

**BACHELOR OF HOTEL
MANAGEMENT & CATERING
TECHNOLOGY (BHMCT)**

SYLLABUS

for

**Degree Certificate Courses at UG Level
Deen Dayal Upadhyaya Gorakhpur University,
Gorakhpur**

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COURSE STRUCTURE

Degree Certificate Course at UG Level

Bachelor of Hotel Management & Catering Technology (BHMCT)

Semester I

Sl.No.	Code	Subject	Credits
1.	HMCT101	Introduction to Hospitality, Hotel and Hoteliering	2+1
2.	HMCT102	Tourism Concepts & Linkages	2+1
3.	HMCT103	Basics of Management and Communication	2+1
4.	HMCT104	Introduction to Computers	2+1
5.	HMCT105	Front Office Operations – I	3+1
6.	HMCT106	Environmental Studies	2+0
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Minor (a) Elective Courses* (Course Content as offered by University)

1	I	Minor Course	ENG 001	Basics of English	2+0
	I	Minor Course	HINDI 001	Basics of Hindi	2+0
	I	Minor Course	SAN 001	Basics of Sanskrit	2+0
	I	Minor Course	URDU 001	Basics of Urdu	2+0
	I	Minor Course	Hist 101	Introduction of Pt. Deen Dayal Upadhyaya	2+0
	I	Minor Course	Hin 101	Basics of Rashtra Gaurav	2+0
	I	Minor Course	Phil 101	Introduction of NathPanth	2+0

Minor (b) Co- Curriculum***

1	I	Minor Course	CoCl 101	NCC/NSS/ Rover Rangers	0+1
	I	Minor Course	CoCl 102	Sports (any)	0+1
	I	Minor Course	CoCl 103	Cultural Activities	0+1
	I	Minor Course	CoCl 104	Food, Nutrition & Health	1+0

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*,** & *** Some other courses from other Department can also be added on the recommendation of Advisor/ HoD/ Dean

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Semester – II

Sl.No.	Code	Subject	Credits
1.	HMCT107	Food Production Operations – I	3+1
2.	HMCT108	Food and Beverage Services Operations – I	3+1
3.	HMCT109	Housekeeping Operations – I	3+1
4.	HMCT110	Hygiene and Sanitation	2+1
5.	HMCT111	Nutrition and Food Science	2+1
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For



Minor (a) Elective Courses* (Course Content as offered by University)					
1	I	Minor Course	ENG 001	Basics of English	2+0
	I	Minor Course	HINDI 001	Basics of Hindi	2+0
	I	Minor Course	SAN 001	Basics of Sanskrit	2+0
	I	Minor Course	URDU 001	Basics of Urdu	2+0
	I	Minor Course	Hist 101	Introduction of Pt. Deen Dayal Upadhyaya	2+0
	I	Minor Course	Hin 101	Basics of RashtiraGaurav	2+0
	I	Minor Course	Phil 101	Introduction of NathPanth	2+0

1 Minor (b) Co- Curriculum***					
I	Minor Course	CoCI 101	NCC/NSS/ Rover Rangers	0+1	
I	Minor Course	CoCI 102	Sports (any)	0+1	
I	Minor Course	CoCI 103	Cultural Activities	0+1	
I	Minor Course	CoCI 104	Food, Nutrition & Health	1+0	

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Semester – III

Sl.No.	Code	Subject	Credits
1.	HMCT121	Front Office Operations – II	3+1
2.	HMCT122	Food Production Operations – II	3+1
3.	HMCT123	Food and Beverages Services Operations – II	3+1
4.	HMCT124	Housekeeping Operations – II	3+1
5.	HMCT125	Communicative English	2+0
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1	I	Minor Course	ENG 001	Basics of English	2+0
	I	Minor Course	HINDI 001	Basics of Hindi	2+0
	I	Minor Course	SAN 001	Basics of Sanskrit	2+0
	I	Minor Course	URDU 001	Basics of Urdu	2+0
	I	Minor Course	Hist 101	Introduction of Pt. Deen Dayal Upadhyaya	2+0
	I	Minor Course	Hin 101	Basics of RashtraGaurav	2+0
	I	Minor Course	Phil 101	Introduction of NathPanth	2+0

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I	Minor Course	CoCI 102	Sports (any)	0+1	
I	Minor Course	CoCI 103	Cultural Activities	0+1	
I	Minor Course	CoCI 104	Food, Nutrition & Health	1+0	

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Semester IV

Sl.No.	Code	Subject	Credits
1.	HMCT126	Front Office Operations – III	2+1
2.	HMCT127	Food Production Operations – III	2+1
3.	HMCT128	Food and Beverage Service Operations – III	2+1
4.	HMCT129	Housekeeping Operations – III	2+1
5.	HMCT130	Training Report***	6
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Minor (a) Elective Courses* (Course Content as offered by University)					
1	I	Minor Course	ENG 001	Basics of English	2+0
	I	Minor Course	HINDI 001	Basics of Hindi	2+0
	I	Minor Course	SAN 001	Basics of Sanskrit	2+0
	I	Minor Course	URDU 001	Basics of Urdu	2+0
	I	Minor Course	Hist 101	Introduction of Pt. Deen Dayal Upadhyaya	2+0
	I	Minor Course	Hin 101	Basics of RashtraGaurav	2+0
	I	Minor Course	Phil 101	Introduction of NathPanth	2+0

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I	Minor Course	CoCI 101	NCC/NSS/ Rover Rangers	0+1	
I	Minor Course	CoCI 102	Sports (any)	0+1	
I	Minor Course	CoCI 103	Cultural Activities	0+1	
I	Minor Course	CoCI 104	Food, Nutrition & Health	1+0	

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Semester V

Sl.No.	Code	Subject	Credits
1.	HMCT141	Front Office Operations-IV	3+1
2.	HMCT142	Food Production Operations-IV	3+1
3.	HMCT143	Food and Beverage Services Operations -IV	3+1
4.	HMCT144	Housekeeping Operations- IV	3+1
5.	HMCT145	HMCT145(A) Professional Communications OR HMCT145(B) Foreign Language	2+0
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Four *is* *the* *total* *credits*

Minor (a) Elective Courses* (Course Content as offered by University)

1	I	Minor Course	ENG 001	Basics of English	2+0
	I	Minor Course	HINDI 001	Basics of Hindi	2+0
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	I	Minor Course	Phil 101	Introduction of NathPanth	2+0

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	I	Minor Course	CoCl 102	Sports (any)	0+1
	I	Minor Course	CoCl 103	Cultural Activities	0+1
I	Minor Course	CoCl 104	Food, Nutrition & Health	1+0	

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Semester VI

Sl.No.	Code	Subject	Credits
1.	HMCT146	Front Office Operations-V	3+1
2.	HMCT147	Food production Operations-V	3+1
3.	HMCT148	Housekeeping Operations- V	3+1
4.	HMCT149	Hotel Marketing	2+1
5.	HMCT150	Ethical, Legal and Regulatory Aspects of Hoteliering	2+1
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Minor (a) Elective Courses* (Course Content as offered by University)

I	I	Minor Course	ENG 001	Basics of English	2+0
	I	Minor Course	HINDI 001	Basics of Hindi	2+0
	I	Minor Course	SAN 001	Basics of Sanskrit	2+0
	I	Minor Course	URDU 001	Basics of Urdu	2+0
	I	Minor Course	Hist 101	Introduction of Pt. Deen Dayal Upadhyaya	2+0
	I	Minor Course	Hin 101	Basics of RashtraGaurav	2+0
	I	Minor Course	Phil 101	Introduction of NathPanth	2+0

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	I	Minor Course	CoCl 103	Cultural Activities	0+1
	I	Minor Course	CoCl 104	Food, Nutrition & Health	1+0

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Semester VII

S.No.	Code	Subject	Credits
1	HMCT 161	Hotel Engineering	2+1
2	HMCT162	Hotel Accounting	2+1
3	HMCT163	Food and Beverage Services Operations-V	3+1
4	HMCT164	Elective – I -Food Production Operations Specialisation	2+1
5	HMCT 165	Elective – I – Front Office Specialisation	2+1
6	HMCT166	Dissertation Report	6+0
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	I	Minor Course	Phil 101	Introduction of NathPanth	2+0

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I	Minor Course	CoCl 102	Sports (any)	0+1	
I	Minor Course	CoCl 103	Cultural Activities	0+1	
I	Minor Course	CoCl 104	Food, Nutrition & Health	1+0	

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SEMESTER – VIII

Sl.No.	Code	Subject	Credits
1.	HMCT167	Elective –II (F & B service Specialisation)	3+1
2.	HMCT168	Elective – II (Housekeeping Specialisation)	3+1
3.	HMCT169	Log Book Evaluation	4+0
4.	HMCT170	On the Job Training Report	8+0
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Minor (a) Elective Courses* (Course Content as offered by University)

1	I	Minor Course	ENG 001	Basics of English	2+0
	I	Minor Course	HINDI 001	Basics of Hindi	2+0
	I	Minor Course	SAN 001	Basics of Sanskrit	2+0
	I	Minor Course	URDU 001	Basics of Urdu	2+0
	I	Minor Course	Hist 101	Introduction of Pt. Deen Dayal Upadhyaya	2+0
	I	Minor Course	Hin 101	Basics of Rashtra Gaurav	2+0
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Bachelor of Hotel Management
& Catering Technology
(BHMCT)

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HMCT101 Introduction to Hospitality, Hotel and Hoteliering

Objective: The course has been specially designed to provide an overview on the various essential perspectives of Hospitality, particularly Hoteliering sector, so that the incumbents are better prepared to perceive and subsequently practice the dynamic operational and managerial functions of this sector.

Unit I:

- Hospitality: Origin of the concept; meaning, nature & dimensions.
- Accommodation: Type and forms; changing concepts over time.
- Origin and growth of Hotel industry with special reference to India.
- Type and forms of hotels: Classification, Registration and Gradation of hotels; requirement and procedures in Indian context.
- Distinction between Hotel, Motel and Resorts, Emerging dimensions of Heritage
 - Hotels, Classification of Heritage Hotel.

Unit II:

- Functional departments of a standard hotel: Front Office, Food & Beverages (F&B), Housekeeping and Back office etc.
- Organizational structure of a standard international hotel.
- Linkages and Integration in hotel and hotelier business: Inter-sectoral and Intra-sectoral.
- Front Office operations and management, Role and responsibilities of Operational and Managerial Staff.

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Unit III:

- Role of international organizations in promoting Hospitality and tourism
- Tourism Organizations: Needs and Factors National Travel Agencies, WTO, IATA, PATA, TAAI, WTTC, FHRAI are examples of important tourism organizations and their roles.
- Tourism and seasonality

Unit IV:

- Manpower requirement in hotel sector, existing training institutions/faculties with special reference to India.
- Marketing of hotel services, opportunities, scope and constraints especially in Indian context.
 - Role and contribution of public sector in the development of Hotel and Hoteliering sector in India
- Contribution of I.T.D.C. and State Tourism Departments/Corporations.
 - Multinational hotel chains and their impact on hoteliering business with special reference to Developing countries, Major Multinational Hotel chains operating in India.
- Hotel Marketing – Practices, Approaches, Constraints and Challenges.
- Present status of Hotel Business in India – Status and Scope

Suggested Readings:

1. *Andrews, Sudhir :Hotel Front office, Tata McGraw Hill, New Delhi.*
2. *Andrews, Sudhir :Hotel House keeping, Tata McGraw Hill, New Delhi.*
3. *Andrews, Sudhir :Food and Beverage Service, Tata McGraw Hill, New Delhi.*
4. *Paul R. Dittmer, Gerald G. Grifftin :Dimensions of the Hospitality Industry, Van Nostrand Reinhold New York.*
5. *Peter Jones :Introduction to Hospitality Operation, Cassell, New York.*
6. *Fred Lawson :Hotels & Resorts, Planning, Design and Refurbishment, Butter worthArchitecture, Oxford.*
7. *Donald E. Lindbergh: The Hotel and Restaurant Business, Van Nostrand Reinhold, New York.*

HMCT102 Tourism Concepts & Linkages

Objectives: The course aims at creating a basic understanding on the nature of tourism business. Defining important core tourism concepts, it gradually unfolds the personality of worlds' fastest growing industry by explaining its growth patterns over the years, factors responsible for its dramatic growth, Travel and Tourism motivations, characteristic features of tourism demand and supply, organization of tourism business and the various implications of tourism to finally elucidate India's performance in this field. It also specifically speaks of the intricate inter-relationship between travel, tourism and hotel sectors and, justifies the need for proper understanding of tourism phenomenon for successful career in Hotel and Hoteliering business.

Unit I- Basic Concepts In Tourism:

- Understanding Tourist, Visitor, Traveler and Excursionist.
- Concept of resource, attraction, product market and destination in Tourism. -Components and Elements of tourism.
- Type and forms of Tourism.
- Tourism & Hoteliering interdependence vis-à-vis complementarity
- Problem of Co-ordination/Integration.

Unit II-Growth and Development of Travel And Tourism Through The Ages:

- Emergence of concept of tourism.
- Tourism traffic and receipt patterns in global context.
- Factors influencing the growth and development of international tourism. - Leisure recreation & Tourism relationship.
- Motivation for Travel & Tourism. Relevance of motivation studies; concept of push & pull forces in Tourism.

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Unit III-Inter Disciplinary & Trans Disciplinary Nature of Tourism:

- Different approaches to study Tourism.
- Concept of demand and supply in tourism.
- Unique features of Tourist demand; complement of Tourist demand. Concept of supply mix and need for closer integration linkages between various sector of tourism.

Unit IV-Tourist Infrastructure and Superstructure:

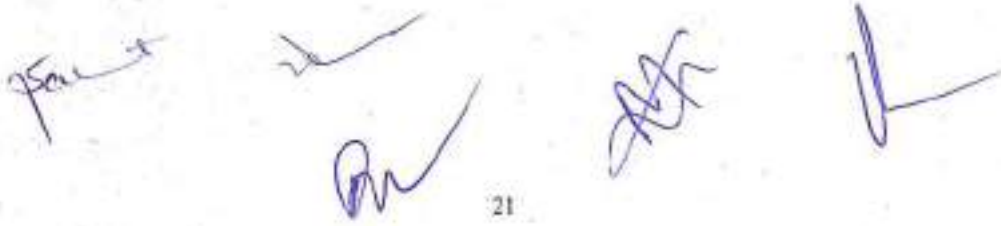
- Type of infrastructure required in the primary sectors of Tourism i.e. transportation & accommodation.
- Organizational infrastructure of Tourism in public & private sectors with special reference to India.
- Overview on Travel Agency & Travel Operation Business.
- Chain of distribution in Tourism.
- Role of Vertical and Horizontal integration in Tourism.

Unit V-Tourism Impacts:

- Tourism Impacts - socio-economic, cultural & ecological/environmental. - International & Domestic Tourism trends in Indian context.
- India's Touristic resource potential vis-à-vis country's performance in Tourism
- Factors responsible for existing performance of India; overview on future perspective.

Suggested Readings:

1. A. K. Bhatia, 'Tourism Development: Principles, Practices and Philosophies', Sterling Publishers, New Delhi
2. McIntosh, Robert, W Goeldner, R Charles, 'Tourism: Principles, Practices and Philosophies', John Wiley and Sons Inc. New York 1990
3. JMS Negi, 'Tourism Travel-Concepts and Principles', Geetanjli Publishing House, New Delhi, 1990
4. R N Kaul, 'Dynamics of Tourism: A Trilogy', Sterling, New Delhi
5. PN Seth, 'Successful Tourism Planning and Management', Cross Section Publications



HMCT103 Basics of Management and Communication

Objective: This Unit explains meaning of management and analyses its process in modern organizations including various aspects of the Hotel Industry. It gives the basic knowledge about the evolution and importance of the various concepts of Management. It also aims at making the student deal with the decision making aspects in their day to day work.

Unit I Management

- Nature/ Characteristics
- Concept, Meaning & Definition
- Scope
- Objectives & Levels of Management
- Management - Art or Science - Functions of Management - Managerial Roles & Skills.
- Concept of administration & organization.

Evolution of Management Thought

- Scientific Theory- F.W. Taylor
- Administrative Principles- Henry Fayol
- Human Relations Perspective- Hawthorne Studies- Elton Mayo

Unit II

Planning and Organizing

- **Planning-** Definition, Nature & Importance - Planning Process - Types of plans.
- Decision Making – Introduction, Definitions & Characteristics.
- Types of Decisions.
- **Organizing-** Meaning, Characteristics and Importance of Organizing- Types of Organization structures - Departmentalization.
- Delegation of authority - Centralization & Decentralization - Span of Control.



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Unit III

Staffing and Directing, Co-ordination and Control

- Meaning and Importance of Staffing
- Process of Staffing
- Meaning, Importance and Principles of Directing - Leadership-Concept and leadership styles: Leadership theories.
- Meaning of Motivation, Motivation-concept: Theories-Maslow, Herzberg, McGregor and Ouchi: Financial and non-financial incentives.

Co-ordination and Control

- Meaning and Kinds of Coordination
- Process of coordination
- Meaning and Importance of controlling
- Process of Control
- Types of Control

Unit IV

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- Meaning, Importance and Process of Communication
- Barriers of Communication
- Self-Development and communication: Development of positive personal attitudes: SWOT analysis: Vite's model of interdependence: whole communication:

Unit V

- Corporate Communication: Formal and Informal Communication networks: Grapevine: Miscommunication (Barriers): Improving communication.
- Practices in business communication: Group discussion: Mock interviews: Seminars: Effective listening exercises: Individual and group presentations and reports writing.

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Reference Book

1. *Drucker, Peter F. Management Challenges for the 21st century, New Delhi: Butterworth Heinemann.*
2. *Koontz, Harold, Weihrich Heinz and Cyril O'Donnell, Essentials of Management, New Delhi: Tata McGraw Hill.*
3. *Prasad, L. M. Principles and Practice of Management, New Delhi: Sultan Chand*
4. *Robert Kreitner & Mamata Mohapatra, "Management", Biztantra*
5. *Bovee and Thill: Business Communication Today: Tata McGraw Hill, New Delhi.*
6. *Ronald E. Dulek and John S. Fielder Principles of Business Communication Macmillan publishing company, London.*
7. *Ronald E. Magors: Business Communication : Harper and Row New York.*
8. *Balasubramanyam : Business Communication : Vikas Publishing House, Delhi.*
9. *Kaul: Business Communication: Prentice Hall, New Delhi.*
10. *Kaul: Effective Business Communication: Prentice Hall, New Delhi.*
11. *Patri VR: Essentials of Communication : Greenspan Publications, New Delhi.*
12. *Sengun J: Business Communication : The Real World and Your career, Allied Publishers, New Delhi.*

HMCT104 Introduction to Computers

This Unit is prescribed in the course to impart basic knowledge of computers and its application.

Unit – I Introduction & Organization of computers:

- Introduction to Computers,
- ✔ Block Diagram of computer,
- ✔ Characteristics of Computer.
- ✔ Generations of Computer
- ✔ Traditional and Modern Classification of Computers
- ✔ Input and Output units of computer,
- ✔ Computer Memory, RAM, ROM, PROM, EPROM, EEPROM, Stable and dynamic memory
- ✔

- Primary and Secondary memory,
- Magnetic Hard disk, Floppy disk, CD-ROM, Disk Cartridges etc. Hardware and Software.

Unit II - Introduction to Windows & MS Word:

- Functions of Windows, Advantages of Windows, Introduction to Word
- Creating, Opening and Saving a Document , Editing Text Viewing Documents
- Formatting Text Proofing a Document
- Mail Merge

Unit III-MS Excel: Introduction to Excel

- Starting Excel
- Working with a Spreadsheet
- Editing the Worksheet
- Formulae in Excel
- Selecting, Inserting and Deleting Sheet

Unit IV-MS Power point: Introduction to Power point

- Creating a New Presentation
- Viewing a Presentation Entering and Editing Text
- Formatting Text
- Drawing and Rotating Objects

Unit V-Internet:

- Introduction, benefits, advantages and disadvantages
- Types of Networks – Difference between Intranet and Internet
- Accessing Internet – Major Browsers: Internet Explorer, Google Chrome, Mozilla Firefox, Safari, Opera, Konqueror, Lynx.
- E-mails – How it works? – Understanding Internet E-mail Address – Parts of E-mail
- WWW – Website Address – Parts of the Website Address

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Practical:

Computer Applications: Computer Lab Work

GUIDELINES FOR THE CONDUCT OF PRACTICAL EXAMINATION

The practical component will be based on Unit II, III & IV only.

1 Lab testing of various concepts MS word, PPT and Excel as mentioned in Units above .

25-60 minutes time for each unit.

Note

1. There will be no internal assessment in Practical component of this Paper.
2. 10 minutes time may be given to the examinees for adjustment of computers before the practical. 3. Hard Copy of evaluation sheet and question paper will be given to examinees and they will produce soft copy as answer sheet for evaluation.

Suggested Readings:

Braham, B. Computer System in Hotel and Catering Industry, Casseu, 1998.

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

Clark, A. Small Business Computer Systems, Hodder and Stoughton, 1987.

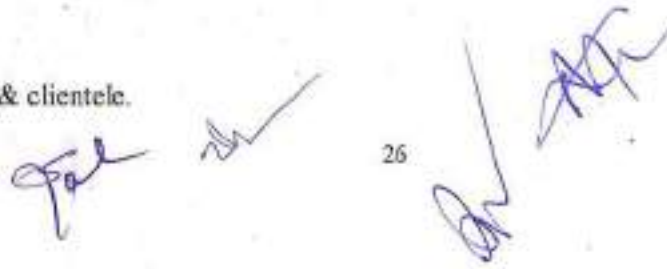
London, K.C. and London.J.P. Management System Information System – a contemporary perspective, Mc. Milan. 1988.

HMCT105 Front Office Operations – I

Objective: This Unit is prescribed to appraise students about Hotel Front Office and its basic function.

Unit 1: Classification of Hotels On the basis of the following:

- Size.
- Location & clientele.



- Ownership basis.
- Independent hotels.
- Management contracted hotels.
- Chains.
- Franchise/Affiliated.
- Supplementary accommodation.
- Time shares & condominiums.

Unit 2: Front office organization A. Function areas. B. Front office hierarchy/ organization chart.

- Duties & responsibilities of front office staff.
- Personality traits.
- Factors affecting staffing: size of hotel, location, standard of service, types of guests, level of automation, Front office work shifts.

Unit 3: Accommodation Product

- Types of rooms (Single; Double, Twin, Adjacent, Adjoining, Suites, Cabana, Penthouse, Efficiency, Studio, Parlour, Duplex, Hollywood Twin, Presidential suite, on basis of bed sizes, etc.) B. Types of guests: Pleasure Travelers & Business Travelers.
- Minor Operating Departments: Business centers, telephones, health clubs, barbers shop, beauty par lour, recreation facilities, swimming pool, shopping arcade & club service.

Unit 4: Front office layout & equipments

B. Equipments

- Manual/ Non automated – Room rack / Numerical Rack, Information Rack / Alphabetical Rack, Folio Well, Mail & Key Rack etc.
- Semi-automated – Billing Machine.
- Automated – Computers, PABX, EPABX.

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Unit 5: Bell Desk

- Functions.
- Procedures.
- Records used with formats.

Practical:

1. Basic Manners of Grooming Standard required to front office operations.
2. Appraisal of front office equipment & furniture.
3. Rack, Front Desk Counter & Bell Desk.
4. Filling Up Various Performa.
5. Welcoming of Guests.
6. Telephone Handling.
7. Role Play: Reservation, Arrivals, Luggage Handling, Message & Mail Handling & Paging.

Suggested Readings:

1. *Andrews, Sudhir; 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.*
2. *Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.*
3. *Check in Check out – Jerome Vallen*
4. *Front Office Procedures – Peter Abbott & Sue Lewry*
5. *Basic Hotel Front Office Procedures – Peter Renner*
6. *Managing Front Office Operations – G.E. Steadman*
7. *Front Office Operations and Management – Dennis L. Foster*
8. *Effective Front Office Operations – Michael L. Kasavana*
9. *Front Office Procedure, Social Skills and Management – Peter Abbott & Sue Lewry Butterworth Heinemann.*

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Objective: This course is to present a good amount of knowledge on environment and ecology, its impacts, benefits and negative and positive effects on hospitality promotion and development.

UNIT - I : Ecosystem, Biodiversity & Natural Resources (15 hrs.)

- Definition, Scope & Importance of Environmental Studies.
- Structure of Ecosystem – Abiotic & Biotic components Producers, Consumers, Decomposers, Food chains, Food webs, Ecological pyramids)
- Function of an Ecosystem :Energy flow in the Ecosystem (Single channel energy flow model)
- Definition of Biodiversity , Genetic,Species& Ecosystem diversity , Hot-spots of Biodiversity, Threats to Biodiversity , Conservation of Biodiversity (Insitu&Exsitu)
- Renewable & Non – renewable resources, Brief account of Forest , Mineral & Energy (Solar Energy & Geothermal Energy) resources
- Water Conservation, Rain water harvesting & Watershed management.

UNIT – II: Environmental Pollution , Global Issues & Legislation (15 hrs.)

- Causes, Effects & Control measures of Air Pollution, Water Pollution
- Solid Waste Management
- Global Warming & Ozone layer depletion.
- Ill – effects of Fire- works
- Disaster management – floods, earthquakes & cyclones
- Environmental legislation :- (a) Wild life Protection Act (b) Forest Act (c) Water Act (d) Air Act
- Human Rights Women and Child welfare
- Role of Information technology in environment and human health :
- Field Study :Pond Ecosystem ,Forest Ecosystem

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Suggested Readings

- Environmental Studies - from crisis to cure – by R. Rajagopalan (Third edition) Oxford University Press.
- Text book of Environmental Studies for undergraduate courses (second edition) by ErachBharucha
- A text book of Environmental Studies by Dr. D. K. Asthana and Dr.MeeraAsthana

HMCT107 Food Production Operations – I

Food Production Operations – I

Objective: The course aims at preparing the students to subsequently understand and apply, professional Cookery during the subsequent semesters. Thus, topics ranging from 'culinary history', 'personal hygiene', 'kitchen organization', 'food production equipment', 'basic elements of cooking' and, 'Elementary cookery' have been incorporated for study.

Unit I – Introduction

- Food Production – meaning and scope
- Attitudes and behaviour in the Kitchen
- Personal Hygiene
- Uniform and protective clothing
- Origin of classical and modern cuisine
- Historical development of Indian, French & Chinese cuisines
- Nouvelle cuisine
- Standard of professionalism.

Unit II - Kitchen Organization

- Kitchen organization and staffing
- Duties and responsibility of various Chefs; levels of skills and experiences
- Coordination with other departments

- Layout of the kitchen in various organizations
- Layout of receiving, service and wash up areas

Unit III - Equipment and Fuel

- Different equipments used in food production
- Conventional vis a vis modern gadgets
- Various fuels used with advantage and disadvantage
- Automation in commercial kitchens
- Safety procedures in handling equipment

Unit IV- Basic Element of Cooking Food

- Aims and objectives of cooking food
- Various textures
- Various consistencies
- Pre-preparation Techniques
- Preparation Techniques
- Menu, Principles of menu planning

Unit V- Elementary cookery

- *Stocks: definition and uses; preparation of stock; recipes; Stock storage; care and precaution*
- *Sauces: meaning and classification; recipes of mother sauces; derivatives*
- *Soups: classification of soups; principles of making Soups; special points for preparation and service of the soups; International soups; garnishes and accompaniments of different soups.*

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Practical

- Proper Usage of kitchen Knives and other hand tools.
- Proper use of tools and equipments related to food production.
- Identification of basic ingredients; use of objective and subjective methods and simple identification techniques
- Understanding weights, measurements and temperatures.
- Conversion of weights in home measures and convenient measures.
- Pre-preparation Techniques
- Preparation Techniques
- Preparation of Stocks Sauces & Soups

Suggested Readings

1. Arora Krishna: *Theory of Cookery*; Frank Bros & Co. Klinton & Cesarani; *Practical Cookery*; Arnold Heinemann.
2. Larousse Gastronomique- *Cookery Encyclopedia* by Paul Hamlyn
3. *Modern Cookery for Teaching and the Trade Vol. I & Vol. II* – Thangam E. Philip (Mumbai, Orient Longman).
4. *Chef's Manual of Kitchen Management* – John Fuller. *Le Repertoire De La Cuisine* – L. Saulnier.

HMCT108 Food and Beverage Services Operations – I

Objectives: To impart an overview of entire food and beverage service department also making students familiar with the working procedures and skill required in managing this department.

Unit 1 - Introduction to Hotel Industry:

- Growth of hotel industry in India.
- Role of catering establishments in travel and tourism industry.
- Significance of F&B Service's department with special reference to Hotels. Sectors of Food and Beverage Industry.
- Types of various Food and Beverage Establishments

Unit II- Organization of F &B Service Department:

- Organizational structure of a Large, medium and small hotel
- Duties and Responsibilities of F & B staff.
- Job description and job responsibilities of various ranks
- Attitude and attributes of F & B staff.
- Interdepartmental coordination

Unit III - Food & Beverage Service Areas:

- Snack Bar/Counter Service, Vending machines, Specialty Restaurant Banquet, Coffee Shops
- Operations
- Room service

Unit IV- Ancillary Departments:

- Food Pickup areas
- Stores
- Linen Room
- Kitchen Stewarding,
Still Room , Pantry

Unit V - F & B Service Equipment – An Introduction:

- Classification of Equipment
- Criteria for selection and purchase.
- Crockery
- Tableware (Silver / Stainless)
- Glassware
- Hollowware
- Flatware

- > Other special equipment
- > Linen including Furniture

Practical:

1. Care maintenance of equipment including silver cleaning.
2. Identifying operation equipment.
3. Knowledge of sideboards, Upkeep and Usage.
4. Basic Restaurant Etiquette.
5. Rinsing & Drying of Silver Cutlery, Crockery, and special equipment.
6. Mise-en -Scene and Mise-en-place.
7. Practice of different serviette folds.


Suggested Readings:

1. *Lillicrap Demis, Cousins John & Smith Robert: Food & Beverage Services; Hodder& Stoughton Educational.*
2. *Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.*
3. *Essential Table Service for Restaurants – John Fuller*
4. *The Waiter – A.J.Curry*
5. *Modern Restaurant Service – John Fuller*
6. *Beverage Management – Michael Coltman*

HMCT109 Housekeeping Operations –I

Objective: *To provide in-depth knowledge about the various house-keeping operation/terms/systems and Procedures/formats followed in hotels.*

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Unit I- Introduction to Housekeeping Department:

- Introduction, objective
- Types of establishments
- Organizational structure of Housekeeping Department (Small, medium, large).
- Duties and Responsibilities of housekeeping personnel. Layout of a typical Housekeeping Department.

Unit II- Cleaning Science:

- Characteristics of a good cleaning agent. Classification of cleaning agents and their applications.
- Selection, care and storage of cleaning agents.
- Polishes-Metal,
- Furniture and Floor.
- Composition, care and cleaning of various surfaces (metals, glass, leather, plastic, ceramics, wood, floor finishes and wall finishes).

Unit III- Cleaning Equipments:

- Types of equipment.
- Operating Principles of equipment.
- Selection, care and storage of equipment.

Unit IV- Cleaning & Maintenance of Guest Rooms:

- Types of guest rooms
- Types of cleaning – special cleaning programmes, periodical cleaning, spring cleaning, public area cleaning.
- Making up of a guest room – occupied room, vacant room, departure room. Turndown services
- Guest room inspection, neglected areas

- Guest corridors, cleaning of floors – types of floors and floor finishes and their treatment (an overview Rooms under repair
- Standard contents of a guest room, placement, frequency of change.
Service pantry.

Practical:

1. Identification of cleaning equipments, uses, care and maintenance,
2. laundry equipments – washing machine, clothes dryer, automatic iron.
3. Identification of cleaning agent, classification, use and care.
4. Glass Cleaning & Mirror Cleaning.
5. Identification of various floor surfaces, floors & bathroom cleaning.
6. Stain removal.
7. Scrubbing, Polishing, wiping, washing, rinsing, swabbing, mopping,
8. sweeping and brushing,

Suggested Readings:

1. *Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.*
2. *Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.*
3. *A.C. David, Hotel and Institutional Housekeeping.*
4. *Wellek, Hotel Housekeeping.*
5. *Professional Management of Housekeeping Operations*

HMCT110 Hygiene and Sanitation

Objectives: *To provide the BHMCT students with information on the various aspects of hygiene and sanitation with regard to food, premises and equipments used in the hotel industry.*



Unit I- Personal Hygiene:

- Standards of personal health & hygiene (hands and skin, hair, nose, mouth and ears, cuts, boils etc. Jewellery and perfume, smoker.
- General health and reporting of illness.
- Protective clothing (Clothes, aprons, head coverings, gloves, foot wear).
- Equipment for personal hygiene (Taps, showers, soap dispensers, nail brushes, hand dryers).

Unit II-Water:

- Importance of water.
- Sources of water supply
- Purification of water through filtration, chlorination, boiling, decantation and ion exchange.
- Examination of water of swimming pool & wells.
- Hygiene of ice making, Potable water.

Unit III- Kitchen Hygiene:

- Keeping plant & equipment clean (clean-as-you go systems & Deep cleaning operations) Cleaning methods (manual cleaning, automatic cleaning double skin washing) Cleaning of hoods, ranges, food mixers, chopping blocks, slicers, juicers.
- Cleaning of kitchen floors, walls, equipment & cleaning agents used. Pot Washing.

Unit IV-Hygiene in Storage of Raw and Cooked Foods:

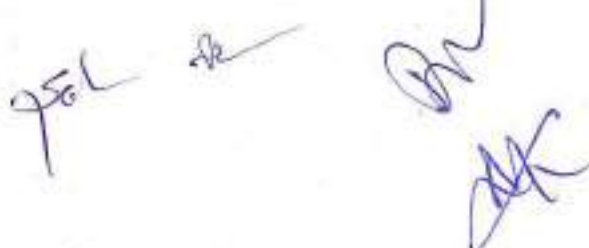
- Food storage conditions for dry foods, canned foods and perishables.
- Correct use of refrigerators, walk-in coolers, reach-in refrigerators.
- Thawing of frozen food, rules for handling frozen poultry.
- Equipment and the temperatures used for holding of cooked foods.
Importance of stock rotation FIFO.

Suggested Readings:

1. *Managing Food Hygiene* by Nicholas Johns, Publishers: Macmillan.
2. *The Food Hygiene Handbook* by Richard A S Preger, Publishers: High Field Publications.
3. *Social & Preventive medicine* by Yash Pal Bedi, : Publishers : Atma Ram & Sons.
4. *Park's Textbook of preventive & Social Medicine 13th edition* by J.E. Park, K. Park Publishers: M/S Banarsidas Bhonot.
5. *Catering Management an Integrated Approach 2nd edition* by Mohini Sethi, Surjeet Malhan Publishers: Wiley Eastern Ltd.

HMCT111 Nutrition and Food Science

Objective: The students will learn the beneficial and harmful effects of micro organisms on food. They will be able to apply this knowledge in preserving food against contamination, food intoxication and spoilage, and thus emphasize the need fore creating the right attitude towards hygienic practices to be followed in food service establishments. They will learn to detect adulterations in food and thus ensure quality.



Unit – I Introduction to Food Science

- Definition and scope Significance of Food Science and its inter-relationship with food chemistry, food microbiology and food processing

Unit – II Bacteria, Yeast & Moulds:

- **Bacteria:** Harmful effects of Bacteria: Food spoilage, putrefaction.
- Food Borne Illnesses, Food poisoning, Food infection.
- **Moulds:** Beneficial effects–cheese making and antibiotics.
- **Yeast:**, Importance of yeast in Food & Beverage Industry–alcoholic fermentation, bread baking.

Unit – III Nutrition:

- **Carbohydrates, Lipids, Energy, Protein, Vitamins & Minerals, Water:** Functions in the body, Dietary Source, Daily Requirements, Effects of Deficiency and Excess.
- **Balanced Diet & Nutrition:** Definition, Importance, Quantity and Quality depending on age, sex, occupation and climate.

Unit – IV Food Preservation:

- **Factors** conducive to food spoilage principles of preservation.
- **Methods of Preservation:** Preservation by low temperature (refrigeration, freezing), Thermal preservation (Pasteurization, sterilizing canning), Drying and dehydration, Chemical preservatives, Irradiation. (Principles Only).

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Unit – V

Food Spoilage and Packaging:

- Causes of Food Spoilage,
- Functions of Food Packaging,
- Regulatory Requirements
- Packaging Material, , Modified-Atmosphere , Packaging.
- Food standards and ethical perspective and regulatory framework

Suggested Readings:

1. *Clinical Dietetics & Nutrition by F.P. Anita.*
2. *Fundamentals of Food and Nutrition, Mudambi and Rajgopal.*

HMCT121 Front Office Operations – II

Objectives: *This Unit prescribed to appraise students about Hotel Front Office and functioning of Front Office Desks.*

Unit 1: Tariff Structure

- Basis of charging (cost based pricing & market based pricing).
- Meal Plans (AP, CP, EP, MAP, B&B, Bermuda.) Hubbart Formula.
- Different types of tariffs/ rates (Rack rate & other discounted rates).

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Unit 2: Front office & Guest Handling A.

Introduction to guest cycle.

- Pre-arrival.
- Arrival.
- During guest stay.
- Departure.
- After departure.

Unit 3: Reservations

- Importance of reservations.
- Modes of reservation.
- Channels & sources (FITs, Travel Agents, Airlines, GITs, etc.).
- Types of reservations.
- Systems (Non-automated, semi automated & fully automated).
- Cancellations.
- Amendments.
- Overbooking.

Unit 4: Registration Process

- Pre-registration activity.
- The registration record.
- Room & Rate Assignment (Room Status, Room Rates, Room Locations & Future Blocks).
- Methods of Payments (Advance payment options-Cash, Personal cheques, Credit cards, Direct Billing, Special Programs & Groups & Denying a credit card request). E. Issuing room keys.
- Fulfilling special guest request.
- Special situations when Guest cannot be accommodated (Walk-in Guest, Guest with non Guaranteed Reservation & Guest with Guaranteed Reservation)

Unit 5: Arrivals

- Preparing for guest arrivals at reservation & front office
- Receiving of guests
- Pre-registration
- Registration
- Allotment of room

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- Welcome Card.
- Step-by-step procedures of guest check-in.
- Registration systems (Manual, Semi-automatic & Fully automatic).
- Relevant records for FITs, Groups, Air crews & VIPs (Formats of registration card, C form, etc.)

Practical

- A. Handling room keys(issuing, receiving, missing keys, computerized key cards)
- B. Handling guest enquiries.
- C. Situations on basis of charging.
- D. Handling guests who are blacklisted.
- E. Front Office Terminology.

Suggested Readings:

1. *Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.*
2. *Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.*
3. *Check in Check out – Jerome Vallen*
4. *Front Office Procedures – Peter Abbott & Sue Lewry*
5. *Basic Hotel Front Office Procedures – Peter Renner*
6. *Managing Front Office Operations – G.E.Steadman*
7. *Front Office Operations and Management – Dennis L.Foster*
8. *Effective Front Office Operations – Michael L.Kasavana*
9. *Front Office Procedure, Social Skills and Management – Peter Abbott & Sue Lewry Butterworth-Heinemann.*

HMCT122 Food Production Operations – II

Objective: *This paper has been designed to familiarize the students with basic commodities and methods involved in food production especially with regard to 5 Star Hotels.*

Unit I - Methods of Cooking Food

- Types of cooking method
- Principles & golden rules of different cooking methods

Unit II – Commodities-I (Perishables)

- Introduction to Vegetable and Fruit Cookery
- Classification of vegetables; Pigments and colour changes; effects of heat on vegetables
- cuts of vegetables
- Classification of fruits; uses of fruits in cookery; Salads and salad dressings
- Introduction to egg cookery
- Structure of egg; egg – selection; uses of egg in cookery; method of cooking eggs

Unit III - Commodities-II (Non-Perishables)

- Structure and type of wheat; type of flour; processing of wheat flour; uses of flour in food production; cooking of flour Rice , cereals and pulses:
- Identification and classification: Basic principles for cooking of rice.
- Fats and Oils: types; role in cooking; advantages and disadvantages Raising agents: types and uses; actions and reaction of raising agents Sugar – types, uses and significance; cooking of sugar

Unit IV- Bakery –I

- Meaning and scope of baking
- Basic ingredients of bakery
- Baking equipments & tools
- Measuring conversions

Unit V – Bakery – II

- Bread making methods, Faults & remedies
- Cake making method, Faults & remedies

Practicals

- Familiarization with different cooking methods
- Identification of various perishable and non-perishable commodities.
- Basic Vegetable & fruit preparations.
- Cooking with non perishable commodities
- Familiarization with appearance, taste, flavor, Texture and colour.
- preparation of basic masalas
- Preparation of breads
- Preparation of cakes

Suggested Readings

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

Basics of Baking; Sandeep Malik; Aman Publications

Klinton & Cesarani: Practical Cookery; Arnold Heinemann.

Larousse Gastronomique - Cookery Encyclopedia by Paul Hamlyn

Modern Cookery for Teaching and the Trade Vol. I & Vol. II – Thangam E. Philip (Mumbai, Orient Longman).

Chef's Manual of Kitchen Management – John Fuller. Le Repertoire De La Cuisine – L. Saulnier.

HMCT123 Food and Beverages Services Operations – II

Objectives: To develop a thorough knowledge of all Food and Beverage Outlets and all specialized services offered in a luxury hotel.

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Unit I - Food and Beverage Service Methods:

- **Table Service**-Silver, English, American, Family, French, Russian etc.
- **Self Service**-Buffet, Cafeteria and Counter Service.
- **Specialized Service**-Guerridon, Tray, Trolley, Lounge, Room etc.
- **Single Point Service**-Take away, Vending, Kiosks, and Bars etc.

Unit II -Type of Meals: Introduction, Types, and food items included service methods etc.

- Breakfast
- Brunch
- Lunch
- Hi-Tea
- Dinner
- Supper

Unit III - The Restaurant:

- Different types of Restaurants
- Restaurant Layout: Staff requirement, station, duty roster
- Organizational Hierarchy of different Restaurants
- Basic etiquette of Restaurant staff and briefing
Works to be done for Mise-en-scene and Mise-en place in a Restaurant

Unit IV- The Menu:

- Introduction
- Type -Ala Carte & Table D'Hote
- Menu Design

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- Menu Terms
- French Classical Menu

Unit V- Menu Planning:

- Compiling simple table d'hote menu.
- Course Structure.
- Factors to be considered while compiling the menu.
- General accompaniments and covers.
- Standardized recipes

Practicals:

1. Laying and relaying of Table cloth.
2. Rules for laying a table.
3. Changing a tablecloth.
4. Carrying a Salver/Tray.
5. Carrying Plates, Glasses & other equipments.
6. Handling the Service Gear.
7. Planning Lunch & Dinner Menu.
8. Napkin Folding.
9. Arrangement of Silverware on the table & sideboard.
10. Laying Table for different types of covers.

Suggested Readings:

1. *Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder & Stoughton Educational* *Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.*
2. *Essential Table Service for Restaurants – John Fuller*
3. *The Waiter – A.J. Curry Modern Restaurant Service – John Fuller*
4. *Beverage Management – Michael Colman, Table and Bar – Jeffrey Clarke*
5. *Bar and Beverage Book – Costas Katsigns & Mary Porter. Mr. Boston's Bartender's and Party Guide- Warner*

HMCT124 Housekeeping Operations – II

Unit I –Housekeeping Procedures:

- Indenting from stores-Inventory of Housekeeping
- Items. Handling lost and Found
- Paging systems and methods
- Handling of guest queries, problems and requests

Unit II - Housekeeping Control Desk:

- Desk Control – records, registers, keys, types and control of keys.
- Interdepartmental – coordination, service pantry, location, layout and essential Features.
- Dealing with guest, arrival – departure, Missing and damaged goods Role of control desk during Emergency.

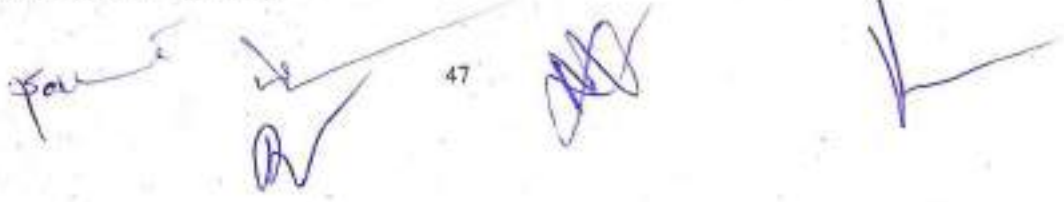
Unit III - Fabrics and Fibers:

- Definition of a fiber.Classification of fibers –
- The origin, characteristics and use of each item in the hotel to be explained synthetic filaments – silk filaments – staple fibers.
- Methods of construction (knitting, weaving and bonding).
- Weaving, Classification of weaves, fabrics commonly used in hotels.Bonded fabrics (an overview).

Unit IV - Linen / Uniform Room Management:

- Classification of linen, sizes Selection criteria for the linen items.
- Selection criteria and calculating material requested for soft furnishings (Curtains, Bedspreads, Upholsteries and Cushions)

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- Activities of the linen room
- Location, equipment and layout of a linen room (basic rules) Purchases of linen/linen hire – quality and quantity. Storage and inspection Issuing of linen to floors and departments – procedure and records. Stocktaking – procedure and records.
- Condemned linen – Procedure and exchange of uniforms.
- Marking and monogramming Purpose of uniform Number of sets, issuing procedure and exchange of uniform Designing uniform – functional and aesthetic considerations.
- Layout and planning of the uniform room (basic consideration) Sewing room Activities of sewing room Job specification of tailor Sewing area and equipment Basic hand stitches Fasteners

Unit V Keys and Key Control:

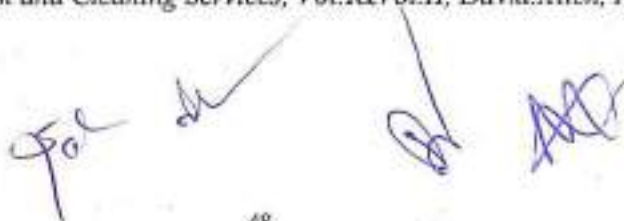
- Types of Keys
- Electronic Key card
- Keys control

PRACTICAL:-

1. Lost and Found Procedures
2. Handling Guest calls over control desk & Maintaining records related to that
3. PAR stock
4. Records used for housekeeping department
5. Layout and Planning Of Uniform Room.
6. Identification of different Linen & Fabrics.

Suggested Readings:

1. *Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.*
2. *Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.*
3. *A.C. David, Hotel and Institutional Housekeeping.*
4. *Wellek, Hotel Housekeeping. Professional Management of Housekeeping Operations*
5. *Accommodation and Cleaning Services, Vol.I&Vol.II, David.Allen, Hutchinson.*



HMCT125 Communicative English

Objective: *The objective of this course is enabling the student to have the required knowledge of English as is applicable to real-life professional situations.*

UNIT -I

English Language

- Growth and Development of English in India
- Main features of British, American and Indian English
- Introduction to Formal and Informal English

UNIT -II

Vocabulary and Grammar

- Word meanings and their usage, Usage of Dictionary and Thesaurus
- One word substitutes, Synonyms & Antonyms
- Common errors in spellings and sentences
- Subject-Verb agreement, Idioms & phrases
- Active Voice and Passive Voice, Tag Questions

UNIT -III

English in Hospitality Sector

- Need of English language in promoting Hospitality
- List of terms and vocabulary commonly used in field Hospitality
- Role and Importance of English language for hoteliers

UNIT -IV

Composition

- Resume Writing
- Letter writing (Formal and Informal Letters)
- Paragraph Writing
- Dialogue Writing
- Essentials of different types of conversation (telephonic, e-mail, public speech, group discussion)

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REFERENCES:

1. *Communicative English*, Jimmy Sharma, Arihant Publishers, New Delhi
2. *English for Occupational Purposes: One Language*, Kim. D. London: Continuum. 208.
3. *Strengthen Your English*, Bhaskaran and Horsburgh, Oxford University Press
4. *Murphy's English Grammar with CD*, Murphy, Cambridge University Press
6. *Everyday Dialogues in English* by Robert J. Dixon, Prentice-Hall of India Ltd., 206.
7. *Written Communication in English*- Sarah Freeman.
8. *Practical English Grammar*- Thomson & Martinet.
9. *Effective English Communication*- Krishna Mohan & Meenakshi Raman.

HMCT126 Front Office Operations – III

Objectives: This Unit prescribed to appraise students about Hotel Front Office and functioning of Front Office Desks.

Unit 1: During the stay activities

- Information services (Log book, information directory).
- Message & mail handling, Key handling
- Room selling technique (Upselling, upgrading, discounts & allowances).
- Complaints handling, Guest handling, Guest history, Room shifting.
- Safe deposits, Wake up calls, Formats of documents used.

Unit 2: Check out & account settlement

- Departure Procedures: Method of Settlement of guest accounts (Cash, Credit card, personal cheques & travelers cheques, etc.), Late Check-out Indian currency & foreign currency (with encashment certificate format)
- Check-out Options, Express Check-out, Self Check-out
- Account settlement (Transfer of guest accounts, Un-Paid Account Balances, Account Collection Account Aging)
- Front Office Record, Guest Histories, Marketing Follow Through

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Unit 3: Interdepartmental co-ordination & communication

- Housekeeping.
- Food & Beverage.
- Engineering/ Maintenance.
- Security.
- Sales & Marketing.

Unit 4: Front office & Guest safety & security

- Importance of security systems
- Safe deposit
- Key control
- Door locks and types of locking system
- Emergency situations (Accident, illness, theft, fire, bomb)

Unit 5: Computer applications in front office operations

- Role of information technology in hospitality industry.
- Hotel & Computers
 - Front Office System (Room Reservation, Guest history Card, Check-in Checkout, Housekeeping, Telephone Operators, Point of Sale.)
 - Back Office system (MIS, Material management system, Financial accounting system, F& B Control System, and personnel management System.)
 - Introduction to software used in front office (Fidelio, Opera, Amadeus, IDS, Shawman)

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Practical

- A. Welcoming and rooming a guest
- B. Handling check-ins (FIT, VIP, Group & Foreigners) C. Handling of different situations at the reception counter D. Handling guest at GRE desk.
- E. Handling check-outs
- F. Handling payment of bills through (Cash, Credit Cards, Traveller Vouchers, Bill to Company and Foreign Currency)
- G. Handling Express check outs and late charges.
- H. Dealing with guests at the hospitality desk (enhancing the guest experience) I. Situation Handling (Death, Theft, Fire, Bomb-Scare, etc)

Suggested Readings:

1. *Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.*
2. *Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.*
3. *Check in Check out – Jerome Vallen*
4. *Front Office Procedures – Peter Abbott & Sue Levry*
5. *Basic Hotel Front Office Procedures – Peter Renner*
6. *Managing Front Office Operations – G.E. Steadman*
7. *Front Office Operations and Management – Dennis L. Foster*
8. *Effective Front Office Operations – Michael L. Kasavana*

HMCT127 Food Production Operations – III

Objectives: This course of study aims at introducing the students with basics of 'meat and fish cookery', 'milk products', 'equipment involved in quantity food production'; and, 'menu planning and procedures for volume/Institutional/outdoor catering'.

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Unit I- Commodities III (Meat and Fish)

- Introduction of meat cookery; cuts of beef / veal; cuts of lamb / mutton; cuts of pork
- Variety meats
- Introduction to fish cookery; classification of fish with example; cuts of fish
- Selection of fish and shellfish
- Cooking of fish (effects of heat)

Unit II – Commodities IV (Milk and Milk Products)

- Introduction to milk and milk products; types of milk – skimmed and condensed; processing of milk; pasteurization and homogenization; nutritive value
- Cream: types of cream; processing of cream
- Cheese; types and uses of cheese; processing of cheese; classification of cheese; curing of cheese
- Butter: Types of Butter; uses and processing of butter

Unit III - Menu Planning:

- Basic principles of menu planning – recapitulation
- Points to be consider in menu planning for various F&B outlets.
- Planning menus for school /college students, industrial workers, hospitals, outdoor parties, theme dinners and transport sector - cruise lines, airlines and railway; nutritional aspects - Indenting; principles of indenting

Unit IV- Institutional and Industrial Catering

- Types of institutional and industrial catering; scope and problems
- Hospital Catering; catering for patients, staff and visitors – diet menus and nutritional requirements; criteria and options
- Off premises catering – concept and growth perspective; menu planning for theme parties; constraints in off premises catering; concept of a central production unit

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- Mobile Catering; divisions/branches of mobile catering; flight kitchen and sea catering)
- Quantity Purchase and Storage; purchasing system; purchase specification and purchase techniques; storage
- Guiding principles for planning quantity food production, especially with regard to space allocation, equipment selection and staffing

Unit V - Quantity Food Production Equipments:

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

Practical

1. Preparation of basic gravies.
2. Cuts of different meat Preparation of assorted meat dishes
3. Cuts of Fish and Preparation of assorted fish dishes
4. Preparation of cottage cheese, curd and Evaporated milk Preparation of dishes based on Cream, cheese and butter
5. Menu Planning exercise for Hospital Catering, Mobile Catering, Cruise, Airline and Railway, hostel mess catering, staff cafeteria and theme catering.
6. Catering Purchase and Storage exercise
7. Preparation of purchase specification for different Meats.

Suggested Readings:

1. *Arora Krishna: Theory of Cookery; Frank Bros & Co.*
2. *Klinton&Cesarani: Practical Cookery; Arnold Heinemann.*
3. *Larousse Gastronomique- Cookery Encyclopedia by Paul Hamlyn*
4. *Modern Cookery for Teaching and the Trade Vol.I& Vol. II – ThangamE.Philip (Mumbai, Orient Longman). Chef's Manual of Kitchen Management – John Fuller. Le Repertoire De La Cuisine – L.Saulnier.*

HMCT128 Food and Beverage Service Operations – III

To make the students perfect in the operational and control activities of food and beverage service particularly in relation to wine, Beer and service of food prepared in the kitchen.

Unit –I Non Alcoholic Beverages:

- Classification (Nourishing, Stimulating & Refreshing)
- Coca & Malted Beverage Tea (Origin & Manufacture, Type & Brands)
- Coffee (Origin & Manufacture, Type & Brands)
- Tobacco (Classification, Manufacture, Type, Brand, Colours , Storage).

Unit –II Alcoholic Beverages:

- Introduction and Definition, Classification, Viticulture & Viticulture
- Methods: Vinification, Still, Sparkling, Aromatised & Fortified Wines.
- Vine Diseases
- Wines-France, Italy, Spain, Portugal, South Africa, India and America.
- Food and Wine Harmony
- Wine Glasses and Equipments

Unit –III Beers & Other Fermented and Brewed Beverages:

- Introduction of Beer, Ingredients used, Production
- Types and Brands of Beer (Indian and International)
- Service of different types of Beer.
- Sake , Cider, Perry

Unit –IV Control Methods:

- Billing Methods-Duplicate
- Triplicate System KOT's & BOT'
- Computerized KOT's
- Functions of a control system F. & B
- Control Cycle and Monitoring.

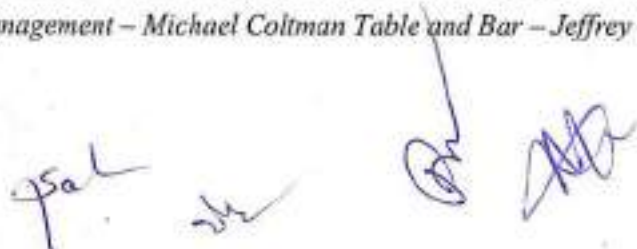
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Practicals:

1. Service non-alcoholic beverages - tea, coffee & others
2. Service of breakfast - English & Continental
3. Setting up of trays and trolleys for Room Service
4. Identification of different types of glassware and wine bottles from different regions.
5. Practice of social skills- Accidents during service, Guests taking ill, Dress code, Guests having consumed too much drink.
6. Practice of menu completion-Setting up covers ,Service and clearance of the same (Including Indian Cuisine)
7. Matching wines with food. Practice of menu compilation with wines to match course and service of the same.
8. Service of white, rose and sparkling wines.
9. Champagne Service
10. Bar Arrangement

Suggested Readings:

1. *Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder & Stoughton Educational.*
2. *Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.*
3. *Essential Table Service for Restaurants – John Fuller*
4. *The Waiter – A.J.Curry ,Modern Restaurant Service – John Fuller Beverage Management – Michael Colman Table and Bar – Jeffrey Clarke*



HMCT129 Housekeeping Operations – III

To further familiarize students with laundry procedures, security, floral Arrangements, fabrics paste control measures to be used in a hotel.

Unit I- Stain Removal:

- General rule of stain removal Classification of Stain removal
- Methods Classification of Stains

Unit II- Laundry:

- Duties and responsibilities of Laundry staff (laundry manager, Shift in charge, Dry Cleaning Supervisor, Spotter cum Presser, Laundry Clerk, Valet Runner, Laundry Attendants)
- Importance & Principles
- Flow Process of Industrial Laundry
- Stages in wash cycle
- Equipment layout and Planning of Laundry
- Role of Laundry agent, Classification of Laundry agents
- Dry Cleaning
- Guest Laundry – Services Offered, collection and delivery, care of laundry guest articles

Unit III- Floral Arrangement:

- Purpose of Flower Arrangement
- Level of Placement, with relevant examples
- Equipment and materials required
- Conditioning of Plant materials
- Style of flower arrangement

- Principles of Flower Arrangement

Unit IV- Cleaning of Public Areas:

- Lobby, Cloak Room, Restaurants, Bar, Banquet Hall, Administrative Offices, Lifts,
- Elevators ,Staircases, Corridors, Front Areas and Back Areas)
- Cleaning Process
- Cleaning and Upkeep of Public Areas

Unit V- Pest Control:

- Different types of pest found in hotels
- Areas of Infestation Prevention and control of pests
- Responsibility of housekeeping in pest control

PRATICAL:-

1. Various Types Of stain Identification
2. Stain Removal Process of various stains
3. Flower Arrangements. (Types/Design)
4. Laundry Operation Process.
5. Identification & Works Of various Laundry Equipments
6. Cleaning Procedures used for cleaning a public area.

Suggested Readings:

7. Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.
8. Branson & Lennox, Hotel Housekeeping, Hodder& Stoughton.
9. A.C. David, Hotel and Institutional Housekeeping.
10. Wellek, Hotel Housekeeping
11. Accommodation and Cleaning Services, Vo LI &Vol.II, David. Allen, Hutchinson.

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HMCT141 Front Office Operations-IV

This Unit prescribed to appraise students about Front Office Accounting and Computer Applications in guest handling.

Unit 1: Property Management System (PMS)

- Benefits of PMS.
- Factors for the need of PMS in the hotel (Need analysis).
- Factors for purchase of PMS by the hotel (Selecting PMS and its procedures involving choosing software & hardware, financial consideration & other considerations). D.
- Components of a PMS.
- PMS Application (Reservation, Yield management, Registration, Room status, Posting, Call Accounting, Check-out, Night Auditor, Enquires report, Back office, Housekeeping, Food and Beverage, Maintenance, Security, Marketing and Sales and Personnel)

Unit 2: Front office accounting

- Accounting fundamentals (Folios, Vouchers, Point of Sale (POS), Ledgers and VPO – Visitors Paid Outs).
- Guest & non-guest accounts.
- Creation & maintenance of account (Record keeping system, charge privileges, Credit monitoring, Account Maintenance).
- Tracking transaction (Cash payment, charge purchase, account correction, account allowances, account transfer, cash advance.)
- Accounting system (Non-automated – Guest Weekly Bill & Visitors Tabular Ledger, Semi-automated & Fully automated).

Unit 3: Control of cash & credit

- Internal control (Cash bank & Audit control)
- Control of cash ,Measures taken to control cash
- Front office cash sheet, Front office cashier's report, Credit control, Measures taken to control credit

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- Account aging , High balance report

Unit 4: Front office communication

- Importance of front office communication.
- Telephonic communication.
- Face-to-face communication.
- Basic etiquettes.

Unit 5: Timeshare & Vacation Ownership

- Definition & types of timeshare options.
- Difficulties faced in marketing timeshare business.
- Advantages & disadvantages of timeshare business.
- Exchange companies – Resort Condominium Internationals (RCI) & Intervals International.
- How to improve the timeshare / referral / condominium concept in India : Government's role or industry role.

Practical

Situations for the following instances:

1. Posting charges in guest folio
2. Practical applications of Credit Monitoring
3. Practical applications of Charge Privilege
4. Late Check-outs
5. Late Charges
6. V.P.O. and Miscellaneous vouchers
7. Allowance vouchers

Suggested Readings:

1. *Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.*
2. *Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.*
3. *Check in Check out – Jerome Vallen*
4. *Front Office Procedures – Peter Abbott & Sue Lewry*
5. *Basic Hotel Front Office Procedures – Peter Renner*
6. *Managing Front Office Operations – G. E. Steadman*
7. *Front Office Operations and Management – Dennis L. Foster*

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HMCT142 Food Production Operations-IV

Objectives: *This Unit would enable the students to effectively perceive the rich culinary heritage of India and the related pivotal aspects including food costing, purchase and storage etc.*

Unit I- Introduction to Indian Cuisine

- Introduction to Indian regional cuisine
- Factors affecting eating habits in different parts of the country: geographic location, Historical/cultural background and, seasonal availability of the Commodities
- Heritage of Indian cuisine; Staple diets and special equipment

Unit II – Ethnic Regional Cuisine of India

- Culinary Heritage of Indian States with special reference to Jammu and Kashmir, Punjab, Rajasthan, Uttar Pradesh, West Bengal, Assam, Maharashtra and Goa, Gujarat, Andhra Pradesh, Tamil Nadu, Karnataka and Kerala
- Specialty cuisine for festivals and special occasions
- Salient features of Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Muglai and Malabari cuisine

Unit III – Bakery – III

- Baking fundamentals; use of advance technology in baking
- Raising agents used in baking
- Baking Pies, rolls & buns
- Making of Cookies

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Unit IV – Food Costing, Indenting and Purchasing

- Modern techniques
- Costing & indenting
- Standard Recipe
- Selecting, Purchasing and Receiving;
- Quality Purchase

Unit V – Storage, Spoilage and Portion Control

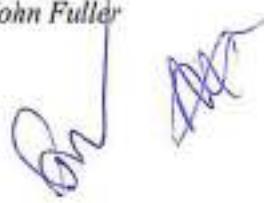
- Food Storage – Principles, Significance and Contemporary Techniques
- Spoilage – reasons, precautions, measure and strategies
- Portion control – Meaning and Significance; Methods and Procedures; tools

Practicals:

1. Regional Cookery of India- Preparation of speciality Dish with appropriate accompaniments.
2. Different Indian bread preparation.
3. Menu Planning –menu planning for Indian festivity feasts and other special occasions.
4. Preparation of popular Chettinad, Hyderabad, Lucknowi, Avadhi and Malabari dishes.
5. Preparation of pies, rolls, buns & cookies.

Suggested Readings:

1. *Arora Krishna: Theory of Cookery; Frank Bros & Co. Basics of Baking; Sandeep Malik; Aman Publications.*
2. *Klinton & Cesarani: Practical Cookery; Arnold Heinemann. Larousse Gastronomique- Cookery Encyclopedia by Paul Hamlyn Modern Cookery for Teaching and the Trade Vol. I & Vol. II – Thangam E. Philip (Mumbai, Orient Longman).*
3. *Chef's Manual of Kitchen Management – John Fuller*



HMCT143 Food and Beverage Services Operations –IV

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

Unit –I Bar Operation:

- Types of bar, Layout of Bar ,Bar Planning, Designing and Bar Menu
- Bar Equipment ,Bar Control
- Terms related to Alcoholic Beverage Menu terminology

Unit –II Spirits:

- Types and Production
- Brands-Indian and International
- Service of different spirits other Alcoholic Beverages like Feni, Calvados and Absinthe.

Unit –III Gueridon Flambé Service:

- History of Gueridon
- Definition
- Advantage / Disadvantage
- Types of trolleys
- Gueridon Equipment

Unit –IV Liqueurs:

- Types
- Production
- Brands -Indian and International and Service

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Unit –V Cocktails:

- Introduction, History, Types & Presentation
- Classic Cocktails- Recipes Innovative Cocktails & Mocktails
Cocktail
- Bar Equipments Garnishes and Decorative accessories

Practicals:

1. Service of Spirit and Liqueurs.
2. Bar set up and operation
3. Cocktail Preparation
4. Mocktail Preparation
5. Presentation and Service of Cocktail and Mocktail
6. 6. Service of Cigars and Cigarettes.

Suggested Readings:

1. *Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder&Stoughton Educational.*
2. *Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.*
3. *Essential Table Service for Restaurants – John Fuller*
4. *The Waiter – A.J.Curry*
5. *Modern Restaurant Service – John Fuller*
6. *Beverage Management – Michael Coltman*
7. *Table and Bar – Jeffrey Clarke*



HMCT144 Housekeeping Operations-IV

Objectives: *To develop in the students a discerning knowledge on the planning housekeeping operations and budgeting operations in this context.*

Unit - I Planning Housekeeping Operations:

- Planning Process
- Division of work document
- Area inventory list
- Frequency Schedule
- Performance standard
- Productivity Standard
- Equipment and operating supply inventory level
- Work Schedule

Unit – II Budget and Budgetary Control:

- Types of Budget
- Housekeeping Expenses
- Budget planning process (Capital and Operational Budget)
- Budget Operation (Controlling expenses and Income Statement of Room Division)
- Purchasing system (Method of buying)
- Inventory Control and Stock taking

Unit – III Housekeeping in Institution and facilities other than Hotel:

- Commercial Sector
- Welfare sector

Unit – IV Internal Environment:

- Noise , Air-condition , Light

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Unit – V Safety and Security:

- Safety awareness and accidents preventions
- Fire safety and fire fighting
- Crime prevention

Practical

1. Types & Various Classifications Of Fire
2. Various Fire Safety equipments & Measures Used to stop Fire issues
3. Crime prevention procedures while dealing with emergency situations.
4. Various steps used by hotels for enhancing ecotel concepts.
5. Up-selling process & suggestive selling procedures used in Housekeeping Departments.

Suggested Readings:

1. *Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.*
2. *Branson & Lennox, Hotel Housekeeping, Hodder& Stoughton.*
3. *A.C. David, Hotel and Institutional Housekeeping.*
4. *Wellek, Hotel Housekeeping.*
5. *Professional Management of Housekeeping Operations, Martin Jones, Wiley.*
6. *Accommodation and Cleaning Services, Vol.I&Vol.II, David.Allen, Hutchinson.*



HMCT 145 (A) Professional Communications

Course Objective: *Some of the course learning outcomes that students of this course are required to demonstrate are as follows:*

UNIT I: Introduction to Communication

- Definition of Communication
- Importance and purpose of Communication
- Types of Communication, Process of Communication
- Strategies for Effective communication
- Barriers to communication, essentials of good communication.

UNIT II: Listening and its importance

- Significance of body language in communication
- The Process of Listening, Barriers to listening,
- Types of Listening
- Strategies for Active listening and self awareness.

UNIT III: Reading Skills- Purpose, Process, Methodologies.

- Description and Articulation of English Speech Sounds,
- Syllables and Stress, Accent
- Voice Modulation.

UNIT IV: Presentation skills,

- Structure of a presentation,
- Major Techniques of delivery,
- Public Speaking,
- Preparing the speech, Special occasion of Speeches.

UNIT V: Interviews-An Introduction

- Types of Interviews
- Most Common Interview questions
- Best practices before Job interview
- Group Discussions



Suggested Readings:

1. *Claudia B. "Gilbertson, Business English"*
2. *Sylvie Donna, "Teach Business English (Cambridge Handbook for Language)"*
3. *Bob Dignen, "Communicating in Business English"*

OR

HMCT145(B) Foreign Language)

(Syllabus as prescribed by concerned Department)

HMCT146 Front Office Operations-V

Objectives: *The present Units prescribed to impart students' information about forecasting, night audit and budgeting procedure.*

Unit I: Forecasting

- Forecasting Techniques.
- Forecasting Room Availability.
- Forecast Formula.
- Types of Forecast.
- Sample Forecast Forms.

Unit II: Useful Forecasting Data (Numerical Based)

- No-show %, Walk-in %, Understay %, Overstay %
- RevPAR, ARR, RevPAC
- ADR, House Count
- Occupancy % (Single, double & multiple)
- Bed Occupancy %, Complimentary %, Indian In – House %
- Foreigners' In-House %, Cancellations %

Unit III: Night Auditing

- Role of Front Office Night Auditor.
- Functions of Front Office Audit.
- Establishing End of the Day, Cross References. iii. Account Integrity. Iv. Daily & Supplementary Transcript, Guest Credit Monitoring, Audit Posting Formulae.
- Audit Procedures (Non- Automated, Semi-automated & Fully Automated)

Unit IV: Night Audit Process

- Complete outstanding posting.
- Reconcile room status, Discrepancies.
- Balance all departmental account.
- Verifying Room Rates, Verifying No-Shows & reservation.
- Post room rates & taxes, Prepare reports.
- Deposit Cash, Clearance or Back up the system.
- Distribute reports.

Unit 5: Budgeting

- Making front office budget.
- Factors affecting budget planning & limitations.
- Capital & Operational budget for front office.
- Refining budgets.
- Zero based budget.
- Fixed & Flexible Budgets.
- Estimating Expenses.
- Budgetary Control.
- Forecasting Room Revenue.
- Advantages & Disadvantages of budgeting.

Practical

- Up-selling
- Suggestive Selling
- Formats of Night audit process
- Preparing Forecast sheets-week

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- Preparing Forecast sheets-month
- Overbooking
- Increasing Repeat Guests
- Encouraging Return reservation

Suggested Readings:

- (i.) *Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.*
- (ii.) *Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.*
- (iii.) *Check in Check out – Jerome Vallien*
- (iv.) *Front Office Procedures – Peter Abbott & Sue Lewry*
- (v.) *Basic Hotel Front Office Procedures – Peter Renner*
- (vi.) *Managing Front Office Operations – G.E.Steadman*
- (vii.) *Front Office Operations and Management – Dennis L.Foster*
- (viii.) *Effective Front Office Operations – Michael L.Kasavana*

HMCT147 Food Production Operations-V

Objective: *The Unit has been designed to impart applied knowledge to the incumbent students about larder, any type of food production operation. In addition to this students would be given knowledge of Larder, Charcuterie, Non-Edible Display, Appetizers, Garnishes and Sandwiches.*

Unit I- Larder: Layout & Equipment:

- Introduction to larder work, Definition , Equipment found in larder Layout of a typical larder with equipment and various sections terms & Larder Control
- Common terms used in the larder and larder control
- Essential of larder control , Importance of larder control ,Devising larder control system, Liaison with other departments
- Duties and Responsibilities of Larder Chef:
- Function of the Larder, Hierarchy of Larder staff , Sections of the Larder

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Unit II-Charcuterie: Sausage:

- Introduction to charcuterie, Sausage – Types and Varieties , Casing – Types and Varieties, Fillings - Types and Varieties Additives & Preservative
- Type of forcemeats, Preparation of forcemeats, Uses of forcemeats , Brines
- Cures & Marinades :Types of brines, Preparation of brines, Method of curing Types of marinades, Uses of marinades ,Difference between Brines, Cures & Marinades
- Ham, Bacon & Gammon: Cuts of Ham, Bacon & Gammon, Difference between Ham, Bacon & Bacon ,Green Bacon ,Uses of Different cuts
- Galantines: Making of Galantines,Types of Galantine, Ballotines
- Pates: Types of Pates, Pate De Foiegras, Making of Pate, Commercial Pate and Pate Maison Truffle – sources, cultivation and uses and types of truffles
- Mouse & Mousse line: Types of Mousse, Preparation of Mousse, Preparation of Mousse line, Difference between Mousse and Mousseline
- Chaud-Froid:Meaning of Chaud-Froid, Making of Chaud-Froid& precaution Types of Chaud-Froid ,Uses of Chaud-Froid
- Aspic & Gelee: Definition of Aspic & Gele, Difference between Aspic & GeleeUses of Aspic &Gelee

Unit III-Non-Edible Displays:

- Ice Carvings ,Tallow Sculpture, Fruit and vegetable Display, Salt Dough
- Pastillage, Jelly Logo, Thermocol Work

Unit IV-Appetizers & Garnishes:

- Classification of appetizers with examples
- Historic importance of culinary Garnishes
- Explanation of different garnishes

Unit V-Sandwiches:

- Parts of sandwiches
- Types of bread
- Types of filling – classification

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- Spreads and garnishes
- Types of sandwiches
- Making of sandwiches
- Storage of sandwiches

Practicals:

- Preparation of Salads. - Basic Sandwich preparation - Cold Cuts Preparation.
- Preparation of force meat products.
- Preparation of Appetizers
- Ice Carvings
- Tallow Sculpture
- Fruit and vegetable Display
- Salt Dough
- Pastillage
- Jelly Logo
- Thermocol Work.

Suggested Readings:

1. *Arora Krishna: Theory of Cookery; Frank Bros & Co. Klinton&Cesarani: Practical Cookery; Arnold Heinemann.*

2. *Larousse Gastronomique- Cookery Encyclopedia by Paul Hamlyn*

3. *Modern Cookery for Teaching and the Trade Vol.I& Vol. II – Thangam E. Philip (Mumbai, Orient Longman).*

4. *Chef's Manual of Kitchen Management – John Fuller. Le Repertoire De La Cuisine – L. Saulnier.*



HMCT148 Housekeeping Operations-V

Objectives: *To develop in the students a discerning knowledge on the planning housekeeping operations and budgeting operations in this context.*

Unit – I Interior Designing & Decoration.

- Introduction & Objectives Of Interior designing.
- Basic types of Design, Elements & units of Design
- Designing for the physically Challenged
- Colour and its role in décor, types of colour scheme
- Windows and window treatment
- Lightning and Lighting fixtures.
- Floor coverings & Finishes, Carpets
- Furnitures& Fitting
- Accessories used for well covering
- Wall coverings Finishes

Unit – II Contact services & Outsourcing

- Defining Outsourcing & Contracts
- Types of contract services in Housekeeping
- Guidelines for Hiring contract services
- Pricing Of Contracts
- Advantages & Disadvantages of Contract & Outsourcing Services.

Unit – III Energy & Water Conservation in Housekeeping Operation.

- Methods & Procedures

Unit – IV First Aid

- Principles Of First Aid
- The First Aid Box
- First-Aid Procedures
- First-Aid For Common Situations

Unit – V Safety and Security:

- Safety awareness and accidents preventions
- Fire safety and fire fighting
- Crime prevention
- Dealing with emergency situation

Practical

1. Team Cleaning Planning Organising Executing Evaluating
2. Inspection Checklist Devising/ Designing Training Module Refresher Training.(5days)
3. Induction Training(2days), Remedial Training (5days)
4. First Aid First Aid Kit, Dealing with Emergency situation maintaining Records.

Suggested Readings:

1. *Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.*
2. *Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.*
3. *A.C. David, Hotel and Institutional Housekeeping.*
4. *Wellek, Hotel Housekeeping.*
5. *Professional Management of Housekeeping Operations, Martin Jones, Wiley.*
6. *Accommodation and Cleaning Services, Vol.I&Vol.II, David.Allen, Hutchinson.*

HMCT149 Hotel Marketing

To familiarize students with sales and marketing techniques especially related to hotel Industry.

Unit I Understanding Services:

- What are Services
- Customers involvement in Service Processes
- Difference between Goods & Services Marketing
- Service Marketing Matrix

Unit II Focus on the Customer:

- Customer Behaviour in Services
- Customer Expectation of Services
- Customer Perception of Services
- Building Customer Relationships

Unit III Service Design and Standards:

- Service Development and Design
- Customer Defined Service Standards
- Hotel Service in Marketplace
- Positioning Hotel in Market Place
- Creating the Service Offer and Adding Value
- Pricing Strategies for Hotels

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Unit IV Planning and Maintaining Hotel Industry:


- Creating Delivery Systems in Place
- Enhancing Hotel Value by Improving Quality and Productivity
- Balancing Demand and Capacity

Unit V Issues for Senior Management:

- Managing People in Hotel Organisation
- Organising for Service Leadership
- International and Global Strategies in Marketing of Hotels

Suggested Readings:

1. *Christopher Lovelock, 'Services Marketing – People, Technology, Strategy', Pearson Education, Asia*
2. *Valerie A Zeithmal & Mary Jo Bitner, 'Services Marketing – Integrating Customer Focus across the firm', Tata McGraw Hill, Edition*

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HMCT150 Ethical, Legal and Regulatory Aspects of Hoteliering

Objectives: To provide an overview to the student regarding the legal provisions under various central, state governments and local authority acts, rules and regulations in India as applicable to Hospitality and Tourism Industry.

Unit – I An Introduction to the Hotel and Tourism Law:

- Regulations for Travel and Tourism Business.
- Regulation governing tourism organization.
- Tourism Legislation.
- Law Governing the Hotel Industry.
- Legal requirement in the Hotel Business.
- Law Governing hotel associations and Unions.
- Legislation of Accommodation and Catering Sector
- International Hotel Regulations

Unit – II Hotel – Guest / Customer relationship – Laws relating to Operation:

- Provision of The Guest and the Hotel Accommodation
- Refusal of Accommodation Provision of Food and Beverages
- Provision for the safety of the guest, Laws of Contract ,Types of Contract
- Warranties, Contractual Relationship, Booking Contract , Advance / Hotel Reservation
- Terms and Conditions, Infectious Diseases , Death at the Hotel, Guest causing disturbance
- Property Lost and Found , Animals Price Display
- Over-Booking , Damage to the Property Service Charges

Unit – III Law Relating to Registration and Approval and Bar License:

- Registration and approval of Hotel and Restaurant Law relating to Registration and Approval
- Types of License Application for a license
- The grant of License Structure of Premises
- Bar and Liquor License ,Liquor Licensing ,Law Licensed Premises
- General Permitted Hours , Types of Permits
- Food and Beverage Law Prevention of Adulteration of Food and Beverage
- Definitions Consumers and Standards

Unit – IV Important Legislation:


- Employees' Organizations and Welfare ,Trade Union Act 1926
- Minimum Wages Act 1948 , Industrial Dispute Act 1947
- Workman's Compensation Act 1923 ,Shops and Establishment Act
- The Factory Act 1948, The Payment of Bonus Act 1965
- The Payment of Gratuity, The Payment of wages Act 1936
- The Minimum Wages Act 1948 ,The Indian Contract Act 1972
- The Indian Partnership Act 1932

Unit – V Tourist Related Law:

- Customs (1962), Foreign Exchange Regulations Acts
- Consumer Protection Act, 1986
- Reserve Bank of India Guidelines
- Government Procedures
- Citizenship, Passport (1967), Visa, Foreigner's Registration and Act 1946,

Suggested Readings:

1. *Introduction to Law – Kapoor (Taraporevala, Mumbai)*
2. *Commercial Law – Kapoor (Sultan Chand, Delhi)*
3. *Reserve Bank of India Guidelines*
4. *Satyendra Singh Malik: Ethical, Legal and Regulatory aspect of Tourism Business.*
5. *Indian Tourism Act 1992, (Govt. of India).*
6. *Company Laws – N.D.Kapoor*
7. *Business Laws – K.R.Mulchandani*



HMCT 161 Hotel Engineering

Objectives: To familiarize the students with the Hotel engineering equipment, and proper management of the hotel equipment and maintenance of the equipment and to make them understand Engineering & Maintenance operation in Hotel Industry & its integration in overall Operation & Management of Hotel.

Unit - I

- Maintenance – Preventive and Breakdown maintenance and comparisons
- Role and importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel.
- Organization chart of maintenance department, duties and responsibilities of maintenance department

Unit – II Various Fuels

- Types of Fuel used in catering industry and comparative study of different fuels, and calculation of amount of fuel required and cost.
- Gas – heat terms and units; method of transfer.
- LPG / CNG and its properties; principles of Bunsen and burner, its precautions to be taken while handling of gas; low and high pressure burners.
- Gas bank, location, different types of manifolds
- Refrigeration & Air-conditioning – basic principles, latent heat, boiling and its dependence on pressure, vapour compressor system of refrigeration and refrigerants
- Vapour absorption system care and maintenance of refrigerators,
- defrosting, types of refrigerant units, their care and maintenance.
- Vertical transportation, elevators and escalators

Unit – III Prevention

- Fire prevention and fire fighting system (Classes of Fire, method of Extinguishing fires)

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- Fire Extinguisher, portable and stationery, Fire detector and Alarm, Automatic fire detectors cum extinguishing devices, Structural protection, Legal Requirements.
- Water Disposal and Pollution Control, Solid and liquid waste, sullage and sewage, disposal of solid waste, Sewage treatment, Pollution related to hotel Industry
- Water pollution, sewage pollution , Air pollution, Noise pollution, thermal pollution
- Legal Requirements ,Safety Accident prevention Slips and falls Other safety topics
- Security

Unit – IV Equipments

- Audio visual equipment Various audio visual
- Care and cleaning of overhead projector, slide projector, LCS and power point presentation units Maintenance of Computers
- Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops Contract Maintenance Necessity of Contract maintenance, advantages and Disadvantages.
- Essential requirements of Contract, types of contract, and their comparative advantages and disadvantages Procedure for inviting and processing tenders, negotiating and finalizing -advantages

Unit – V Electricity

- Fundamentals of Electricity, insulators, conductors, current,
- potential difference resistance, power, energy concepts;
- definitions, their uses and relationships, AC and Dc;
- Single phase and three phases and its importance on equipment specification.
- Electric Circuits, open circuits and close circuits, symbols of
- circuit elements, series and parallel connection, short circuit, fuses; MCB, earthing, reason for placing switches on live wire side.
- Electric wires and types of wiring, External lightening
- Safety in handling electrical equipment
- Water System, Water distribution system in a hotel Cold water system in India
- Hardness of Water, water softening, base exchange method Cold water cistem swimming pool.
- Hot water supply system in Hotels Flushing system water taps, traps and closets

Suggested Readings:

1. *Hurts R., Services and Maintenance for Hotel and Restaurant establishment.*
2. *Textbook of Hotel Maintenance –Goyal and Arora.*
3. *Hotel Planning & Design –Rutes&Penner*
4. *Hospitality Facility Planning –David*
5. *Principles of Hotel Engineering –Orsenis Principles of Hotel Maintenance –Glad Well*

HMCT162 Hotel Accounting

Objectives: To create awareness about the need & importance of Accounting in business organization and to have the practical knowledge of Accounting. This course presents Accounting information in business decision making.

Unit I: Basics of Accounting

- Accounting: Meaning, Definition, Objectives & Scope.
- Basic terms in Accounting, Accounting principles, branches of accounting,
- Uses of accounting, Limitation of accounting.
- Concept & Conventions: Accounting
accountancy Parties interested in accounting
information.

Unit II: Procedures

- Accounting equations-meaning of accounting equation,
- Computation of accounting equations, effect of transactions.
- Basic accounting procedures-Journal-debit & credit, rules of debit & credit,
- Method of journalizing, Ledger-meaning of ledger, utility of ledger, posting of entries.

Unit III:

- Practical system of book-keeping - Cash book, types of cash book, single column, double column.
- Trial Balance - meaning, objective preparation of trial balance, errors & rectification of errors.

Unit IV: Methods

- Bank Reconciliation Statement - meaning, cause of difference, need & importance of BRS, How to prepare & preparation of BRS.
- Depreciation-meaning of depreciation, need for charging of depreciation, methods of depreciation.

Unit V:

- Financial Statement - Trading account & Profit & Loss A/c & Balance Sheet.
- Trading Account-meaning, need, preparation of trading a/c. P/L a/c - meaning, need, preparation of P/L a/c.
- Balance Sheet - meaning need, preparation of balance sheet with minimum and simple adjustments.

Suggested Readings:

1. T.S. Grawal, 'Double Entry Book Keeping', Sultan Chand & Sons New Delhi
2. Mohan Juneja, Chawla, Saksena, 'Double Entry Book Keeping', Kalyani Publication, New Delh Gupta & Radhaswamy, 'Advanced Accountancy' SC Gupta, 'Advanced Accountancy', Sultan Chand & Co. New Delhi Joseph A Wiseman & James A Cashin, 'Advanced Accountancy' McGraw Hill Publishers

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HMCT163 Food and Beverage Services Operations-V

Objectives: *To develop in the students a discerning knowledge of the various aspects of the Food & Beverage Control applicable in Hotel and Catering Industry.*

Unit I- F. & B. Control:

- Cost Concepts , Break Even Analysis
- Introduction to control ,(Meaning, need, limitation, areas)
- Objectives of F & B Control
- Food Cost Control
- Labor Cost Control (Meaning, types), Problems in F & B Control

Unit II-Table Cheeses:

- Introduction,Types
- Production Brands and Service ,Storage

Unit III- Specialized form of Service:

- Floor/room service , Lounge service
- Airline tray service, Railway catering
- Hospital Catering
- Take Aways, Home Delivery

Unit IV-Menu Merchandising:

- Menu Control
- Menu Structure
- Menu as marketing tool
- Layout Constraints of menu planning,

Unit V- Personnel Management:

- Personnel Policies
- Recruitment, Selection and Induction
- Employee Facilities and Benefits
- Training and Development

Practicals:

1. *Service of Cheeses.*
2. *Restaurant Set up of different Types*
3. *Preparations for Floor/Room service*
4. *Preparations for Lounge service*
5. *Food Costing Exercises*
6. *Preparation of Cheese.*
7. *Uses of F. & B. Control Measures in actual service.*
8. *Sample of Inventory and Food Order Documents.*

Suggested Readings:

1. *Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder& Stoughton Educational.*
2. *Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.*
3. *Essential Table Service for Restaurants – John Fuller*
4. *The Waiter – A.J.Curry*
5. *Modern Restaurant Service – John Fuller*
6. *Beverage Management – Michael Coltman*
7. *Table and Bar – Jeffrey Clarke*

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HMCT164

Elective – I Food Production Operations (Specialisation)

Objectives: *The Unit will impart knowledge on International cuisine to the students. It will include speciality preparations from selected countries of Europe and Middle East, alongside Mexico.*

International Cuisine

- **Unit I -Great- Britain, France & Italy:** Geographical location
Historical background Staple food with regional influences
- Specialties , Recipes ,Equipment

Unit II-Portugal, Germany & Scandinavia:

- Geographical location
- Historical background ,Staple food with regional influences
Specialties
- Recipes Equipment

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Unit III-Middle East & Mexican:

- Geographical location Historical background Staple food with regional influences Specialties Recipes
- Equipment

Bakery & Confectionary

Unit IV- Icings & Frozen Desserts

- Varieties of Icings
- Using of Icings
- Difference between Icings and Toppings
- Recipes
- *Frozen Desserts – Classification*
- Ice-creams – Method of Preparation , Additives & Preservatives used in the preparation of Ice-cream

Unit V-Chocolate:

- History
- Sources
- Manufacture & Processing of Chocolate
- Types of Chocolate
- Tempering Of Chocolate
- Cocoa butter, White Chocolate and its application.

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Practical: Alongside revision of the food production practical of previous semesters, following areas will be especially covered

1. International Cooking
2. Food Preparations for the Buffet
3. Preparation of major Vegetable, Meat, Pasta, Pulses and Cereal Based Salads.
4. Preparation of frozen desserts, ice-creams.
5. Confectioner Custard (A) using corn flour, Confectioner Custard (B) using refined flour
Light Custard, Melting Moments Golden Goodies, Caramel Custard Butter Buttons
(Bachelor Buttons), Vanilla Buns Nan Khatai, Muffins Fruit cake, Pea Nut Macaroons
Chocolate Mousse, Veg Samosa Advanced Bakery and Confectionery Preparations.

Suggested Readings:

1. *Arora Krishna: Theory of Cookery; Frank Bros & Co. Klinton&Cesarani: Practical Cookery; Arnold Heinemann.*
2. *Larousse Gastronomique- Cookery Encyclopedia by Paul Hamlyn*
3. *Modern Cookery for Teaching and the Trade Vol.I& Vol. II – ThangamE.Philip (Mumbai, Orient Longman).*
4. *Chef's Manual of Kitchen Management – John Fuller. Le Repertoire De La Cuisine – L.Saulnier.*

HMCT165 Elective – I – Front Office Specialisation

Objective: To have a thorough understanding of sales techniques, to deal with various situations at the frontdesk daily, thereby gaining an insight into problem solving in the hotel and to appreciate the role played by the supervisor in the efficient running of the Front Office.

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Unit 1: Planning & Evaluating Front Office Operations

- Setting Room Rates (Details/ Calculations thereof). Hubbart Formula, Rule of Thumb & Market Condition Approach. Types of Discounted Rates.
- Factors for evaluating front office operations (Daily Operations Report, Occupancy Ratios, Room Revenue Analysis, Hotel Income Statement, Room Division Income Statement, Room Division Budget Reports, Operating Ratio & Ratio Standards.)

Unit 2: Yield Management I

- Concept & Importance.
- Applicability to rooms division (Capacity Management, Discount Allocation & Duration Control). Measuring Yield formula, Yield Management Software.
- Yield Management Team.

Unit 3: Yield Management II

- Elements of Revenue Management Group Room Sales Transient Room Sales Food & Beverage Activities Local & Area Wide Activities Special Events, Fair Market Share
- Forecasting Using Revenue Management ,Revenue Meetings Potential High & Low Demand Tactics
- Implementing Revenue Strategies, Hurdle Rates.
- Minimum Length of Stays, Close To Arrival, Sell Through.

Unit 4: Measuring Yield (Numerical Based)

- Potential Average Single Rate, Potential Average Double Rate. Multiple Occupancy %, Rate Spread, Potential Average Rate.
- Room Rate Achievement Factor, Yield Statistics.
- RevPAR, Identical Yields, Equivalent Occupancy.
- Required Non- Room Revenue Per Guest RevPAG& GOPPAR.

Unit 5: The Business Providers, Customer relationship & CSR

- Travel Agencies, Tour Operators, Air Carriers,
- Customer Relationship Management
- Corporate Social Responsibility

- Situation handling – handling guests & internal situations requiring management tactics/strategies Suggested
- Tasks on Fidelio Software
- Hot function keys
- Create and update guest profiles
- Make FIT reservation
- Send confirmation letters
- Printing registration cards
- Make an Add-on reservation
- Amend a reservation
- Cancel a reservation-with deposit and without deposit
- Log onto cashier code
- Process a reservation deposit
- Pre-register a guest
- Put message and locator for a guest
- Put trace for guest
- Check in a reserved guest
- Check in day use
- Check –in a walk-in guest
- Maintain guest history
- Issue a new key
- Verify a key
- Cancel a key
- Issue a duplicate key
- Extend a key
- Programme keys continuously
- Re-programme keys
- Programme one key for two rooms
- How to print and prepare registration cards for arrivals
- How to programme keys continuously

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- How to programme one key for two rooms
- How to re-programme a key
- How to make a reservation
- How to create and update guest profiles
- How to update guest folio
- How to print guest folio
- How to make sharer reservation
- How to feed remarks in guest history
- How to add 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 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
- 50 How to check room rate variance report

Suggested Readings:

1. *Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.*
2. *Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.*
3. *Check in Check out – Jerome Vallen*
4. *Front Office Procedures – Peter Abbott & Sue Levry*
5. *Basic Hotel Front Office Procedures – Peter Renner*
6. *Managing Front Office Operations – G.E.Steadman*
7. *Front Office Operations and Management – Dennis L.Foster*
8. *Effective Front Office Operations – Michael L.Kasavana*

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HMCT167 Elective –II (F & B service Specialisation)

Objectives: *To train the students regarding operating and planning new F. & B. outlet at the same time they will also be told about function catering and arrangement of buffet.*

Unit I- Planning and Operating Various F & B Outlet:

- Specialty Restaurant, Coffee Shop, Fast Food, Pub, Disco, Rooms Services etc.
- Flight Kitchen
- Industrial Canteen

Unit II-Planning & Layout

- Physical layout of functional and ancillary areas ,Objective of a good layout , Steps in planning
- Factors to be considered while planning, calculating space requirement ,Menu Planning, Various set-ups for seating , Planning staff requirement, Constraints of menu planning
- Selecting and planning of heavy duty & light equipment crockery, glassware, Steel or silver etc.
- Three Specifications, Suppliers & Manufactures, Approximate Cost Planning Décor, Furnishing fixtures etc.

Unit III-Function Catering:

- History ,Organisation of Banquet department, Function, Administration
- Organizing a Function: Booking Procedure, Menus, Function Contracts, and Seating Arrangements.

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Unit IV- Buffets

- Introduction ,factor to plan Buffets, Area Requirement for Planning & Organisation Sequence of Food Menu Planning,
- Type of Buffet, Display, Sit Down buffet, Cold Buffet Breakfast Buffets , Equipment Supplies ,Checklist

Unit V- Gueridon Service:

- History of Gueridon Definition General Consideration Operation Advantage/ Disadvantage
- Type of Trolleys Factor to Create Impulse Buying – Trolley, Open Kitchen,
- Gueridon Equipment ,Gueridon Ingredients Practical – Making item on Gueridon.

Practicals:

1. Preparing drinks
2. Mixing Mocktails & Cocktails
3. Service of Bar Beverages & Cigars
4. Service of Non Alcoholic Beverages
5. Arrangement and set up for the Cocktail Parties.
6. Arrangement and set up for Banquets of different type.
7. Equipping Gueridon Trolley with the supplies.
8. Doing Flambé preparations in front of the guests.

Note: In addition to above, practical done in previous semester will also be repeated.

Suggested Readings:

1. *Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder&Stoughton Educational.*
2. *Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.*
3. *Essential Table Service for Restaurants – John Fuller*
4. *The Waiter – A.J.Curry*
5. *Modern Restaurant Service – John Fuller*
6. *Beverage Management – Michael Coltman*
7. *Table and Bar – Jeffrey Clarke*
8. *Bar and Beverage Book – Costas Katsigns& Mary Porter*
9. *Mr. Boston's Bartender's and Party Guide- Warner*

HMCT168 Elective – II (Housekeeping Specialisation)

Objectives:

To familiarize the students with the operation of the Housekeeping Department as well as its routine system, functions of staff.

Unit – I Managing Housekeeping personnel

- Documentation for Personnel Management ,determining Staff Strength Recruiting , selection, hiring, orientation and training ,Scheduling ,Motivating employees
- Performance Appraisals
- Time and Motion study and Job Analysis
- Calculating Staff Strength and Planning Duty roaster, team work and Leadership in Housekeeping.
- Employee Welfare and Discipline

Unit – II New Property Countdown / Operations

- Starting up Housekeeping and Countdown

Unit – III Hotel Renovations

- Reasons to Renovate
- Types of Renovations
- Subsidiary process in Renovation

Unit – IV Changing Trends in Housekeeping

- Hygiene, Not just Cleanliness ,Outsourcing Training and Motivation
- Eco-friendly Amenities, Products and Processes ,New Scientific Techniques
- IT-savvy Housekeeping

Unit – V Ecotels

- Ecotel Certifications ,choosing an Eco-friendly Site , Hotel Design and Construction
Energy Conservation, Water conservation ,Waste Management
- Environment friendly housekeeping

PRACTICAL:-

1. Special Decoration (Theme Related to Hospitality Industry)

- **Indenting, Costing, Planning With Time Split, Executing**

2. Layout of Guest Room

- To the scale, Earmark pillars
- Specification Of Colours, Furniture, Fixture, Fitting, Soft Furnishing, Accessories etc.

3. Time & Motion Study (Ergonomics)

- Steps of bed making
- Steps in servicing a room etc.

Suggested Readings:

1. *Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.*
2. *Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.*
3. *A.C. David, Hotel and Institutional Housekeeping.*
4. *Wellek, Hotel Housekeeping.*
5. *Professional Management of Housekeeping Operations, Martin Jones, Wiley.*
6. *Accommodation and Cleaning Services, Vol.I&Vol.II, David.Allen, Hutchinson.*

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