

**Minutes of the Meeting**

Date- 18.05.2016

A Board of Studies (BOS) meeting of School of Hospitality, Galgotias University Uttar Pradesh was held in room A-316 at Galgotias University on 18.05.2016 from 10:30 am.

Agenda of the meeting was as follows:

- 1- Approval of the revised curriculum of existing Three Years Bachelor of Science in Hotel Management (B.Sc -HM) Session 2016-17.
- 2- Other topics as per the availability of the time.

**In the BOS meeting following agenda was discussed and decisions were taken.**


After the presentation following agenda and points were discussed and decisions were taken in the meeting.

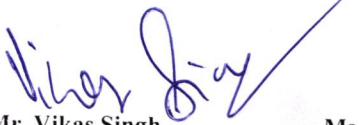
The BOS meeting started with a welcome speech by the Chairperson. He briefed about the agenda of the meeting.

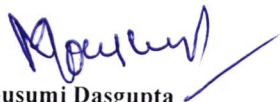
**1. Approval of the revised curriculum of existing Three Years Bachelor of Science in Hotel Management (B. Sc -HM) Session 2016-17. Approved**

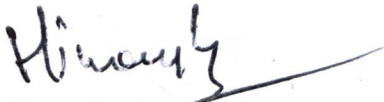
- The Chairperson presented the revised program structure and curriculum for **Three years Bachelor of Science in Hotel Management (B.Sc HM) program effective session 2016-17.**
- The various changes proposed by the faculty of School of Hospitality were discussed and approved.
- The BOS approved the revised three years B.Sc HM program.
- **No other issues raised in the meeting for the discussion.**
- **Meeting ended with vote of thanks to the chair.**

Regards

  
**Prof. (Dr) Onkar Nath Mehra**  
Dean SOH  
Chairperson BOS -SOH  
18.05.2018

  
Mr. Vikas Singh  
Associate Professor

  
Ms Mousumi Dasgupta  
Assistant Professor

  
Mr Himanshu Sharma Associate  
Assistant Professor

Enclosure: Detail of discussion in the BOS meeting and action taken report.  
Changes in Course Content as suggested by respective course coordinators:



  
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S.No	Course Code and Course Name	Remarks (Recommendations) to be added	Course Coordinator	Approved /Not Approved
1	BHM111, Foundation Course in Food Production I	<ul style="list-style-type: none"> <li>• Microwave cooking</li> <li>Sous Vide method of cooking</li> </ul>	Vikas Singh	Approved
2	BHM112, Foundation Course in F&B Service-I	Interdepartmental Coordination (Unit 2)	Dr Onkar Nath Mehra	Approved
3	BHM113, Foundation Course in Front Office -I	Definition of Hotel and different departments of Hotels (Unit 1)	Ms Mousumi	Approved
4	BHM114, Foundation course in Housekeeping Operation -I	Introduction and importance of housekeeping department in hotel industry (Unit 1)	Mr Himanshu	Approved
5	BHM141, Foundation Course in Food Production I(Lab)	Cake making and different types of icing	Vikas Singh	Approved
6	BHM142, Foundation Course in F&B Service-I(Lab)	Table setup as per courses (Unit 4)	Dr Onkar Nath Mehra	Approved
7	BHM143, Foundation Course in Front Office - I(lab)	Grooming Standards required for Front Office Labs (Unit 1)	Ms Mousumi	Approved
8	BHM144, Foundation course in Housekeeping Operation -I(Lab)	Grooming and hygiene standards to be maintained by housekeeping staff. (Unit 1)	Mr Himanshu	Approved
	BHM121, Foundation Course in Food Production I I	<ul style="list-style-type: none"> <li>• Suet Pastry</li> <li>• Sugar Pastry (Unit 4<sup>th</sup>)</li> </ul>	Vikas Singh	Approved
	BHM122, Foundation Course in F&B Service-II	Restaurant Service Hygiene standards (2 unit)	Dr Onkar Nath Mehra	Approved
	BHM123, Foundation Course in Front Office - II	Passport and Visas. (Unit 3)	Ms Mousumi	Approved
	BHM124, Foundation course in Housekeeping Operation -II	Area cleaning: Various equipment's (Manual and Mechanical) used by housekeeping department (Unit 3)	Mr Himanshu	Approved




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	BHM151, Foundation Course in Food Production II(Lab)	International Breads demonstration(Unit 4)	Vikas Singh	Approved
	BHM152, Foundation Course in F&B Service-II(Lab)	Table service (Unit 2)	Dr Onkar Nath Mehra	Approved
	BHM153, Foundation Course in Front Office - II(lab)	Wake up calls , different types of guests and how to handle them(Unit 3)	Ms Mousumi	Approved
	BHM154, Foundation course in Housekeeping Operation -II(Lab)	Amenities Placed in guest room & guest bathroom (Unit 3)	Mr Himanshu	Approved
9	BHM221, Food Production Operations	Food Nutrition , Micro and Macro Nutrients(Unit 3)	Vikas Singh	Approved
10	BHM222, F&B Service Operations	Types of alcoholic beverages as per industry standards (Unit 1)	Dr Onkar Nath Mehra	Approved
11	BHM223, Front Office Operations	Folio and different types of folio Ledger and types (Unit 2)	Ms Mousumi	Approved
12	BHM224, Housekeeping Operations	Fire Handling techniques (Unit 3)	Mr Himanshu	Approved
13	BHM251, Food Production Operations	Indian regional breads	Vikas Singh	Approved
14	BHM252, Food & Beverage Service Wine & Liquors Lab	Service sequence of alcoholic beverages in the industry (Unit 3)	Dr Onkar Nath Mehra	Approved
	BHM253, Front Office Operations Lab	Checkout Procedure manual, mechanical, how to take feedback from guests. (Unit 1)	Ms Mousumi	Approved
15	BHM254, Housekeeping Operations Lab	Different types of flowers used in flower decoration	Mr Himanshu	Approved
16	BHM311, Food Production Management	Innovations in Kitchen and Cooking techniques	Vikas Singh	Approved
17	BHM312, Food & Beverage Management	Preparation of SWOT analysis for restaurant menu (Unit 2)	Dr Onkar Nath Mehra	Approved
18	BHM313, Front Office Management	Evaluation of Hotel Performance: Yield Management (Unit 5)	Ms Mousumi	Approved




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19	BHM317, Housekeeping Management	Advantages and disadvantages of contract services(Unit 3)	Mr Himanshu	Approved
20	BHM341, Food Production Management Lab	Innovations in Kitchen	Vikas Singh	Approved
21	BHM342, Food & Beverage Management Lab	Excel preparation and formula for Menu Engineering (Unit 3)	Dr Onkar Nath Mehra	Approved
22	BHM343, Front Office Management Lab	Electronic payment systems (EPS), online payments., Application – Revenue Management  Forms & Formats  Situation Handling (Unit 5)	Ms Mousumi	Approved
23	BHM344, Housekeeping Management Lab	Challenges in designing and implementing duty roasters(Unit 5)	Mr Himanshu	Approved

  
**Prof. (Dr) Onkar Nath Mehra**  
 Dean SOH  
 Chairperson BOS -SOH  
 18.05.2018

  
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Name of the Course	Foundation course in food production-I			
Course Code	BHM111			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite				
Anti-requisite				
Session 2016-17	L	T	P	C
	3	0	0	3

**Course Objectives**

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

**Course Outcomes**

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

**Continuous Assessment Pattern**

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

**Course Content:**

<p><b>Unit I: <u>Introduction to Cookery and Origin of Modern Cookery</u></b></p> <p>Attitudes &amp; Behaviour in the Kitchen, Levels of Skills &amp; Experience, Personal hygiene, Equipment and area hygiene, Clean uniform and need for it, Safety procedures in handling, French Cookery, History of cooking, Escoffier and other Famous Chefs of the world</p>
<p><b>Unit II: <u>Hierarchy in Kitchen of various Hotels</u>      8 Hours</b></p> <p>Classical kitchen brigade, modern staffing in various categories of hotels, Role of Executive chef.</p> <p>Duties &amp; responsibilities: Duties &amp; responsibilities of various other staffs. Coordination with other departments - ancillary and main kitchen.</p> <p><b>Kitchen Organization and Layout:</b> General layout of kitchen in various organizations, layout of all the kitchen areas, receiving areas, layout of service and wash up area.</p>
<p><b>Unit III: <u>Fuels &amp; basic menu planning</u></b></p>



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

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

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

Aims of cooking food, Objectives of cooking food. Chemical changes that take place.

Various textures, various consistencies, techniques used in preparation.

Various methods of cooking:

Dry method & wet method

- Roasting, grilling, frying (deep, shallow, sauté), baking, broiling, poaching, boiling, pot roasting, poaching, steaming, stewing
- Microwave cooking
- Sous Vide method of cooking

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

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

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

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

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

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

**Cereals:** Wheat types, cooking & uses, Rice (types, cooking & uses), pulses (types, cooking & uses)

French culinary terms

**Suggested Reading**

1. Food Production Operations (Chef Bali)-Oxford Publication-Core Textbook
2. Practical Cookery-1 (Kinton & Cesarni)
3. Theory of Catering (Kinton & Cesarni)
4. Practical Cooking –Thangam & Phillip
5. Basic Training Kitchen – Chef Vikas
6. Food & Beverage Management By John Cousines
7. Theory of Cookery by K. Arora
8. Food & Beverage Journal-Hammer Publication

  
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<b>Name of the Course</b>	FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I			
<b>Course Code</b>	BHM112			
<b>Prerequisite</b>	Basic understanding of Food and Beverage Service terms. requires.			
<b>Co-requisite</b>				
<b>Anti-requisite</b>				
<b>Session 2016-17</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
	3	0	0	3

### Course Objectives

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

### Course Outcomes

<b>CO1</b>	Interpret basic concepts of Food & Beverage Service in Hospitality sector.
<b>CO2</b>	Interpret the basic structure of hierarchy, duties and responsibilities in F&B service department.
<b>CO3</b>	Identify various types of F&B service outlets.
<b>CO4</b>	Identify the basic working of the F&B service Dept in back area.
<b>CO5</b>	Generalize the basic cutlery, crockery and glassware commonly used in F&B service.

### Continuous Assessment Pattern

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

### Course Content:

<b>Unit I: The Hotel &amp; Catering Industry</b>
Introduction to the Hotel Industry and Growth of the hotel industry in India <ul style="list-style-type: none"> <li>• Role of Catering establishment in the travel/tourism industry</li> <li>• Types of F&amp;B operations</li> <li>• Classification of Commercial, Residential/Non-residential, Welfare Catering – , Industrial/Institutional/Transport such as Air, Road, Rail, Sea.</li> </ul> Structure of the catering industry a brief description of each
<b>Unit II: Departmental Organization &amp; Staffing</b>
<ul style="list-style-type: none"> <li>• Organization of F&amp;B department of hotel</li> <li>• Principal staff of various types of F&amp;B operations</li> <li>• French terms related to F&amp;B staff</li> <li>• Duties &amp; responsibilities of F&amp;B staff</li> <li>• Attributes of a waiter, Inter-departmental relationship (Within F&amp;B and other department)</li> </ul>
<b>Unit III: Food Service Areas</b>
<ul style="list-style-type: none"> <li>• Specialty Restaurants • Coffee Shop Service • Cafeteria Service • Fast Food Service • Room Service • Banquet Service • Bar Service • Vending Machine</li> </ul>
<b>Unit IV: Ancillary Department</b>



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• Pantry • Food pick-up area • Store • Linen room • Kitchen stewarding

**Interdepartmental Coordination**

**Unit V: F & B Service Equipments**

• Cutlery, Crockery, Glassware • Flatware, Hollow ware, • All other equipment used in F&B service • French terms related to the above and SLLL Trainers)

**Suggested Reading**

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

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Name of the Course	FOUNDATION COURSE IN FRONT OFFICE I			
Course Code	BHM113			
Prerequisite	Basic Knowledge of English Smart in communication			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

### Course Objectives

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

### Course Outcomes

CO1	Understand the functioning of the tourism and Hospitality Industry.
CO2	Understand the role of the Hotel Industry in the development of the tourism Industry.
CO3	Learn different types of hotel accommodations, rooms, hotels and classification of hotels.
CO4	He/ She must develop an understanding of the different profiles of guests.
CO5	Understand the function of bell desk

### Continuous Assessment Pattern

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

### Course Content:

<b>Unit I: INTRODUCTION TO TOURISM, HOSPITALITY &amp; HOTEL INDUSTRY</b>	<b>8 Hours</b>
A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth D. Brief introduction to hotel core areas with special reference to Front Office	
<b>Unit II: FRONT OFFICE ORGANIZATION</b>	<b>8</b>
<b>Hours</b>	
A. Function areas – Sub departments B. Front office hierarchy C. Duties and responsibilities Personality traits	
<b>Unit III: CLASSIFICATION OF HOTELS:</b>	



  
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A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium	
<b>Unit IV: Functions TYPES OF ROOMS – Size and Variety,</b>	
Definition of Hotel and different departments of Hotels	
A. Single, B. Double, C. Twin TIME SHARE & VACATION OWNERSHIP A. What is time share? Referral chains & condominiums B. How is it different from hotel business? C. Classification of timeshares D. Types of accommodation and their size	
<b>Unit V: HOTEL ENTRANCE, LOBBY AND FRONT OFFICE</b>	<b>8 Hours</b>
A. Layout B. Front office equipment (non automated, semi automated and automated) BELL DESK A. Functions B. Procedures and records	
Unit VI Industry update for technology and trends	

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Suggested Reading

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



  
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Name of the Course	Foundation course in housekeeping operations-I			
Course Code	BHM114			
Prerequisite	Basic knowledge of English to understand the technical terms .			
Co-requisite				
Anti-requisite				
Session 2016-2017	L	T	P	C
	3	0	0	3

### Course Objectives

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

### Course Outcomes

CO1	Interpret and understand the role and function of housekeeping department
CO2	Interpret and understand lay out and organizational Chart of Housekeeping Department
CO3	Interpret and will be able to understand various Cleaning Organization of housekeeping department
CO4	Interpret and understand uses of different types of cleaning agents.
CO5	Interpret and understand different types of surfaces, their composition and their cleaning methodology.

### Continuous Assessment Pattern

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

### Course Content:

<b>Unit I: the role of H.K. in Hospitality Operations 8 hours</b> <ul style="list-style-type: none"> <li>• Role of H.K</li> <li>• Role of H.K in guest satisfaction and repeat business</li> <li>• Introduction and importance of housekeeping department in Hotel industry</li> </ul>
<b>Unit II: Organizational Chart of Housekeeping Department 8 hours</b> <ul style="list-style-type: none"> <li>• Hierarchy in small, medium, large and chain hotels.</li> <li>• Personality Traits of housekeeping</li> <li>• Management Personnel</li> <li>• Duties and responsibilities of housekeeping staff</li> </ul>
<b>Layout of the H.K. Department</b>



  
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**Unit III: Cleaning Organization 8 hours**

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

**Unit IV: Cleaning Agents 8 hours**

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

**Distribution and control of cleaning agents, Use and eco friendly products in H.K****Unit V: Composition, are and cleaning of different surface**

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

**Suggested Reading**

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



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<b>Name of the Course</b>	Foundation Course in Food Production-I (Lab)			
<b>Course Code</b>	BHM141			
<b>Prerequisite</b>	Basic understanding of the English language & also dedication and hard work.			
<b>Co-requisite</b>				
<b>Anti-requisite</b>				
	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
	0	0	4	2

### Course Objectives

- 1.To learn about the basics of food production in continental and Indian cuisine.
- 2.To make a menu and would be able to explain the meaning of the dishes.
- 3.To prepare the basic stock, sauce and soup.
- 4.To use the knife and other equipment confidently.

### Course Outcomes

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

### Continuous Assessment Pattern

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

### Course Content:

Unit I: <u>Introduction to Cookery</u>	Hours
<ol style="list-style-type: none"> <li>1. Basic knowledge of kitchen ingredients.</li> <li>2. Need of chef uniform, personal hygiene.</li> <li>3. Knowledge of various kitchen equipment.</li> <li>4. Different vegetable cuts.</li> <li>5. Method of cooking (Boiling, frying, steaming, braising &amp; baking)</li> </ol>	
Unit II: <u>Preparation of basic stocks, sauces &amp; soups</u>	8 Hours
Stocks : Demonstration and preparation of <ul style="list-style-type: none"> <li>• White stock/Chicken stock</li> <li>• Brown stock</li> <li>• Fish stock</li> </ul> Sauces : Demonstration & preparation of basic mother sauces * 2-3 derivatives of each <ul style="list-style-type: none"> <li>• Bechamel (Cheese sauce, mornay sauce, parsley sauce)</li> <li>• Espagnole sauce (lyonnaise, Maderiq, charcutiere)</li> <li>• Tomato sauce (Creole, Italenne, piquant)</li> <li>• Veloute (Supreme, allemande, normande)</li> <li>• Hollandaise (maltaise, bearnaise, choron)</li> <li>• Mayonnaise(tartar, cocktail, chantily)</li> </ul> Soups :classification of soups <ul style="list-style-type: none"> <li>• Consomme: Royal, julienne</li> <li>• Cream: Tomato, Spinach, vegetable</li> <li>• Puree: Lentil, Peas, Carrot</li> </ul>	



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<ul style="list-style-type: none"> <li>● Unpassed : Scotch broth, minestrone</li> <li>● National soup (Mulligatawny , French onion)</li> <li>● Bisque: Chowder, prawn, shrimp</li> </ul>	
<b>Unit III: Preparation of Egg Cookery</b>	<b>Hours</b>
<ul style="list-style-type: none"> <li>● Boiled (Soft and Hard)</li> <li>● Fried (sunny side up, double fried)</li> <li>● poached egg</li> <li>● Srambelled</li> <li>● Omelette (Plain &amp; stuffed)</li> <li>● Egg benedict</li> </ul>	
<b>Unit IV: Preparation of Meat cookery (Fish/Poultry/Meat)</b>	<b>Hours</b>
<ul style="list-style-type: none"> <li>● Identification &amp; classification of fish eg: flat fish(pomfret, black pomfret and sole)</li> <li>● Round fish (surmai, rohu, mackerel)</li> <li>● Shellfish ((clams, mussels, shrimps, crabs,lobsters)</li> <li>● Cephalopods (squid, cuttle, fish)</li> <li>● Cuts if fish e.g. fillet, darne, troncon, paupiette, goujons</li> </ul> <p>Preparation of simple dishes as</p> <ul style="list-style-type: none"> <li>● Fish only</li> <li>● Fish al'anglaise</li> </ul> <p>Poultry : Cuts of Poultry, Preparation and jointing of Chicken. Preparation of Simple Dishes such as :</p> <ul style="list-style-type: none"> <li>● Poulet rôti a l'anglaise</li> <li>● Poulet ala king</li> <li>● Poulet sauté Maryland</li> </ul>	
<b>Unit V: Preparation of (Continental) Hot &amp; cold dessert</b>	<b>Hours</b>
<p>Caramel Custard, Bread and Butter Pudding, Queen of Pudding, soufflé – Lemon/Pineapple, Mousse (Chocolate Coffee) Bavaoise, Diplomat pudding, Apricot Pudding, Steamed Pudding – Albert Pudding, Cabinet Pudding</p> <p><u>Cake making and different types of icing .</u></p>	

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## Suggested Reading

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

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<b>Name of the Course</b>	Foundation course in F & B Service Lab I			
<b>Course Code</b>	BHM142			
<b>Prerequisite</b>	Basic knowledge of English, protective clothing and stamina to withstand the practical requirements.			
<b>Co-requisite</b>				
<b>Anti-requisite</b>				
<b>Session 2016-17</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
	0	0	4	2

### Course Objectives

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

### Course Outcomes

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

### Continuous Assessment Pattern

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

### Course Content:

<b>Unit I: F&amp;B Service Equipment</b>
Familiarization of • Cutlery • Crockery • Glassware • Flatware • Hollowware • All other equipment used in F&B service • French terms related to all above
<b>Unit II: Basic Technical Skills (Part-1)</b>
• Holding Service Spoon & Fork • Carrying a Tray / Salver • Laying a Table Cloth • Changing a Table Cloth during service <b>Table setup as per courses</b>
<b>Unit III: Basic Technical Skills (Part-2)</b>
• Placing meal plates & Clearing soiled plates • Stocking Sideboard • Service of Water • Using Service Plate & Crumbing Down
<b>Unit IV: Basic Technical Skills (Part-3)</b>
• Napkin Folds • Changing dirty ashtray • Cleaning & polishing glassware
<b>Unit V: Care and maintenance</b>
Care & Maintenance of equipment including cleaning / polishing of EPNS items by – • Plate Powder method • Polivit method • Silver dip method • Burning machine
<b>Unit VI: Industry update for technology and trends</b>



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Suggested Reading

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

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<b>Name of the Course</b>	FOUNDATION COURSE IN FRONT OFFICE – I (LAB)			
<b>Course Code</b>	BHM143			
<b>Prerequisite</b>	Basic understanding of the English language and also dedication and hard work			
<b>Co-requisite</b>				
<b>Anti-requisite</b>				
	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
	0	0	2	1

#### Course Objectives

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

#### Course Outcomes

<b>CO1</b>	Understand the growth, role of tourism in hospitality and hotel industry
<b>CO2</b>	Understand and be able to explain the classification and main features of hotels
<b>CO3</b>	Be able to describe Front Office staff and organization structure, duties/responsibilities of each personnel
<b>CO4</b>	Do the Appraisal of Front Office equipment and furniture, welcoming of guest and telephone handling
<b>CO5</b>	Understand the function of bell desk

#### Continuous Assessment Pattern

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

#### Course Content:

<b>Unit I:</b>
Grooming Standards required for Front Office Labs. Identification of front office equipment and furniture
<b>Unit II:</b>
Analyse Rack, Front desk counter & bell desk,
<b>Unit III:</b>
Welcoming of guest, Filling up of various Performa
<b>Unit IV:</b>
Telephone handling
<b>Unit V:</b>
Role play:
• Reservation
• Arrivals



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- Luggage handling
- Message and mail handling
- Paging

**Suggested Reading**

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

  
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Name of the Course	Foundation course in housekeeping operation I Lab			
Course Code	BHM144			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

### Course Objectives

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

### Course Outcomes

CO1	Understand knowledge of different room layout & standard supplies
CO2	Demonstrate various cleaning equipments (manual as well as mechanical).
CO3	Develop cleaning activity on all kinds of surfaces in a hotel..
CO4	Demonstrate and practice of dusting of various areas in hotel.
CO5	.Demonstrate floor scrubbing by scrubbing machine .

### Continuous Assessment Pattern

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

### Course Content:

<b>Unit I: Room layout and standard supplies 6hours</b>
<ol style="list-style-type: none"> <li>Grooming and hygiene standards to be maintained by Housekeeping staff.</li> <li>Preparation of different types of room layout</li> <li>Room make up procedure (traditional and modern way of bed making) with the placement of standard room supplies</li> <li>Evening Bed making procedure with placement of supplies.</li> </ol>
<b>Unit II: Cleaning and demonstration of equipments 4hours</b>
4.Demonstration of manual cleaning equipments
<b>5. Demonstration of mechanical cleaning equipments</b>
<b>Unit III: : Cleaning of different surfaces 8 hours</b>
<ol style="list-style-type: none"> <li>Cleaning of wood surface</li> <li>Cleaning of Metal surface</li> <li>Cleaning of Leather surface</li> <li>Cleaning of Glass surface</li> </ol>
<b>Unit IV: Dusting of various areas 2 hours</b>
<b>Dusting of various area</b>
<b>Unit V: Floor cleaning 4hours</b>
<ol style="list-style-type: none"> <li>Floor cleaning by vacuum cleaner</li> <li>Floor cleaning by Scrubbing machine</li> </ol>

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**Suggested Reading**

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

  
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<b>Name of the Course</b>	Foundation Course in Food Production-II			
<b>Course Code</b>	BHM121			
<b>Prerequisite</b>	Basic understanding of the first semester course			
<b>Co-requisite</b>				
<b>Anti-requisite</b>				
Session 2016-2017	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
	3	0	0	3

### Course Objectives

1. Provide the knowledge of commodities for the bakery like flour, sugar, yeast, etc.
  2. Commodities in general like, milk, cheese, butter, oil, etc
  3. Indian terminology
- Understand various butchery products and meats like, beef, pork, mutton, veal, poultry, fish

### Course Outcomes

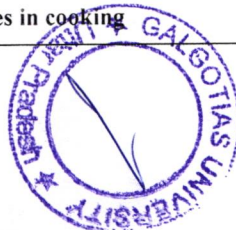
<b>CO1</b>	Interpret basic concepts Food Production and culinary terms.
<b>CO2</b>	Identify various commodities and ingredients used in French cuisine.
<b>CO3</b>	Identify various Milk & milk product commodities used in cooking.
<b>CO4</b>	Identify various meat products and its usage in cookery.
<b>CO5</b>	Illustrate basic bread making techniques and other bakery products.

### Continuous Assessment Pattern

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

### Course Content:

Unit I: <b>Basic commodities-I &amp; Introduction-Culinary terms</b>	Hours
Commodities: <ul style="list-style-type: none"> <li>Flour: Structure of wheat, types of wheat, types of flour, processing of wheat flour, uses of flour, cooking of starch.</li> <li>Shortening: Fats &amp; oils, role of shortening, varieties of shortening, advantages &amp; disadvantages of using of shortening</li> <li>Thickening agents &amp; raising: classification of thickening agents, classification of raising agents, role of both in French cooking &amp; breads</li> <li>Sugar: importance of sugar, types of sugar, cooking of sugar (stages of sugar cooking in Indian), stages of sugar cooking in bakery, uses of sugar, role of sugar in bakery</li> </ul>	
<b>Unit II: Basic Commodities-II</b>	<b>8 Hours</b>
<ul style="list-style-type: none"> <li>Milk: Introduction, processing of milk, pasteurization &amp; homogenization, types of milk (skimmed, condensed, dried, tetra pack, single toned, full cream), Nutritive value</li> <li>Cream &amp; Butter: Introduction of cream, processing of cream, types of cream, Introduction of butter, processing of butter, types of butter</li> <li>Cheese: Introduction Of cheese, manufacturing of cheese, classification of cheese, types of cheese, uses of cheese</li> </ul>	
<b>Unit III: Meat Cookery-Beef, Veal &amp; lamb</b>	
<ul style="list-style-type: none"> <li>Cuts of beef- French names, Weight, uses in cooking</li> <li>Cuts of Veal- French names, Weight, uses in cooking</li> <li>Cuts of lamb- French names, Weight, uses in cooking</li> </ul>	
<b>Meat cookery-Pork, offals</b>	
<ul style="list-style-type: none"> <li>Cuts of pork -French names, Weight, uses in cooking</li> </ul>	



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

**Fish**

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

**Unit IV: Bakery-I****Pastry**

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

**Laminated Pastry**

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

**Choux Paste/Hot water/Rough puff**

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

**Unit V: Bakery-II**

Hours

**Simple Breads**

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

**Pastry Cream**

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

Simple recipes of few of them.

Course Flashback

Revision of the whole semester

**Suggested Reading**

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



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<b>Name of the Course</b>	Foundation course in Food and Beverage Service-II			
<b>Course Code</b>	BHM122			
<b>Prerequisite</b>	Basic understanding of Food and Beverage Service terms			
<b>Co-requisite</b>				
<b>Anti-requisite</b>				
Session 2016-17	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
	3	0	0	3

### Course Objectives

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

### Course Outcomes

<b>CO1</b>	Interpret the planning and execution of menu in restaurants.
<b>CO2</b>	Interpret various types of services followed in hotels
<b>CO3</b>	Identify the correct procedure of handling cash and credit cards.
<b>CO4</b>	Identify different varieties of tea and coffee and the correct procedure of serving them in hotels and restaurants.
<b>CO5</b>	Generalize the different varieties of cigars and cigarettes and the correct procedure of serving them.

### Continuous Assessment Pattern

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

### Course Content:

<b>Unit I: Meals &amp; Menu Planning 15 Hours</b>
Origin of Menu, Objectives of Menu Planning, Types of meals, Types of Menus, Courses of French Classical menu-Sequence, Examples from each course, Accompaniments, French Names of dishes Types of Meals <ul style="list-style-type: none"> <li>• Early morning Tea</li> <li>• Breakfast (English, American, Continental, Indian)</li> <li>• Brunch</li> <li>• Lunch</li> </ul> Afternoon/High Tea, Dinner, Supper
<b>Unit II: Types of Service 4 Hours</b>
Different types of service- American service, English Service, French service, Russian Service, Buffet service. <b>Mise-en-scene &amp; Mise en place</b> <b>Restaurant Service Hygiene standards</b>



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<b>Unit III: Sale and Control System</b>	<b>4Hours</b>
KOT and Billing System Making Bill Cash Handling Equipments Record Keeping	
<b>Unit IV: Non Alcoholic Beverages</b>	<b>7 Hours</b>
Classification (Nourishing, Stimulating and Refreshing beverages). Tea- types of tea, origin and manufacturing process, different brands. Coffee- types of coffee, origin and manufacturing process, different brands, storage	
<b>Unit V: Tobacco</b>	<b>8 Hours</b>
History, Processing for cigarettes and cigars, Cigars- Shape/sizes/colors, Storage of cigarettes & cigars	

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#### Suggested Reading

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

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<b>Name of the Course</b>	Foundation course in Front Office II			
<b>Course Code</b>	BHM123			
<b>Prerequisite</b>	Basic Knowledge of English/ Smart in communication			
<b>Co-requisite</b>	Knowledge of First sem F.O			
<b>Anti-requisite</b>				
	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
	3	0	0	3

### Course Objectives

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

### Course Outcomes

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

### Continuous Assessment Pattern

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

### Course Content:

<b>Unit I:</b> Front Office and Guest handling	Hours 8
Introduction to guest cycle, pre-arrival, during the stay, departure, after departure.	
Tariff structure Basis of charging	
Plans, competition, customer's profile, standards of service & amenities	
Hubbart formula	
Different types of tariffs	
<ul style="list-style-type: none"> <li>• Rack Rate</li> <li>• Discounted Rates for Corporates</li> </ul>	
<b>Unit II: RESERVATIONS</b>	<b>8 Hours</b>



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Importance of reservation, Modes of reservation, Channels and sources (FITs, Travel Agents, Airlines, GITs), Types of reservations (Tentative, confirmed, guaranteed etc.), Systems (non automatic, semi automatic fully automatic), Cancellation, Amendments, Overbooking, room selling techniques, Up selling, Discounts	
<b>Unit III: ARRIVALS</b>	<b>10 Hours</b>
Preparing for guest arrivals at Reservation and Front Office, Receiving of guests, Pre-registration, Registration (non automatic, semi automatic and automatic), <b>Passport and Visas</b> , Relevant records for FITs, Groups, Air crews & VIPs	
<b>Unit IV: DURING THE STAY ACTIVITIES</b>	<b>6 Hours</b>
During guest stay, Departure, After departure Information services, Message and Mail Handling, Key Handling, Room selling technique, Hospitality desk, Complaints handling, Guest handling, Guest history	
<b>Unit V: FRONT OFFICE CO-ORDINATION</b>	<b>6 Hours</b>
With other departments of hotel- Housekeeping, Food and Beverage Service, Kitchen, Security, Accounts, Maintenance, etc.	

#### Suggested Reading

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



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Name of the Course	Foundation course in Housekeeping Operation – II			
Course Code	BHM124			
Prerequisite	Basic Understanding of Housekeeping			
Co-requisite	Smart in communication			
Anti-requisite				
	L	T	P	C
	2	1	0	3

### Course Objectives

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

### Course Outcomes

CO1	Interpret Guest room furnishing while throwing light on Key system and its function.
CO2	Illustrate different room layouts, guest supplies and to anticipate with guest requirement/request.
CO3	Identify and know various types of cleaning equipment and cleaning agent
CO4	Distinguish different types of pest in hotel and their preventive & corrective measure & Interpret and analyze role and functioning of housekeeping department.
CO5	Interpret interdepartmental co-ordination of housekeeping department for smooth running of the department.

### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
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30	20	50	100
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**Course Content:****Unit I: Types of Beds and Mattresses 7hrs****Keys used by HK department**

Types of Beds

Types of Mattresses

Type of keys

Computerized key cards

Key control

**Unit II: Room Layout & Guest Supplies 4 Hours**

Room layout

Standard rooms

VIP rooms

Guest special request

**Unit III: Area cleaning 6 Hours**

Area cleaning

Guest room

Front of the house areas

**Area cleaning: Various equipments (Manual and Mechanical) used by Housekeeping department**

Back of the house areas

Work outline and association problems.

**Unit IV: Pest control****Routine systems & records of housekeeping department****15 Hours**

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

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

**6 Hours**

IDR with F.IDR with maintenance

IDR with security

IDR with stores

IDR with A/Cs

IDR with Personnel

Use of computers

**Suggested Reading**

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



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Name of the Course	Foundation Course in Food Production-II (Lab)			
Course Code	BHM151			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires.			
Co-requisite				
Anti-requisite				
Session 2016-2017	L	T	P	C
	0	0	4	2

### Course Objectives

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

### Course Outcomes

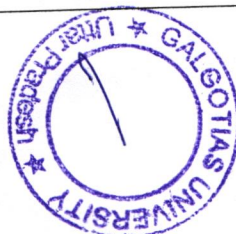
CO1	To know the handling of meat, purchasing, caring and different cutting like boneless, parts etc.
CO2	Develop leadership skills by assigning a role and controlling the kitchen.
CO3	To do the Mise-en-place and step by step procedure of preparing food
CO4	To present the food accordingly by using appropriate garnish and presentation style.
CO5	Illustrate basic techniques for preparing bakery products.

### Continuous Assessment Pattern

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

### Course Content:

<b>Unit I: Soups:</b> <ul style="list-style-type: none"> <li>• Cream- vegetables, spinach, tomato, green peas</li> <li>• Consomme with garnishes like royale, Carmen, madrilène, Colbert, Celestine</li> <li>• National soups- oxtail, mulligatawny, minestrone, vichyssoise</li> </ul>
<b>Unit II: Meat cookery</b> <ul style="list-style-type: none"> <li>• <b>Fish:</b> Fish orly, a langlaise, Colbert, meuniere, poached fish, grilled fish, baked fish, such as Florentine, morney</li> <li>• <b>Entrée:</b> Portuguese Lamb stew, hot pot, hamburgers, shepherd's pie, scotch egg, grilled steaks &amp; lamb/pork chops, Casseroles, roast chicken/leg of lamb, beef</li> <li>• <b>Poultry:</b> Poulet sauté chasseur, Fricassée de Volaille, Grilled chicken with supreme sauce</li> </ul>
<b>Unit III: Vegetable</b> <ul style="list-style-type: none"> <li>• Boiled vegetables, cabbage, cauliflower, beans</li> <li>• Glazed vegetables, carrot, radish, turnip</li> <li>• Fried vegetables; aubergines</li> <li>• Stewed vegetables; courgette provencale, baked beans ratatouille</li> </ul>



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<ul style="list-style-type: none"><li>• Braised vegetables: onion, leeks, cabbage</li></ul>
<b>Unit IV: Bakery (Breads &amp; cakes)</b>
<ul style="list-style-type: none"><li>• Bread Loaf (white and brown), Bread Rolls (various shapes), French Bread, Brioche</li><li>• Sponge, Genoise, Fatless, Swiss roll, Fruit Cake, Rich Cakes, Dundee, Madeira</li><li>• International Breads demonstration</li></ul>
<b>Unit V: Pastry</b>
<ul style="list-style-type: none"><li>• Short Crust – Jam tarts, turnovers</li><li>• Laminated – Palmiers, Khara Biscuits, Danish pastry, Cream Horns</li><li>• Choux Paste – Eclairs, Profiteroles</li><li>• Assorted cookies: Butter cookies, drop cookies, pressed cookies</li><li>• Dessert (Hot &amp; cold): Souffle, mousse, pudding.</li></ul>

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Suggested Reading

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

  
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Name of the Course	Foundation course in Food and Beverage Service-II (Lab)			
Course Code	BHM152			
Prerequisite	The objective of the courses is to make the student understand about Basic Service Procedure in providing service in a restaurant.			
Co-requisite				
Anti-requisite				
Session 2016-17	L	T	P	C
	0	0	2	1

### Course Objectives

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

### Course Outcomes

CO1	The students will be able to complete layout of covers of restaurant table and side board
CO2	The students would be able to take food and beverage order from a guest
CO3	The students would be able to do the service of food and beverage at a table in American and French styles
CO4	The students would be able to demonstrate the service of non-alcoholic beverages
CO5	The students would be able to do the service of non-alcoholic beverages

### Continuous Assessment Pattern

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

### Course Content:

<b>Unit I: Basic Service Procedure-I</b> <ul style="list-style-type: none"> <li>Table laying for different meals</li> <li>Restaurant reservation</li> <li>Receiving and seating the guest</li> <li>Taking the order</li> <li>Procedure of service at table (Silver service and pre-plated service)</li> </ul>
<b>Unit II: Basic Service Procedure-II</b> <ul style="list-style-type: none"> <li>Presentation &amp; encasing the bill</li> <li>Room Service (tray and trolley)</li> <li>French for receiving, greeting and seating the guest <ul style="list-style-type: none"> <li>Table service</li> </ul> </li> </ul>
<b>Unit III: Preparation for Service Storage</b> <ul style="list-style-type: none"> <li>Preparation and service of different kinds of Non-alcoholic beverages</li> <li>Organizing Mise-en-scene</li> <li>Organizing Mise-en-Place</li> </ul>
<b>Opening, Operating &amp; Closing duties</b>
<b>Unit IV: Social Skills</b> <ul style="list-style-type: none"> <li>Handling Guest Complaints</li> <li>Telephone manners</li> </ul>



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• Dining & Service etiquettes
<b>Unit V: Service of Cigars &amp; Cigarettes</b>
• Service of Cigars & Cigarettes

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Suggested Reading**

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

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Name of the Course	FOUNDATION COURSE IN FRONT OFFICE –II (LAB)			
Course Code	BHM153			
Prerequisite				
Co-requisite				
Anti-requisite				
Session 2016-17	L	T	P	C
	0	0	2	1

### Course Objectives

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

### Course Outcomes

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

### Continuous Assessment Pattern

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

### Course Content:

<b>Unit I: Room Reservation</b>
Manual
<b>Unit II: Arrival Procedures</b>
Manual Arrival procedure – Group, FIT Luggage handling – left luggage, Group, FIT
<b>Unit III: Bell Desk:</b>
Message Handling , Paging, wake up calls , different types of guests and how to handle them
<b>Unit IV: Forms &amp; Formats</b>
Manual
<b>Unit V: Role play/Practice</b>



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Hands on practices of computer application related to Front Office procedures such as Reservation, Registration, I Hot function keys

- 2 Create and update guest profiles
- 3 Send confirmation letters
- 4 Print registration cards
- 5 Make FIT reservation & group reservation
- 6 Make an Add-on reservation
- 7 Amend a reservation
- 8 Cancel a reservation-with and without deposit
- 9 Log onto cahier code

#### Suggested Reading

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



  
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Name of the Course	Foundation course in Housekeeping – II (Lab)			
Course Code	BHM154			
Prerequisite	Basic Understanding of Housekeeping			
Co-requisite	Good communication skills			
Anti-requisite				
	L	T	P	C
	0	0	2	1

### Course Objectives

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

### Course Outcomes

CO1	Demonstrate Maid's Trolley and develop skill in handling Chamber maid's trolley.
CO2	Demonstrate and develop skill in bed making and Practice on different type of services delivery to guest room.
CO3	Practice and understand daily upkeep of guest room and guest bath room.
CO4	Demonstrate and practice cleaning procedure of Front of the house and Back of the house.
CO5	Demonstrate and get hands on knowledge in basic housekeeping operations.

### Continuous Assessment Pattern

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

Course Content:



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**Course Content:**

<b>Unit I: Maid's Trolley</b>	<b>2 Hours</b>
Setting up a trolley, Parts of trolley & its uses	
<b>Unit II: Bed Making</b>	<b>4 Hours</b>
Bed Making Procedure (Traditional method), Bed Making (Modern Method), Evening service procedure	
<b>Unit III: Daily cleaning of guest room &amp; guest bathroom</b>	
Daily cleaning of Guest rooms, Daily cleaning of bathrooms	
Amenities Placed in guest room & guest bathroom	
<b>Unit IV: Public area cleaning</b>	<b>4 Hours</b>
Back of the house Public areas cleaning, Front of the house Public areas cleaning	
<b>Unit V: Guest Room Inspection</b>	
Preparing Checklist, Inspection of guest room, Inspection of guest bathroom	

**Suggested Reading**

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

  
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Name of the Course	Food Production Operations			
Course Code	BHM221			
Prerequisite	Basic understanding of the English language and knowledge of 1 <sup>st</sup> and 2 <sup>nd</sup> sem Food Production Courses			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

### Course Objectives

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

### Course Outcomes

CO1	List the basics equipments used in bulk kitchen food, the names and uses, according to the regions of India
CO2	Analyze the basics of Catering for Airlines, Railways, Hospitals, Institutions like school and industry, basic menu planning
CO3	Recognize and understand the Techniques of ordering or indenting for purchases
CO4	Operationalize off premises catering and its various aspects
CO5	Plan menu for different regional Indian Cuisine like Kashmiri, Lucknow, Bengal, Chettinad, Maharashtra, Goan, Punjab, Rajasthan, Gujrat, Hyderabad

### Continuous Assessment Pattern

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

### Course Content:

Unit I: QTK Equipment	Hours
<ul style="list-style-type: none"> <li>· Quantity food production equipment</li> <li>· Equipment introduction</li> <li>· Explain mass feeding /volume feeding</li> <li>· Heat and cold generating equipment's-Gas/ Electric/Coal/Charcoal</li> <li>· <i>Care and maintenance of these equipment's</i></li> </ul> <p>Modern development in equipment manufacture like induction cooktop, special ovens</p>	
<b>Unit II: Menu Planning</b> <b>8 Hours</b>	



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- Basic menu planning-recapitulation
- Considerations to be undertaken for various volume feeding
- Planning menu for college students, industrial workers, Hospitals-specific diseases
- **Planning menu for schools**
- **Outdoor parties, theme dinners, mobile facilities, cruise liners/Airline/Railways**

*Food Nutrition , Micro and Macro Nutrients*

**Unit III: Planning for quantity food**

**Hours**

- Planning for space allocation
- Equipment selection

Staffing

**Unit IV: Volume feeding**

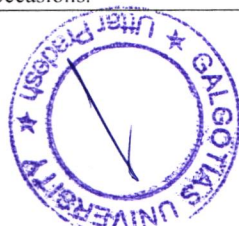
**Hours**

- Institutional and industrial catering
- Types of institutional/industrial catering
- Problems associated with this type of catering
- Scope of development and growth
- *Hospital catering-highlights of hospital catering for patients, staff, visitors*
- *Diets, menus and nutritional requirements*
- Off-Premise's catering
- Reasons for growth and development
- Menu planning and theme parties
- Concept of a central production unit
- Problems associated with off-premises catering
- **Mobile catering**
- **Characteristics of rail,airline(Flight Kitchen) sea catering**
- **Branches of mobile catering**
- *Introduction of purchasing*
- *Purchasing system and techniques*
- *Storage*
- **FOOD LAWS AND REGULATIONS**
- **National – PFA Essential Commodities Act (FPO, MPO etc.)**
- **B. International – Codex Alimentarius, ISO**
- **C. Regulatory Agencies – WTO**
- **D. Consumer Protection Act**

**Unit V: Structures**

**Hours**

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



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Hands on practices of computer application related to Front Office procedures such as Reservation, Registration, 1 Hot function keys  
2 Create and update guest profiles  
3 Send confirmation letters  
4 Print registration cards  
5 Make FIT reservation & group reservation  
6 Make an Add-on reservation  
7 Amend a reservation  
8 Cancel a reservation-with and without deposit  
9 Log onto cahier code

#### Suggested Reading

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



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<b>Name of the Course</b>	FOOD AND BEVERAGE SERVICE OPERATIONS			
<b>Course Code</b>	BHM222			
<b>Prerequisite</b>	Basic understanding of the English language and also dedication and hard work			
<b>Co-requisite</b>				
<b>Anti-requisite</b>				
	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
	3	0	0	3

### Course Objectives

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

### Course Outcomes

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

### Continuous Assessment Pattern

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

### Course Content:

<b>Unit I: Alcoholic Beverage:</b>
<ul style="list-style-type: none"> <li>• Introduction and definition • Classification</li> <li>Types of Alcoholic beverages as per industry standards</li> </ul>
<b>Unit II: Wines</b>
<ul style="list-style-type: none"> <li>• Definition • Classification with examples • Table/Still/Natural • Sparkling • Fortified • Aromatized • Production of each classification</li> </ul> <p>Principal wines of ( brand names ) :- France, Germany, Italy, Spain, Portugal, USA, Australia</p> <p>New World wines (brand names) :- India, Chile, South Africa, New Zealand</p> <ul style="list-style-type: none"> <li>• Food and wine harmony • Storage of wine</li> <li>• Wine terminology (English and French)</li> </ul> <p>Aperitifs:-</p> <ul style="list-style-type: none"> <li>• Introduction and Definition • Different types of Aperitifs</li> </ul>
<b>Unit III: Beer</b>
<ul style="list-style-type: none"> <li>• Introduction and Definition • Types of beer • Production of beer • Storage</li> </ul>

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<b>Unit IV: Spirits</b>
<ul style="list-style-type: none"><li>• Introduction and Definition • Production of spirit</li><li>• Pot-still method • Patent-still method</li></ul> <p>Production of :- Whisky, Rum, Gin, Brandy/Cognac, Vodka, Tequila</p>
<b>Unit V: Liqueurs</b>
<ul style="list-style-type: none"><li>• Definition and History • Production of liqueurs</li><li>• Names of liqueurs and country of origin &amp; predominant flavor</li><li>• Service of Liqueurs</li></ul>

### Suggested Reading

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

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Name of the Course	Housekeeping Operations			
Course Code	BHM224			
Prerequisite	Basic knowledge of English to understand the technical terms			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

### Course Objectives

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

### Course Outcomes

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

### Continuous Assessment Pattern

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

### Course Content:

<b>Unit I: Hotel Guestroom &amp; Beds, mattresses and bedding</b>	<b>7 hours</b>
<ul style="list-style-type: none"> <li>• Types of Guest rooms</li> <li>• Sample layout</li> <li>• Guest floor rules</li> <li>• Guest floor reportable</li> <li>• Guest corridors</li> <li>• Guest room beds</li> <li>• Types of mattresses</li> <li>• Selection of mattresses</li> <li>• Soft furnishings</li> </ul>	
<b>Unit II: The maid's cart &amp; Cleaning Guestrooms</b>	<b>10 lectures</b>
<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Design of a maids cart</li> <li>• Handling of maid's cart</li> <li>• Types of soil</li> <li>• Nature of soil</li> </ul>	



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<ul style="list-style-type: none"> <li>• Principles of cleaning</li> <li>• Frequency of cleaning</li> <li>• Deep cleaning process</li> <li>• Spring cleaning</li> <li>• Bed making</li> <li>• Daily cleaning of guestroom</li> <li>• <b>Cleaning of occupied rooms</b></li> </ul>	
<b>Unit III: Linen Room &amp; Laundry Services</b>	<b>10 hours</b>
<ul style="list-style-type: none"> <li>• Storage conditions</li> <li>• Linen room equipment and accessories</li> <li>• Types of linen</li> <li>• Exchange of linen</li> <li>• Discarded linen</li> <li>• Hiring of linen</li> <li>• Introduction</li> <li>• Organization</li> <li>• Laundry Process flow</li> <li>• Layout of the laundry</li> <li>• Laundry Agents</li> <li>• Classification of stains</li> <li>• Stain removal</li> <li>• <b>Fire Handling techniques</b></li> </ul>	
<b>Unit IV: Flower Arrangements</b>	<b>9 hours</b>
<ul style="list-style-type: none"> <li>• Flower arrangements in hotels</li> <li>• Equipment and material required for flower arrangement</li> <li>• Care and conditioning of flowers</li> <li>• General guidelines for flower arrangements</li> <li>• Introduction to Horticulture</li> </ul>	
<b>Unit V: Facilities Management</b>	
Introduction, factors consideration, common services provided by facilities.	

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Suggested Reading

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

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<b>Name of the Course</b>	FRONT OFFICE OPERATIONS			
<b>Course Code</b>	BHM223			
<b>Prerequisite</b>	Basic understanding of the English language and also dedication and hard work			
<b>Co-requisite</b>				
<b>Anti-requisite</b>				
	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
	3	0	0	3

**Course Objectives**

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

**Course Outcomes**

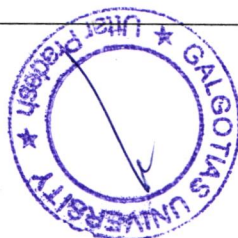
<b>CO1</b>	Explain computer application in Front Office Operation
<b>CO2</b>	Understand Front Office Accounting
<b>CO3</b>	Describe control of cash and credits
<b>CO4</b>	Acquire Night Auditing skills
<b>CO5</b>	Know the importance of guest safety and security
<b>CO6</b>	Industry update for technology and trends

**Continuous Assessment Pattern**

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

**Course Content:**

<b>Unit I: COMPUTER APPLICATION IN FRONT OFFICE OPERATION</b>	<b>HOURS 8</b>
A. Role of information technology in the hospitality industry B. Factors for need of a PMS in the hotel C. Factors for purchase of PMS by the hotel	
<b>Unit II: FRONT OFFICE (ACCOUNTING)</b>	
A. Accounting Fundamentals B. Guest and non guest accounts C. Accounting system . Non automated – Guest weekly bill, Visitors tabular ledger . Semi automated . Fully automated Folios and different types of folio Ledger and types	
<b>Unit III: CHECK OUT PROCEDURES</b>	



  
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. Guest accounts settlement - Cash and credit - Indian currency and foreign currency - Transfer of guest accounts - Express check out
<b>Unit IV: NIGHT AUDITING</b>
A. Functions B. Audit procedures (Non automated, semi automated and fully automated)
<b>Unit V: FRONT OFFICE &amp; GUEST SAFETY AND SECURITY</b>
. Importance of security systems B. Safe deposit C. Key control D. Emergency situations (Accident, illness, theft, fire, bomb)
Unit VI Industry update for technology and trends

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**Suggested Reading**

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



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<b>Name of the Course</b>	Food Production Operations			
<b>Course Code</b>	BHM251			
<b>Prerequisite</b>	Food Production Operations Lab			
<b>Co-requisite</b>	Basic understanding of the English language and knowledge of 1 <sup>st</sup> and 2 <sup>nd</sup> sem Food Production Courses			
<b>Anti-requisite</b>				
	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
	0	0	4	2

**Course Objectives**

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

**Course Outcomes**

<b>CO1</b>	Plan a menu for various Indian cuisine for bulk kitchen and a la carte kitchen
<b>CO2</b>	Set up a banquet kitchen and Indian kitchen of an Indian restaurant.
<b>CO3</b>	Identify the various special ingredients being used in the different regions of India.
<b>CO4</b>	Demonstrate various Indian regional special dishes and desserts
<b>CO5</b>	Operate the heavy equipment's used for bulk kitchen

**Continuous Assessment Pattern**

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

**Course Content:**

**Session 1**

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



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Awadhi Cuisine
Session 2: Bengal Cuisine
Session 3: Goa Cuisine
Session 4: Gujarat Cuisine
Session 5: Hyderabad Cuisine
Session 6: Kashmiri Cuisine
Session 7: Maharashtra Cuisine
Session 8: Punjabi Cuisine
Session 9: Rajasthan Cuisine
Session 10: South Indian Cuisine Tamil Nadu, Karnataka, Kerala
Session 11: Indian regional Sweets
<p>Session 12:</p> <ul style="list-style-type: none"> <li>• Basic Indian Cuisine</li> <li>• Composition of basic Indian masalas</li> <li>• Indian regional breads</li> <li>• Preparation of these and incorporation in simple dishes such as Vindaloo, korma, safed maas, navrattan korma, Thickening, coloring and souring agents.</li> </ul>

1. Practical cooking I, II by Thangam E. Phillip

2. Breads of India



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<b>Name of the Course</b>	Food and Beverage Service (Wine and Liqueurs)			
<b>Course Code</b>	BHM252			
<b>Prerequisite</b>	Basic understanding of Food and Beverage Service terms requires.			
<b>Co-requisite</b>				
<b>Anti-requisite</b>				
<b>Session 2016-2017</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
	0	0	4	2

### Course Objectives

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

### Course Outcomes

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

### Continuous Assessment Pattern

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

### Course Content:

<b>Unit I: Organizing Mise-en-place</b>
• Wine service equipment • Beer service equipment • Cocktail bar equipment • Bar stock - alcoholic & non-alcoholic beverages
<b>Unit II: Service of Alcoholic beverages</b>
Service of – • Beer • Wine • Spirits • Liqueur • Aperitifs.
<b>Unit III: Storage</b>
• Proper storage of alcoholic beverages • Service sequence of alcoholic beverages in the industry
<b>Unit IV: Bar stock</b>
• Bar stock - alcoholic & non-alcoholic beverages
<b>Unit V: Names of famous alcoholic beverages with their country of origin</b>



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**Suggested Reading**

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



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Name of the Course	FRONT OFFICE OPERATIONS (LAB)
Course Code	BHM253

<b>Name of the Course</b>	FRONT OFFICE OPERATIONS (LAB)			
<b>Course Code</b>	BHM253			
<b>Prerequisite</b>	Basic understanding of the English language and also dedication and hard work			
<b>Co-requisite</b>				
<b>Anti-requisite</b>				
	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
	0	0	2	1

### Course Objectives

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

### Course Outcomes

<b>CO1</b>	To take and manage reservation in the manual and computerized FO operations.
<b>CO2</b>	Understand the Front Office software and their use.
<b>CO3</b>	To take and handle walk-ins and check in on the system.
<b>CO4</b>	Calculate tariff structure for different segments of clients of hotel
<b>CO5</b>	Acquire effective communication skill

### Continuous Assessment Pattern

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

### Course Content:

<b>Unit I: Module I</b>
<p>Checkout Procedure manual, mechanical, how to take feedback from guests.</p> <p>Front Office Accounting procedures</p> <ul style="list-style-type: none"> <li>• Manual accounting</li> <li>• Machine accounting</li> </ul> <p>Role Play, Situation Handling</p>
<b>Unit II: Module II</b>
Payable, Accounts receivable, Guest History, Yield Management, Role Play, Situation Handling
<b>Unit III: Module III</b>
<p>Role play: Hands on practices of computer application related to Front Office procedures:</p> <p>How to make a reservation in PMS?</p> <p>How to create and update guest profile?</p> <p>How to update guest folio?</p> <p>How to print guest folio?</p>



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How to make sharer reservation? How to feed remarks in guest history? How to add sharer? How to make add on reservation?			
<b>Unit IV: Module IV</b>			
Role Play: How to cancel a reservation? room change on the system? each shift? How to process a guest check out?	How to log on cashier code? How to put a routing instruction?	How to make group reservation? How to process charges in Opera? How to check out a folio in Opera?	How to make a bank at the end of Opera?
<b>Unit V: Module V</b>			
RolePlay: How to process deposit for arriving guest? How to process deposit for in house guest? How to check room rate variance report? How to process part settlements? How to tally allowance for the day at night? How to tally paid outs for the day at night? How to tally forex for the day at night?			
Unit VI Module -6			
Industry update for technology and trends			

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Suggested Reading

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



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Name of the Course	HOUSEKEEPING OPERATION (LAB)			
Course Code	BHm254			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires. basic knowledge of HK			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

### Course Objectives

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

### Course Outcomes

CO1	Demonstrate and discuss different types of room layout and Practice and understand different types of standard guest room supplies
CO2	Differentiate and familiarize with use of various washing tools
CO3	Demonstrate and understand various methods of stain removal process
CO4	Demonstrate and understand different types of flower arrangement with dry and fresh flowers.
CO5	Understand the rules of uniform designing.

### Continuous Assessment Pattern

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

### Course Content:

<b>Unit I: Linen Room management</b>
<ul style="list-style-type: none"> <li>○ Discussion and demonstration of layout of Rooms &amp; Linen room</li> <li>○ Handling of damage linens</li> <li>○ Different types Towel decoration/ art.</li> </ul>
<b>Unit II: Laundry room activity (wash cycle)</b>
<ul style="list-style-type: none"> <li>○ Demonstration and practice of wash cycle through operation of washing machine</li> <li>○ Demonstration and uses of steam press</li> </ul>
<b>Unit III: Stains and it's classification</b>
<ul style="list-style-type: none"> <li>○ Types of stains</li> <li>○ Identification of stain</li> <li>○ Methods of stain removal</li> </ul>
<b>Unit IV: Flower Room and different types of flower arrangement</b>



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<ul style="list-style-type: none"><li>o Different types of flower arrangement</li><li>o Identification and use of Flower making equipment tools</li><li>o Different types of flowers used in flower decoration/.</li></ul>
<b>Unit V: Uniform room operation</b>
<ul style="list-style-type: none"><li>o Concept of uniform design</li></ul>

**Suggested Reading**

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

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Name of the Course	Food Production Management			
Course Code	BHM311			
Prerequisite	Summer Internship in a 5-star category hotel with well-maintained Larder and Garde Manger. Basic French culinary terms knowledge			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

### Course Objectives

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

### Course Outcomes

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

### Continuous Assessment Pattern

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

### Course Content:

Unit I: Larder 8hours

- Layout and equipment
- Introduction of larder work
- Definition, equipment found in the larder
- Layout of typical larder and various sections
- Functions of the larder
- Hierarchy of larder staff



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Section of the larder  
 Duties and responsibilities of larder chef  
*Common terms used in the larder and larder control*  
*Essential of larder control*  
*Importance of larder control*  
*Devising larder control systems*  
*Liaisoning with other departments*  
*Yield testing*

<b>Unit II:</b>	<b>8 Hours</b>
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- *Introduction to Charcutiere*
- *Sausages-types and varieties*
- *Casings-types and varieties*
- *Fillings-types and varieties*
- *Additives and preservatives*
  - Types and preparations of force meat
- Uses of force meat
  - Galantine-making and types
  - Ballotines-making and types
- *Types of pate, pate de foie gras, making of pate, pate massion*
- Types of Mousse, preparation of mousse and mousseline,  
 Difference between the two
  - Cuts of ham, bacon and gammon
  - Differences between ham, bacon and gammon
  - Green ham, uses of the different cuts
- *Definition of aspic and jelly*
- *Difference between making of aspic and jelly*
- *Uses of aspic and jelly*
- Meaning of chaudfroid
- Making of chaudfroid and precaution
- Types of chaudfroid
- Uses of chaudfroid
- Preparation and uses of quenelles, parfait and roulade

<b>Unit III:</b>	<b>8 Hours</b>
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- Classifications of appetizers
- Examples of appetizers
- Historic importance of culinary garnishes
- Parts of s/w
- Types of breads to use
- Types of fillings-classification
- Spreads and garnishes
- Types of s/w
- Storing of s/w

<b>Unit IV:</b>	<b>8 Hours</b>
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- Introduction of the International cuisine
- A Brief of all the countries to cover
- Chinese Cuisine: Introduction to Chinese food, Historical background, regional cooking styles, method of cooking, Equipments and utensils
- French Cuisine-- Geographical location, Historical background, Staple food with regional influence specialties, Recipes
- Italy /Spain /Germany-Geographical location, Historical background, Staple food with regional influence specialties, Recipes
- Middle East- Arabic / Lebanese- Geographical location, Historical background, Staple food with regional influence specialties, Recipes
- Oriental : Japanese, Thai, Geographical location, Historical background, Staple food with regional influence specialties Recipes
- Bakery and Confectionery: Cake preparation –introduction, Types of cake, Methods of cake making, Some famous names of cakes, Icings and toppings, Varieties of icings, Usage of icing , Difference between icing and topping, Recipes, Frozen desserts, Types and classification of frozen desserts,
- Ice-cream-Definition and preparation, Additives and preservatives used in ice-cream manufacturing
- Meringue, Making of meringue, Factors affecting the stability, cooking of meringue, Types of meringue



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•Uses of meringue, Chocolate: History, Sources, Manufacturing and processing of chocolate, Type of chocolates, Cocoa butter, white chocolate and its application

Unit V:

8 Hours

Kitchen organization, Allocation of work job description, Duty roasters, Safety precautions, Food safety management systems, Production quality and quality control, Yield management  
Ideal uses of wine in cooking, Classification of herbs, French culinary terms  
**Innovations in Kitchen and Cooking techniques**

#### Suggested Reading

1. International Food Production -By Chef Bali

2. Professional Garde Manger -By Culinary Institute of America

3. The Larder Chef by Leto and Mojo

4. Garde Manger by D.D. Sharma

Name of the Course	Food & Beverage Management
Course Code	BHM312
Prerequisite	Basic understanding of Food & Beverage Service
Co-requisite	
Anti-requisite	



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	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
	3	0	0	3

### Course Objectives

1. To develop optimum level of knowledge and skills to Independently manage bar in Hospitality Industry.
2. Make them aware of cost controls, sales analysis.
3. Classify and understand cocktails and mixed drinks
4. Manage Gueridon service and Banquet function operations

### Course Outcomes

<b>CO1</b>	Students will be able to demonstrate management of bar
<b>CO2</b>	Students will be able to use strategies of menu engineering
<b>CO3</b>	Students will be able to classify various types of cocktails & mixed drinks
<b>CO4</b>	Students will be able handle Gueridon Service
<b>CO5</b>	Students will be able analyze banquet functions and its operations.
<b>CO6</b>	Students will adopt the Innovative Practices in F&B Service

### Continuous Assessment Pattern

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

### Course Content:

<b>Unit I: Managing Food and Beverage Outlet (Bar Operations and Beverage Control) 11 Hours</b>
Supervisory skills, Developing efficiency, Standard Operating Procedure, Types, of Bar, Area of Bar, Front Bar, Back Bar, Under Bar (Speed Rack, Garnish, Container, Ice well etc) Bar Stock, Bar Control, Bar Staffing, Opening, and closing duties, Purchasing, Receiving, Storing, Issuing, Standard Recipes, Standard portion size, Bar Inventory, Bar Frauds, Books maintained
<b>Unit II: Menu Engineering 2 Hours</b>



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Supervisory skills, Developing efficiency, Standard Operating Procedure, Types, of Bar, Area of Bar, Front Bar, Back Bar, Under Bar (Speed Rack, Garnish, Container, Ice well etc) Bar Stock, Bar Control, Bar Staffing, Opening, and closing duties, Purchasing, Receiving, Storing, Issuing, Standard Recipes, Standard portion size, Bar Inventory, Bar Frauds, Books maintained
<b>Unit II: Menu Engineering      2 Hours</b>
Definition & Objectives, Methods, Advantages Preparation of SWOT analysis for restaurant menu
<b>Unit III: Cocktails and mixed drinks      5Hours</b>
Definition and History, Classification, Different Methods of making cocktail, recipe, Preparation and Service of Popular Cocktails
<b>Unit IV: Gueridon Service      4 Hours</b>
<b>History of Gueridon</b> , Definition and term gueridon, General points to be considered while doing gueridon, Advantages and disadvantages of Gueridon Services, Gueridon equipment's and ingredients, Method of service of common gueridon preparations
<b>Unit V: Banquet, Buffet Management &amp; Function Catering   12 Hours</b>
· Introduction · Types of Buffet · Table layout and configuration · Clothing and dressing the buffet table · Display and decoration · Types and limitations of food to be serve · Mise-en-place, Checklist and its proper supervision · Food & Beverage control-its application and buffet management · History of banquets; types of banquets (formal and informal) · Organization of Banquet Department, Function selling-menus, Facilities available, Sitting plans-theatre, class room and formal, Contract/Memorandum · Seating Plans, Mise-en-place, Service, Toasting and sequencing of events, Banqueting exercises, Case studies in banqueting, Informal gathering, Reception · Cocktail parties, Seminars, Exhibitions, Fashion shows · Trade Fairs, Wedding, Organizing Theme functions
Unit VI : Innovative Practices in F&B Service
Innovative practices in Restaurant Service, Bar Management, Banquet Operations, Use of Technology

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Suggested Reading**

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

  
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Name of the Course	FRONT OFFICE MANAGEMENT			
Course Code	BHM313			
Prerequisite	Knowledge of 1-2 yrs of Front Office course			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

#### Course Objectives

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

#### Course Outcomes

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

#### Continuous Assessment Pattern

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

#### Course Content:

<b>Unit I: PLANNING &amp; EVALUATING FRONT OFFICE OPERATIONS</b>	<b>8 Hours</b>
Setting Room Rates (Details/Calculations thereof) - Hobart Formula, market condition approach & Thumb Rule - Types of discounted rates – corporate, rack etc. . Forecasting techniques, Forecasting Room availability, Useful forecasting data . % of walking . % of overstay % of under stay	
<b>Unit II: Budgeting</b>	<b>8 Hours</b>
Types of budget & budget cycle Making front office budget Factors affecting budget planning Capital & operations budget for front office Refining budgets, budgetary control Forecasting room revenue Advantages & Disadvantages of budgeting	
<b>Unit III: Property Management system</b>	<b>10 Hour</b>
Fidelio / IDS / Shawman Amadeus. Guest History Management Need, Tools, Process	



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## Report Generation &amp; Analysis

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

**Unit IV: Revenue Management****8 hours**

Segment Mix in Hotel Industry, Inventory Management

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


**Unit V: Forecasting****Hours :4**

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

Evaluation of Hotel Performance: Yield Management

**School Of Hospitality****Suggested Reading**

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

  
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Name of the Course	Housekeeping Management			
Course Code	BHM317			
Prerequisite	Basic knowledge i.e. Foundation and operations of Housekeeping department			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

#### Course Objectives

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

#### Course Outcomes

CO1	Analyze overall view of accommodation management
CO2	Identify and understand different types of Budget and Budgetary Controls
CO3	Define the concepts of safety in hospitality industry.
CO4	Interpret and understand Interior designing and planning.
CO5	Plan and able to establish Housekeeping Department.
CO6	Industry updates for trends and technology

#### Continuous Assessment Pattern

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

#### Course Content:

<b>Unit I: Planning &amp; organizing of H.K Department</b>	<b>10 hours</b>
<ul style="list-style-type: none"> <li>• Area Inventory test</li> <li>• Performance &amp; Productivity Standards</li> <li>• Time and Motion study</li> <li>• Standard Operating Manual- Job Procedures</li> <li>• Job allocation &amp; work Schedules Calculating Staff strengths &amp; Planning Duty Reports</li> <li>• Selection of Cleaning equipments and agents (inventory system)</li> <li>• Housekeeping in institution other than hotels</li> <li>• New Property Countdown</li> </ul>	
<b>Unit II: Budget and Budgeting Control</b>	<b>8 Hours</b>
<ul style="list-style-type: none"> <li>• The Budget processes</li> <li>• Planning Capital Budget</li> <li>• Planning Operating budget</li> <li>• Operating Budget – Controlling expenses – Income Statement</li> </ul>	
Stock records – Issuing and control.	



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<b>Unit III: Control Services &amp; safety</b>	<b>8 hours</b>
<ul style="list-style-type: none"> <li>• Types of Contact services</li> <li>• Guidelines for hiring contract services</li> <li>• Safety awareness and accident prevention</li> <li>• Fire Safety and Fire Fighting equipment</li> <li>• First aid</li> <li>• Key and key Control</li> <li>• Crime Prevention and dealing with emergencies situations</li> <li>• Advantages and disadvantages of contract services</li> </ul>	
<b>Unit IV: : Interior Decoration</b>	<b>8 hours</b>
<ul style="list-style-type: none"> <li>• Elements of design</li> <li>• Color and its role in decors</li> <li>• Window and window treatments</li> <li>• Lighting and lighting fixtures</li> <li>• Floor Finishes and Carpet</li> <li>• Furniture and fitting and accessories</li> <li>• Layouts of guest room (refurnishing &amp; redecoration)</li> <li>• Size of rooms, sizes to furniture arrangement</li> <li>• Principles of design</li> <li>• Color has many &amp; color schemes</li> </ul>	
<b>Unit V: CHANGING TREND IN HOUSEKEEPING</b>	<b>7hours</b>
<p>Trends  Women's only floor  Design Trends  Process Trends  2. Eco friendly Amenities, products &amp; process  Toiletries  textiles  Energy Conserving Products</p>	

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Suggested Reading

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

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

3. Accommodation Operations Management by SK Kaushal and SN Gautam.

4. Hotel Housekeeping – A training manual by Sudhir Andrews

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

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Name of the Course	Food Production Management(LAB)			
Course Code	BHM341			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requirements.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	4	2

#### Course Objectives

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

#### Course Outcomes

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

#### Continuous Assessment Pattern

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

#### Course Content:

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

Italian  
Spanish  
Mexican  
Chinese  
Thai

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## Session 2:

- Salads – basic simple salads & dressings
- -Cole slaw
  - salade nicoise
- Russian Salad
  - beetroot salad
- Potato Salad
  - fruit salad
- Carrot & Celery
- Waldrof salad

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

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

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

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

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

Session 8: Innovations in Kitchen

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## Suggested Reading

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

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Name of the Course	Food and Beverage Management (LAB)			
Course Code	BHM342			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requirements.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

### Course Objectives

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

### Course Outcomes

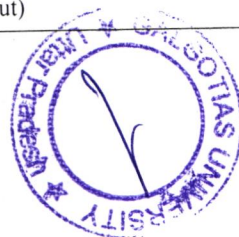
CO1	The students will be able to prepare and present various mocktail drinks
CO2	The students will be able capable of running bar operations
CO3	The students will be able todo task & record inventories
CO4	The students will be able to demonstrate & perform supervisory skills in F&B service
CO5	The students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

### Continuous Assessment Pattern

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

### Course Content:

<b>Unit I: Supervisory Skills:</b> <ul style="list-style-type: none"> <li>• Conducting Briefing &amp; Debriefing • Making Duty Roster • Preparing Job Description &amp; Specification • Class room Exercise (Case Study method) • Drafting Standard Operating Systems (SOPs) for various F &amp; B Outlets- Restaurant, Bar, Banquets &amp; Special events • Supervising Food &amp; Beverage operations</li> </ul>
<b>Unit II: Bar Operations:</b> <ul style="list-style-type: none"> <li>• Designing &amp; Setting the bar • Taking and Recording of Inventory • Preparation &amp; Service of Cocktail &amp; Mixed Drinks</li> </ul>
<b>Unit III:</b> <ul style="list-style-type: none"> <li>• Case Study and Presentation of Menu Engineering Excel preparation and formula for Menu Engineering</li> </ul>
<b>Unit IV:</b> <ul style="list-style-type: none"> <li>• Case Study on setting up of Bar for parties • Case Study on planning and functioning of Banque • Case Study on Planning of Manpower of F&amp;B department • Presentation</li> </ul>
<b>Unit V:</b> <ul style="list-style-type: none"> <li>• Demonstration and Practice of Gueridon Service</li> <li>• Setting up of various types of Buffet ( Design, Layout)</li> </ul>



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Unit VI: Industry update for technology and trends

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Suggested Reading

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

  
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<b>Name of the Course</b>	FRONT OFFICE MANAGEMENT (LAB)			
<b>Course Code</b>	BHM343			
<b>Prerequisite</b>	Clarity of FO topics of previous semesters			
<b>Co-requisite</b>	Industrial Training experience			
<b>Anti-requisite</b>				
	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
	0	0	2	1

#### Course Objectives

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

#### Course Outcomes

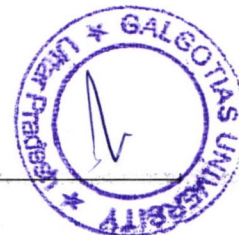
<b>CO1</b>	To take and mange reservation in the manual and computerized FO operations.
<b>CO2</b>	Understand the Front Office software and their use.
<b>CO3</b>	To take and handle walk-ins and check in on the system.
<b>CO4</b>	Calculate tariff structure for different segments of clients of hotel
<b>CO5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

#### Continuous Assessment Pattern

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

#### Course Content:

<b>Unit I: Module-1</b>
How to make sharer reservation How to feed remarks in guest history How to add a sharer, How to make add on reservation, How to amend a reservation How to cancel a reservation, How to make group reservation, How to make a room change on the system, How to log on cashier code How to check in an existing reservation, How to make a reservation



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

- . Night audit,
- . Income audit,
- . Accounts
- .Q. Situation handling – handling guests & internal situations requiring management tactics/strategies
- HMS Training – Hot Function keys
- How to put message
- How to put a locator
- How to check in a first time guest
- How to check in a day use

**Unit III : Module -III**

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

**Unit IV: Module -IV**

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

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

**Unit V: Module -V**

- Relevance of Internet for Front Office
- A strategic tool for global marketing-overview, Internet Marketing and Tourism,Internet and Marketing Mix,Internet and Advertising, E-Commerce transactions on the Net
- Electronic payment systems (EPS), online payments..Application – Revenue Management
- Forms & Formats
- Situation Handling

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Suggested Reading**

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

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Name of the Course	Housekeeping Management Lab			
Course Code	BHM344			
Prerequisite	Clarity of HK topics of previous semesters			
Co-requisite	Industrial Training experience			
Anti-requisite				
	L	T	P	C
	2	0	0	2

### Course Objectives

- 1.To understand first aid and dealing with emergency situation
- 2.To understand special decorations
3. To recognize the concept and importance of renovation followed in hotel industry.
- 4.To be aware about standard operating procedures and inspection checklist

### Course Outcomes

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

### Continuous Assessment Pattern

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

### Course Content:

Unit I: First aid	8 Hours
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Necessity of First Aid, placement of first aid kit in various outlets and dealing with first aid treatment. floor to handle emergency situations. Fire Evacuation procedure (respiration)

Mock drill on guest  
First aid for choking(Mouth to mouth

**Unit II: Special decorations**

Special decoration for different events

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

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

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

Team cleaning, Block cleaning

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

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

Challenges in designing and implementing duty roasters

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Suggested Reading**

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

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