospitality	Sales	&
Marketing 8 Hours				

Today's Hospitality Trends - Guest Preferences, Relationship Marketing, Marketing and Sales - Marketing vs./Sales, The Marketing Mix, Management's Role in Marketing & Sales -The General Manager, The Director of marketing, The Director of Sales, The Importance of Sales - Sales as a Career and the challenges.

#### **Unit II:Marketing Plan**

#### 7 Hours

The Marketing Team, Steps of Marketing Plan, conducting a Marketing Performance, Audit, Selection Target Market, Positioning of the Hotel / Food facility, Determining Marketing Objectives, Developing and Implementing Action Plans, Monitoring and Evaluating the Marketing plan.

#### **Unit III: The Sales Office**

3

#### Hours

Sales Office Communication System - Sales meeting, Sales Records, Filling System, Performance audit of head of the sales department, Computerized Client Information, List Reports and Analysis, Yield Management.

# Unit IV: Personnel & Telephone Selling Technique 5 Hours

Personality traits, Preparing for the Presentation Sales Call - Pre-presentation Planning, The Sales Kit, Basic of Telephone Communication - Telephone Telephone Communication Etiquettes, Listening Skill, Out Going Calls - Prospects and Qualifying Calls, Appointment Calls, Sales, Promotional Call, Service Calls, Public Relation Calls In Coming Calls - Reservations, Response to Advertising, Inquiries, Telephone Sales Operation -Telephone Sales Blitzes, Tele Marketing Operations.

# Unit V: Restaurant, Banquet & Meeting Room Sales 7 Hours

Consumer behaviour issues in online and social media context-Consumer behaviour and mass disruption in retail-Shopping Malls —A new shopping experience-Marketing ethics and consumer behaviour-PepsiCo's deal with Indian Medical Association to promote Tropicana and Quaker Oats raises ethical Concerns.

#### Suggested Reading

#### 1. Text Book (s)

1		nagement: Concept a dhi Goel .Published l				CO5		ner will be able ne a influential ty sector		
2		Tourism and Hospita Kadam, VRK Shaifal	•	_		-CO6		update for tech	nology and tre	nds
	Chainickaa. Pu	ablished by UDH Bo	oks			Co	ntinuous	Assessment Pa	ttern	
2. Reference Book (s)							ernal	Mid Term	End Term	Total
1	Hotel & Food Service Marketing- Francis Buttle						ssment IA) 50	Exam (MTE)	<b>Exam</b> ( <b>ETE</b> ) 50	Marks 100
_								<u>-</u>	30	100
2		ospitality, By Cathy vers Published By V		Isu			Content:			
						Unit I	: Confide	ence Building		
3	<b>Hospitality Sales A Marketing Approach by</b>						l Mapping			
	Margaret Shaw Published By Wiley					Unit II: Group Discussion				
						Practice Group Discussion – Different Types of Group Discussion				
	me of the ourse	Campus to Corpora	ate 2					ng Etiquette		
Co	ourse Code	SLSH3001				Negotiation Skills Emotional Intelligence				
Pr	erequisite	Basic knowledge of	_			• Crea	tivity and	Leadership Skil	lls	
		protective clothing withstand the pract	•			Unit I	V: Interv	iew Skills- I		
Co	-requisite							ve Online Tests	contd.	
Ar	iti-requisite					• Inte	rview Skil	ls		
	L T P					Unit V	:Intervie	ew Skills- II		
Course Objectives						SLLL	Trainers)	ew (Assessmen		_
1. To assess the current level of students.  2. To give a real time GD. Interview practice to the					Unit V	1: Indus	try update for	tecnnology and	ı trends	

- 2. To give a real time GD, Interview practice to the students.
- 3. To prepare students for technical interviews
- **4.** To prepare the students for the placement process and future career prospects

#### **Course Outcomes**

#### **Suggested Reading**

- 1. Delivering Employability Skills in the Lifelong Learning Sector by Ann Gravells, ISBN-10: 1844452956
- 2. Sample Papers of Various companies

CO1	The learner will be develop self confidence make	<b>3.</b> ]	Real world HR i	interviews from companies
	necessary corrections	acr	oss various sect	ors like Hospitality, Front Desk,
CO2	The learner will be able to recognize and make us	œus	tomer handling	, aviation, cruise and Service
	of the strengths	Sec	tor etc in and a	round NCR region.
CO3				8
	dressing etiquettes during interview and in			
	corporate world.		0.7	
CO4	The learner will be able to interpret and develop		me of the	Advanced FOOD PRODUCTION
	skills for career enhancement	C	urse	-I

Course Code	ВНМН3010						
Prerequisite	Summer Internship in a 5-star category hotel with well-maintained Larder and Garde Manger. Basic French culinary terms knowledge						
Co-requisite							
Anti-requisite							
		L	T	P	C		
	_	4	0	0	4		

#### Course Obje

- 1.Is to make students learn about various **International Cuisine and to create innovative** dishes.
- 2.To analyze various desserts made in international
- 3.To innovate new dishes
- 4.To analyze various new trends in kitchen

#### **Course Outcomes**

CO1	Plan Asian menu and its dishes
CO2	Plan European menu and its various dishes
CO3	Able to create and plan American cuisine.
CO4	Able to demonstrate various International breads and desserts
CO5	Develop and innovate new recipes
CO6	Analyze new trends in kitchen

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100
<b>Course Content:</b>			

UnitI:Asian cuisine- 8 hours

# Mexican, Lebanese, Middle E astern, Spanish Unit II:European Cuisine

- Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries
- French, Italy and Germany. Special ingredients, equipment, tools, preparation and technology involved,
- Pasta & rice, types and sauces

#### **Unit III: American Cuisine**

8 Hours

8 Hours

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

American Cuisine The various regions of America with different styles of cooking like Cajun and creole cooking, soul cooking etc.

#### Unit IV: BREAD ARTS /Dessert **Presentation** 8 Hours

- Bread Centerpieces Bread Basket, Braided Bread · Saltillage – Salt dough . - Types, techniques , Usage
- Preparation of Dessert Garnishes tulip Paste, chocolate stencils, nougat garnishes, etc. 40 · Sauce pouring techniques – Piping, brushing, Feathering, etc.

Unit V: Product Research **Development** 8 Hours

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

#### **Unit VI Industry Update for Technology and Trends**

New trends and Innovations in Food Industry

#### **Suggested Reading**

- 1. International Food Production -By Chef Bali
- Introduction to influences of cultures on regions, special features with respect to ingredients, methods? Professional Garde Manger
  - 3. The larder Chef
  - Special ingredients, equipment, tools, preparation. Garder Manger by D.D Sharma

#### presentation styles in the following countries Chinese, Japan, Thai, Indo, Philippine,

and technology involved.

Name of the	Advanced Food and Beverage			age		Training programmer, Employee evaluating / performance
Course	Service- I					appraisal.
Course Code	BHMH3011					
Prerequisite	Basic understanding of the English			Eng	lish	
	language, knowledge of previous				us	Unit II:RESTAURANT PLANNING AND
	F&B Service theory classes					OPERATION
Co-requisite						OLEKATION
Anti-requisite						Types of Restaurant, Location or site, Sources of finance,
L T P C			P	Design consideration, furniture, lighting and décor,		
3 0 0 3			0	equipment required, records maintained, Licenses required, Practice on Standard Operating Procedures in Restaurant,		
C OL: -4:					list of restaurant equipment manufacturer ( assignment)	

#### **Course Objectives**

To develop optimum level of knowledge and skills in the students so as they are capable to independently manage bar, banquets and restaurants in Hospitality Industry, also to make them aware of cost controls, sales analysis

#### **Course Outcomes**

СО	The learner will be able to apply safety, security		
1	and emergency procedures followed at the		
	outlet.		
CO	The learner will be able to operate the design,		
2	setup and operation of the outlet.		
СО	The learner will be able to identify the various		
3	documents/bills required and procedures		
3	followed at the receiving area.		
CO	The learner will be able to identify bar setup,		
4	staff required and their responsibilities.		
CO	The learner will be able to interpret Event		
5	Marketing, Concept & Planning for MICE		
3	segments.		
CO	Industry update for technology and trends		
6	industry update for technology and itelias		

#### **Continuous Assessment Pattern**

Internal Assessment	Mid Term Exam	End Term Exam	Total Marks	
(IA)	(MTE)	(ETE)	<u>-</u>	
30	20	50	100	
~ ~				

#### **Unit III: Receiving Controls**

Receiving Food & Beverages: hygiene and sanitation of receiving area, Document given by suppliers bills/invoice/ cash items/ credit notes/ record maintained, meat tags, Receiving procedure, receiving of beverages, blind receiving, frauds in receiving, hygiene and cleanliness, checking of quality of receiving area.

#### **Unit IV: BAR OPERATIONS**

Types of Bar- Cocktails, Dispense, Floating/ Cash bar, Area of bar

- Front, Under, Back. Bar equipment, Bar stocks ofalcoholic, mixers, Non-alcoholic, Perishable & dry stores. Staffing and their job description, inventory & controls systems. Liquor Licenses, Cooking and Carving at Table.

#### **Unit V: EVENT MANAGEMENT & FUNCTION**

#### **CATERING-MICE**

Theory of Event Management, Event Administration, Event Coordination, Event Marketing, Concept & Planning for MICE segments, Role of sales and marketing, Organisation of banquet department with their duties of responsibilities, Banquet protocol. Types of function - formal/informal, buffets, theme parties, preparation of duty roasters in restaurants & function catering Planning & Operating Fast Food and coffee shop, bar), various outlet ( Supervisory skills, SOP

#### Unit VI: Industry update for technology and trends

.5	
	School Of Hospitality
Sug	gested Reading

#### **Course Content:**

1. Food & Beverage Service by R. Unit I: MANAGING F & B OUTLETS Singaraveleavan

Indenting and maintaining par-stocks Advertisement/selling techniques. Garbage disposal, Situations handling, Fire and emergency procedure, pennis R Lilicrap Food and Beverage Service Employee requirement, Setting up operational procedures,

supplies, Oxford Publication—Core Textbook

- 4. Sudhir Andrews- F&B Service Manual
- **5. Food & Beverage Management By John Cousines**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Name of the	ADVANCED FRO	NT	OFF	FICE	ET	30
Course	112 (11)		011			<b>Course Content:</b>
Course Code	BHMH3012					Unit I: Handling
Prerequisite	Passed the previous	s Se	mest	ers	of	Π
	Front Office					
Co-requisite	Clarity of FO topic	s of	prev	ious	S	Guest Complain
	semesters					Thumb Rules, Co
Anti-requisite	Industrial Training	exp	eriei	nce		Emotions in Situa
	8	<b>F</b>				Unit II:Human
		L	T	P	C	Planning, develop
		3	0	0	3	orientation, HR

Unit I: Handling situations and complaints

Guest Complaint Handling/Problem Solving - Process, Thumb Rules, Common Complaints & Their Types, Role of Emotions in Situation Handing

Emotions in Situation Handing

Unit II:Human resource management

Planning, development, job analysis, recruitment, selection, orientation, HR Challenges, employee retention and motivation

#### **Course Objectives**

- 1. Make the students understand computer application in Front Office Operation
- 2. Explaining the Front Office Accounting
- 3. Describe control of cash and credits
- 4. Describe the explain Night Auditing
- 5. Develop the understanding on the importance of guest safety and security
- 6. Develop communication skill

#### **Course Outcomes**

CO	Explain computer application in Front Office
1	Operation
CO 2	Understand Front Office Accounting
CO 3	Describe control of cash and credits
CO 4	Acquire Night Auditing skill
CO	Know the importance of guest safety and
5	security
CO 6	Latest Technology in Hotel

#### **Continuous Assessment Pattern**

#### Unit III: Case Studies on Safety & Security of Guests

Fire and Evacuation Procedure in Hotel, Online Frauds and Skipper, Data Thefts, Theft of Guest Valuables outside the Hotel Premises, Guest Harassment (Domestic & International), Employee Frauds

#### **Unit IV: Computerized/ Electronic Front office**

- Features of electronic front office.
- Factors affecting electronic front office
- Check-in, check out in fully automated front office On line management

# Unit V: Recent trends and technology in hotel front office

Introduction Importance Advantages

Unit VI: Latest Technology in Hotel

#### **Suggested Reading**

- 1. Hotel Front Office R. Jatashankar Tewari Oxford Publication—Core Textbook, Students & Faculty to follow this book.
- 2. Hotel Front Office A Training Manual By Sudhir Andrews Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI Books).
- 4. Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).

5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the Course	ADVANCED HOUSEKEEPIN	JC I			
		101	-		
Course Code	BHMH3013				
Prerequisite	Knowledge of 1- housekeeping c			of	
Co-requisite					
Anti-requisite					
	•	L	T	P	C
		4	0	0	4

#### **Course Objectives**

- 1. Understand, planning and organizing of housekeeping department and its operation.
- 2. Understand the concepts of classification and planning a guest room according to norms.
- 3. Understand the concept of textile manufacturing and its use in hospitality sector
- **4.** Understand the concept of professional laundry management.
- 5. Update with latest trends in hotel housekeeping department.

#### **Course Outcomes**

co 1	Interpret operation of housekeeping department and it's set up.
CO	Illustrate the concepts of classification and
2	planning a guest room according to norms
CO	Interpret the concept of textile
3	manufacturing and its use in hospitality
CO 4	Define professional laundry management.
co 5	Interpret the significance of training & Motivation in hotel housekeeping department.
CO 6	Industry updates for technology and trends

#### **Continuous Assessment Pattern**

Internal	Mid Term	End	Total
Assessment	Exam	Term	Marks
(IA)	(MTE)		

		Exam (ETE)	
30	20-	50	100

#### **Course Content:**

Unit 1: Preopening Property Operations M	lanagement
7 Hours	
. Preopening Property Operations	
2. Setting up housekeeping department	
3. Countdown to opening	
4. Preparing snag report.	
5. Preparing other housekeeping report	
Unit II: Planning of a Guest Room	6 hours

Size of Guest Room as per the classification norms

- 2. Layout of the guest room to the scale
- 3. Furniture size and arrangement
- 4. Bathroom fixtures & amenities
- 5. Planning of Services Areas Linen Room / Laundry

**Unit III: Textiles 8 hours** 

Yarn manufacturing

- 2 Textural processes
- 3 Characteristics & uses of various fabrics
- 4 Selection of fabric

**Unit IV:: Laundry Management** 

- 1. Lundry concept. Organization structure and importance.
- 2. Laundry Planning and operation
- 3. Professional Laundry set up
- 4. Managing Guest laundry

#### Unit V: Training & Motivation in housekeeping

- 4. Training and motivation
- 5. Various training imparted on housekeeping staff
- 6. IT savy in hk

Unit VI: Industry updates for trends and technology.

#### **School Of Hospitality**

**Suggested Reading** 

1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook, Students & Faculty to follow this book.

2. Hotel, Hostel & Hospitality by John C Bramon and Margret.

- 3. Accommodation Operations Management by SK Kaushal and SN Gautam.
- 4. Hotel Housekeeping A training manual by Sudhir Andrews
- **5.** Hotel, Hostel & Hospitality by John C Bramon and Margret.

Name of	Advanced FOOD
the	PRODUCTION-I Lab
Course	
Course	BHMH3017
Code	
Prerequis	
ite	Basic knowledge of English,
	protective clothing and stamina
	to withstand the practical
	requirements.
Co	requirements.
Co-	
requisite	
Anti-	
requisite	
	L T P C
	4 0 0 4

**Course Objectives** 

- 1.Is to make students learn about various International Cuisine and
- 2.To create innovative dishes
- 3.To learn about the various international desserts
- 4. GTo plan menu as per guest requirements

#### **Course Outcomes**

CO1 Plan Asian menu and its dishes
CO2 Plan European menu and its various dishes
CO3 Able to create and plan American cuisine.
CO4 Able to demonstrate various International breads and desserts
CO5 Develop and innovate new recipes
CO6 Create new menu and dishes as per guest choices

Three course menus to be formulated featuring International Cuisines Chinese, Japan, Thai, Indo, Philippine,

Unit II: 8 Hours

Three course menus to be formulated featuring International Cuisines Mexican, Lebanese, Middle E astern, Spanish.

Unit III:

Hours

Three course menus to be formulated featuring International Cuisines French, Italy and Germany

Unit IV:

Hours

Three course menus to be formulated featuring International Cuisines American Cuisine The various regions of America with different styles of cooking like Cajun and creole cooking, soul cooking etc.

#### **Unit V:Structures**

Hours

BREAD ARTS · Bread Center pieces – Bread Basket, Braided Bread · Saltillage – Salt dough. -Types, techniques, Usage Unit VI

#### DESSERT PRESENTATION

 $\cdot$  Preparation of Dessert Garnishes – tulip Paste , chocolate stensils , nougat garnishes , etc.  $40 \cdot$  Sauce pouring techniques – Pipipng , brushing , Feathering ,etc.

**Buffet** 

presentations -

Gateaux, Assorted Petits Fours, bread, etc. · Plate Presentations - Cold desserts, hot puddings, fruit based desserts, hot pastries etc.

**School Of Hospitality** 

Suggested Reading

#### **Continuous Assessment Pattern**

#### 1.International Food Production -By Chef Bali

Internal	Mid Term	End Term	Total 2.Professional Garde Manger by CIA
Assessment	Exam	Exam	Marks <sub>3</sub> . On Cooking - Sarah Labensky
(IA)	(MTE)	(ETE)	5. On Cooking - Saran Labensky
50	_	50	100 <b>4. Culinaria Mundi</b>

#### **Course Content:**

#### 5. Professional Bakery

Unit I:			- <b>U</b>		
	Name of the		Advanced Food and Beverage		
	Cour	ese	Service (Lab)- I		

50.10											
Co	ourse Code	BHMH3018	3		• 5	Seating plans of	different Banquets. I	Prepa	aratio	on o	f charts
Pr	erequisite	Basic know	ledge of Englis	h,		ame cards etc.					
		protective c	lothing and star	mina to	• Food and beverage-how to serve in banquets						
		withstand th	ne practical requ	uires.	Unit V:						
Co	o-requisite				<u> </u>						
Ar	nti-requisite					Assignments:	conformed and other		tion		
			L T	P C	a) Checklist for conference and other parties b) Menu planning for State Banquets						
							or Buffet Banquet and		sines	s ev	ents and
Cor	ırse Objective	s				khibition)	•				
	dent understar		is to make the at style of servi	icing		ggested Reading					
2. B	Se able to setup	the covers as	per the menu			Food & Bevera garaveleavan	ge Service by R.				
3. T	hey should be	confident to p	olan menu and	l	2.	Oxford Publica	tion—Core Textboo	ok			
sug	gest alcoholic	beverages to g	o along with it	t.	<b>3.</b> ]	Dennis R Lilicr	ap Food and Bevera	age S	Serv	ice	
Cou	ırse Outcomes	3			4. \$	Sudhir Andrew	rs- F&B Service Ma	nua	l		
CO1	Identify the v	arious types tal	ble layouts		5. Food & Beverage Service - Dennis R.Lillicrap.						
CO2	Identify the C	Gueridon servic	e concept		& J	<b>John</b>					
CO3	Understandin	g the buffet co	unter setup		<b>6.</b> ]	Food & Bevera	ge Service - Dennis	R.L	illicı	ap.	
CO4	Identify the d	ifferent setup o	of banquet buffe	et and	& J	<b>John</b>					
	there process				N:	ame of the	ADVANCED FRO	NT	OFF	FICE	₹ _
CO5	Planning of b	uffet menu thro	ough checklist		Course ADVANCED FRONT I						
	C4:		44		Course Code BHMH3019						
	Continuous A	Assessment Pa	ttern		Pr	erequisite	Passed the previous semesters of				of
	Internal	Mid Term	End Term	Total			Front Office				
A	Assessment	Exam	Exam	Marks	C	-requisite					
	( <b>IA</b> ) 50	(MTE)	(ETE) 50	100	Aı	ti-requisite					
Cor	rse Content:	<del>-</del>	30	100				L	T	P	C
						1		0	0	2	1
Ur	nit I:										
• 1	Table layout an	d services for	different types	of meals	Cot	ırse Objectives					
					1.	To provide an	understanding Pra	ctice	hov	v to	
Ur	nit II:					ke itinerary.	understanding 1 Tu	CUIC	, 110		
•	Gueridon Servi Preparation and zette	ce ad service of I	Banana Flambe	é and Cre	2 epe		the students with G				
Ur	nit III: A				3. har	To enhance the dle situation.	e ability of the stud	ents	how	to to	
Ur	nit IV:										
• /	Assignment on	buffet menu p	lanning ,Plann	ing the tal	4. ble Ma	To familiarize nagement Syst	with Practice on Reem.	oom			
lay	youts of differe	nt types of ban	quet function				<del></del>				

5. Make the students aware of the proper functioning of Reservation, Check in . Also how to handle and resolve guest issues.

#### **Course Outcomes**

CO 1	Understand Practice and Usage of itinerary.
CO 2	Understand and be able to work on GDS.
CO	To enhance the ability of the students how to
3	handle situation.
CO 4	Understand with practice on room management system.
CO 5	Hands on practice on Reservation, Check in, Practical Situations & solving Guest Problems

#### **Continuous Assessment Pattern**

Internal Assessmen t (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### **Course Content:**

# Unit I: 1. Tour Itinerary 2. Assignment on GDS Unit II: Mock Situations – Role – Plays Case Study - Practical Situations Unit III: Practice on Cases Related to Front office & Other Departmental Communications. Situations on Basis of Charging Unit IV: Practice on Room Management System Unit V: Practice on Reservation, Check in, Practical Situations & Guest Problems

#### **Suggested Reading**

- 1. Hotel Front Office R. Jatashankar Tewari Oxford Publication—Core Textbook, Students & Faculty to follow this book.
- 2. Hotel Front Office A Training Manual By Sudhir Andrews Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI Books).
- 4. Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the	Advance Housekeeping I Lab				
Course					
Course Code	BHMH3020				
Prerequisite	Basic knowledge of Housekeeping				
	to understand the technical terms				
Co-requisite					
Anti-requisite					
		L	T	P	C
		0	0	4	2

#### **Course Objectives**

- 1. Students should be able to Interpret and understand operation of housekeeping set up
- 2. Illustrate the concepts of classification and planning a guest room according to norms
- 3. Interpret and understand the concept of textile manufacturing and its use in hospitality

#### **Course Outcomes**

CO 1	To understand detail on developing snag report and other various repots
CO	To learn Planning of a Guest Room
CO	To demonstrate different types of towel art
3	with linen
CO 4	To understand laundry management
CO 5	To demonstrate and learn various procedure and techniques adopted by housekeeping department in aspect to eco friendly product.

#### **Continuous Assessment Pattern**

001111111111111111111111111111111111111	110000011101101101			Š	ourse coue	DIIIVII 1501+				
Internal	Mid Term	End Term	Total	Pr	erequisite					
Assessment	Exam	Exam	Marks	$\alpha$	-requisite					
(IA)	(MTE)	(ETE)		Aı	ıti-requisite					
50	•	50	100				L	T	P	C
<b>Course Content:</b>							0	0	8	4

Unit I: Preope Management	ening	Property	Operations		
1.Developmen	t of Of	snag report	t		
2. Developmen	nt of Ir	spection rep	ort		
Unit II: Planı	ning of	a Guest Ro	om		
1. Guest room 2. Updation of	_	_			
Unit III: Texti	iles				
0	Unde	rstanding C	of fabric in		
	aspec	t to GSM &7	ГС		
0	Diffe	erent towel ar	rt by linen		
0	Diffe	rent towel ar	t by linen		
Unit IV: Lau	ndry N	Ianagement			
Laundry flow	proce	SS			
Laundry set up procedure					
Unit V:: Eco	frien	dly Amenitie	es, products		
and process					
<b>Identification</b>	and us	se of ecofrier	ndly product		

#### **Suggested Reading**

- 1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook, Students & Faculty to follow this book.
- 2. Hotel, Hostel & Hospitality by John C Bramon and Margret.
- **3.** Accommodation Operations Management by SK Kaushal and SN Gautam
- 4. Hotel Housekeeping A training manual by Sudhir Andrews
- **5.** Hotel, Hostel & Hospitality by John C Bramon and Margret.

Name of the	Project Work
Course	

#### **Course Objectives**

Course Code

1. Learn about various hospitality issues

RHMH3014

- 2. Learn about various hospitality issues
- 3. Learn how to evaluate the potential
- 4. Improve organizing & managerial skills.

#### **Course Outcomes**

CO1	Understand Research work					
CO <sub>2</sub>	Develop practical understanding of Hospitality					
	sector					
CO <sub>3</sub>	Able to learn field experience					
CO4	Interpret with issues in departments					
CO5	Learn to carry out research work to address the					
	issues					

#### **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total		
Assessment	Exam	Exam	Marks		
(IA)	(MTE)	(ETE)			
50	-	50	100		

#### **Course Content:**

 $Suggested\ Topics\ for\ the\ Project\ Report\ are\ \textbf{-}\ (Sample)$ 

**Technology in Hotel Services** 

A case study of Hotel- ABC."

**Surveying of Guest Behavior** 

**Surveying of Environment Conservation** 

**Surveying of Negative impacts of System** 

Segmentation of Guest staying in unit.

**Profiling of Tourists/ Guests** 

Comparative analysis of Tariff Strategies.

Linkages amongst various constituents of Hospitality industry

**HRD- Policies of Unit/ Chain** 

Cost Control in Housekeeping/Kitchen/F&B

Service/Front Office

Safety & Security Issues- Case studies

The above mentioned are simply few suggested topics.
The candidates are free to select a topic of their choice

36110010111031117	ALITY AND TOOKISIVI						
	tion with the faculty member who is	CO	_	different types	_	nd Retail	
mentoring the car	ndidate in the Institute.	2	Strategie Manage	c Planning and ment.	Operation		
	ions: Computer Typed {Times New	co		different cycles	in retailing.		
Roman   compiled		3	<u> </u>			477	
The Project shou	Copies) and One soft copy in C.D.	CO	Interpre	t various reta	il operating sk	ills.	
•	ould include:- ould include Name of The Institute /	CO	Idontify	different issues	in ratail anarat	tion and to	
1 0	ct undertaken, Roll Number &		CO Identify different issues in retail operation and to address them.				
Name.		CO		update for trend	ds and technolo	ισν	
	andidate of genuine work.	6	maastry	apaute for trent	as and teennote	753	
· Acknowledgeme			l				
· Certificate of ap			Continuous	Assessment Pa	ttern		
· Introduction to	-	-	4 1	N (C) 1 (D)	E 10	TD 4 1	
· Problem Definit	ion		nternal	Mid Term	End Term	Total Marks	
- Need of study	<b>.</b>	AS	sessment (IA)	Exam (MTE)	Exam (ETE)	Marks	
- Problem Definit - Research object			50	(NIIE)	50	100	
- Kesear chrobject		Cour	se Content:	_	30	100	
· Research Metho		Cour	se Content.				
- Research design	O.	Unit	I: The Bu	siness of Retail:	8 hours	S	
- Source of data		D 4	'l' D.C	*** 0 4	T 4 T	7 4° 6	
- Instrumentation	of data collection		_	nition, Concept	Importance, E	unctions of	
- Sampling Design	n		tailer, tionship be	etween retail ai	nd Marketing	Ratail as a	
	gs & Interpretation.		_		0.		
	Recommendations.	career. Retail in India- Evolution, changes in the retail sector, The Wheel of Retailing, The Accordion, The					
· Conclusion or S	ilent Findings	Retail Life Cycle, Emerging Trends in Retailing, Retail					
· Limitation			•	ia, Retail Com		· ·	
· Bibliography · Annexure							
Aimexure							
		Unit	II:2 Reta	ail Models a	nd Theories	of Retail	
N 641	In and	Dev	elopment- 8	3 hours			
Name of the	Retail Management	The	ories of reta	ail development	t, concept		
Course	DIN MISSIA			etails, Business		ails, Airport	
Course Code	BHMH3016		O,	ces retailing.			
Prerequisite	Knowledge of Retail Management	7-1		athering in R	O,	il Strategic	
Co-requisite				peration Mana			
Anti-requisite				l Strategy, Tar	0	election and	
	L T P C			, Store Design a			
	4 0 2 5	Lay	out, visual	Merchandising	, anu Dispiays.	•	
a		Unit	III: Merch	nandise			
<b>Course Objectives</b>		Dlas	ning Dur	ng and Handli	ng Marchand	ica Drigina	
1 Chardonia will be oble to made a			ınıng, Buyı ıil Commur	_	ng, wierchand	use fricing,	
1.Students will be able to understand retail				ncation nal Strategy, ]	Retail Human	Resources	
planning and various retail operation skills.				Customer Servi		- ILLSUUICES	
Course Outcomes				Customer Relati		gement.	
Course Outcomes				Operating Skil			
CO Interpret the	ne business of Retail industry.					•	
1				ening the Sale,	Probing, Den	nonstration,	
		Tria	*	r Objections C	Tosing Confi	rmations f-	
			e Handling tations	g Objections, (	Josing, Confil	rmations &	
		1111	iauous				

Unit V: Retail Management through PMS 7 hours5. Identifying and understanding latest renovation

: Retail Management Information Systems, Retail
Audits, Online Retailing, Global Retailing, Legal and
Ethical Issues in Retailing.

Ethical Issues in Actaining.			
	C	<del>)</del> 1	
Unit VI Industry updated for trends and technology			Understa

#### **Suggested Reading**

Levy IM. And Weitz B.A (2004), Retailing Management, 5th ed., Tata McGraw Hill.

- Berman B. Evans J. R. (2004), Retail Management, 9th Edition, Pearson Education.
- Bajaj C; Tuli R., Srivanstava N.V. (2005), Retail Management, Oxford University
- Press, Delhi.
- Dunne P.M, Lusch R.F. and David A. (2002), Retailing, 4th ed., South-Western,
- Thomson Learning Inc.
- Pradhan, Swapna; Retaling Management; Tata McGraw Hill; New Delhi

Name of the	Linen Managen	nent				
Course						
<b>Course Code</b>	BHMH3023	BHMH3023				
Prerequisite	Clarity of HK to previous semest	•	s of			
Co-requisite	Basic Knowledge department and				,	
Anti- requisite						
		L	T	P	C	
		2	0	0	2	

#### **Course Objectives**

- 1. To make the student understand about various types of linen and fabrics used in hotels.
- 2. To familiarize with the operations of laundry Department.
- 3. Idetifying various activities followed in Sewing Room.
- 4. Proper understanding of renovation, safety and security followed in hotel industry.

CO1	
	Understand different types of fabric and its usage
	by housekeeping department.
CO <sub>2</sub>	
	To correlate the procedure of Laundry Operations
CO3	
	To recognize the activities followed in Sewing
	Room
CO4	
	Understand the concepts of safety norms in
	hospitality industry
CO5	
	To recognize the concept and importance of
	renovation followed in hotel industry.
CO6	
	Industry update for technology and trends

#### **Continuous Assessment Pattern**

Internal Assessment	Mid Term Exam	End Term Exam	Total Marks
(IA)	(MTE)	(ETE)	
30	20	50	100

#### **Course Content:**

Unit I: Textiles	9	Hours		
Introduction				
Classification and Identification of Textile Fibres				
Characteristics of Textile Fibres				
Yarn				
Types of Yarn				
Yarn Characteristics				
Fabric Construction				
Weaving				
Other Methods of Fabric Construction				
Blends and Unions				

Textile Finishes	Activities in the Sewing Room			
Mechanical Finishes	Job Specification of a Seamstress/ Tailor			
Filling Finishes	Sewing Area and Equipment			
Chemical Finishes	Basic Hand Stitches			
Dyeing and Printing	Temporary Stitches			
Use of Textiles in Hotels	Permanent Stitches			
	Fasteners			
Unit II:Linen and Laundry Operations 9 Hours	Unit IV: Safety and Security 10 Hours			
Introduction	Introduction			
The Linen and Uniform Room	5 1 Work-environment Safety and Job Safety Analysis Potential Hazards in Housekeeping Operations Safety Awareness and Accident Prevention			
Linen Room Organization				
Storage of Linen				
Linen Exchange	Concept of Safeguarding Assets			
Linen Quality and Lifespan	Fire Prevention and Fire-fighting			
General Selection Criteria for Fabrics	First-aid			
Discards and Their Reuse	Crime Prevention			
Types of Laundries	Dealing with Emergencies			
Laundry Equipment Folding Machines 458 Spotting Ur 458	its Planning for an Emergency			
The Laundry Process	Dealing with Bomb Threats			
Stain Removal	Dealing with Terrorism—Steps and Precautions			
Dry-cleaning	Guest and Employee Thefts			
Handling Guest Laundry	Sickness and Death			
Care Labels	Unit V: Hotel Renovation 9			
Unit III: Sewing Room 4 Hours	Hours			
Introduction	Introduction Reasons to Renovate Types of Renovation			
	Subsidiary Processes in Renovation			

Refurbishing Redecoration	CO2	Able to analyze various preserving techniques
Unit VI Industry update for technology and trends	CO3	Able to identify various new cooking concepts in
7 1 23	CO3	international cuisine
Suggested Reading		Able to identify various food presentation
		principles
buggested Reading	CO5	Able to analyze various aspects of entrepreneurship
1. Hotel, Hostel and Hospitality housekeeping by John .C. Bransin& Margaret		development
		Able to analyze various new trends in hospitality

- 2. Hotel, Hostel & Hospitality by John C Bramon and Margret.
- 3. Accommodation Operations Management by SK Kaushal and SN Gautam.
- 4. Hotel Housekeeping A training manual by Sudhir Andrews.
- 5. Magazines of Airlines, Hotels & Tourism Organizations.
- 6. Hospitality Biz India, Travel Biz Monitor

Name of the	Advanced Food Production-II
Course	
<b>Course Code</b>	BHMH4010
Prerequisite	Summer Internship in a 5-star category hotel with well- maintained Larder and Garde Manger. Basic French culinary terms knowledge
Co-requisite	
Anti-requisite	
	L   T   P   C
	4 0 0 4

#### **Course Objectives**

- 1.Is to make students learn about various **International Cuisine**
- 2.To create innovative create
- 3. To learn various international desserts and breads
- 4. To learn new trends in hospitality

#### **Course Outcomes**

Able to demonstrate various international classical **CO1** dishes

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### **Course Content:**

Unit I: International Speciality Fine Foods Hours	10
Caviar · Oysters · Pate de foie gras · Salmon	· Ahi
tuna · Kobe beef · Chilean sea bass · New Ze	aland
lamb · Sushi · Tepanyaki · Angus beef · Exotic	fruits
and vegetables · Peking Duck	

**Preserving** Unit II:Speciality Cooking and **Techniques** 8 Hours

- · Bar-be-cue · Sous vide · Confit · Microwave cooking
- · Fondue · Combination cooking · Smoking · Brining

#### Unit III: New Concepts in International Cuisine 8 Hours

· Genetically modified food · Organic food · Slow food movement · Molecular gastronomy · Vegan cuisine · Kosher food

#### **Unit IV: Food Presentation Principles 8 Hours**

· Basic presentations · Modern perspectives · Use of technology · Contemporary plates · Unconventional garnishes · Roles and use of garnish

#### Unit V:ENTREPRENEURSHIP 8 hours

· The process in becoming an entrepreneur · Attributes of an entrepreneur · Hindrance faced by an entrepreneur · SWOT analysis · Entrepreneur Vs Chef · The rewards

Unit VI: Industry Update for Technology and Trends

**Innovations in Industry** 

New Trends in Industry

#### Suggested Reading

- 1.International Food Production -By Chef Bali
- 2.On Cooking -Sarah Labensky
- 3. Professional Cooking
- 4.On Food and Cooking
- 5. Professional Baking

						L~=
Name of the	Advanced Food and Beverage			K.O.T control system, F&B control cycle, making bills,		
Course						cash handling, theft control system, F & B control records
Course Code	BHMH4011			and formats.		
Prerequisite	Basic understanding of the English		lish	Unit III: INVENTORY MANAGEMENT –		
	language, knowledge of previous F&B Service theory classes		us	Food and beverage inventory, Types of Inventory – Physical & Perpetual Inventory, Various		
Co-requisite				formats used in Inventory, food & beverage inventory		
Anti-requisite	te			control.		
	L   T   P   C		C	Unit IV: RESTAURANT PLANNING & DESIGN		
		3	0	0	3	Cint IV. RESTAURANT TEANNING & DESIGN
				•		Concept, layout, Décor and furnishing, fixtures and fittings,

**SYSTEMS** 

**SERVICE** 

#### **Course Objectives**

To develop optimum level of knowledge and skills in the students so as they are capable to Independently manage bar, banquets and restaurants in Hospitality Industry, also to make them aware of cost controls, sales analysis

#### **Course Outcomes**

CO	The learner will understand international food
1	and beverage service sector
CO	The learner will understand food & beverage
2	costing & control
CO	The learner will understand records & formats
3	The learner will understand records & formats
CO	The learner will understand inventory
4	management
CO	The learner will understand purchasing process
5	The learner will understand purchasing process
CO	Industry update for technology and trends
6	industry update for technology and trends

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

**Course Content:** 

# service, up selling, telephone selling, suggestive selling Unit V:FOOD AND BEVERAGE PURCHASING

equipments, menu planning, menu engineering, advertising

identifying the media, promoting festivals, promoting room

Unit I: FOOD AND BEVERAGE COST CONTROL

Determining the cost, food cost percentage, evaluating food

cost result, food cost control, and beverage cost control.

Unit II:FOOD AND BEVERAGE CONTROL

Food and beverage purchasing, Purchasing Methods, Food and beverage receiving and storage, Types of Receiving.

Unit VI: Industry update for technology and trends

#### **Suggested Reading**

- 1. Food & Beverage Service by R. Singaraveleavan
- 2. Oxford Publication—Core Textbook
- 3. Dennis R Lilicrap Food and Beverage Service
- 4. Sudhir Andrews- F&B Service Manual
- Food & Beverage Service Dennis R.Lillicrap.& John

# 6. Food & Beverage Management By John Cousines

Name of the	Advanced Front Office II
Course	

36110													
Na	me of the	Advanced Front o	ffice	Opera	·	•	Training Schedule,						
Co	ourse						Steps of Training, Train the Trainer, Employe						
Co	ourse Code	BHMH4012					Development, Training for New and Old Employees						
<u> </u>	rerequisite						Unit II:Guest Loy	alty & Culture	8 Hours				
An	nti-requisite								~ . ~				
			L	TI	? (			•	Culture Difference for				
	3 0 0 3						•		isfaction and Loyalty,				
Course Objectives						Definition of Guest Loyalty, the Importance of Guest Loyalty in the Hotel Industry, , Loyalty Prerequisites, Guest Satisfaction							
		udents understand to Rooms division.	he tra	uning		Ų.	Unit III: Total Qu	uality Management	t				
	<ol> <li>Understand Guest Loyalty</li> <li>Describe the Quality Manage</li> </ol>	If the importance and Programmes.  The knowledge and we gement system.	orkin	g of To	Quality Management in the 21st Century in the Hotel Industry, Theories about Quality, Challenges in the Hotel Industry, Development of Quality Management to Total Quality Management, Introduction and the Concept of Total Quality Management, Importance of TQM in Accommodation Management.  Unit IV: Case Studies on Operation Management								
		case studies and so	lutio	ns of									
	Operation Mar	nagement.					Guest Complaint Management, Customer Surveys and						
	5. Develop the energy manage	understanding on in	npor	tance (	of		Loyalty program of various Hotel chains, Handling Negative Feedback, Service Recovery						
							Unit V: Environment Management 6 Hours						
Cou	irse Outcomes						Environment and	ecology, Pollution	on and its effects,				
CO1	Explain about	training for room di	visio	n.			International EMS standards						
CO2	Understand the	e guest loyalty & cu	lture.				Unit VI Latest Tec	hnology in Front O	ffice				
CO3	Describe total	quality managemen	t in 1	2st cer	ntury		N 641	A.1 177	1 · 17				
CO4	Acquire and demanagement.	escribe the case stud	ied o	n oper	atio	1	Name of the Course Course Code BHMH4013						
CO5	To acknowledgenergy manage	ge the importance are	nd us	age of			Prerequisite Co-requisite Anti-requisite		L T P C				
CO6	Latest Technol	ogy in Front Office											
230	Latest 1 centrol												

#### **Continuous Assessment Pattern**

#### **Course Objectives**

Internal	Mid Term	End Term	Total 1. Understand Personal skills in accommodation
Assessment	Exam	Exam	Marksoperations and services
(IA)	(MTE)	(ETE)	2.Understand the Planning and organizing the
30	20	50	100 housekeeping service

**Course Content:** 

3. Understand the the Waste Management procedure

Unit I: Training for Rooms division 8 Hours

4.nderstand the Principles of design, management and furnishing

5. Understand the Ergonomics in Housekeeping

#### .Course Outcomes

CO	Understand Personal skills in
1	accommodation operations and services
CO	Understand the Planning and organizing
2	the housekeeping service
CO	<b>Understand the the Waste Management</b>
3	procedure
CO	Understand the Principles of design,
4	management and furnishing
CO	Understand the Ergonomics in
5	Housekeeping
CO	Industry updates with technology and
6	trends
•	

#### **Continuous Assessment Pattern**

				1 8
Internal	Mid Term	End Term	Total	Analysis & risk factors in housekeeping:
Assessment	Exam	Exam	Marks	Ergonomic Perspective
(IA)	(MTE)	(ETE)		Unit VI Industry updates for technology and
30	20	50	100	trends
~ ~				or o

#### **Course Content:**

Unit I: THE	PROFESSIONAL
HOUSEKEEPER 8 hou	ırs
The Housekeeping Dep	artment in Hotel
<b>Operations, The Execut</b>	tive Housekeeper as
Department Manager.	Structural Planning of
the Housekeeping Depa & Practices	rtment. Current Trends
Unit II:MANAGING H	OUSEKEEPING
<b>OPERATIONS</b>	
8 Hours	
Management of Invento	ory and Equipment.
<b>Characteristics of Hous</b>	sekeeping Equipment
and	- 9
<b>Supplies. The Cleaning</b>	<b>Function, Personnel</b>
Administration, Contro	olling Housekeeping
<b>Operations, Supervision</b>	n and Management
<b>Practices in Housekeep</b>	ing
Unit III: HAZARD	MANAGEMENT &
SAFETY	
Hours	
Safety, Security and Inf	fectious Diseases in

**Property Operations. Energy** 

**Conservation in Lodging Properties, Environmental and Sustainability Issues. OSHA Standards** 

Unit IV: NEW FACILITY OPERATIONS **MANAGEMENT** 

Opening New Hotels & Role of Housekeeping, **Linen Management, Guest Laundry** Services, Valet Services, Managing Pests **Control, Out Source Management Practices in** Housekeeping, Housekeeping Beyond hotels i.e Libraries, Hospitals, Airports and others, **Entrepreneurship Opportunities in** Housekeeping. Revenue from Housekeeping, Mini Bar Management.

**Unit V: Ergonomics in Housekeeping** 

**Ergonomics in Housekeeping** 

Introduction

**Ergonomics** 

**Ergonomics in hotel housekeeping** 

#### **School Of Hospitality**

#### **Suggested Reading**

- 1. Hotel, Hostel & Hospitality by John C Bramon and Margret.
- 2. Accommodation Operations Management by SK Kaushal and SN Gautam.
- 3. Hotel Housekeeping A training manual by Sudhir Andrews.
- 4. Hotel Housekeeping- Operations and management by G.Raghubalan and Smriti Raghubalan.

Nam	e of the	Advanced Food P	roduction	ı II lat	)	Uni	IV:					
Cou	rse						rnational D	oggowta				
Cou	rse Code	BHMH4017				Uni		esserts				
Prer	equisite	Basic knowledge of English, protect				ve						
	-	clothing and stamina to withstand to practical requires				DEN	MONSTRA'	TIONS BY INDUST	RY I	EXP	ERT	rs
Co-r	equisite											
	-requisite					Sugg	ested Readi	ng				
	<b>-</b>		LT	P	C	6	On cook	ing - Sarah Labensk	<b>▼</b> 7			
	0 0 8 4					7		and Cooking	y			
Cou	rse Objectives					8		0				
	· ·	students learn abo	ut variou	1S		9		nal Bakery				
	Internation	al Cuisine						ler Chef : Leto and N	Moio			
		nnovative dishes										
		rious internationa	l bakery			Name of the Course Advanced Food and Beverage Service (Lab)- II						
	products											
	4. To learn in	e concepts of menu	ı enginee	ering		Course Code BHMH4018						
Con	rse Outcomes					Prerequisite Basic knowledge of English,						
								protective clothing	g and	l star	nina	to
CO1	Able to illustra	te various exotic int	ernationa	al				withstand the prac	ctical			
CO1	preparations					Co-	requisite					
CO2	Able to demon	strate modern plate	presentat	ion		Ant	i-requisite		1_	1		- ~
~~	Able to analyz	e various aspects o	of molecu	ılar					L	T	P	C
CO <sub>3</sub>	gastronomy	*							0	0	4	2
CO4	•	strate various intern	ational d	essert	s	<b>C</b>	Obi4'					
CO5	Able to plan va	rious international	and India	n mea	als	Cour	se Objectiv	es				
	1					1 Tł	ne objective	of the courses is to n	nake	the		

#### **Continuous Assessment Pattern**

1. The objective of the courses is to make the student understand the different style of servicing

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total <sup>mea</sup> Marks 2. I	Be able to setup the covers as per the menu.
50	-	50	100	her should be confident to plan many and

**Course Content:** 

3. They should be confident to plan menu and suggest alcoholic beverages to go along with it.

Unit I: INTERNATIONAL FOODS	SPECIALITY 8 Hours	FINE	irse Outcomes
· Caviar · Oysters · Pate de	foie gras · Salmon	. գրլ	Identify the various types of banquet functions.
tuna · Kobe beef · Chilean sea			Plan regional menus and explain the new regional
· Sushi · Teppanyaki · Angu	s beef · Exotic fruit	s and	dishe
vegetables · Peking Duck		CO3	Understanding of SOP's
Unit II:		CO4	Research on the CCG makers in the market
8 Hours		CO5	Planning: M.I.C.E (Meetings, Incentives,
		SING	Conferences and Exhibition)
CONTEMPORARY MENUS			Continuous Assessment Pattern
Unit III:			
MOLECULAR GASTRONO	MY INTRODUCTI		

Internal	Mid Term	End Term	Total		L	T	P	C
Assessment (IA)	Exam (MTE)	Exam (ETE)	Marks		0	0	2	1
(IA)	(MIIE)	(EIE)						
50	-	50	100	Course Objective				
<u> </u>			•	ourse Objective				

#### **Course Content:**

Unit I:	1. Usa	age (	To provide an understanding Practice and of different Forms & Formats Required for
• Skill and Techniques for Formal Banquet Servi			•
Function	2. on	Tota	To familiarize the students with Practice al Quality Management.
<ul> <li>Guéridon and Flame Cooking and Carving at Table.</li> <li>Designing and Setting The Bar</li> <li>Arranging A Theme Dinner/ Food Festivals</li> </ul>	3. hai lev		To enhance the ability of the students to situation related to quality at managerial
Unit III:	4.	١,	Familiarize the student of various threats
<ul><li>Practice on Standard Operating Procedures in Restaura</li><li>Supervisory Skills SOP</li></ul>	<u>in</u> ant 5.	aote	Is and how to handle them.  To enhance competitive strategies followed
Unit IV:		hote	els for improving profit in hotels
• List Of Restaurant Equipment Manufacturer (Assignment	A)	urse	Outcomes
Unit V:  • Preparation of Duty Roasters in Restaurants & Funct		01	Understand Practice and Usage of different Forms & Formats Required for Training.
Catering • Planning: M.I.C.E (Meetings, Incentives, Conferences a Exhibition)	C	02	Understand and be able to explain with Practice on Total Quality Management.
Suggested Reading	С	O3	To enhance the ability of the students how to handle situations.
1. Food & Beverage Service by R. Singaraveleavan	C	O4	Assess through Project and assignment related to current competitive strategies.
2. Oxford Publication—Core Textbook	C	<b>O5</b>	To understand the competitive strategies.

#### 3. Dennis R Lilicrap Food and Beverage Service

#### 4. Sudhir Andrews- F&B Service Manual

# **5. Food & Beverage Management By John Cousines**

# 6. Food & Beverage Service - Dennis R.Lillicrap. & John

Continuous A	Assessment 1	Pattern
--------------	--------------	---------

Internal	Mid Term	End Term	Total
Assessment	Exam Exam		Marks
(IA)	(MTE)	(ETE)	
50	-	50	100

#### **Course Content:**

0_ T_0 L		
& John		Unit I:
Name of the	Advanced Front Office Lab I	3. Practice and Usage of different Forms & Formats
Course		Required for Training.
Course Code	BHMH4019	4. Cross Training
Prerequisite		
Co-requisite		Unit II:
Anti-requisite		

3. Practice on Total Quality Management: Castudies		Ho	usekeeping will help the student to gain insight
4. Quality Management in Luxury hotels.		abo	out planning organizing budgeting and décor.
Unit III:	Cou	irse	Outcomes
1. Role Plays on Handling Situation related to Quality Management at Managerial Levels 2. Kaizen 3.	C	<b>D1</b>	To understand detail on Facility planning & Facility Management
Benchmarking	C	02	To learn Planning of a Guest Room and different types of housekeeping services
Unit IV:			1 0
Role Plays on Guest Safety and Security Situation :- F threat, Bomb Threats, External threats (Terrorist threats) Control of unknown person, etc)	ire	03	To understand Waste Management and its Procedure in Hotel industry
• • • •	C	04	To understand Ergonomics in Housekeeping
Unit V:		05	To Understand Ecotels in hotel.
Projects & Assignments related to Current Competit			
Strategies being followed by Hotels to Improve Revenue	)		

#### **Suggestion Reading:**

- 1. Hotel Front Office R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.
- 2. Hotel Front Office A Training Manual By Sudhir Andrews Tata McGraw Hill.
- 3. Managing front office Operations by Michale L Kasavana (AHLEI Books).
- 4. Front Office Operations and Management by Ismail Ahmed (Cengage Earning).

Name of the	Advanced Housekeeping Lab				
Course	II				
<b>Course Code</b>	ВНМН4020				
Prerequisite	Basic knowledge of				
_	Housekeeping to understand				
	the technical terms				
Co-requisite					
Co-requisite Anti-requisite					
-		L	Т	P	C

#### **Course Objectives**

The increasingly Competitive and demanding Hotel Industry environment has created new challenges, wherein the knowledge of various suppliers and routine records are most critical factors moreover planning, organizing, budget, outsource services and interior designs provides a

#### **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total
Assessment	Exam	Exam	Marks
(IA)	(MTE)	(ETE)	
50	-	50	100

#### **Course Content:**

Unit I: Designing rooms for different categories of
guest
Designing rooms for different categories of guest
1.Handicapped
2. Children
3. V.I.P etc
Unit II:Purchasing System
Coordinate with hotel purchase system for ordering
Unit III: Purchasing System
Purchase, storing and inventory control
Unit IV: Check list Preparation
To prepare checklist for
public area
non public areas
Unit V:Bed Making Pocedure
Revison of
Tradional way of bed making
Modern way of bed making
Various towel arts
Suggested Reading

 Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book.

Hotel, Hostel & Hospitality by John C Bramon and Margret. Accommodation Operations Management by SK Kaushal and SN Gautam. Hotel Housekeeping – A training manual by Sudhir Andrews.

Name of the	Skill enhancement for Media &				
Course	Journalism in Hospitality				
Course Code	BHMH4001				
Prerequisite					
Co-requisite					
Anti-requisite	nti-requisite				
		L	Т	P	C
		3	0	0	3

#### **Course Objectives**

- 1. To acquaint students with the glorious journey of hospitality journalism.
- 2. To enhance understanding of the origin of hospitality journalism.
- 3. To inculcate the knowledge of hospitality journalism.
- To acquaint leaners with technological advancements in hospitality journalism.

#### **Course Outcomes**

CO	to understand the basics of hospitality and
1	journalism.
CO	to acquaint themselves with the glorious
2	journey of hospitality journalism.
CO	to enhance understanding of the origin of
3	hospitality journalism.
CO	to explain issues related to news concepts,
4	processes and production
CO	to evaluate issues related to objectivity and
5	ethics in journalism

CO	Industry updates with trends and technology
6	

#### **Continuous Assessment Pattern**

Internal	Mid Term	End Term	Total Marks
Assessment (IA)	Exam (MTE)	Exam (ETE)	Marks
30	20	30	100

#### **Course Content:**

#### Unit I:

- Journalism & Hospitality: Introduction to Journalism
- Definition of a Journalist
- Nature & Scope of Journalism
- Journalism & Hospitality: Careers & Opportunities

#### Unit II:

- Pioneers in Hospitality, Journalism & Media: Pioneers in Travel
- Writing great travel stories of Marcho Polo, Hiuen Tsang, Iban Batuta, Al Baruni, V.S. Naipaul, Rahul Sankratayan, William

#### **Unit III:**

- Creative Hospitality Writing: Introduction to creative writing, information collection, writing for hospitality
- Writing for Online Magazines, Hospitality Magazines.
- Types of Hospitality Writing
- Studies from Hospitality Biz India, Travel Biz Monitor and Express

#### **Unit IV:**

- Media Applications for Hospitality: Introduction Media.
- Its Role in Hospitality Promotion

#### Unit V:

Televisions, Food Channel, TLC Channel, Food & Travel Shows.

#### **Social Media- Creating Pages and Profiles**

Unit VI Industry updates for technology and trends

#### **Suggested Reading**

Magazines of Airlines and Hotels Organizations.

Hand Book of Journalism & Mass Communications by V.S. Gupta, Vir Bala Aggarwal, concept Publishers, New Delhi.

#### **Hospitality Biz India**

- Hotel Promotional Literatures
- Mass Communication Theory & Practice by Uma Narula, Hiranand Publication, New Delhi.
- Mass Communication, Wilbur Schram
- Understanding Media by Marshal McLuhan

Name of the	Food Laws and Standards				
Course					
Course Code	BHMH2013	BHMH2013			
Prerequisite	Basic understanding of Food safety hygiene, food laws & regulations				
Co-requisite					
Anti-requisite					
		L	T	P	С
		3	0	0	3

#### **Course Objectives**

- 1.Salient features of Food Safety and Standards Act of 2006 and its Rules and Regulations
- 2.Ensure the safety and quality of food products as per mandatory legal requirements and voluntary standards.
- 3. Specify the importance of standard laws & regulations.
- 4.Learn about HAACP, Codex Alimentarius Commission

#### **Course Outcomes**

CO	Understand the basics of Food safety and	
1	hygiene	
CO	CO Learn the basics of various food adulterants and	
2	food additives	
CO	CO Understand the food Safety and Quality	
3	Requirements: HACCP	
CO	Learn the basic of the standard food laws	
4	4	
CO	CO Understand the standards of Codex Alimentarius	
5	Commission	

CO	
6	Industry update for technology and trends

#### **Continuous Assessment Pattern**

Internal Assessment	Mid Term Exam	End Term Exam	Total Marks
(IA)	(MTE)	(ETE)	
30	20	50	100

#### **Course Content:**

#### Unit I: Introduction to Food safety standards

- Basic Introduction to Food Safety, Food Hazards & Risks, Contaminants
- Factors affecting their growth in food (intrinsic and extrinsic) Common food borne microorganisms:

  Bacteria (spores/capsules), Fungi, Viruses,
  Parasites
- Basic principles of food preservation

#### Unit II:Food adulteration

- Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material)
- Common adulterants in food
- Method of their detection(basic principle)

**Food Additives :** Introduction, Types (Preservatives, antioxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers)

#### **Unit III: QUALITY ASSURANCE**

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

#### **Unit IV: FOOD LAWS AND REGULATIONS**

- National PFA Essential Commodities Act (FPO, MPO etc.)
- International Codex Alimentarius, ISO
- Regulatory Agencies WTO

#### Unit V: International food standard setting agencies

- ISO, OIE, IPPC, AOAC, ASTM, EU and USFDA
- Food Labelling
- Consumer Protection Act

#### Unit VI: Industry update for technology and trends

Suggested Reading

- 1.Modern Food Microbiology by Jay. J.; Food Microbiology by Frazier and Westhoff
- 2.Food Safety by Bhat & Rao
- 3.Safe Food Handling by Jacob M
- 4. Food Processing by Hobbs Betty, PFA Rules
- 5.A Practical Guide to Food Laws and Regulations Paperback – 1 September 2016 by Kiron Prabhakar (Author)
- 6. Food Safety and Standards Act, Rules & Regulations Paperback 1 January 2013 by Vidhi Jain Akalank Kumar Jain (Author)

Name of the	Managerial Behaviour				
Course					
Course Code	BHMH3026				
Prerequisite					
Co-requisite					
Anti-requisite					
		L	T	P	C
		2	0	0	2

#### **Course Objectives**

 ${f 1.}$  This course aims at providing fundamental knowledge and exposure to the concepts, theories and practices in the field of management

#### **Course Outcomes**

CO	To Understand Management: Its Concept, Nature, Process, and			
1	Significance.			
CO	To Interpret Planning: Its Nature, Scope and Objectives of Planning.			
2				
CO	To understand Staffing: Its Concept, Nature and Importance of Staffing.			
3				
CO	To interpret Organizational Behavior-I: Its Concept and nature of			
4	Organizational behavior.			
CO	To understand Group Behaviour & Team Development.			
5				
CO	Industry underes for technology and trands			
6	Industry updates for technology and trends			

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### **Course Content:**

#### Unit I

Management: Concept, Nature, Process, Significance, Managerial levels, skills, Functions and Roles, Management vs. Administration, Coordination as Essence of Management, Development of Management Thought: Classical, Neo-Classical, Behavioral, Systems and Contingency Approaches.

#### Unit II:

Planning: Nature, Scope and Objectives of Planning, Types of plans, Planning Process, Business Forecasting, MBO (Concept, Types, Process and Techniques), and Bounded Rationality.

Organizing: Concept, Principles of an Organization, Span of Control, Departmentation, Types of an Organization, Authority-Responsibility, Delegation and Decentralization

#### Unit III:

Staffing: Concept, Nature and Importance of Staffing, Motivating and Leading: Nature and Importance of Motivation, Types of Motivation, Theories of Motivation: Maslow, Herzberg, X, Y and Z, Leadership: Meaning and Importance, Traits of a leader, Leadership Styles (Likert"s Systems of Management), Tannenbaum & Schmidt Model and Managerial Grid Controlling: Nature and Scope of Control, Types of Control, Control Process, Control Techniques (Traditional and Modern), Effective Control System

#### Unit IV:

Organizational Behaviour-I: Concept and nature of Organizational behavior, O.B. Models, Importance, Challenges and Opportunities
Individual & Interpersonal Behaviour: Personality – Determinants and Traits,
Emotions, Learning-Theories, Perception –Process and Errors, Attitudes-Formation, Theories, Relationship between Attitude and Behavior, Johari

Window, Transactional Analysis – Ego States, Types of Transactions, Life Positions, Applications of T.A.

#### Unit V:

Group Behaviour & Team Development: Concept of Group and Group Dynamics, Stages of Group Development, Theories of Group Formation, Concept of Team Vs. Group, Types of Teams; Building and Managing Effective Teams. Organization Culture and Change Management: Concept of Organizational Culture, Managing Conflict, Managing Change, Resistance to Change, Managing cross Cultures.

# Unit VI Industry updates for technology and trends

#### School Of Hospitality Suggested Reading

- 1. Fundamentals of Management, by Robbins, Publisher: Pearson
- 2. Organizational Behaviour by Robbins and Sanghi, Publisher: Pearson
- . 3 .Management- A Real World Approach by Ghillyer, Publisher: McGraw Hill Education.

- 4. Management by Stoner, Freeman and Gilbert Jr., Publisher: Pearson Education
- 5. Organizational Behavior by Luthans, Fred, Publisher: McGraw Hill Education

Name of the Course	Molecular Mixology				
<b>Course Code</b>	BHMH4008				
Prerequisite	Understand the concept of previous semesters of Front Office				
Co-requisite					
Anti-requisite					
		L	T	P	C
		2	0	2	3

#### **Course Objectives**

This paper studies the relationship between food and beverage, art of preparing and serving rich or delicate and appetizing cocktail and mocktail, modern style of serving & technical innovations from the scientific disciplines, and the science of good drinking.

#### **Course Outcomes**

CO 1	Will be able to understand molecular mixology principal
CO 2	Will be able to understand Cocktail additives, sodium alginate
CO 3	Will be able to understand Project development,
CO 4	Will be able to understand Molecular Week Bar and bistro
CO 5	Will be able to understand Method of data collection
CO 6	Industry updates for trends and technology

#### **Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### **Course Content:**

<b>Unit I:</b>	History	of Molecula	r mixology

Introduction. History of molecular mixology,molecular mixology principal,Emulsifications,Basic Sperification, reverse speherification.gelification

#### **Unit II: Use of Additives**

Cocktail additives, sodium alginate, calcium lactate, Lecithin, Agar agar

#### Unit III: Promotion and upscaling of Cocktail

Project development, planning a list of cocktail, calculation of drink price, promotion

**Unit IV: Molecular Week** 

Molecular Week
Bar and bistro
Choosing the data and th

Choosing the data and the place

Ordering the chemical

Cocktail list promotion

Unit V: Projects

**Customer feedback** 

Method of data collection

Result

Result of the projects.

Unit VI Industry updates for trends and technology

#### **School Of Hospitality**

#### **Suggested Reading**

Food & Beverage Service by R. Singaraveleavan

- 2. Oxford Publication—Core Textbook
- 3. Dennis R Lilicrap Food and Beverage Service
- 4. Sudhir Andrews- F&B Service Manual
- 5. Food & Beverage Service Dennis R.Lillicrap.
- & John
- 6. Food & Beverage Management By John Cousines

Name of the	Research Project and Dissertation	
Course	, PBL (Project based learning)	

Course Code	BSCH3012				
Prerequisite					
Co-requisite					
Anti-requisite					
		L	T	P	C
		0	0	2	10
				0	

#### **Course Objectives**

- 5. To learn the various aspects of research
- 6. To come out with a solution for a given problem using various research tools
- 7. To interpret the solutions
- 8. To analyse various situations and come out with relevant solutions

#### **Course Outcomes**

CO	To be able to analyze problems	
1		
CO	To be able to come out with a sustainable	
2	solution	
CO	To be able to analyze various needs of guests in	
3	organization	
CO	To be able to cater to the guests demands and	
4	needs	
CO 5	To able to demonstrate teamwork	
CO	To identify various industry updates and	
6	implement it	

#### Continuous Assessment Pattern

Review 1	Review 2	Review	Total Marks	
30	30	40	100	

#### **Course Content:**

This unique concept is designed with an objective of better learning and understanding by offering the flexibility Project Based Learning, in Industry environment for students of Sem 6.

Methodology: Each student will suggest three topics his/her choice related to the Hospitality Industry, the Dea , preparing ,finalizing ,submission and evaluation of report.

Project Guidelines	PBL	
Food Production Management	20 credits Research Project	
Food & Beverage Management & Control		
Entrepreneurship Development		
Hospitality & Tourism Marketing Management		
Facility Management, Planning & Design		
Accommodation Management		
Communication Skills		
Hospitality & Tourism Research Project		
Food Production Management		
Food & Beverage Management & Control		
Accommodation Management		

#### **Course Outline: (Total Credits: 20)**

Outline of the project is as described below. Here the all learns are asked to think and work like a General Manager and will have to think beyond the boundaries of the different departments of the Hotel where they are **working**/ focusing of project of choice. This also enhances his understanding Hospitality & interdepartmental coordination. He may be Program Chair will guide each student in deciding the topic owking at this whole project like an entrepreneur also and the long the project on the hotel /Hospitality as ONE business identity. Identified project work will be covering his desired <del>learning</del> outcomes of the entire course covering the areas/departments mentioned above.

Specific Department report(Brief) - If the students working /on job training then the student is expected additionally prepare e and submit the details of his dept working, his learning outcomes and the challenges he faced, faced. and what efforts he made to overcome these challenge. This will be based on his observation and interactions with 5. colleagues and supervisors in the department.

This complete report should be submitted a maximum  $df^6$  50-80 pages in hardbound copy and soft copy in ppt slides.

#### **Evaluation Matrix – Project Based Evaluation**

	M	Research Project and Dissertation		
	ar	<b>2017</b> (Batch 2014)		
	ks			
Re	1	Framing of Questionnaire		
vie	0			
w 1	1	Submission of progress report (how,		
	0	why, reasons for choice of questions		
		etc.)		
	1	Presentation		
	0			
Re	1	Data Collection		
vie	0			
w 2		Review of Data		
	1	Submission of progress report-		
	0	Changes/Progress		
	1	Presentation		
	0			
Fin	1	Completion of work		
al	0			
Re	1	Submission of Final Report		
vie	0			
W	2	Final Presentation Skills		
	0			

Note: The report will only be evaluated after the Final Presentation in person on specified date.

Specific Department Submission and clarification (only for students who are placed)

- 1. Identification of Hotel/Department/Name of HOD/Mobile No., Email of HOD
- 2. The Student is free to interact with Dean/any faculty for support ,advise from date of joining until final submission of this Report

3	Section wise details of learning outcome of that
s o	Section wise details of learning outcome of that articular department.

f4. Identification of all problems and challenges faced.

5. How each problem and challenge was faced, efforts made and strategies followed.

Any area /problems that are still unresolved

7. Overall benefits and learning from the on the job environment.

8. This report should have minimum of 50-80 pages/slides.

Note: The specific department report enables the student to raise question and seek solutions for hurdles / problems that he may have encountered on the job .

Assessment:

The project will be submitted in form of -

- 1. Hard bound project report
- 2. Soft copy of the project report
- 3. **PPT Presentation on the project.**

Evaluation will be based on Presentation, Viva, Report Content and Conclusion.

Final assessment will be done by the Assessment committee as formed by the dean of the school, including an external expert. The attendance from the hotel will also be considered in the final evaluation.

The student should make the project under the guidance of external guide from the organization where he is working and should also have an internal guide from the University. The internal and /external guide should validate the project.

Report Structure: - Overall structure of the report is as placed below.

- 1. Introduction
- 2. Acknowledgement
- 3. Index
- 4. Content
- 5. Bibliography

Suggested Reading

.Various research papers related to their research

topics.