

SEMESTER 1

CORE PAPER- I- BASIC COURSE IN FOOD PRODUCTION - I

BHM-DSC01

Credits- 4

Learning Outcomes:

- Students will acquire knowledge on functions of hotel kitchen.
- Students will be able to develop culinary skills in the Vegetables and Meat cutting.
- Students gain knowledge on preparing Stocks and Sauces
- Students will be able to identify ingredients used in kitchen.
- Students will interpret knowledge on the different types of appetizer used in cooking
- Students will acquire knowledge on food plating and presentation based on Hotel Industry
- Students will get in depth sight on Methods of cooking and Food Presentation.

CONTENTS (Theory)

UNIT – I

(6 hours)

INTRODUCTION TO THE ART OF COOKERY

- 1.1 Introduction, Aims and Objectives of Cooking, effects of heat on cooking nutrients
- 1.2 Definition: Cookery, Cuisine, Gastronomy
- 1.3 Culinary History – Origin of Cookery, Classes in Professional Cookery,
- 1.4 Level and Skill of Experiences, Personal Qualities of Kitchen personnel's
- 1.5 Safety at work place – Prevention, precaution, Evacuation and first aids.

UNIT – II

(6 hours)

FOOD SAFETY MANAGEMENT

- Introduction to Food Safety Management
- Definition, Origin of Food Safety Management Systems
- Basics of Food Safety Concept – Fact & Figures and Key concepts
- General Principles of Food Hygiene
- Personal hygiene and its necessity, Protective Clothing (Uniforms) and its importance.

UNIT – III

(10 hours)

KITCHEN EQUIPMENT'S & FUELS AND METHODS OF COOKING

- 3.1. Classification of Kitchen Equipment's – Mechanical / Electrical / Manual, Large / Medium / Small, Ancillary Equipment's – Knives & Utensils, Modern equipment's in commercial kitchen. SOP's and Safety of Handling Equipment, Care and maintenance of Equipment.
- 3.2. Various Fuels used in the Catering Industry, Advantage and Disadvantages of Each fuels.
- 3.3. Methods of Heat Transfer – Conduction, Convection, Radiation, Induction.
- 3.4. Methods of Cooking – Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling, Stewing, Steaming, Braising, Peeling, Bar Be Cueing, Encasserole, Encotte, Rechauffe, Microwave.
 - 3.4.1. Principles of cooking each method
 - 3.4.2. Care and precaution while cooking each method
 - 3.4.3. Selection and process of raw materials for each method
- 3.5. Cooking of Various Textures and Consistencies, Pre-preparation of Ingredients

UNIT – IV

BASIC PRINCIPLES OF FOOD PREPARATION – I

(10 hours)

Meat Cookery / Fishmongery / Egg Cookery

- 4.1. Introduction to meat cookery – Cuts of Beef / Veal, Cuts of Lamb / Mutton, Cuts of Pork, Variety Meats (Offal)
- 4.2. Meat cookery – Cuts of Poultry and Game, Cooking of poultry and game.
- 4.3. Introduction to Fish monger – Classification of Fish – Cuts of Fish, Selection of Shell Fish – Cooking of Fish (Effects of Heat).
- 4.4. Introduction to Egg Cookery – Structure of Egg – Selection of Egg – Uses of Egg Cookery – Methods of Cooking Egg.

UNIT – V

(12 hours)

BASIC PRINCIPLES OF FOOD PREPARATION – II

Vegetables & Fruits / Stock / Sauces / Soup / Salad

- 5.1. Vegetables and Fruit cookery – classification of vegetables – effects of heat on vegetables – cuts of vegetables – classification of fruits – uses of fruits in cookery
- 5.2 Stocks – definition of stock – types of stock – preparation of stock recipes – storage of stock – uses care and precautions in stock making
- 5.3 Sauce – Definition, Roux – meaning and its type, Mother Sauces and its recipes, Derivatives and Contemporary Sauces from various Cuisines, Importance of Sauces in food Preparation
- 5.4 Soup – Definition, Classification, Preparation and serving of Soups, common garnishes for soups.
- 5.5 Salad – Salads and its types, Salad dressings

References:

Basic Food Production Operations, P. Bali, Oxford Publications, 2nd Edition Theory of Cookery, Krishna Arora, 2008 Fran Brothers & Company (Pub) Pvt. Ltd.

CORE PAPER-II- BASIC COURSE IN FOOD AND BEVERAGE SERVICE -I

BHM-DSC02

Credits:4

Learning Outcomes:

- Introduction to the basic of hospitality and catering industry
- Interpret the commitment and obligation of F&B employee and the departmental staffing and organization
- Understanding about different food service areas
- Develop adequate knowledge of different service equipments
- Through knowledge about the non alcoholic beverages

CONTENT (THEORY)

UNIT – I

(4 hours)

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, etc.- Structure of the catering industry-a brief description of each

UNIT – II

DEPARTMENTAL ORGANISATION & STAFFING

(8 hours)

Organization of F&B department of hotel with elaborate chart- 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 relationships (Within F&B and other departments)

Unit – III

(12 hours)

I FOOD SERVICE AREAS (F&B OUTLETS)

Specialty Restaurants- Coffee Shop- Cafeteria- Fast Food (Quick Service Restaurants) - Grill Restaurants – In Room Dining (IRD) - Lounge

Banquets- Bar- Pub- Food courts -Off premises catering- Buffet restaurants- Mice department

II ANCILLIARY DEPARTMENTS

Dispense bar- Food pick-up area / hot plate - Store- Linen room- Kitchen stewarding

UNIT – IV

(4 hours)

F&B SERVICE EQUIPMENT

Familiarization & Selection factors of: Cutlery – Crockery- Glassware – Flatware- Hollowware - Electrical f&b equipments- Buffet ware- All other equipment used in F&B Service

UNIT – V

(4 hours)

NON-ALCOHOLIC BEVERAGES

Classification (Nourishing, Stimulating and Refreshing beverages)

- Tea - Origin & Manufacture- Types & Brands
- Coffee - Origin & Manufacture- Types & Brands
- Juices and Soft Drinks
- Cocoa & Malted Beverages- Origin & Manufacture
- Mocktails – types

References:

1. Food and beverage service – R Singaravelavan
2. Professional food and beverage service management- Brain Verghese
3. Food and beverage training manual- Sudhir Andrews
4. Food and beverage service – Vijay Dhawan
5. Food And Beverage Service – Dennis R Lillicrap

CORE PAPER –III- BASIC COURSE IN FRONT OFFICE

BHM-DSC03

Credits: 4

Learning Outcomes:

- Comprehend the origin and growth of hospitality industry, travel and tourism and hotel industry
- Interpret the commitment and obligation of some FO employees, departments and its functional areas
- Understand the need and criteria of standard classification of hotels
- Study the hierarchy in front office and their roles in the industry
- Understand the infrastructure of the hotel (layout), its functions and its importance

Contents (Theory)

UNIT – I

(7 hours)

Introduction to Tourism, Hospitality and Hotel industry

Hospitality industry – Origin and growth, Evolution and growth of the hotel industry – World and India, Tourism industry – Importance, impact and industries related to tourism.

UNIT – II

(7 hours)

Classification of hotels

Criteria for Standard classification hotel, Classification on the basis of size, location, clientele, level of service, Duration of stay, Classification on the basis of ownership, Alternative accommodations.

UNIT – III

(4 hours)

Types of rooms

Different types of standard, Room status terminology.

UNIT – IV

(7 hours)

Front office organization

Organization chart of FO department – small, medium and large hotel, Importance, functions and sections of front office, Lobby – layout, Duties and responsibilities of FOM, reservation, reception, concierge, travel desk – Paging system, Personal attributes of FO staffs.

UNIT – V

(7 hours)

Bell desk

Duties and responsibilities of Bell desk functions and different reports in bell desk.

References:

Hotel Front office Operations & Management – JatashankerR.Tewari

Front Office procedures – Michael L Kasavana

Front Office Management – S.K Bhatnagar, 2013 – Frank Bros

ALLIED PAPER- I - NUTRITION & FOOD SCIENCE

BHM-DSA01

Credits :2

Learning Outcomes:

- To enable the students to understand the basics knowledge of nutrition.
- To enhance their knowledge about various nutrients and its uses.
- To enable students to obtain knowledge of vitamins and minerals present in foods.
- To make them aware of the challenges and strategies in managing food allergy.
- To update them on planning nutritious meals.

Contents (Theory):

UNIT - I

(3 hours)

Basic Aspects

Definition of the terms - Health, Nutrition and Nutrients - Classification of nutrients, five basic food groups.

Balanced Diet

Definition - Importance of balanced diet

RDA – for various nutrients, age, gender, physiological state

UNIT – II

(12 hours)

Macro Nutrients

Carbohydrates

Definition – Classification (Mono, Di and Polysaccharides)- Dietary Sources-Functions

Lipids

Definition – Classification – Dietary Sources – Functions

Proteins

Definition – Classification based upon amino acid composition – Dietary sources – Functions

Methods of improving quality of protein in food (Special emphasis on Soya proteins and whey proteins)

Energy –Definition of Energy and Units of its measurement (Kcal) –Energy contribution from macronutrients (Carbohydrates, Proteins and Fat) – Factors affecting energy requirements- Concept of BMR, SDA

Dietary sources of energy –Concept of energy balance and the health hazards associated with Underweight, Overweight

Water – Definition – Dietary Sources (visible, invisible) – Functions of water – Role of water in maintaining health (Water balance)

REFERENCE BOOKS

1. Food Science & Nutrition – SunetraRoday
2. Food hygiene and Sanitation – SunetraRoday
3. Food Science- Potter and Hotchkin
4. Dietetics – Sri Lakshmi

FOOD SCIENCE

Learning Outcomes:

- To enable the students to understand the basics of food science
- To enhance their knowledge about various changes in cooking.
- To understand about the evaluation techniques to identify the contaminants.
- To apply knowledge in the kitchen and to prevent undesirable changes in food.
- To update them on the natural and artificial flavoring agents.

UNIT - III

(8 hours)

FOOD PROCESSING

Definition, Objectives, Types of treatment.

FUNCTIONAL FOODS – Introduction and benefits

EVALUATION OF FOOD

Objectives, Sensory assessment of food quality, Methods - Introduction to proximate analysis of Food constituents.

UNIT - IV

(6 hours)

EMULSIONS

Theory of emulsification, Types of emulsions

Emulsifying agents role of emulsifying agents in food emulsions

COLLOIDS

Definition, Application of colloid systems in food preparation

UNIT - V

(6 hours)

FLAVOUR

Definition, Description of food flavours (tea, coffee, wine, meat, fish spices)

BROWNING

Types (enzymatic and non-enzymatic), Role in food preparation-Prevention of undesirable browning

References:

1. Food Science & Nutrition – Sunetra Roday
2. Food hygiene and Sanitation – Sunetra Roday
3. Food Science- Potter and Hotchkin
4. Food science – Srilakshmi

PRACTICAL -I
BASIC COURSE FOOD PRODUCTION LAB -I

Inst Hrs: 4

Learning Outcomes:

- Students will gain knowledge on classic French cuisine which includes method of preparation and plating techniques.
- Students will acquire knowledge on food safety and personal Hygiene during the course of practical.
- Students will hone the skills and innovate and prepare basic dishes with standard recipes.
- Students gain knowledge in handling different kitchen equipments.

CONTENT(Practical)

UNIT – I (12 hours)

- A. Equipments – Identification, Description, Uses & handling
- B. Identification of food commodities
- C. Hygiene – Kitchen etiquettes, Practices & knife handling

Safety and security in kitchen

UNIT – II (12 hours)

Identification of vegetables and fruits
Cuts of vegetables (julien, jardinière, macedoines, brunoise, paysanne)
Blanching of Tomatoes, Preparation of concasse
Preparation of salad dressings

UNIT – III (12 hours)

STOCKS

- i) Types of stocks (White and Brown stock)
- ii) Fish stock (Court bouillon)

SAUCES – BASIC MOTHER SAUCES (12hours)

Bechemal = White sauce
Espagnole – Brown Sauce
Veloute – Blond Sauce
Hollandaise – Warm Sauce
Mayonnaise – Cold Yellow
Tomato - Red Kitchen Sauce

UNIT – IV (24 Hours)

Menu – I

Tossed Salad, Cream of Tomato, Fish Colbert, French fries

Menu – II

Waldorf Salad, Puree of Pumpkin, Chicken Fricassee, Butter tossed vegetables

Menu – III

Hawaiian Salad, Veloute de la Blanche, Fish Orly, Pommes frites.

UNIT – V (24 hours)

Menu – IV

Salad Nicoise, Cabbage Chowder, Grilled Fish with Lemon butter Sauce, Vegetable Au Gratin

Menu – V

Caesar Salad, Prawn Bisque, Chicken Chasseur, Grilled Vegetables

References:

1. Basic Food Production Operations, P. Bali, Oxford Publications,
2. 2nd Edition Theory of Cookery, Krishna Arora, 2008 Fran Brothers & Company (Pub) Pvt. Ltd.

PRACTICAL –II**BASIC COURSE IN FOOD AND BEVERAGE SERVICE LAB-I****Inst Hrs: 2****Learning Outcomes:**

- Introduction to the basic of hospitality and catering industry
- Interpret the commitment and obligation of F&B employee and the departmental staffing and organization
- Understanding about different food service areas
- Develop adequate knowledge of different service equipments
- Through knowledge about the non-alcoholic beverages

Content (Practical)**UNIT - I (4 hours)**

Food Service areas– Induction & Profile of the areas

UNIT - II (2 hours)

Ancillary F&B Service areas – Induction & Profile of the areas

UNIT - III (8 hours)

- Familiarization of F&B Service equipment
- Care & Maintenance of F&B Service equipment –
- Cleaning/ polishing of EPNS items by: Plate Powder method - Polivit method - Silver Dip method - Burnishing Machine

UNIT – IV (10 hours)**Basic Technical Skills**

Holding Service Spoon & Fork –Carrying a Tray /Salver – Laying a Table Cloth- Changing a Table Cloth during service - Placing meal plates & Clearings soiled plates Task-06: Stocking Sideboard- Service of Water- Using Service Plate & Crumbing Down - Napkin Folds- Changing dirty ashtray- Cleaning & polishing glassware, dining and serving etiquettes.

UNIT – V (8 hours)

Tea –Preparation & Service - Coffee-Preparation & Service- Juices & Soft Drinks - Preparation & Service Mock tails - Juices, Soft drinks, Mineral water, Tonic water-Cocoa & Malted Beverages – Preparation & Service

References:

1. Food and beverage service – R Singaravelavan
2. Professional food and beverage service management- Brain Verghese
3. Food and beverage training manual- Sudhir Andrews
4. Food and beverage service – Vijay Dhawan.

PRACTICAL –III
BASIC COURSE IN FRONT OFFICE LAB

Inst Hrs: 2

Learning Outcomes:

- Create awareness to the students about the hospitality and tourism industry
- Understand the inevitability of front office functions
- Familiarize with the classification and operations of the hotel
- Share knowledge about the different positions and responsibilities
- Understand the basic front office role in execution of the hotel
- Develop their personality skills and improvise their communication

Contents: (Practical)

(32 hours)

Appraisal of front office equipment and furniture

Rack, Front desk counter & bell desk

Fill up Performa

Welcoming of guest

Telephone handling

Role play: Reservation, Arrivals, Luggage handling, Mail and message handling

Paging

References:

Hotel Front office Operations & Management – Jatashanker R. Tewari

Front Office procedures – Michael L. Kasavana

Front Office Management – S.K Bhatnagar, 2013 – Frank Bros.

SEMESTER II
CORE PAPER- IV
BASIC COURSE IN FOOD PRODUCTION -II

BHM-DSC04

Credits – 3

Learning Outcomes:

- On Learning kitchen commodities and Kitchen staff organization, Kitchen Operations.
- Students will acquire insight about Kitchen Ingredients.
- Students will interpret knowledge Students will acquire knowledge on different Kitchen outlets.
- Students gain knowledge Indenting, Portioning, Receiving Area and Quality control
- Students will acquire knowledge on food plating and presentation based on Hotel Industry.
- Students will hone the skills and innovate and create new dishes.
- Students gain knowledge on Production of Chocolate and Cheese.

CONTENT (Theory)

UNIT – I

KITCHEN ORGANISATION

(8 hours)

1. Hierarchy & Kitchen Staffing

1.1.French Classical Brigade

1. 2. Staff organization Chart of various Kitchens –Hotel Kitchens – Large / medium, Small, Standalone restaurants, Industrial, Institutional, Welfare and Commercial Kitchens.

1. 3. Duties and responsibilities of Various Chefs, job description and Specifications.

1. 4. Co-ordination with other departments in the hotel.

2. Kitchen Layout

2. 1. General layout of kitchen in various catering organization, Different layouts of kitchen, Layout of Storage area, Service / Pantry, Wash-up, Receiving areas, Layout of Bakery and Larder Kitchens.

2. 2. Planning of Kitchen Layout – Work area, Work triangle, Ventilation, Lighting, Flooring and drainage.

UNIT – II

(8 hours)

BASIC COMMODITIES OF KITCHEN – I

2.1 Rice, Cereals & Pulses – Classification and identification of rice, varieties of rice, Processing and cooking and cooking of rice.

2. 1. 1 Cereals, Pulses and Small grains – Classification and identification and other cereals and its uses & its cooking process.

2.2 Wheat – Structure of Wheat, Types of Wheat,

2.2. 1 Flour – Various flour used in food production, uses of flour in food production, processing of wheat flour, cooking of flour.

2.3 Nuts – Various nuts and its uses.

2.4. Pasta – Types of Pastas, Process of Pastas, cooking of pastas

2.5. Shortenings (Fats and Oils) – Role of shortenings, varieties of shortenings, advantages and disadvantages of using different shortening.

2. 5. 1. Fats and oil – Types and varieties.

2.6. Raising Agents – Classification of raising agents, role of raising agents- action and reactions.

2.7. Sugar – Importance of sugar, Types of sugar, Processing of Sugar, Cooking of Sugar – uses of sugar in cooking.

UNIT – III**(9 hours)****BASIC COMMODITIES OF KITCHEN – II**

- 3.1. Cocoa / Chocolate – Introduction, production of cocoa, cocoa producing regions / countries, manufacture of chocolates, types of chocolates, tempering of chocolates, white chocolates
- 3.2. Milk – Introduction, processing of milk, pasteurization – homogenization types of milk, e.g., skimmed, condensed, nutritive value, Use of milk in cooking.
- 3.3. Cream - Introduction, processing of cream, types of cream, uses of cream.
- 3.4. Butter – Introduction, processing of butter, types of butter and its uses.
- 3.5. Cheese – Introduction, processing of cheese, Classification & types of cheese, cooking of cheese, Storing of cheese, uses of cheese.
- 3.6. Culinary terms – list of culinary (common & basic) terms, explanation with examples.

UNIT – III**(13 hours)****INDENTING, PURCHASING, STORING & PORTIONING**

- 4.1. Indenting – Introduction, Definition, advantage and disadvantages, Needs & importance, indent (sheet) writing & preparation, indenting control and checking.
- 4.2. Purchasing – Purchasing order preparation, ordering the suppliers, direct purchasing, purchase specification & receiving.
- 4.3. Storing – Types of stores, Issuing and issuing control – LIFO & FIFO method, BIN Card & BIN number, stores control, storing, advantages and disadvantages and needs of storing, register and form.
- 4.4. Portion & Portion control – Introduction, Definition, Advantage and disadvantages of portioning, equipments used for portioning, Needs of portioning, Portion Control.

UNIT – V HACCP**(7 hours)**

- 5.1. Introduction to HACCP, Definition, history, Scope and significance of HACCP, Advantages of HACCP, Principle of HACCP.

References:

Basic Food Production Operations, P. Bali, Oxford Publications, 2nd Edition
Theory of Cookery, Krishna Arora, 2008 Fran Brothers & Company (Pub) Pvt. Ltd.

CORE PAPER - V

BASIC COURSE IN FOOD AND BEVERAGE SERVICE –II

BHM-DSC05

CREDITS:3

Learning Outcomes:

- Comprehend the basic of Meals and Menu Planning.
- Develop the knowledge of extensive seventeen course French classical menu.
- Understand the of different types of food service
- Develop extensive knowledge on Sales and the control system
- Develop the basic knowledge about tobacco and its products.

Content (Theory)

UNIT – I

(8 hours)

MEALS & MENU PLANNING

Origin of Menu- Objectives of Menu Planning- Types of Menu- Types of Meals- Early Morning tea, Breakfast(English, American, Buffet breakfast, Continental, Indian, Healthy or Organic Breakfast) – Brunch, Lunch, Afternoon/High tea, Dinner, Supper

UNIT – II

(6 hours)

FRENCH CLASSICAL MENU

Courses of French Classical Menu- Sequence, Examples from each course, Cover of each course, Accompaniments. – French name of dishes

UNIT - III

(6 hours)

PREPARATION FOR SERVICE

Organizing Mis-en-scene, Organizing Mis-en-place

TYPES OF FOOD SERVICE

Silver Service, Pre-plated Service, Cafeteria Service, Room Service, Buffet Service, Gueridon Service, Bar Service, Pass around Service, Butler Service

UNIT – IV

(8 hours)

SALE CONTROL SYSTEM

Kot/ bill control system (manual)- Triplicate Checking system, Duplicate Checking System, Single Order Sheet, Quick Service menu and customer bill- Making bill – Cash handling equipments – Record keeping(restaurant cashier)- Loyalty Programs – Credit Facilities – POS(point of sale)– introduction, usage in F & B Operations,

UNIT – V

(4

hours)

TOBACCO

History- Processing for cigarettes, pipe tobacco and cigars. Cigarettes – Types and Brand names. Pipe Tobacco– Types and brand names. Cigars – Shapes, Sizes, colour and brand names. Care and storage of cigarettes and cigars

References:

- Food and beverage service – R Singaravelavan
- Professional food and beverage service management- Brain Verghese
- Food and beverage training manual- Sudhir Andrews
- Food and beverage service – Vijay Dhawan

- Food and beverage service – Dennis R Lillicrap

CORE PAPER-VI
BASIC COURSE IN ACCOMMODATION OPERATIONS

BHM-DSC06

Credits: 3

Learning Outcomes:

- Understand care and cleaning procedures for different surfaces
- Discuss various tasks of desk control.
- Demonstrate step by step action plan for cleaning procedures of public areas
- Discuss various activities in housekeeping department such as key control
- Knowledge on effective pest control.

Contents (Theory)

UNIT I (8 hours)

COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES

Floor finishes, Protective finishes on Metals, Glass, Polish, Wood, Stone, ceramics

UNIT II (8 hours)

DAILY ROUTINE SYSTEMS AND RECORDS MAINTAINED IN HOUSE KEEPING DEPARTMENT – Desk Control

Reporting Staff Placement; Room Occupancy Report, Discrepancy report; Guest Room Inspection; Entering Checklists, Floor Register, Work Orders, Log Sheet; Lost And Found Register And Enquiry File; Maid's Report And Housekeeper's Report; Handover Records; Guest's Special Requests Register; Record Of Special Cleaning; Call Register; VIP Lists.

UNIT III (6 hours)

CLEANING PROCEDURES – PUBLIC AREAS

Entrance – Doors – Lobbies – front desk

Elevators – Staircase – guest corridor

Public Rest rooms – Banquet Halls

Dining rooms – Leisure areas – health club, swimming pool

UNIT IV (5 hours)

KEYS AND KEY CONTROL

Types of Keys; Computerised Key Cards; Key Control

UNIT V (5 hours)

PEST CONTROL

Areas of Infestation; Preventive Measures and Control Measure

References:

1. Hotel housekeeping Operations and management – Oxford – SmriteeRaghubalan
2. Hotel House Keeping - Malini Singh
3. The Professional Housekeeper – Wiley

CORE PAPER-VII - BASIC COURSE FOOD PRODUCTION LAB -I & II
BHM-DSC07

1. BASIC COURSE FOOD PRODUCTION LAB -I

Inst Hrs: 4

Learning Outcomes:

- Students will gain knowledge on classic French cuisine which includes method of preparation and plating techniques.
- Students will acquire knowledge on food safety and personal Hygiene during the course of practical.
- Students will hone the skills and innovate and prepare basic dishes with standard recipes.
- Students gain knowledge in handling different kitchen equipments.

CONTENT(Practical)

UNIT – I

(12 hours)

- D. Equipments – Identification, Description, Uses & handling
E. Identification of food commodities
F. Hygiene – Kitchen etiquettes, Practices & knife handling

Safety and security in kitchen

UNIT – II

(12 hours)

Identification of vegetables and fruits
Cuts of vegetables (juliennr, jardinière, macedoines, brunoise, paysanne)
Blanching of Tomatoes, Preparation of concasse
Preparation of salad dressings

UNIT – III

(12 hours)

STOCKS

- i) Types of stocks (White and Brown stock
ii) Fish stock (Court bouillon)

SAUCES – BASIC MOTHER SAUCES

(12hours)

Bechemal = White sauce
Espagnole – Brown Sauce
Veloute – Blond Sauce
Hollandaise – Warm Sauce
Mayonnaise – Cold Yellow
Tomato - Red Kitchen Sauce

UNIT – IV

(24 Hours)

Menu – I

Tossed Salad, Cream of Tomato, Fish Colbert, French fries

Menu – II

Waldrof Salad, Puree of Pumkin, Chicken Fricasse, Butter tossed vegetables

Menu – III

Hawain Salad, Veloute dam Blanche, Fish Orly, PommesAlumettes.

UNIT – V (24 hours)

Menu – IV

Salad Nicoise, Cabbage Chowder, Grilled Fish with Lemon butter Sauce, Vegetable Au Gratin

Menu – V

Caesar Salad, Prawn Bisque, Chicken Chasseur, Grilled Vegetables

References:

1. Basic Food Production Operations, P. Bali, Oxford Publications,
2. 2nd Edition Theory of Cookery, Krishna Arora, 2008 Fran Brothers & Company (Pub) Pvt. Ltd.

2. BASIC COURSE IN FOOD PRODUCTION LAB – II

Inst Hrs:4 (Credits – 2)

Learning Outcomes:

- Students will gain knowledge on regional cuisine which includes method of preparation, standard recipes and plating techniques.
- Students will acquire knowledge on food safety and personal Hygiene during the course of practical.
- Students will hone the skills and innovate and create new recipes.

CONTENT (Practical)

UNIT – I (10 hours)

Cuts of Beef / Veal, Cuts of Lamb / Mutton, Cuts of Pork, Variety Meats (Offal)

UNIT – II (10 hours)

Classification of Fish – Cuts of Fish

UNIT – III (20 Hours)

Menu – I

Caprese Salad, Minestrone soup, Chicken Cacciatore, Pasta Au Gratin

Menu – II

Coleslaw, Consomme Brunoise, Irish Stew, Garlic Pilaf

UNIT – IV (20 hours)

Menu – III

Greek Salad, Scotch Broth, Fish menuire, Ratatouille

Menu – IV

Fruit Salad, Gazpacho, Roast Chicken, Parsley Potatoes

UNIT – V (20 hours)

Menu – V

Bread Fabrications – Bread Rolls

Role of each ingredient in bread making

Basic Faults I Bread Making

References:

Basic Food Production Operations, P. Bali, Oxford Publications.

2nd Edition Theory of Cookery, Krishna Arora, 2008 Fran Brothers & Company (Pub) Pvt. Ltd.

CORE PAPER –VIII- BASIC COURSE IN FOOD AND BEVERAGE SERVICE LAB-
I & II

BHM-DSC08

1. BASIC COURSE IN FOOD AND BEVERAGE SERVICE LAB-I

Inst Hrs: 2

Learning Outcomes:

- Introduction to the basic of hospitality and catering industry
- Interpret the commitment and obligation of F&B employee and the departmental staffing and organization
- Understanding about different food service areas
- Develop adequate knowledge of different service equipments
- Through knowledge about the non-alcoholic beverages

Content (Practical)

UNIT - I (4 hours)

Food Service areas– Induction & Profile of the areas

UNIT - II (2 hours)

Ancillary F&B Service areas – Induction & Profile of the areas

UNIT - III (8 hours)

- Familiarization of F&B Service equipment
- Care & Maintenance of F&B Service equipment –
- Cleaning/ polishing of EPNS items by: Plate Powder method - Polivit method - Silver Dip method - Burnishing Machine

UNIT – IV (10 hours)

Basic Technical Skills

Holding Service Spoon & Fork –Carrying a Tray /Salver – Laying a Table Cloth- Changing a Table Cloth during service - Placing meal plates & Clearings soiled plates Task-06: Stocking Sideboard- Service of Water- Using Service Plate & Crumbing Down - Napkin Folds- Changing dirty ashtray- Cleaning & polishing glassware, dining and serving etiquettes.

UNIT – V (8 hours)

Tea –Preparation &Service - Coffee-Preparation &Service- Juices &Soft Drinks - Preparation& ServiceMock tails - Juices, Soft drinks, Mineral water, Tonic water-Cocoa & Malted Beverages – Preparation &Service

References:

5. Food and beverage service – R Singaravelavan
6. Professional food and beverage service management- Brain Verghese
7. Food and beverage training manual- Sudhir Andrews
8. Food and beverage service – Vijay Dhawan.

2. BASIC COURSE IN FOOD AND BEVERAGE SERVICE LAB – II

Inst Hrs: 2 (Credit:2)

Learning Outcomes:

- Comprehend the basic of cover laying.
- Develop the knowledge of extensive seventeen course French classical menu.
- Understand the different types of food service.
- Develop extensive knowledge on Sales and the control system
- Develop the basic knowledge about tobacco and its products.

Contents (Practical)

UNIT – I

(4 hours)

REVIEW OF SEMESTER- 1

UNIT - II

(8 hours)

TABLE LAY-UP & SERVICE

A La Carte Cover- Table D' Hotel Cover- English Breakfast Cover- American Breakfast Cover- Continental Breakfast Cover – Indian Breakfast Cover – Afternoon Tea Cover – High Tea Cover

Tray/ Trolley Set-Up & Service

Room Service Tray Setup- Room Service Trolley Setup.

UNIT - III

(8 hours)

Breakfast: - Significance and sequence of services

Preparation for service (restaurant)

Organizing Mis-en-scene, Organizing Mis-en-Place, Opening, Operating & Closing duties.

UNIT – IV

(6 hours)

PROCEDURE FOR SERVICE OF A MEAL

Taking Guest Reservations- Receiving & Seating of Guests- Order taking & Recording- Order processing (passing orders to the kitchen) – Sequence of Service – Presentation & Encasing the Bill – Presenting & collecting Guest Comment cards – Seeing off the Guests.

UNIT – V

(6 hours)

SOCIAL SKILLS

Handling Guest Complaints – Telephone manners

SPECIAL FOOD SERVICE- (Cover, Accompaniments & Service)

Classical Hors d'oeuvre- Oysters, Caviar, Smoked Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, Asparagus.

SERVICE OF TOBACCO

Cigarettes & Cigars.

References:

- Food and beverage service – R Singaravelavan
- Professional food and beverage service management- Brain Verghese
- Food and beverage training manual- Sudhir Andrews
- Food and beverage service – Vijay Dhawan

CORE PAPER-IX**BASIC COURSE IN ACCOMMODATION OPERATIONS LAB****BHM-DSC09****Inst Hrs:2(Credits: 2)****Learning Outcomes:**

- Possess skill in Step by step room cleaning procedures
- Knowledge on various surfaces and understand their characteristics and cleaning procedures
- Understand the placement of guest room supplies in rooms
- Accurate maintain of records and report making

Contents(Practical)**UNIT – I****(6 hours)****SERVICING GUEST ROOM**

Checkout/ Occupied and Vacant room

UNIT – II**(8 hours)****CLEANING OF VARIOUS SURFACES**

Floor finishes, Metal polishing, Glass, Wood, Stone, ceramics

UNIT – III**(5 hours)****GUEST ROOM SUPPLIES AND PLACEMENT**

Standard Room, Suite, VIP Room Special Amenities

UNIT – IV**(8 hours)****RECORDS**

Room Occupancy Report – Checklist - Floor Register - Work/ Maintenance Order] - Lost And Found - Maid's Report - Housekeeper's Report - Log Book - Guest Special Request Register - Record Of Special Cleaning - Call Register - VIPs List - Floor Linen Book/ Register

UNIT – V**(5 hours)****MINIBAR MANAGEMENT**

Issue - Stock Taking - Checking Expiry Date

References:

1. Hotel management and operations – oxford – SmriteeRaghubalan,
2. Hotel house keeping – Malinisingh,
3. The professional housekeeper – Wiley.

ALLIED PAPER-II - TOURISM MANAGEMENT

BHM-DSA02

Credits:2

Learning Outcomes:

- Understand the concepts and typology and elements of tourism.
- Understand the role and significance of transportation in tourism
- Understand and appreciate the difference between travel agency and tour operator, functions of a travel agency.
- Understand the Geography of tourism
- Understand and learn the different organization that helps tourism business

UNIT – I

(6 hours)

Introduction to Tourism

Definition and concept of tourism, Leisure and Recreation, Excursionist, Business tourism, VFR, Mass tourism, Adventure tourism, Sports tourism, Rural&Agri- tourism, Tourism education.

UNIT - II

(6 hours)

Types and Elements of Tourism

Typology of tourism, Difference between visitors, tourists and excursionist, Tourism as an industry, 5A's of tourism.

UNIT – III

(7 hours)

Transportation in Tourism

Modes of transport- Rail, Road, Air and sea, Elements of transportation, Political influences on transport for tourism, Regulation of competitions, Role of Railways in promotion of domestic tourism, Important tourist trains in India.

UNIT - IV

(7 hours)

Tourism products of India

Physical features of India (mountains, plains, rivers, major lakes, inland waterways, estuary, and marine); National park, wildlife sanctuary, birds sanctuary, biosphere, Tourism resource, fairs and festivals, cultural festivals,

UNIT - V

(6 hours)

Tourism Business

Definition of Travel agency and Tour operators, Itinerary planning and Costing, Approval of travel agency by department of tourism Government of India, Rules and Regulations for approval, Classification of Travel agents ,Functions of Travel agency and Tour operators, Tour planning, Tour escort, roles and responsibilities of Tour Manager, TAAL,IATO,IATA,ITDC,PATA,UNWTO.

References:

1. JagmohanNegi, 'Air travel Ticketing and Fare construction', Kanishka, New Delhi,
2. Stephen Shaw, 'Airlines in Shifts &Mgt', Ashgate Pub, USA
3. JagmohanNegi -Travel Agency Operations and Concepts and Principles,2006
4. Robinson- "The Geography of Tourism"
5. S. P. Singh-Travel Tourism Management, 2006

6. Hollander S. - Passenger Transportation (Michigan: Michigan State University), 1968
7. Pearce and Butler Ed. "Contemporary Issues in Tourism Development- Routledge, London
8. Wahab, S.E. Tourism Management, Tourism International Press, London, 1986.

SEMESTER III

CORE PAPER – X- FOOD PRODUCTION OPERATIONS

BHM-DSC10

Credits- 3

Learning Outcomes

- To develop professional competence on quantity food production.
- To enable students develop their skill in Indian cuisines based on different regions/states of India.
- To provide in-depth knowledge on various sectors of volume feeding.
- To have thorough knowledge on various kitchen management skills.
- Have insight in selection of quantity food production equipments and its maintenance.

Contents (Theory)

UNIT - I

(10 hours)

QUANTITY FOOD PRODUCTION - BASIC INDIAN COOKERY

Continental & Spices -Introduction to Indian Food - Spices used in Indian food - Role of Indian cookery - Indian cooking techniques -Indian culinary terms.

EQUIPMENT

Equipment required for mass/volume feeding - Heat and cold generating equipment -Care and maintenance of this equipment - Modern developments in equipment manufacture.

VOLUME FEEDING

A. Institutional and Industrial Catering

Types of Institutional & Industrial Catering - Problems associated with this type of catering- Scope for development and growth B. Hospital Catering- Highlights of Hospital Catering for patients, staff, visitors - Diet menus and nutritional requirements

B. 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.

C. Other Catering Establishments

Characteristics of Railway, Flight and Cruise line Catering - Branches of Mobile Catering.

D. Entrepreneur

UNIT - II

(10 hours)

INDENTING AND PORTION CONTROL

Principles of Indenting for Volume Feeding

Practical difficulties while Indenting for Volume Feeding

Portion Control - advantages of Portion control

Tools/Equipments Used for Portion Control

UNIT - III

(10 hours)

QUANTITY PURCHASE AND STORAGE

Introduction to Purchase

Methods of Purchase

STORAGE - Methods of Storage

1. Dry Storage
 2. Cold Storage
- Refrigerated Storage
Frozen Storage.

MENU PLANNING

Basic principles of menu planning – recapitulation- Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units- Planning menus for School/college students - Industrial workers –Hospitals - Outdoor parties - Theme dinners - Transport facilities, cruise lines, airlines, railway- Nutritional factors for the above.

UNIT - IV

(10 hours)

REGIONAL INDIAN CUISINE

Introduction to Regional Indian Cuisine -Heritage of Indian Cuisine- Factors that affect eating habits in different parts of the country- Cuisine and its highlights of different states/regions/communities to be discussed under -Geographic location- Historical background- Seasonal availability- Special equipment - Staple diets- Specialty cuisine for festivals and special occasions.

UNIT - V

(8 hours)

STATES: Cuisines of Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal

COMMUNITIES: Parsee, Chettinad, Hyderabad, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri

DISCUSSIONS: Indian Breads, Indian Sweets, Indian Snacks

References:

- Cooking with Indian Masters By Prasad
- Indian Cookery By Parvinder S. Bali
- Quantity Food Production Operations By Parvinder S. Bali
- Food Production Operations By Parvinder S. Bali

CORE PAPER XI **FOOD & BEVERAGE OPERATIONS**

BHM-DSC11

Credits: 3

Learning Outcomes:

- To introduce the students to the basic of Alcoholic Beverages and Dispense Bar.
- To teach the students about Wines.
- To make them aware of different types of Beer.
- To teach the students about Spirits.
- To equip the students about the basic knowledge about Aperitifs & Liquors.

CONTENT (THEORY)

UNIT – I

(6 hours)

ALCOHOLIC BEVERAGES

Introduction and definition - Production of Alcohol - Fermentation process, Distillation process. Chart and Classification of Alcoholic Beverages- Fermented, Distilled and Compound.

WINES

Definition & History. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) France, Germany, Italy, Spain, Portugal. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) USA, Australia, India, Chile, South Africa, Algeria, New Zealand.

UNIT – II

CLASSIFICATION OF WINES

(8 hours)

Factors affecting quality of wine,
Table/Still/Natural-making process and Brand names
Sparkling- Champagne- making process and Brand names
Fortified- Sherry, Port, Madeira and others, making process and Brand names
Aromatized - Vermouth and other Aromatized wines including Dubonnet, Saint Raphael,
Byrrh Food & wine harmony - Storage of wines - Wine terminology (English & French)

UNIT - III

BEER

(4 hours)

Introduction & Definition -Types of Beer, Production of Beer, Storage. International brands. Draught beer, Cider, Perry, Sake.

UNIT – IV

SPIRITS

(8 hours)

Introduction & Definition - Production of Spirit - Pot still method - Patent still method
Production of Whisky, Rum, Gin, Brandy, Vodka, Tequila, Other spirits include Aquavit, Arrack, Absinthe, Tiquira, Fenny, Ouzo, Different Proof Spirits-American Proof-British Proof (Sikes scale) - Gay Lussac (OIML Scale)

Unit – V

(6 hours)

APERITIFS

Introduction and Definition-Types of Aperitifs -Vermouth (Definition, Types & Brand names), Bitters (Definition, Types & Brand names)

LIQUEURS

Definition & History -Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) Popular Liqueurs (Name, colour, predominant flavour & country of origin)

References:

- Beers of the World by Gilbert Delos
- The Beverage Book by Andrew Durkin
- World Atlas of Wine by Hugh Johnson

CORE PAPER - XII
FRONT OFFICE OPERATIONS

BHM-DSC12

Credits: 2

Learning Outcomes:

- FO accounting and its functions, different kinds of vouchers, various folios, ledgers, types of accounts and FO accounting cycle
- Fourth stage of guest cycle, departure procedures, modes of bill settlement, potential check out problems and its solutions
- Process of night audits, duties and responsibilities and its purpose
- Role of hotel staff in ensuring the safety and security of the guest
- Handle various guest situations(Complaints, concerns, guest request, special occasions etc

Contents (Theory)

UNIT – I

(7 hours)

Computer application in front office operation
Role of information technology in the hospitality industry
Factors for need a PMS in the hotel
Factors for purchase of PMS by the hotel
Introduction to Fidelio & Amadeus

UNIT – II

(7 hours)

Guest accounts

Hotel revenue centers, accounting formula, types of accounts (guest and non guest accounts), Guest accounting cycle, Types of vouchers, Types of folios (guest weekly bill, VTL, high balance report)

UNIT – III

(7 hours)

Check out and settlement

Steps in check out and settlement, mode of settlement of bills(cash, credit, charge card, Indian and foreign currency exchange procedure, BTC), Types of guest bills(interim, final and split bill), Early check out/ECO/self check out, Late check out, late charges, balance transfer and charge transfer

UNIT –IV

(7 hours)

Night audit

Night auditing (auditors, types, functions, advantages, duties and responsibilities, flow chart of night audit process), Basic FO formula(occupancy %, house count, ADR, ARR, ARG, REVPAR, Rate spread, yield, identical yields, Achievement factor, break even analysis

UNIT – V

(4 hours)

Guest and staff security

Hotel guest and staff security and its Importance, role of FO, Security and control of room keys(Safe deposit), Operation of walkie – talkie, Types of keys, Surveillance and access control, Protection of funds

References:

- Hotel Front Office Management – James A.Bardi
- Hotel Front office Operations & Management – JatashankerR.Tewari
- Front Office procedures – Michael L.Kasavana

CORE PAPER - XIII
ACCOMMODATION OPERATIONS

BHM-DSC13

Credits: 2

Learning Outcomes:

- Enumerate areas of coordination between Linen & Laundry.
- Will possess knowledge of various linen used in hotels, effective handling of linen par stock and possess purchase techniques of linen
- Will be able to effectively reuse discarded linen.
- Will be able to design uniforms with the use of appropriate fabrics in accordance with latest trends in uniform designing.
- Will be able to perform daily activities of sewing room.

Knowledge and operating skills of various laundry equipments, handle laundry flow process, effectively possess skill to remove stains from various types of fabric, to handle guest laundry issues effectively.

- Will possess skill to create various styles of flower arrangement with knowledge of flowers used in hotel.

CONTENTS (THEORY)

UNIT - I

(8 hours)

FABRIC CARE UNIT-LINEN ROOM

Classification and Characters Of Fabric; Activities Of The Linen Room; Layout And Equipment used in The Linen Room; Selection Criteria For Various Linen Items & Fabrics Suitable For This Purpose; Purchase Of Linen; Calculation Of Linen Requirements; Linen Control, Linen Exchange - Procedures And Records; Recycling Of Discarded Linen; Linen Hire; PAR Stock Calculation.

UNIT - II

(6 hours)

UNIFORMS

Advantages of Providing Uniforms to Staff; Issuing And Exchange Of Uniforms; Type Of Uniforms; Selection And Designing Of Uniforms; Layout Of The Uniform Room

UNIT - III

(3 hours)

SEWING ROOM

Activities; Equipment provided; Job specification of a Seamstress/tailor

UNIT - IV

(8 hours)

LAUNDRY OPERATIONS

Types of Laundry; Layout Of The Laundry; Laundry Equipment And Machines; Flow Process Of Industrial Laundering-OPL; Stages In The Wash Cycle; Laundry Agents; Dry Cleaning Guest Laundry/Valet Service; Stain Removal.

UNIT - V

(7 hours)

FLOWER ARRANGEMENT

Flower Arrangement in Hotels; Equipment and Material Required For Flower Arrangement; Styles Of Flower Arrangements; Principles Of Design As Applied To Flower Arrangement.

Indoor Plants

Selection and Care

References:

1. Hotel housekeeping operations and management– OXFORD – SmriteeRaghubalan.
2. HOTEL HOUSE KEEPING - Malini Singh.
3. THE PROFESSIONAL HOUSEKEEPER – Wiley.

ALLIED PAPER – III
HOTEL ACCOUNTING SYSTEM

BHM-DSA03

Credits – 2

Learning Outcomes:

- Students will come with a detailed knowledge about uniform system of accounts in hotel industry
- Students about the preparation of Income statement and balance sheet in a hotel
- Students will aware of the importance of Internal Control
- Students will know about auditing in hotel industry.

Content (Theory)

UNIT-I

(4 hours)

INTRODUCTION: Meaning and definition – Book – Keeping – Accounting - Objectives & Process of Accounting - Accounting cycle –Journal – ledger - Trial balance - practical problems.

UNIT-II

(8 hours)

Introduction to Uniform system of accounts - components of Income Statement- preparing Cost of sales- preparation of Income statements- Practical Problems.
Meaning of balance sheet-components of Balance Sheet (under uniform system) –preparation of Balance sheet- Rearranging Horizontal into vertical format - Practical problems

UNIT-III

(8 hours)

Definition and objectives of Internal Control - Characteristics of Internal Control- Implementation and Review of Internal Control - Inter-Firm and Intra-Firm Comparison- Internal Check.

UNIT-IV

(7 hours)

Meaning of Audit- Introduction and objectives of Internal and Statutory Audit - Role of Internal Auditor - Tools of Internal Audit -Implementation and Review of internal audit -- Distinction between Internal Audit and Statutory Audit.

UNIT-V

(5 hours)

An introduction to departmental accounting – methods of departmental accounting- Allocation and apportionment of expenses - Advantages and Draw-backs of allocation - Practical problems.

References:

1. Hotel Accounting & Financial Control by Ozi A.D Cunha and Gleson O. D Cunha
Publisher The Dicky's Enterprise Mumbai- 400067
2. Text book Of Hotel Accounting by [ShyamLalArora](#)
Publisher: Cyber Tech Publications – New Delhi.
3. Hotel Accounting by Anil Kathuria (Author)

PRACTICAL - IV
FOOD PRODUCTION OPERATIONS LAB

Inst Hrs:3

Learning Outcomes:

- Introduction to Indian cookery
- Spices used in Indian cookery
- Masalas - Concepts of masalas- Classification of masalas- Types of masalas
- Demonstration of Basic Indian Gravy- Makhni gravy- Curry gravy- Shahi gravy- Hara gravy- Kadai masala- Chettinad masala

UNIT –I

(10 hours)

Contents(Practical)

Formulate 12 set of menus from the following cuisines.

- Awadhi
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharastra
- Punjabi
- Rajasthan
- South India (Tamilnadu, Karnataka, Kerala)

SUGGESTED MENUS

MAHARASTRIAN

- Masala Bhat
- Kolhapuri Mutton
- BatataBhajee
- Masala Poori
- Koshimbir
- Coconut Poli

AWADHI

- YakhniPulao
- MughlaiParatha
- Gosht Do Piazza
- Badin Jaan
- Kulfi with Falooda

UNIT-II

(10 hours)

BENGALI

- Lucchi
- ChannaPulao
- Doi Mach.
- PanchPhoronChori
- BhajaMoong dal
- Sandesh

GOAN

- Coconut Pulao
- Mutton Vindaloo
- Prawn Balchao
- Chicken Xacuti
- Vegetable Kaldeen
- Bibinca

PUNJABI

- AmritsariMacchi
- Bhatura
- KadaiChole
- MethiMurgh
- SarsonKaSaag
- GajarKaHalwa

UNIT –III

(10 hours)

KASHMIRI (Optional)

- LacchaParatha
- YakhniPulao
- MurghDhaniwalKurma
- Rajma Masala
- KesarKheer

PARSI

- Dhansak
- Kavab
- PatraniMacchi
- Lagan Nu Custard
- Brown Rice

MAHARASHTRA

- Koshambir
- BatataBhaji
- Masala Bhat
- Chicken KolhPur
- Varam / Amti
- Shrikand

UNIT – IV

(10 hours)

TAMILNADU

- Steamed Rice
- Drumstick Sambar
- Chicken NilgiriKurma
- Carrot & Beans Poriyal
- Pepper Rasam
- SemiyaPayasam

CHETTINADU

- Nadu Rasam
- KarruveppilaiPodiSadam
- Chicken Chettinadu
- KeeraiMasiyal
- SennaiVaruval
- SarkaraiPongal

KERALA

- Malabar Parotta
- NeiChoru
- Nadan Chicken Curry
- Vegetable Stew
- PaaladaPradhaman

ANDHRA PRADESH

- Steamed rice
- VendakkaiPulusu
- Tomato Pappu
- KodiVapudu
- GongoraPachadi
- GummadikkaiHalwa

UNIT – V

(8 hours)

RAJASTHANI

- Lal Maas
- Missi Roti
- Mutter Pulao
- Gavarafli Ki Subzi
- MoogdalHalwa

HYDERABADI

- ShikumpuriKabab
- Sofyani Biryani
- TawaParatha
- MirchiKaSalan
- GoshtDalcha
- ShahiTukra

DEMONSTRATION OF NORTH INDIAN & SOUTH INDIAN BREAKFAST-

- North Indian- AlooParatha- PooriBhajji
- South Indian- VenPongal- MedhuVada- Dosa- Sambar- Coconut Chutney
- Demonstration of Indian regional snacks
- Samosa- Bajji- Vada- Pakora- KuliPanayaram- Chat Items
- Demonstration of variety rice- Coconut – Tamarind- Lemon- Tomato

References:

- Food Production Operations by Parvinder S. Bali
- Cooking with Indian Masters By Prashad
- Quantity Food Production Operations By Parvinder S. Bali
- Food Production Operations By Parvinder S. Bali

PRACTICAL -V
FOOD & BEVERAGE OPERATIONS LAB

Inst Hrs:3**Learning Objectives:**

To introduce the students to the basic of Alcoholic Beverages and Dispense Bar.

To teach the students about Wines service.

To make them aware of different types of Beer service.

To match the food with wine.

To equip the students about the basic knowledge about Aperitifs & Liqueurs.

Content (Practicals)**UNIT –I****(8 hours)****Bar– Mise-en-place and Equipments.**

Task-01 Wine service equipment

Task-02 Beer service equipment

Task-03 Cocktail bar equipment

Task-04 Liqueur / Wine Trolley

Task-05 Bar stock –alcoholic & non-alcoholic beverages

Task-06 Bar accompaniments & garnishes

Task-07 Bar accessories & disposables.

Wine & Drinks List

Task: 01 Wine Bar

Task:02 Beer Bar

Task: 03 Cocktail Bar

UNIT –II**(8 hours)****Service of Wines**

Task-01 Opening the wine bottles (Table wine and Sparkling wine) Task-02 Decanting

Task-03 Service of Red Wine - Task-04 Service of White/Rose wine Task-05 Service of Sparkling wines - Task-06 Service of Fortified Wine - Task-07 Service of Aromatized Wine.

UNIT - III**Matching Wines with Food****(6 hours)**

Task-01 Menu Planning with accompanying Wines with Continental Cuisine& Indian Regional Cuisine

Task-02 Table Laying & Service of menu with accompanying Wines- Continental Cuisine& Indian Regional Cuisine

UNIT – IV**(6 hours)****Service of Spirits**

Task-01 Service styles – neat/on-the-rocks/with appropriate mixers - Task-02 Service of Whisky - Task-03 Service of Vodka - Task-04 Service of Rum - Task-05 Service of Gin - Task-06 Service of Brandy - Task-07 Service of Tequila Appropriate glasses used for each spirit.

UNIT –V**(4 hours)****Service of Beer**

Task-01 Service of Bottled & canned Beers - Task-02 Service of Draught Beers

Task-03 Service of Cider, Perry & Sake

Service of Aperitifs

Task-01 Service of Bitters - Task-02 Service of Vermouths

Service of Liqueurs

Task-01 Service styles – neat/on-the-rocks/ with cream/ en frappé- Task-02 Service from the Bar Task-03 Service from Liqueur Trolley Appropriate glasses used for different Liqueurs.

References:

- Beers of the World by Gilbert Delos
- The Beverage Book by Andrew Durkin
- World Atlas of Wine by Hugh Johnson

PRACTICAL -VI**FRONT OFFICE OPERATIONS LAB****Inst Hrs:2****Learning Outcomes:**

- Perceiving the front office accounting system followed in the hotel
- Be acquainted with the procedures adopted during check out
- Initiating the night auditing process
- Ensure guest safety measures in the hotel
- Acquire knowledge in guest relations
- Basic FO formulas and closing invoice methods

Contents (Practical)**UNIT – I****(7 hours)**

Hands on practice of computer applications related to Front Office procedures such as

Reservation

Registration

Guest History

Daily transactions

UNIT – II**(7 hours)**

Front office accounting procedures

Manual accounting

Machine accounting

Payable, Accounts Receivable, Guest History, Yield Management

UNIT – III**(4 hours)**

Role Play

UNIT – IV**(7 hours)**

Situation Handling

UNIT - V**(7 hours)**

How to attend the interview, Group discussion.

References:

- Hotel Front office Operations & Management – Jatashanker R.Tewari
- Front Office procedures – Michael L.Kasavana
- Front Office Management – S.K Bhatnagar, 2013 – Frank Bros.

PRACTICAL - VII
ACCOMMODATION OPERATIONS LAB

Inst Hrs:2**Learning Outcomes:**

- Effectively design the layout of linen room and laundry
- Operational knowledge of various laundry equipments and machineries
- Understand and practice various stain removal techniques
- Develop skills in various styles of flower arrangement.

Contents(Practical)

UNIT - I	(6 hours)
Layout of linen and uniform room/Laundry	
UNIT - II	(6 hours)
Laundry machinery and equipment	
UNIT - III	(5 hours)
Stain Removal procedures	
UNIT - IV	(7 hours)
Flower Arrangement –Various styles of flower arrangement.	
UNIT - V	(8 hours)
Handling Room Linen/ Guest Supplies	
Maintaining Register/ Record; Replenishing Floor Pantry; Stock Taking; Par Stock Calculation	

References:

- 11 Hotel housekeeping operations and management– OXFORD – smriteeraghubalan.
- 12 HOTEL HOUSE KEEPING - Malini Singh.
- 13 THE PROFESSIONAL HOUSEKEEPER – Wiley.

PRACTICAL - VIII
HOTEL ENGINEERING AND MAINTENANCE LAB

Learning Outcomes:

- This practical will improve the basic knowledge of hotel maintenance accessories.
- This practical will improve the maintenance of hotel equipments and safety equipments.

Contents (Practical)

UNIT – I: (11 hours)

Identification of Tools, Accessories, Plumbing system & Various Materials.

- Plug and Socket wiring (4 Hours)
- Testing of supply system – by tester and test lamp (2 Hours)
- Fluorescent tubes and incandescent bulb replacing. (2 Hours)
- Cleaning if gas burners (2 Hours)
- Replacing washer and assembly of taps. (1 Hours)

UNIT – II: (5 hours)

Demonstration:

1. Demonstration of usage of various fire extinguishers. (4 Hours)
2. Demonstration of cleaning &refixing of air conditioner filter. (1 Hours)

References:

1. The Management of Maintenance and Engineering Systems in Hospitality Industry By Frank D. Borsenik& Alan T. Stutts, Published: John Willey & Sons Inc NY
2. Textbook of Hotel Maintenance – N.C.Goyal&K.C.Goyal

SEMESTER IV
CORE PAPER – XIVFOOD PRODUCTION OPERATIAONS LAB

BHM-DSC14

Inst Hrs:3

Learning Outcomes:

- Introduction to Indian cookery
- Spices used in Indian cookery
- Masalas - Concepts of masalas- Classification of masalas- Types of masalas
- Demonstration of Basic Indian Gravy- Makhni gravy- Curry gravy- Shahi gravy- Hara gravy- Kadai masala- Chettinad masala

UNIT –I (10 hours)

Contents(Practical)

Formulate 12 set of menus from the following cuisines.

- Awadhi
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharastra
- Punjabi
- Rajasthan
- South India (Tamilnadu, Karnataka, Kerala)

SUGGESTED MENUS

MAHARASTRIAN

- Masala Bhat
- Kolhapuri Mutton
- BatataBhajee
- Masala Poori
- Koshimbir
- Coconut Poli

AWADHI

- YakhniPulao
- MughlaiParatha
- Gosht Do Piazza
- Badin Jaan
- Kulfi with Falooda

UNIT-II

(10 hours)

BENGALI

- Lucchi
- ChannaPulao
- Doi Mach.
- PanchPhoronChori
- BhajaMoong dal
- Sandesh

GOAN

- Coconut Pulao
- Mutton Vindaloo
- Prawn Balchao
- Chicken Xacuti
- Vegetable Kaldeen
- Bibinca

PUNJABI

- AmritsariMacchi
- Bhatura
- KadaiChole
- MethiMurgh
- SarsonKaSaag
- GajarKaHalwa

UNIT –III

(10 hours)

KASHMIRI (Optional)

- LacchaParatha
- YakhniPulao
- MurghDhaniwalKurma
- Rajma Masala
- KesarKheer

PARSI

- Dhansak
- Kavab
- PatraniMacchi
- Lagan Nu Custard
- Brown Rice

MAHARASHTRA

- Koshambir
- BatataBhaji
- Masala Bhat
- Chicken KolhPur
- Varam / Amti
- Shrikand

UNIT – IV

(10 hours)

TAMILNADU

- Steamed Rice
- Drumstick Sambar
- Chicken NilgiriKurma
- Carrot & Beans Poriyal
- Pepper Rasam
- SemiyaPayasam

CHETTINADU

- Nadu Rasam
- KarruveppilaiPodiSadam
- Chicken Chettinadu
- KeeraiMasiyal
- SennaiVaruval
- SarkaraiPongal

KERALA

- Malabar Parotta
- NeiChoru
- Nadan Chicken Curry
- Vegetable Stew
- PaaladaPradhaman

ANDHRA PRADESH

- Steamed rice
- VendakkaiPulusu
- Tomato Pappu
- KodiVapudu
- GongoraPachadi
- GummadikkaiHalwa

UNIT – V

(8 hours)

RAJASTHANI

- Lal Maas
- Missi Roti
- Mutter Pulao
- Gavaraflī Ki Subzi
- MoogdalHalwa

HYDERABADI

- ShikumpuriKabab
- Sofyani Biryani
- TawaParatha
- MirchiKaSalan
- GoshtDalcha
- ShahiTukra

DEMONSTRATION OF NORTH INDIAN & SOUTH INDIAN BREAKFAST-

- North Indian-AlooParatha- PooriBhajji
- South Indian- VenPongal- MedhuVada- Dosa- Sambar- Coconut Chutney
- Demonstration of Indian regional snacks
- Samosa- Bajji- Vada- Pakora- KuliPanayaram- Chat Items
- Demonstration of variety rice- Coconut – Tamarind- Lemon- Tomato

References:

- Food Production Operations by Parvinder S. Bali
- Cooking with Indian Masters By Prashad
- Quantity Food Production Operations By Parvinder S. Bali
- Food Production Operations By Parvinder S. Bali

CORE PAPER XV - FOOD & BEVERAGE OPERATIONS LAB

BHM-DSC15

Inst Hrs:3

Learning Objectives:

To introduce the students to the basic of Alcoholic Beverages and Dispense Bar.

To teach the students about Wines service.

To make them aware of different types of Beer service.

To match the food with wine.

To equip the students about the basic knowledge about Aperitifs & Liqueurs.

Content (Practicals)

UNIT –I

(8 hours)

Bar– Mise-en-place and Equipments.

Task-01 Wine service equipment

Task-02 Beer service equipment

Task-03 Cocktail bar equipment

Task-04 Liqueur / Wine Trolley

Task-05 Bar stock –alcoholic & non-alcoholic beverages

Task-06 Bar accompaniments & garnishes

Task-07 Bar accessories & disposables.

Wine & Drinks List

Task: 01 Wine Bar

Task:02 Beer Bar

Task: 03 Cocktail Bar

UNIT –II

(8 hours)

Service of Wines

Task-01 Opening the wine bottles (Table wine and Sparkling wine) Task-02 Decanting

Task-03 Service of Red Wine - Task-04 Service of White/Rose wine Task-05 Service of Sparkling wines - Task-06 Service of Fortified Wine - Task-07 Service of Aromatized Wine.

UNIT - III

Matching Wines with Food

(6 hours)

Task-01 Menu Planning with accompanying Wines with Continental Cuisine& Indian Regional Cuisine

Task-02 Table Laying & Service of menu with accompanying Wines- Continental Cuisine& Indian Regional Cuisine

UNIT – IV

(6 hours)

Service of Spirits

Task-01 Service styles – neat/on-the-rocks/with appropriate mixers - Task-02 Service of Whisky - Task-03 Service of Vodka - Task-04 Service of Rum - Task-05 Service of Gin - Task-06 Service of Brandy - Task-07 Service of Tequila Appropriate glasses used for each spirit.

UNIT –V

(4 hours)

Service of Beer

Task-01 Service of Bottled & canned Beers - Task-02 Service of Draught Beers

Task-03 Service of Cider, Perry & Sake

Service of Aperitifs

Task-01 Service of Bitters - Task-02 Service of Vermouths

Service of Liqueurs

Task-01 Service styles – neat/on-the-rocks/ with cream/ en frappé- Task-02 Service from the Bar Task-03 Service from Liqueur Trolley Appropriate glasses used for different Liqueurs.

References:

- Beers of the World by Gilbert Delos
- The Beverage Book by Andrew Durkin
- World Atlas of Wine by Hugh Johnson

CORE PAPER XVI - FRONT OFFICE OPERATIONS LAB**BHM-DSC16****Inst Hrs:2****Learning Outcomes:**

- Perceiving the front office accounting system followed in the hotel
- Be acquainted with the procedures adopted during check out
- Initiating the night auditing process
- Ensure guest safety measures in the hotel
- Acquire knowledge in guest relations
- Basic FO formulas and closing invoice methods

Contents (Practical)**UNIT – I****(7 hours)**

Hands on practice of computer applications related to Front Office procedures such as
Reservation
Registration
Guest History
Daily transactions

UNIT – II**(7 hours)**

Front office accounting procedures
Manual accounting
Machine accounting
Payable, Accounts Receivable, Guest History, Yield Management

UNIT – III**(4 hours)**

Role Play

UNIT – IV**(7 hours)**

Situation Handling

UNIT - V**(7 hours)**

How to attend the interview, Group discussion.

References:

- Hotel Front office Operations & Management – Jatashanker R.Tewari
- Front Office procedures – Michael L.Kasavana
- Front Office Management – S.K Bhatnagar, 2013 – Frank Bros.

CORE PAPER DVII - ACCOMMODATION OPERATIONS LAB

BHM-DSC17

Inst Hrs:2

Learning Outcomes:

- Effectively design the layout of linen room and laundry
- Operational knowledge of various laundry equipments and machineries
- Understand and practice various stain removal techniques
- Develop skills in various styles of flower arrangement.

Contents(Practical)

UNIT - I (6 hours)

Layout of linen and uniform room/Laundry

UNIT - II (6 hours)

Laundry machinery and equipment

UNIT - III (5 hours)

Stain Removal procedures

UNIT - IV (7 hours)

Flower Arrangement –Various styles of flower arrangement.

UNIT - V (8 hours)

Handling Room Linen/ Guest Supplies

Maintaining Register/ Record; Replenishing Floor Pantry; Stock Taking; Par Stock Calculation

References:

1. Hotel housekeeping operations and management– OXFORD – smriteeraghubalan.
2. HOTEL HOUSE KEEPING - Malini Singh.
3. THE PROFESSIONAL HOUSEKEEPER – Wiley.

CORE PAPER XVIII - INDUSTRIAL EXPOSURE TRAINING

DURATION – 16 WEEKS

CREDITS:16

OBJECTIVE

- 1) Students to choose (or) apply for IET in any reputed BRAND Hotels
- 2) After joining the IET, Students to get involved actively and to be part of the Hotel Operation Team.
- 3) Students quickly learn the SOP of the Hotel Brand / Group.
- 4) To adopt themselves according to the Hotel Culture / Values.
- 5) To acquire the Basic knowledge of all Key operational departments.
- 6) Always be open with a positive mindset that “We Can”
- 7) Always display a passion towards learning of the job.
- 8) Everyday students should enter the work place with a goal / dream to become professional hoteliers.
- 9) To learn and practice the Hotel professional grooming standards at all times.

- 10) To start your training with a good note and finish it with your own success story in the same hotel.

SEMESTER V
CORE PAPER-XIX
ADVANCED FOOD PRODUCTION OPERATIONS –I

BHM-DSC19

Credits- 3

Learning Outcomes:

- Students will acquire knowledge on functions of cold kitchen.
- Students will able to develop culinary skills in the charcuterie
- Students gain knowledge on preparing and presenting cold cuts
- Students will able to identify and use different cooking equipments in larder department
- Students will interpret knowledge on the different types of appetizer and wines used in cooking
- Students will acquire knowledge on food plating and presentation based on Hotel Industry
- Students will get in depth sight on Food photography and food Journalism

Contents(Theory)

UNIT-I

(10 hours)

LARDER

INTRODUCTION TO LARDER - Introduction of Larder Work- Layout of a typical larder with equipment and various sections - Equipment found in the larder - Larder control- Functions of larder- Duties & Responsibilities of larder chef

UNIT – II

(10 hours)

CHARCUTIERIE

- A. SAUSAGES- Sausage - Casings & Fillings – Types & Varieties
- B. FORCE MEATS – Types, Preparation & Uses
- C. BRINES, CURES & MARINADES – Types, Preparation, Uses & Differences
- D. HAM, BACON & GAMMON – Cuts & Differences between these

UNIT – III

(15 hours)

COLD BUFFET & COLD CUTS

- A. GALANTINES & BALOTINE – Definition, Preparation, Types & Uses.
- B. PATES & TERRINES - Definition, Preparation, Types, Uses and Differences
- C. MOUSSE & MOUSSELINE - Definition, Preparation, Types, Uses and Differences
- D. CHAUD FROID – Definition, Preparation, Types & Uses
- E. ASPIC & GELEE – Definition, Preparation, Types & Uses and Differences
- F. QUENELLES & TRUFFLE - Definition, Preparation, Types, Uses and Differences
- G. PARFAITS & ROULADES - Definition, Preparation, Types, Uses and Differences
- H. EDIBLE & NON EDIBLE DISPLAYS - Definition, Preparation, Types, Uses and Differences
- I. FOOD PLATING, MIRROR AND PLATTER PRESENTATION: Definition, Techniques and Uses

UNIT-IV

(10 hours)

- A. APPETIZERS & GARNISHES – Types, Preparation, Examples, Uses & Differences
- B. SANDWICHES - Parts of Sandwiches - Types of Bread - Types of filling – classification- Spreads and Garnishes - Types of Sandwiches - Making of Sandwiches - Storing of Sandwiches

C. USE OF WINE AND HERBS IN COOKING

Ideal uses of wine in cooking - Classification of herbs - Ideal uses of herbs in cooking.

UNIT-V

(6 hours)

Food plating and platter presentations- Food styling-Food photography-Food Journalism-Molecular Gastronomy.

References:

1. K.Arora&K.N.Gupta – Theory of cookery
2. Philip Thangam – Modern cookery for teaching &The Trade (Orient Longmans ltd)
3. Gisslenwayne – professional cookery (john wiley and sons)
4. Montage – Larousse gastronomique (Himalaya publishing group)
5. Food preparation- Clive finch
6. Time life- Good cook series
7. The complete cookery manual- Anthony O’ Reilly Longman UK
8. The theory of catering-Kinton and ceserani-Hoddel and Strnal

CORE PAPER - XX

ADVANCED FOOD & BEVERAGE OPERATIONS –I

BHM-DSC20

Credits: 3

Learning Outcomes:

- To introduce the students to the basic of Planning and Operating various F & B Outlet.
- To teach the students about Banquets, Banquets protocols.
- To make them aware of different types of Buffets.
- To teach the students about Gueridon Service.
- To equip the students about the basic knowledge about Kitchen Stewarding.

Contents (Theory)

UNIT- I

(4 hours)

PLANNING & OPERATING VARIOUS F&B OUTLET

Physical layout of functional and ancillary areas – Objective of a good layout -Steps in planning Factors to be considered while planning - Calculating space requirement - Various setups for seating - Planning staff requirement - Menu planning - Constraints of menu planning - Selecting and planning of heavy duty and light equipment - Requirement of quantities of equipment required like crockery, Glassware, Cutlery –steel or silver etc. Suppliers & manufacturers - Planning Décor, furnishing fixture etc.

UNIT- II

(8 hours)

FUNCTION CATERING

BANQUETS

History -Types&Organization of Banquet Department – Staffs duties & responsibilities - Sales -Booking procedure - Banquet menus – MICE concept.

BANQUET PROTOCOL

Space Area requirement - Table plans/arrangement -Misc-en-place-Service - Toast & Toast procedures

INFORMAL BANQUET

Reception - Cocktail parties – Convention-Seminar –Exhibition – Fashion shows - Trade Fair
Wedding - Outdoor catering

UNIT - III

(6 hours)

FUNCTION CATERING BUFFETS

Introduction -Factors to plan buffets - Area requirement -Planning and organization -Sequence of food -Menu planning - Types of Buffet –Display-Sit down,Fork, Finger, Cold BuffetBreakfast Buffets,Equipment - Supplies - Checklist

UNIT - IV

(6 hours)

GUERIDON SERVICE

History ofGueridon- Definition -General consideration of operations –Advantages &Dis-advantages - Types of trolleys - Factor to create impulse buying– visual merchandising, Trolley, open kitchen.Gueridon equipment - Gueridon ingredients

UNIT - V

(6 hours)

KITCHEN STEWARDING

Importance-Opportunities in kitchen stewarding -Record maintaining -Machine used for cleaning and polishing- Inventory –organization hierarchy of kitchen stewarding, roles and responsibilities of each staff.

References:

- Profitable food and beverage management by Richard Kotas
- Advanced food service by John fuller
- Food and Beverage Manager by Paul Cullen
- Food and beverage Cost control by David Hayes
- Catering Menu Management by Nancy Loman
- Menu Planning by Jaksakiwela

CORE PAPER-XXI

ACCOMMODATION MANAGEMENT

BHM-DSC21

Credits: 3

Learning Outcomes:

- Demonstrate step by step planning and organizing process for ensuring efficient, effective and economic operations of Housekeeping department.
- Understand and analyze housekeeping standards together with safety and security aspects.
- To understand different concepts in budgeting.
- To understand different types and styles of flower arrangements.

Contents (Theory)

UNIT - I (8 hours)

PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT

Area Inventory List; Frequency Schedules; Performance And Productivity Standards; Standard Operating Manuals – Job Procedures; Job Allocation And Work Schedules; Calculating Staff Strengths & Planning Duty Rosters, Team Work And Leadership In House Keeping; Training In HKD, Devising Training Programmers' For HK Staff

UNIT - II (6 hours)

BUDGETING FOR HOUSEKEEPING

Inventory control and stock taking; Types of budgets (operational and capital); Cost Control In Specific Areas (Guest Room, Public Areas, Linen Room, Stores, Cleaning Material And Supplies, Flowers); Purchasing

UNIT - III (5 hours)

ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS

UNIT - IV (8 hours)

SAFETY AND SECURITY

Safety Awareness and Accident Prevention; Fire Safety And Fire Fighting; Crime Prevention And Dealing With Emergency Situation; First Aid

UNIT - V (5 hours)

CONTRACT SERVICES

Types of contract services, guidelines for hiring contract services, Advantage and disadvantage of contract services.

References:

1. Hotel housekeeping Management and Operations – OXFORD –SmriteeRaghubalan,
2. HOTEL HOUSE KEEPING - Malini Singh,
3. PROFESSIONAL HOUSEKEEPER – Wiley

ALLIED PAPER-IV **HOTEL FINANCIAL MANAGEMENT**

BHM-DSA04

CREDITS: 3

Learning Outcomes:

- Students learn basics of financial management.
- Students know how to analyses financial statement analysis.
- Gain knowledge of implementing ratio.
- Knowledge of financial sources and financial planning

UNIT - I (3 hours)

Hotel Financial Management: Introduction, Meaning, Scope, Objectives, Goals.

UNIT - II (5 hours)

Financial statements meaning and types- Techniques of financial analysis- Limitation of financial analysis.Practical problems.

UNIT - III**(7 hours)**

GST-Meaning, types, rates in Hotel, GSTR-3B. Hotel business licenses and permits. Meaning of TDS TAN, PAN, Luxury Tax, FSSAI, Service tax, Entertainment tax, Property tax, Water tax, Professional tax, Foreign exchange, Multistoried building tax, Weights and Measures certificate, Hygiene and Sanitary certificate, Structural Safety certificate.

UNIT - IV**(8 hours)**

Sources of long term finance: Equity Shares-Features, Merits, Limitation. Preference shares-Features, Types, Merits, Limitations. Debentures – features, Types, advantages, limitations. Term loan- Meaning, features, Advantages, Limitations. Retain Earnings-Meaning, advantages, Limitations. Dividend Policy- Meaning, Determinants of dividend policy, forms of dividend. Bonus shares- Meaning, Advantages. Stock split, Right issue- meaning, features, advantages. (Only theory)

UNIT - V**(9 hours)**

Financial Planning: Meaning, process, steps, Importance, Objectives, Scope, Characteristics of sound financial plan, factors affecting financial plan, Limitations. Capital structure: Meaning, Objectives, factors determining capital structure. Working capital: Meaning, importance, sources, types, factors determining working capital. (Only theory)

References:

- R. Ramachandran, Financial Management theory, Problems and Solutions, Srirampublications, 2008
- Prasanna Chandra, Financial Management, 7th edition Tata MC Graw Hill, 2008.
- Khan M Y and Jain P K, Financial Management, Text, problems and Cases- Tata McGraw.

ALLIED PAPER-V**HUMAN RIGHTS AND RELATIONS EDUCATION****BHM-DSA05****Credit: 2****Learning Outcomes:**

- It provides the student with the capacity to identify issues and problems relating to the realization of human rights
- It helps to identify different aspects of human right of children and women
- Students learn not only their basic rights but also can understand the duties to be carried out in the day to day.
- It also develops investigative and analytical skills.

UNIT – I**(4 hours)****Introduction:**

Definition of Human Rights & Human Relations.

Scope of Human Rights – Need for the study of Human Rights.

Categories of Human relations and Human rights.

UNIT – II**(7 hours)****Human Rights Institutions – International & National:**

United Nations Human Rights Commission – National Human Rights Commission – State Human Rights Commission.

UNIT – III**(6 hours)**

Civil and Political rights – Economic Relations & Human Rights, Social Relations & Human Rights.

Human Rights and License – Health /Eating House License, Shops and Establishment Act, Lodging and Establishment Act, PF/ESIC.

UNIT – IV**(9 hours)****Instruments:**

UDHR, International convention on civil and political rights, International convention on economic and social rights, National Human rights act – National Commission for minorities, S.C, S.T and Woman.

UNIT – V**(6 hours)****Rights of women and children:**

Rights of women – Female feticide and Infanticide– Physical assault and harassment – Violence at work place – Remedial Measures.

Rights of children – Protection rights, survival rights – Participation rights – Development rights – Role of UN convention on rights of children.

References:

1. UNDHP – Program – annual reports.
2. Human Rights and Social Movements – Aravind Kumar.
3. Human Rights under the Indian Constitution – P.L Mehta MeenaUrma.
4. National Human Rights Commission of India – Arun Kumar Pillai

ALLIED PAPER-VI
MARKETING AND SALES MANAGEMENT

BHM-DSA06**CREDITS:2****Learning Outcomes:**

- It introduces the student a insight to marketing mix
- It helps the student to understand the four keys of marketing
- It helps the Students to understand the sales and Management
- The student will learn about international marketing.

UNIT – I**(10 Hours)****Fundamentals of Marketing**

Overview of service sector and hospitality – The hotel and the catering industry – definition of market, marketing and selling – The marketing concept – methods and scope of marketing research – sources of information – marketing environment.

Market Segmentation

Market segmentation – benefits – bases for market segmentation – types – different between consumer behavior and buyer behavior – consumerism – marketing information research (MIS) – characteristics of MIS – differences MIS and Marketing Research.

UNIT – II

(16 Hours)

Introduction to the Marketing Mix – 4 P's

Product

Definition of product and service – the hotel product and its components of physical aspects service and image – new product development – brand names – overview of a marketing plan – Product life cycle – Product differentiation in Hotel and Catering Industry

Price

Principles of prices – influences upon prices decision making – pricing techniques – initiating price changes – cost oriented and market oriented pricing strategies.

Place

Distribution – Scope of distribution – channel functions and flow – organizational patterns in hospitality marketing channels – location of services – current trends in hotel and catering industry.

Promotion

Promotion – promotion mix – promotion process – kinds of sales promotion advertising – salesmen – selection, training – advertising agency – media selection, training – advertising agency- media selection – types of media – sales promotion.

UNIT – III

(10 Hours)

Introduction to promotional activities:

The role of promotion – promotion mix in terms of advertising / selling / sales promotion / direct mail / sponsorship / merchandising / public relations / publicity – communication problems – budgeting the promotion mix.

Advertising: - Introduction – Aim of advertising – The advertising industry – Advertising style – Advertising objectives historical view – pre testing / post testing – media planning – other testing methods

Sales and Sales Management:

Definition – sales task – determining the sales force structure – selecting sales person – role of sales manager public relation.

UNIT – IV

(6 Hours)

International Marketing

International marketing – emergence of global marketing – significance of international marketing for developing countries – liberalization – role of foreign MNC

Unit – V

(6 Hours)

Social responsibilities of Business

Social responsibilities of business – Introduction – changing trends in social responsibilities of business toward different group.

Marketing of Services – Business – goals of business – growth of service marketing – classification of service marketing - business ethics – current trend in marketing

REFERENCE BOOKS

Marketing management: Philip Kotler

Marketing Management: Rajan Nair or Rajan Saxena

Marketing Research : D.D Sharma

ELECTIVE –I- CULINARY ARTS

BHM-DSE01

CREDITS: 5

Learning Outcomes:

- To summarize the students with the techniques and skills used for Quantitative production.
- To Gain insight knowledge on Culinary Arts.
- To Hone skills on Food plating techniques.

UNIT – I

(6 hours)

FOOD PLATING AND PRESENTATION

- A) Introduction
- B) Types of Food Plating
- C) Techniques used in Food Plating
- D) Components of Food Plating
- E) Uses and importance of Food Plating

UNIT – II

(6 hours)

CARVING

- A. Introduction
- B. Types
- C. Components
- D. Importance & Uses

UNIT – III

(7 hours)

SUGAR

- A) Introduction
- B) Types of Sugar
- C) Sugar Craft
- D) Techniques in Sugar
- E) Uses and Importance

UNIT – IV

(7 hours)

FOOD COSTING

- A) Introduction
- B) Factor affecting food cost
- C) Calculation of Food cost
- D) Formula
- E) Food Cost Percentage

UNIT – V**(6 hours)****FOOD TRAILS**

- A) Menu Planning & Compiling
- B) Components of Trade test
- C) Time Management
- D) Culinary Terminology
- E) Accompaniments & Garnishes

References:

- Professional cookery by Wayne Giselen
- Theory of cookery by Krishna Arora

PRACTICAL PAPER-IX**ADVANCED FOOD PRODUCTION OPERATIONS LAB –I****Inst Hrs:4(NO CREDITS)****Learning Outcomes:**

- Students will gain knowledge on classic French cuisine which includes method of preparation, standard recipes and plating techniques.
- Students will acquire knowledge on food safety and personal Hygiene during the course of practical.
- Students will hone the skills and innovate and create new dishes and standard recipes.
- Students gain knowledge in handling different large kitchen equipments.

Content (Practical)**PART “A” – COOKERY****MENU 01****(4 hours)**

- Consommé Carmen
- Poulet Sauté Chasseur
- Pommes Loretta
- Haricots Verts

MENU 02**(4 hours)**

- Bisque D'écrevisse
- Escalope De Veauviennoise
- Pommes Batailles
- Epinards au Gratin

MENU 03**(4 hours)**

- Crème Du Barry
- Darne De Saumon Grille
- Sauce paloise
- Pommes Fondant
- PetitsPois A La Flamande

MENU 04**(4 hours)**

- Veloute Dame Blanche
- Cote De Porc Charcuterie

- Pommes De Terre A La Crème
- Carottes Glace Au Gingembre

MENU 05

(4 hours)

- Cabbage Chowder
- Poulet A La Rex
- Pommes Marguises
- Ratatouille

MENU 06

(4 hours)

- Barquettes Assortis
- Stroganoff De Boeuf
- Pommes Persilles
- Riz Pilaf

MENU 07

(4 hours)

- Duchesse Nantua
- Poulet Maryland
- Croquette Potatoes
- Banana fritters
- Corn gallets

MENU 08

(4 hours)

- Vol-Au-Vent De Volaille Et Jambon
- Poulet a la kiev
- Creamy Mashed Potatoes
- Butter tossed green peas

MENU 09

(4 hours)

- Quiche Lorraine
- Roast Lamb
- Mint sauce
- Pommes Parisienne

MENU – 10 (Demonstration)

(4 hours)

- Cold Buffet
- Buffet Desserts
- Bread Displays

PART “B” – BAKERY & PATISSERIE

MENU – 01

(4 hours)

- Brioche
- Baba au Rhum
- Doughnuts

MENU - 02

(4 hours)

- Soft Rolls
- Chocolate Eclairs
- Chocolate Brownie

MENU - 03 (4 hours)

- French Bread
- TarteTartin
- Muffins

MENU - 04 (2 hours)

- Garlic Rolls
- Crêpe Suzette
- Charlotte Royal

MENU- 05 (2 hours)

- Lavash
- Chocolate Cream Puffs
- Herb & Potato Loaf

MENU- 06 (2 hours)

- Foccacia
- Crème Brûlée

MENU -07 (2 hours)

- Vienna Rolls
- Mousse Au Chocolate

MENU – 08 (2 hours)

- Hardrolls
- SouffleMilanaise

MENU – 09 (2 hours)

- Brown Bread
- Apple Pie

MENU -10 (2 hours)

- Milk Bread
- Ciabata
- Savarin des fruits

MENU -11 (2 hours)

- Demonstration of Buffet desserts
- Modern Plating Styles

References:

- Gisslenwayne – Professional cookery (john wiley and sons)
- Montage – Larousse gastronomique (Himalaya publishing group)

PRACTICAL : - X
ADVANCED FOOD& BEVERAGE OPERATIONS LAB – I

Inst Hrs:2 (NO CREDITS)

Learning Outcomes:

- To introduce the students to the basic of Planning and Operating various F & B Outlet.
- To teach the students about Banquets, Banquets protocols.
- To make them aware of different types of Buffets.
- To teach the students about Gueridon Service.
- To equip the students about the basic knowledge about Kitchen Stewarding.

Contents (Practical)

UNIT - I (6 hours)

Task

Planning & Operating Food & Beverage Outlets

Classroom Exercise Developing Hypothetical Business Model of Food & Beverage Outlets

UNIT - II (6 hours)

Task

Function Catering–Banquets

Planning & organizing Formal & Informal Banquets

Planning & organizing outdoor caterings

UNIT - III (6 hours)

Task

Function Catering–Buffets

Planning & organizing various types of Buffet

UNIT - IV (8 hours)

Task

Gueridon Service

Organizing Mise-en-place for Gueridon Service - Dishes involving work on the Gueridon
Task-01 Crepe suzette Task-02 Banana au Rhum Task-03 Peach Flambé Task- 04 Rum Omelette
Task-05 Steak Diane Task-06 Pepper Steak

UNIT - V (6 hours)

Task

Kitchen Stewarding

Using & operating Machines-Exercise– physical inventory

References:

- Profitable food and beverage management by Richard Kotas
- Advanced food service by John fuller
- Food and Beverage Manager by Paul Cullen
- Food and beverage Cost control by David Hayes

PRACTICAL PAPER-XI
ACCOMMODATION MANAGEMENT LAB

Inst Hrs:2(NO CREDITS)

Learning Outcomes:

- Knowledge on various first aid procedures
- Devising and developing SOP
- Designing of various training modules

Contents (Practical)

UNIT - I (2 hours)

FIRST AID

First Aid Kit; Dealing with Emergency Situation; Maintaining safety Records

UNIT - II (8 hours)

STANDARD OPERATING PROCEDURE

SOP Formatting for various Skill Oriented Task (E.G. Cleaning and Polishing Glass, Brass Etc)

UNIT - III (6 hours)

INSPECTION CHECKLIST

UNIT - IV (8 hours)

DEVISING/ DESIGNING TRAINING MODULE

Refresher Training (2 Days); Induction Training (2 Days); Remedial Training (2 Days)

UNIT - V (5 hours)

DAILY ROUTINES AND SYTEMS FOLLOWED IN HOUSEKEEPING

- Opening the house
- Morning /Afternoon/Evening / Night shifts
- Role of night supervisor / GRA.

References:

- Hotel housekeeping Management and Operations – OXFORD –SmriteeRaghubalan,
- HOTEL HOUSE KEEPING - Malini Singh,
- THE PROFESSIONAL HOUSEKEEPER – Wiley.

SEMESTER VI
CORE PAPER-XXII
ADVANCED FOOD PRODUCTION OPERATIONS –II

BHM-DSC22

Credits – 3

Learning Outcomes:

- Students will acquire knowledge on different International cuisine with geographical location, Historic back ground, and different recipes
- Students gain knowledge on Bread fabrication with preparation method and different toppings, icings used in bakery and confectionary department
- Students will acquire insight about classical frozen dessert
- Students will interpret knowledge production planning, Budgeting, scheduling and Quality control
- Students will acquire knowledge on food plating and presentation based on Hotel Industry
- Students will hone the skills and innovate and create new dishes and standard recipes.
- Students gain knowledge on Nouvelle cuisine with regional influences

Contents (Theory)

UNIT-I

(8 hours)

INTERNATIONAL CUISINE

- A. Geographic location
- B. Historical background
- C. Staple food with regional Influences
- D. Specialities Recipes
- E. Methods of cooking Equipment in relation to:
 - Great Britain
 - Italy
 - Spain & Portugal
 - Scandinavia
 - Germany Middle
 - East
 - Oriental
 - Mexican Arabic

UNIT-II

(8 hours)

BAKERY & CONFECTIONERY

ICINGS & TOPPINGS - Varieties of icings - Using of Icings - Difference between icings & Toppings - Recipes

FROZEN DESSERTS

Types and classification of frozen desserts – Ice Creams – Definitions - Methods of preparation - Additives and preservatives used in Ice-cream manufacture

MERINGUES

Making of Meringues - Factors affecting the stability - Types of Meringues - Uses of Meringues.

UNIT-III

(10 hours)

BREAD MAKING: Role of ingredients in bread making - Bread Faults - Bread Improvers

CHOCOLATE: History- Sources - Manufacture & Processing of Chocolate - Types of chocolate –White & Dark (Applications) - Tempering of chocolate - Uses of chocolate - Cocoa butter &Ganache.

UNIT – IV

(5 hours)

PRODUCTION MANAGEMENT

- A. Kitchen Organisation
- B. Allocation of Work – Job Description, Duty Rosters
- C. Production Planning
- D. Production Scheduling
- E. Production Quality & Quantity Control
- F. Forecasting & Budgeting G. Yield Management

PRODUCT & RESEARCH DEVELOPMENT

(5 hours)

- A. Testing new equipment,
- B. Developing new recipes
- C. Food Trails
- D. Organoleptic & Sensory Evaluation

UNIT-V

(10 hours)

A. STANDARD RECIPE

- a) Definition
- b) Importance of using standardized recipe
- c) Key components of standardized recipe
- d) Developing standardized recipe
- e) Characterized features of standardized recipes
- f) Procedures to be followed for standardization of recipe

B. NOUVELLE CUISINE

(5 hours)

- a) Definition
- b) Father & Founders of Nouvelle cuisine
- c) Popularity of Nouvelle cuisine
- d) Effect of regional influences on Nouvelle cuisine
- e) Equipments used in Nouvelle cuisine

References:

1. K.Arora&K.N.Gupta – Theory of cookery
2. Philip Thangam – Modern cookery for teaching &The Trade (Orient Longmans ltd)
3. Gisslenwayne – professional cookery (john wiley and sons)
4. Montage – Larousse gastronomique (Himalaya publishing group)

5. Practical cookery-KInton and Cserani-Hodder&Strouchton Educational
6. Professional Baking- GrisslenWayhe
7. Daniel R Steven son-Stanl Thrones ltd
8. Practical Baking- William.J.Swetan

CORE PAPER: - XXIII

ADVANCED FOOD AND BEVERAGE OPERATIONS- II

BHM-DSC23

Credits - 3

Learning Outcomes:

- To introduce the students to the basic of F&B Staff Organization.
- To teach the students about managing Food and Beverage Outlet.
- To make them aware of different types of Bar Operations.
- To teach the students about Cocktails and mixed drinks.
- To equip the students about the basic knowledge about sales promotion

Content (Theory)

UNIT - I

(8 hours)

FOOD&BEVERAGE STAFF ORGANISATION

Categories Of Staff – Hierarchy – Job description and specification – Duty Roaster – Duty Rota's

UNIT - II

(9 hours)

MANAGING FOOD AND BEVERAGE OUTLET

Supervisory Skills- Developing efficiency- Standard Operating Procedure

UNIT - III

(5 hours)

BAR OPERATIONS

Types of Bar- Cocktail, Dispense- Area of Bar- Bar Layout -Front Bar, Back Bar, Under Bar,(Speed Rack, Garnish Container, Ice well etc.) Bar Stock, Bar Control, Bar Staffing-maintaining bar records.

UNIT - IV

(5 hours)

COCKTAILS & MIXED DRINKS

Definition and history – classification – Recipe, Preparation and service of Popular Cocktails
 Martini—Dry & Sweet – Manhattan –Dry& Sweet – Dubonnet – Rob-Roy- Bronx – White lady – Pink Lady –Side Catr – Bacardi – Alexandra – John Collins – Tom Collins – Gin Fizz – Pimms Cup no 1,2,3,4,5 – Flips – Noggs – Champagne Cocktail, Between the Sheets, Daiquiri, Bloody Mary, Screw Driver, Tequila Sunrise, Gin-Sling, Planters Punch, Singapore Sling, Pinacolada, Rusty Nail, B&B, Black Russian, Margarita, Gimlet – Dry &Sweet, Cuba Libre, Whisky Sour, Blue Lagoon, Harvey Wall Banger, Bombay Cocktail – innovative cocktails

UNIT - V

(5 hours)

SALES PROMOTION

Food festivals- loyalty programs - Wine dinners or whisky dinners -Happy hours (ladies night, DJ night)- Corporate discounts - social media, partnership with home delivery services.

References:

- Profitable food and beverage management by Richard Kotas
- Advanced food service by John fuller
- Food and Beverage Manager by Paul Cullen
- Food and beverage Cost control by David Hayes
- Catering Menu Management by Nancy Loman
- Menu Planning by Jaksakiwela

CORE PAPER: - XXIV

FRONT OFFICE MANAGEMENT

BHM-DSC24

Credits: 3

Learning Outcomes:

- Different PMS (Micros, Fidelio, IDS, shawman, Opera)
- Yield management strategies in case of high and low demand periods
- Classification on the basis of ownership
- Process the conception, pricing, promotion, and distribution of ideas, goods and services in the industry
- HR challenges in the hospitality industry
- Realize the current and future in FO activities

Contents (Theory)

UNIT – I

(7 hours)

Yield management

Concept of yield management, Benefits of yield management, Strategies used for increasing revenue of a hotel, measuring yield (formulas)

UNIT– II

(5 hours)

Yield management software

Elements of yield management

Yield management software, Yield management team and meeting

UNIT – III

(7 hours)

Timeshare, Condominium, AIDRA:

Definition and types of Timeshare options, advantages and disadvantages of timeshare business, Exchange companies, Resort condominium international, AIDRA advantages, Role of government and industry

UNIT – IV

(7 hours)

Marketing & Human Resources:

Marketing: Introduction to marketing – Basic concepts in marketing, Market segmentation, Sales in marketing of hospitality products, Sales and marketing team and techniques, Role of

FO personnel in maximizing revenue, HR: HRM planning, HR development, Job analysis, recruitment, selection, orientation and training, HR challenges

UNIT – V

(6 hours)

Social media marketing:

Creating a Face book page, Business opportunities and Instagram options , Business tools on LinkedIn, Creating business accounts on YouTube, whatsapp marketing.

References:

- Hotel Front office Operations & Management – JatashankerR.Tewari
- Front Office procedures – Michael L.Kasavana
- Front Office Management – S.K Bhatnagar, 2013 – Frank Bros.

CORE PAPER-XXV- ADVANCED FOOD PRODUCTION OPERATIONS LAB –I&

II

BHM-DSC25

1. ADVANCED FOOD PRODUCTION OPERATIONS LAB –I

Inst Hrs:4(NO CREDITS)

Learning Outcomes:

- Students will gain knowledge on classic French cuisine which includes method of preparation, standard recipes and plating techniques.
- Students will acquire knowledge on food safety and personal Hygiene during the course of practical.
- Students will hone the skills and innovate and create new dishes and standard recipes.
- Students gain knowledge in handling different large kitchen equipments.

Content (Practical)

PART “A” – COOKERY

MENU 01

(4 hours)

- Consommé Carmen
- Poulet Sauté Chasseur
- Pommes Loretta
- Haricots Verts

MENU 02

(4 hours)

- Bisque D’écrevisse
- Escalope De Veauviennoise
- Pommes Batailles
- Epinards au Gratin

MENU 03

(4 hours)

- Crème Du Barry
- Darne De Saumon Grille
- Sauce paloise
- Pommes Fondant
- PetitsPois A La Flamande

MENU 04	(4 hours)
<ul style="list-style-type: none"> • Veloute Dame Blanche • Cote De Porc Charcuterie • Pommes De Terre A La Crème • Carottes Glace Au Gingembre 	
MENU 05	(4 hours)
<ul style="list-style-type: none"> • Cabbage Chowder • Poulet A La Rex • Pommes Marguises • Ratatouille 	
MENU 06	(4 hours)
<ul style="list-style-type: none"> • Barquettes Assortis • Stroganoff De Boeuf • Pommes Persilles • Riz Pilaf 	
MENU 07	(4 hours)
<ul style="list-style-type: none"> • Duchesse Nantua • Poulet Maryland • Croquette Potatoes • Banana fritters • Corn gallets 	
MENU 08	(4 hours)
<ul style="list-style-type: none"> • Vol-Au-Vent De Volaille Et Jambon • Poulet a la kiev • Creamy Mashed Potatoes • Butter tossed green peas 	
MENU 09	(4 hours)
<ul style="list-style-type: none"> • Quiche Lorraine • Roast Lamb • Mint sauce • Pommes Parisienne 	
MENU – 10 (Demonstration)	(4 hours)
<ul style="list-style-type: none"> • Cold Buffet • Buffet Desserts • Bread Displays 	
PART “B” – BAKERY & PATISSERIE	
MENU – 01	(4 hours)
<ul style="list-style-type: none"> • Brioche • Baba au Rhum • Doughnuts 	

MENU - 02	(4 hours)
<ul style="list-style-type: none"> • Soft Rolls • Chocolate Eclairs • Chocolate Brownie 	
MENU - 03	(4 hours)
<ul style="list-style-type: none"> • French Bread • TarteTartin • Muffins 	
MENU - 04	(2 hours)
<ul style="list-style-type: none"> • Garlic Rolls • Crêpe Suzette • Charlotte Royal 	
MENU- 05	(2 hours)
<ul style="list-style-type: none"> • Lavash • Chocolate Cream Puffs • Herb & Potato Loaf 	
MENU- 06	(2 hours)
<ul style="list-style-type: none"> • Foccacia • Crème Brûlée 	
MENU -07	(2 hours)
<ul style="list-style-type: none"> • Vienna Rolls • Mousse Au Chocolate 	
MENU – 08	(2 hours)
<ul style="list-style-type: none"> • Hardrolls • SouffleMilanaise 	
MENU – 09	(2 hours)
<ul style="list-style-type: none"> • Brown Bread • Apple Pie 	
MENU -10	(2 hours)
<ul style="list-style-type: none"> • Milk Bread • Ciabata • Savarin des fruits 	
MENU -11	(2 hours)
<ul style="list-style-type: none"> • Demonstration of Buffet desserts • Modern Plating Styles 	

References:

- Gisslenwayne – Professional cookery (john wiley and sons)
- Montage – Larousse gasrtronomique (Himalaya publishing group)

2. ADVANCED FOOD PRODUCTION OPERATION LAB -II

Instr Hrs:4 (CREDITS:2)

Learning Outcomes:

- Students will gain knowledge on regional cuisine which includes method of preparation, standard recipes and plating techniques.
- Students will acquire knowledge on food safety and personal Hygiene during the course of practical.
- Students will hone the skills and innovate and create new recipes.

Content (Practical)

CHINESE

MENU 01

(6 hours)

- Sweet corn vegetable Soup
- Spring roll
- Chicken in Hot Garlic sauce
- Hakka Noodles
- Szechwan fried rice

ITALY

MENU 02

(6 hours)

- Minestrone soup
- Ravioli Arrabbiata
- Penne alfredo funghi
- Pollo Alla Cacciatore
- Melanzane Parmigiane

ARABIC

MENU 03

(6 hours)

- Hummus
- Fattush
- Falafel
- Kushari with dakoos
- Dejj Meshwi
- Um ali

MEXICAN

MENU 04

(6 hours)

- Chicken Enchilada
- Vegetable Quesadillas
- Lamb Burritos
- Beef Tacos
- Chicken Fajitas
- Potato Na

KOREAN

MENU 05

(6 hours)

- Spinach Pan cakes
- Kimchi Salad

- Chicken & Rice Porridge
- Bibimbab

THAI

MENU 06

(4 hours)

- Chicken Satay with Peanut Sauce
- Tom Yum Soup
- Chicken Massaman curry with steamed rice
- Mussaman vegetable curry

SPAIN

MENU 07

(4 hours)

- Gazpacho
- Paella
- PatatasBravas
- Empanadas
- Tortilla Española
- Albondigas

GREEK

MENU 08

(4 hours)

Dolmadakia

Choriatiki

Moussaka A La Greque

Tzaziki

GREEK MEATBALL

MENU-09

(4 hours)

DEMONSTRATION OF

Charcuterie Galantines

Pate

Terrines

Mousselines

New Plating Techniques

BAKERY PRACTICAL

Menu – 1

(2 hours)

Grissini

Tiramisu

Menu – 2

(2 hours)

Bread Sticks

Apple Strudel

Menu – 3

(2 hours)

Crossiants

Black Forest Cake

Menu – 4

(2 hours)

Pizza base

Honey Praline Parfait

Menu – 5 (2 hours)
Danish Pastry
Cold Cheese Cake

Menu – 6 (2 hours)
Soup Rolls
Chocolate Truffle cake

Menu – 7 (2 hours)
Ginger Bread
Blancmange

Menu – 8 (2 hours)
Cinnamon & Raisin Rolls
SouffleChaudVanille

Menu – 9 (2 hours)
Fruit Bread
Plum Pudding

Menu – 10 (4 hours)
Demonstration of
Meringues
Icings &Topings
Demonstration of Wedding Cake - Ornamental cakes

References:

1. Theory of Cookery, the Art of Culinary Preparations
2. Food Production Operations by Parvinder S. Bali
3. Professional Cookery by waynegisslen
4. K.Arora&K.N.Gupta – Theory of cookery
5. Philip Thangam – Modern cookery for teaching & The Trade (Orient Longmans ltd)
6. Gisslenwayne – professional cookery (john wiley and sons)
7. Montage – Larousse gastronomique (Himalaya publishing group)

CORE PAPER –XXVI-ADVANCED FOOD& BEVERAGE OPERATIONS LAB – I&

II

BHM-DSC26

1. ADVANCED FOOD& BEVERAGE OPERATIONS LAB – I

Inst Hrs:2 (NO CREDITS)

Learning Outcomes:

- To introduce the students to the basic of Planning and Operating various F & B Outlet.
- To teach the students about Banquets, Banquets protocols.
- To make them aware of different types of Buffets.
- To teach the students about Gueridon Service.
- To equip the students about the basic knowledge about Kitchen Stewarding.

Contents (Practical)

UNIT - I (6 hours)

Task

Planning & Operating Food & Beverage Outlets

Classroom Exercise Developing Hypothetical Business Model of Food & Beverage Outlets

UNIT - II (6 hours)

Task

Function Catering–Banquets

Planning & organizing Formal & Informal Banquets

Planning & organizing outdoor caterings

UNIT - III (6 hours)

Task

Function Catering–Buffets

Planning & organizing various types of Buffet

UNIT - IV (8 hours)

Task

Gueridon Service

Organizing Mise-en-place for Gueridon Service - Dishes involving work on the Gueridon
Task-01 Crepe suzette Task-02 Banana au Rhum Task-03 Peach Flambé Task- 04 Rum Omelette Task-05 Steak Diane Task-06 Pepper Steak

UNIT - V (6 hours)

Task

Kitchen Stewarding

Using & operating Machines-Exercise– physical inventory

References:

- Profitable food and beverage management by Richard Kotas
- Advanced food service by John fuller
- Food and Beverage Manager by Paul Cullen
- Food and beverage Cost control by David Hayes

2. ADVANCED FOOD & BEVERAGE OPERATIONS LAB-II

Instr Hrs:2 (Credits: 2)

Learning Outcomes:

- To introduce the students to the basic of F&B Staff Organization.
- To teach the students about managing Food and Beverage Outlet.
- To make them aware of different types of Bar Operations.
- To teach the students about Cocktails and mixed drinks.
- To equip the students about the basic knowledge about sales promotion

Content (Practical)

UNIT – I (14 hours)

TASK

F&B Staff Organization

Classroom Exercise (Case Study method) Developing Organization Structure of various Food & Beverage Outlets -Determination of Staff requirements in all categories -Preparing Job Description & Specification

UNIT – II (12 hours)

TASK

Making Duty Roster - Conducting Briefing & Debriefing - Restaurant, Bar, Banquets & Special events

UNIT - III (16 hours)

TASK

Supervisory Skills

Drafting Standard Operating Systems (SOPs) for various F & B Outlets -Supervising Food & Beverage operations -Preparing Restaurant Log

UNIT - IV (10 hours)

TASK

Bar Operations

Designing and setting the bar-Preparation & service of cocktail & mixed drinks

UNIT - V (8 hours)

TASK

Planning a Sales Promotion event With Checklist

References:

- Profitable food and beverage management by Richard Kotas
- Advanced food service by John fuller
- Food and Beverage Manager by Paul Cullen
- Food and beverage Cost control by David Hayes
- Catering Menu Management by Nancy Loman
- Menu Planning by Jaksakiwela

CORE PAPER-XXVII
FRONT OFFICE MANAGEMENT LAB

BHM-DSC27

Instr Hrs: 2 (Credits: 2)

Learning Outcomes:

- Identify the yield management concept
- Perceive the components of yield management
- Acknowledge the timeshare and vacation ownership concept
- Acquire knowledge in basic concepts of marketing
- Apprehend the fundamentals of HRM
- Develop new and upcoming techniques introduced in FO department

Contents (Practical)**(32 hours)**

- Hands on practice of computer application (Hotel Management System) related to front office procedures such as
- Night audit,
- Income audit,
- Accounts
- Yield Management
- Situation handling – handling guests & internal situations requiring management tactics/strategies

References:

- Front Office Management – S.K Bhatnagar, 2013 – Frank Bros.
- Hotel Front Office Management – James A.Bardi

CORE PAPER-XXVIII- PROJECT AND VIVA VORCE**BHM-DSC28****CREDITS:2**

ALLIED PAPER-VII - APPLICATION OF COMPUTERS

BHM-DSA07

Credits - 2

Learning Outcomes:

- a) The learners will understand the evolution of computer and application in business industry
- b) Identify categories of programs, system software and applications. Organize and work with files and folders
- c) The learners will get knowledge about Operating system enables you to solve complex, challenging problems in data operation.
- d) They can able to analysis and use network devices
- e) They learners will learn the Internet Concepts and use internet technology wisely.

Contents (Theory):

UNIT – I

(6 hours)

INTRODUCTION TO COMPUTERS

Computer, generations of computers, advantages and disadvantages of computer, Classification of Computers, - Data Processing Concepts - Role of Computers in Society

UNIT – II

(7 hours)

HARDWARE AND SOFTWARE CONCEPTS

Components of a Computer - Data Entry Devices - Data Output Devices, Primary and Secondary Storage Concepts - Definition of software, types of software -System Software - Application Software - Language Classification - Compilers and Interpreters

UNIT III

(6 hours)

OPERATING SYSTEM:

Operating System, Fundamentals Of OS, Basics Of MS-DOS, Internal Commands-External Commands, Basics Of Windows Operating System Features their Functions

UNIT – IV

(6 hours)

NETWORKS:

Features of Network - Data Communication Channel- Network Topology: Bus, Star, Ring- Network Applications - Types of Network: LAN, MAN, WAN.

UNIT – V

(7 hours)

INTERNET:

Introduction- Basic Internet Service, Uses Of Inernet, Components Of World Wide Web, Internet Security, Intranet – Email – Internet Security-Hospitality Portal.

References:

1. Management Information System, Effy Oz.
2. Foundations of Information Technology, D.S.Yadav
3. Fundamentals of Computers & Information Technology, A.Jaiswal
4. Computers in Hotels-concepts and Applications, ParthoPratim Seal

ALLIED PAPER –VIII - APPLICATION OF COMPUTER LAB

BHM-DSA08

Instr Hrs: 2 (Credits: 2)

Learning Outcomes:

- Recognize when to use each of the Microsoft Office programs to create professional and academic documents.
- Use Microsoft Office programs to create personal, academic and business documents following current professional and/or industry standards.

Contents (Practical):

MS OFFICE:

(4 hours)

1. Creating a new document, opening an existing documents, saving and editing a document.
2. Usage of header and footer
3. Adding background pictures & aligning
4. Paragraph alignment, adding borders in paragraph
5. Inserting pictures and clipart in a document

MS EXCEL:

(3 hours)

1. Creating new worksheet, cell editing
2. Data Sorting
3. Data Filtering
4. Inserting charts in excel sheet
5. Performing different built in functions

MS POWERPOINT:

(2 hours)

1. Presentation Basics
2. Insert Picture and Clip Art
3. Working with Charts
4. Working with Tables
5. Slide Effects

MS ACCESS:

(3 hours)

1. Creation of database, designing a database.
2. Adding new tables in a database
3. Inserting foreign key and primary key to each table.
4. Creating relationship between tables.
5. Performing functions in a table

References:

1. Fundamentals of Computers & Information Technology, A.Jaiswal
2. Computers in Hotels-concepts and Applications, ParthoPratim Seal
3. Microsoft Office Professional 2013: Step by Step by Melton B

ALLIED PAPER-IX- HACCP

BHM-DSA09

Credits: 2

Learning Outcomes:

- To understand the basic concept of food safety in National (FSSAI) & International standards (HACCP)
- To understand the different types of food safety and standards Act
- To understand about the international food safety standards , HACCP
- To determine the relationship of HACCP with other relevant national and international management

UNIT - I

(6hours)

FSSAI – Introduction - Food Laws- Role – Functions – Initiatives

UNIT-II

(8 hours)

FSSAI - The Food Safety and Standards Acts – Food safety and standard regulations – Procedures -license – Procedure to get FSSAI

UNIT-III

(6 hours)

FSSAI – Potential Benefits – Advantages & Disadvantages – Develop & Maintain

UNIT-IV(6 hours)

HACCP – Role – Functioning – Principles - Relationship with other relevant standards - HACCP Terminology

UNIT-V

(6 hours)

Critical Control Points - Critical limits - Monitoring - Corrective Action- Verification- Record Keeping- Advantages & Disadvantages – New Normal – Standard operating Procedures followed in Kitchens,Food& Bevarage service Outlets ,Front Office & HouseKeeping Areas (Corridors ,Rooms & Public Areas)

References:

1. Food Safety and Standard Act 2006 , Viraggupta , Commercial law Publishers, 2019
2. <https://www.fssai.gov.in/>
3. Haccp: A Practical Approach -Sara Mortimore, Carol Wallace,3rd edition,1994
4. The HACCP Food Safety Employee Manual, Tara Paster& Pearson , PCK Edition,2011
5. HACCP Principles & Applications, Merle.D.Pierson& Donald A. Corlett.Jr , Champman&Hall, 1992

ALLIED PAPER-X
FOOD AND BEVERAGE CONTROL AND MANAGEMENT

BHM-DSA10

Credits: 2

FOOD AND BEVERAGE CONTROL

Learning Outcomes:

- On completion of this semester the Student will get awareness of the following
- Basic Cost Control with respect to the Hospitality Industry
- To provide knowledge about basic Material Management Functions, Responsibilities & controlling measures.
- To be familiar with Inventory Management
- To understand the importance of Production Control & Yield Management
- Provide knowledge with regards to Sales Control. & Importance of Sales Control

UNIT – I

(2 hours)

Food Cost Control

Introduction to Cost Control – Define cost control – The objectives and Advantages of cost control – Basic Costing – Food Costing – Various Stages in the Control Cycle and interrelationship of the Control Cycle

UNIT – II

(10 hours)

Purchase Control

Aim of Purchase Policy – Job Description of Purchase Manager / Personnel – Types of Food Purchase – Quality Purchasing , Food quality factors for Different Commodities – Definition of Yield , Test to arrive at standard yield – Definition of standard purchase specification , Advantage of Standard Yield and Standard Purchase Specification – Purchasing Procedure , Different methods of Food Purchasing – Sources of Supply – Purchasing by Contract – Periodical Purchasing , Open Market Purchasing , Standing Order Purchasing , Centralized Purchasing – Method of Purchasing in Hotels - Purchase Order Forms- Ordering Cost, Carrying Cost, Economic Order Quantity – Practical Problems.

FOOD AND BEVERAGE MANAGEMENT

Learning Outcomes:

- On completion of this semester the Student will get awareness of the following
- To be familiar with Basic Cost and Sales Concept with respect to Hospitality Industry
- Adequate knowledge on Inventory Management & Beverage Controlling measures
- Better understanding with respect to Budget, Budgetary Process & Variance Analysis
- To be familiar with Menu Merchandising and Menu Engineering
- The importance of Marginal Costing & MIS Reports

UNIT – III

(8 hours)

Budgetary Control & Variance Analysis

Budgetary Control

Definition – Aim & Objectives of Budget – Definition of Budgetary Control – Key Factors – Budget Frame Work – Types of Budget – Various Steps Involved in Budgetary Control and its advantages

Variance Analysis

Standard Cost – Standard Costing – Cost Variances – Material Variance – Labour Variance – Overhead Variance – Fixed Overhead Variance – Sales Variance – Profit Variance.

UNIT – IV

(6 hours)

Menu Merchandising & Menu Engineering

Menu Merchandising

Menu Control – Menu Structure – Menu Planning – Pricing of Menus – Types of Menus – Menu as Marketing Tool – Layout – Constraints of Menu Planning

Menu Engineering

Definition – Aim & Objectives of Menu Engineering – Methods and Advantages of Menu Engineering – Four Box Analysis of Menu Engineering

UNIT - V

(6 hours)

Marginal Costing & MIS

Marginal Costing

Breakeven Chart – P V Ratio – Contribution – Aim & Objectives of Marginal Cost – Graph

MIS

Aim & Objectives of MIS – Reports – Calculation of Actual Cost – Daily Food Cost & Monthly Food Cost – Statistical Revenue Report – Cumulative and Non-Cumulative.

References:

1. Cost & Management Accounting - SN Maheshwari
2. Food & Beverage Cost Control - Lea R.Dopson, David K.Hayes, Jack E. Miller
3. Food & Beverage Management - Bernard Davis, Andrew John Lockwood, Peter Allcott
4. Food & Beverage Management - Sudhir Andrews

ELECTIVE PAPER –II **BAR CONTROL MANAGEMENT**

BHM-DSE02

Credits: 5

Learning Outcomes:

- To introduce the students to the basic of Bar Operations.
- To teach the students about bar designs and applications.
- To make them aware of various concerns of bar Operations.
- To teach the students about various trends in Mixology.
- To equip the students about the basic knowledge of Cocktails and Mocktails.

Contents (Theory):

UNIT - I

(6 hours)

Introduction to Bar Operations

- Introduction to Bar
- Professional & Hygienic appearance of Bartender
- Role of Bar Manager
- Opening & Closing duties of Bartender
- Bar Equipment
- Light Equipment & Its Uses
- Heavy Equipment & Its Uses
- Types of Bar

UNIT – II

(8 hours)

Bar Design

- Parts of a bar and their dimensions & Uses
- Long Bar Pros & Cons
- Island Bar 4 sides Pros & Cons
- Island Bar 3 Sides Pros & Cons
- Half Shotgun Pros & Cons
- Half Island Pros & Cons
- Round & Curved Pros & Cons

UNIT – III

(6 hours)

Social Concerns and Management

- Law of responsible service of alcohol
- Beverage Consumption Sheet
- Beverage Bin card
- Bar Frauds
- Selling Techniques & Strategies

UNIT – IV

(8 hours)

The Bartender and the Art of Mixology

Introduction to Molecular Mixology

- Emulsification
- Basic Spherification
- Reverse Spherification
- Gelification

Cocktail Additives

- Sodium Alginate
- Calcium lactate
- Lecithin
- Agar Agar

Bar Accompaniments & Garnishes

UNIT – V

(4 hours)

Cocktails -Families of Mixology

- Families of Mixology
- Classical Cocktail
- Contemporary Cocktail

-Common Mixology terms

References:

- Bar Management & Operations Book by Gajanan Shirke
- The Bar and Beverage Book by CHRIS. THOMAS and Costas Katsigris
- The Bar and Beverage Book: Basics of Profitable Management Book by Costas Katsigris
- Bar and Beverage Management by National Restaurant Association
- Principles and Practices of Bar and Beverage Management: Raising the Bar Book by James Murphy

ELECTIVE PAPER –III
GUEST RELATION MANAGEMENT

BHM-DSE03

Credits: 5

Learning Outcomes:

- Perceive outstanding Front Office personnel
- Resolving critical situation
- Articulating decision along with communication
- Developing supervisory skills
- Think out of the box

Contents (Theory)

UNIT – I

(4 hours)

PERSONAL ATTRIBUTES

Body language-grooming-communication skills (telephonic conversation) – Guest enhancement

UNIT – II

(7 hours)

NOMINAL GROUP TECHNIQUE

Step ladder technique and Delphi technique – What if analysis, if any analysis or sensitivity analysis – Quantitative decision – making rational decision making – Decision tree – Benchmarking.

UNIT – III

(7 hours)

NEGOTIATING SKILLS AND CONFLICT RESOLUTION

Causes of conflict – Reasons for conflict in hospitality industry – Organisational conflicts – Intra-organisational conflicts – Process of negotiation – Key to successful negotiation.

UNIT – IV

(7 hours)

LEADERSHIP SKILLS

Challenges of leadership – leadership and power – Leadership philosophies, theories and styles – Elements of leadership skills (technical, human, conceptual) – Common mistakes of leaders.

UNIT – V**(7 hours)****PROBLEM SOLVING AND CRITICAL THINKING**

Meaning of problems – Creative and critical thinking – Problem solving process and decision making – Barriers to problem solving – Problem solving techniques – Group decision making techniques and decision support tools – Strengths, weakness, opportunities and threats.

References:

1. Hotel Front Office Management – James A.Bardi
2. Front Office Management – S.K Bhatnagar, 2013 – Frank Bros.

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