

SCHEME & SYLLABUS
(Choice Based Credit System)

for

BSc.Hospitality&HotelAdministration

(w.e.f.Session2021-22)

ProgramCode: HM302



DEPARTMENT OF HOTEL MANAGEMENT

RIMTUNIVERSITY, MANDI GOBINDGARH, PUNJAB

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SECTION1**Vision &MissionoftheUniversity****VISION**

To become one of the most preferred learning places a centre of excellence to promote and nurture future leaders who would facilitate in desired change in the society

MISSION

- To impart teaching and learning through cutting edge technologies supported by the world class infrastructure
- To empower and transform young minds into capable leaders and responsible citizens of India instilled with high ethical and moral values

SECTION2**VisionandMissionoftheDepartment****VISION**

To achieve excellence in the field of Hospitality Education and Research, community assistance, and human resource development for hospitality industry to be the most preferred destination for students seeking admission and recruiters

MISSION

- To excel in the field of hospitality education to develop competency in students by providing an environment that inculcates professionalism with Ethics and Social Values.
- To inculcate the core values in students to transform them into responsible citizens and leaders of hospitality industry.
- To provide national and international exposure to students so that they can build up their career in hospitality industry.

SECTION3**AbouttheProgram**

B.Sc. in Hospitality & Hotel Administration imparts students with all the required skills, knowledge and attitude to proficiently discharge supervisory responsibilities in the hospitality sector and also involves in-depth laboratory work for students to acquire knowledge and skill standards in all core areas such as Food Production, Food and Beverage Management and Catering operations, General Management, Tourism Marketing, Human Resource Management and Finance.

SECTION4
**ProgramEducationalObjectives (PEOs), ProgramOutcomes(POs)
andProgramSpecificOutcomes (PSOs)**
PROGRAMME EDUCATION OBJECTIVES(PEOs)

PEO1	To develop a confident and competent graduate capable of solving real life hotel industry problem with futuristic approach and fulfilling societal obligations
PEO2	To empower graduates with effective communication and interpersonal skills to sustain In competitive world and acquire operational and managerial positions in hospitality sectors.
PEO3	To develop an attitude for undertaking developmental work both in industry as well as Academic environment with emphasis to continuous learning.

PROGRAMME OUTCOMES(POs)

PO 1	Hospitality Knowledge: Use your expertise in hotels, hospitality, and tourism as well As your core area of specialization to find solution to challenging hotel management issues.
PO 2	Problem Analysis: Identify, formulate, research literature, and analyze complex hospitality problems reaching substantiated conclusions using principles of management.
PO 3	Design / Development of Solutions: Understand the impact of the hotel, hospitality and tourism in societal and environmental contexts, and demonstrate the knowledge of need for sustainable development.
PO 4	Hospitality and Society: Apply reasoning informed by the contextual knowledge to

	assess societal, health, safety, legal, and cultural issues and the consequent responsibilities relevant to the professional engineering practice. Ability to devise and conduct experiments, interpret data and provide well informed conclusions.
PO 5	Modern Tool Usage: Understanding the IT Tools and modern management with its limitations.
PO 6	Professional Ethics: Practice ethical principles and commit to professional ethics and responsibilities.
PO 7	Life-long Learning: Recognize the need for, and have the preparation and ability to engage in independent and lifelong learning in the broadest context of technological change.
PO 8	Project Management and Finance: Students will be able to enter in the world of Hotel industry as leaders and managers with a strategic approach to business.
PO 9	Communication Efficacy: To communicate successfully demonstration of the ability to have professional written and oral communications skills and technology.
PO 10	Societal & Environmental Concern: Design components or processes that meet the required needs while taking into account public health and safety, cultural, socioeconomic, and environmental factors, as well as complicated hospitality-related concerns.
PO 11	Individual & Team Work: Ability to work as a member or leader in diverse teams in multi disciplinary environment.
PO 12	Innovation and Entrepreneurship: Demonstrate the methods of innovation and recipe that encourage the students to get indulged into innovation.

PROGRAMME SPECIFIC OUTCOMES(PSOs)

PSO 1	To develop graduates of high caliber with a balance of knowledge, abilities, and experience in the hospitality, hotel, and management industries;
PSO 2	Understand duties, functions and activities in the operation of the hospitality and Tourism industries.
PSO 3	This is accomplished by providing a curriculum that is tailored to the needs of the growing hospitality industry and the conditions of the twenty-first century.

SECTION5

Curriculum/SchemewithExaminationGradingScheme

SEMESTER WISE SUMMARY OF THE PROGRAMME:(BSC.HOSPITALITY&HOTEL ADMINISTRATION)

S. No.	Semester	No. of ContactH ours	Marks	Credits
1.	I	30	23	1400
2.	II	26	20	1200
3	III	24	19	1100
4	IV	22w	27	200
5	V	24	18	1100
6	VI	26	20	1100
	Total		127	6100

EXAMINATIONGRADINGScheme

MarksPer centage Range	Grade	Grade Point	QualitativeMeaning
80-100	O	10	Outstanding
70-79	A+	9	Excellent
60-69	A	8	VeryGood
55-59	B	7	Good
50-54	B	6	AboveAverage
45-49	C	5	Average
40-44	P	4	Fail
0-39	F	0	Fail
ABSENT	AB	0	Fail

PercentageCalculation: CGPA*10

FIRST SEMESTER

Subject		Contact Hours/Week			Credit	Evaluation Scheme (% of Total Marks)					Exam Duration (Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
HM-1101	Foundation Course in Food Production-I	2			2	16	---	24	60	100	3 hrs
HM-1102	Foundation Course in Food & Beverage Service – I	2			2	16	---	24	60	100	3 hrs
HM-1103	Foundation Course in Front Office-I	2			2	16	---	24	60	100	3 hrs
HM-1104	Foundation Course in Accommodation Operations –I	2			2	16	---	24	60	100	3 hrs
HM-1105	English & Communication Skills	2			2	16	---	24	60	100	3 hrs
HM-1106	Computer Fundamentals	2			2	16	---	24	60	100	3 hrs
HM-1107	Hotel Engineering	2			2	16	---	24	60	100	3 hrs
HM-1108	Nutrition	2			2	16	--	24	60	100	3 hrs
HM-1109	Foundation Course in Food Production (Practical) –I			4	2	----	60	-----	40	100	3 hrs
HM-1110	Foundation Course in Food & Beverage Service (Practical) – I			2	1	----	60	-----	40	100	3 hrs
HM-1111	Foundation Course in Front Office (Practical) – I			2	1	----	60	-----	40	100	3 hrs
HM-1112	Foundation Course in Accommodation Operations (Practical) –I			2	1	----	60	-----	40	100	3 hrs
HM-1113	English & Communication Skills (Practical)			2	1	----	60	-----	40	100	3 hrs
HM-1114	Computer Fundamentals (Practical)			2	1	----	60	-----	40	100	3 hrs
Total		16	-	14	23	128	360	192	720	1400	

SECOND SEMESTER

Subject		Contact Hours/Week			Credit	Evaluation Scheme (% of Total Marks)					Exam Duration (Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
HM-1201	Foundation Course in Food Production – II	2			2	16	---	24	60	100	3 hrs
HM-1202	Foundation Course in Food & Beverage Service – II	2			2	16	---	24	60	100	3 hrs
HM-1203	Foundation Course in Front Office – II	2			2	16	---	24	60	100	3 hrs
HM-1204	Foundation Course in Accommodation Operations – II	2			2	16	---	24	60	100	3 hrs
HM-1205	Foreign Language Skills – I (French)	2			2	16	---	24	60	100	3 hrs
HM-1206	Accountancy	2			2	16	---	24	60	100	3 hrs
HM-1207	Environment Studies	2			2	16	---	24	60	100	3 hrs
HM-1208	Foundation Course in Food Production (Practical) – II			4	2	----	60	-----	40	100	3 hrs
HM-1209	Foundation Course in Food & Beverage Service (Practical) – II			2	1	----	60	-----	40	100	3 hrs
HM-1210	Foundation Course in Front Office (Practical) – II			2	1	----	60	-----	40	100	3 hrs
HM-1211	Foundation Course in Accommodation Operations (Practical) – II			2	1	----	60	-----	40	100	3 hrs
HM-1212	Environment Studies (Practical)			2	1	----	60	---	40	100	3 hrs
Total		14	-	12	20	112	300	168	620	1200	

THIRD SEMESTER

Subject		Contact Hours/Week			Credit	Evaluation Scheme (% of Total Marks)					Exam Duration (Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
HM2301	Food Production Operations	2			2	16	---	24	60	100	3 hrs
HM2302	Food & Beverage Operations	2			2	16	---	24	60	100	3 hrs
HM2303	Front Office Operations	2			2	16	---	24	60	100	3 hrs
HM2304	Accommodation Operations	2			2	16	---	24	60	100	3 hrs
HM2305	Food Safety & Quality	2			2	16	---	24	60	100	3 hrs
HM2306	Hotel Accountancy	2			2	16	---	24	60	100	3 hrs
HM2307	Foreign Language Skills – II (French)	2			2	16	---	24	60	100	3 hrs
HM2308	Food Production Operations (Practical)			4	2	----	60	-----	40	100	3 hrs
HM2309	Food & Beverage Operations (Practical)			2	1	----	60	-----	40	100	3 hrs
HM2310	Front Office Operations (Practical)			2	1	----	60	-----	40	100	3 hrs
HM2311	Accommodation Operations (Practical)			2	1	----	60	-----	40	100	3 hrs
Total		14	-	10	19	112	240	168	580	1100	

FOURTH SEMESTER									
	Course Code	Course Title	Contact Hours	Weightage				Total Marks	Credits
			(P)	ESE(Marks)					
				Training Reports	Log Book	Presentation	Viva Voice		
Discipline Core	HM-2401	Industrial Exposure Training	22 weeks	50	50	50	50	200	27*

FIFTH SEMESTER

Subject		Contact Hours/Week			Credit	Evaluation Scheme (% of Total Marks)					Exam Duration (Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
HM3501	Advance Food Production Operations –I	2			2	16	---	24	60	100	3 hrs
HM3502	Advance Food & Beverage Operations –I	2			2	16	---	24	60	100	3 hrs
HM3503	Front Office Management -I	2			2	16	---	24	60	100	3 hrs
HM3504	Accommodation Management -I	2			2	16	---	24	60	100	3 hrs
HM3505	Hotel Law	2			2	16	---	24	60	100	3 hrs
HM3506	Strategic Management	2			2	16	---	24	60	100	3 hrs
HM3507	Food & Beverage Control			2	1	----	60	-----	40	100	3 hrs
HM3508	Advance Food Production Operations -I (Practical)			4	2	----	60	-----	40	100	3 hrs
HM3509	Advance Food & Beverage Operations – I (Practical)			2	1	----	60	-----	40	100	3 hrs
HM3510	Front Office Management -I (Practical)			2	1	----	60	-----	40	100	3 hrs
HM3511	Accommodation Management - I (Practical)			2	1	----	60	-----	40	100	3 hrs

Total	12	-	12	18	96	300	144	560	1100	
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SIXTHSEMESTER

Subject		ContactHours/Week			Credit	EvaluationScheme (%ofTotalMarks)					ExamDuration(Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
HM3601	AdvanceFoodProduction Operations -II	2			2	16	---	24	60	100	3 hrs
HM3602	AdvanceF&BOperations - II	2			2	16	---	24	60	100	3 hrs
HM3603	FrontOfficeManagement - II	2			2	16	---	24	60	100	3 hrs
HM3604	Accommodation Management-II	2			2	16	---	24	60	100	3 hrs
HM3605	Food&Beverage Management	3			3	16	---	24	60	100	3 hrs
HM3606	FacilityPlanning	3			3	16	---	24	60	100	3 hrs
HM3612	BasicsofTourism										
HM3613	OrganizationBehavior										
HM3607	ResearchProject			2	1	----	60	-----	40	100	3 hrs
HM3608	AdvanceFoodProduction Operations- II(Practical)			4	2	----	60	-----	40	100	3 hrs
HM3609	Advance Food &Beverage Operations – II(Practical)			2	1	----	60	-----	40	100	3 hrs
HM3610	FrontOfficeManagement -II(Practical)			2	1	----	60	-----	40	100	3 hrs
HM3611	Accommodation Management - II(Practical)			2	1	----	60	-----	40	100	3 hrs
Total		14	-	12	20	96	300	144	560	1100	

SECTION6

DetailedSyllabuswithCourseOutcomes

SYLLABUSS

SEMESTER-I

SUBJECT TITLE: Foundation Course in Food Production -

1SUBJECTCODE:HM1101&HM1109

SEMESTER: I

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	4	4

Objectives:

Internal Assessment:40End TermExam:60DurationofExam:3Hrs

1. To enhance the knowledge of skills, experiences, attitudes and behavior in the kitchen.
2. To understand the various cooking techniques and principle of food production.

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-1	INTRODUCTIONTOCOOKERY:Levelsofskillsandexperiences, Attitudesandbehaviorinthekitchen,Personalhygiene,Uniforms&protectiveclothing,Safetyprocedureinhandlingequipment CULINARY HISTORY: Origin of modern cookery Classical andNew World Cuisine, Different styles cookery: oriental, European,Continental,PanAmerican HIERARCHYAREA OF DEPARTMENT ANDKITCHEN: Classical Brigade,Modernstaffinginvariouscategoryhotels,Rolesofexecutivechef,Duties andresponsibilities of various chefs,Co-operation with other departments General Layout Of the kitchen inorganizations, layout of receiving areas, layout of service & wash up CULINARY TERMS: List of culinary (common and basic) terms,Explanationwithexamples AIMS&OBJECTSOFCOOKINGFOOD:Aimsandobjectivesof cooking food, Various textures, Various consistencies,Techniques used in pre-preparation, Techniques used in preparation HACCP-Practicesinfoodhandling&storage CONVERSIONTABLES:American,Britishmeasuresanditsequivalents	08

UNIT-2	Fuels used in catering industry: Types of fuel used in catering industry; calorific value; comparative study of different fuels, Calculation of amount of fuel required and cost. Gas: method of transfer, LPG and its properties; principles of Bunsen burner, precautions to be taken while handling gas; low and high-pressure burners, Gas bank, location, different types of manifolds FIRE PREVENTION AND FIRE FIGHTING SYSTEM: Classes of fire, methods of extinguishing fires (Demonstration), Fire extinguishers, portable and stationery, Fire detectors and alarm, Automatic fire detectors cum extinguishing devices, Structural protection, Legal requirements METHODS OF COOKING FOOD: Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling; - Principles of each of the above, Care and precaution to be taken, Selection of food for each type of cooking.	04
UNIT-3	BASIC PRINCIPLES OF FOOD PRODUCTION VEGETABLE AND FRUIT COOKERY: Introduction – classification of vegetables, Pigments and colour changes, Effects of heat on vegetables, Cuts of vegetables, Classification of fruits, Uses of fruit in cookery. STOCKS: Definition of stock, Types of stock, Preparation of stock, Recipes, Storage of stocks, Uses of stocks, Care and precautions SAUCES: Classification of sauces, Recipes for mother sauces, Storage & precautions SOUPS: Classification with examples, Basic recipes of Consommé with 10 Garnishes and other soups. EGG COOKERY: Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery SALADS AND SANDWICHES: Salads & its compositions Types of Lettuce, Types of Dressing, Emerging trends in salad making, Sandwiches History origin and its Different types	16
UNIT-4	COMMODITIES: i) SHORTENINGS (Fats & Oils): Role of Shortenings, Varieties of Shortenings, Advantages and Disadvantages of using various Shortenings, Fats & Oil – Types, varieties ii) RAISING AGENTS: Classification of Raising Agents, Role of Raising Agents, Actions and Reactions iii) THICKENING AGENTS: Classification of thickening agents, Role of Thickening agents iv) HERBS & SPICES : Uses its Importance & its different types Kitchen Organization and Layout: General layout of Kitchen in various organizations, layout of receiving areas, layout of service and wash-up areas	04
REFERENCES:	• The Professional Chef (4th Edition) By Le Roll A. Polson • The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC • Theory of Catering By Kinton & Cessarani • Theory of Cookery By K Arora, Publisher: Frank Brothers • Accompaniments & Garnishes from waiter; Communicate: Fuller	

	• J.Barrie&Jenkins • Bakery&ConfectioneryByS.CDubey,Publisher:SocietyofIndianBakers • ModernCookery(Vol-I) ByPhilipE.Thangam,Publisher:OrientLongman • Practical Cookery By Kinton & Cessarani	
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Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to

CO1	HM1101.1	Students able to describe the basic knowledge of all ingredients in kitchen.
CO2	HM1101.2	Able to identify all kitchen tools and equipments, machinery in the kitchen.
CO3	HM1101.3	Students can Differentiate cooking techniques on variety of meats and vegetables.
CO4	HM1101.4	Able to prepare a variety of salads and dressing and evaluate flavors.

**FOUNDATION COURSE IN FOOD PRODUCTION – I
(PRACTICALS)PART‘A’-COOKERY**

S.No	Topic	Method
1	i) Equipments- Identification,Description,Uses&handling ii) Hygiene- Kitchenetiquettes,Practices&knifehandling iii) Safetyandsecurityinkitchen	Demonstrations &simpleapplicatio ns
2	i) Vegetables–classification ii) Cuts - julienne, jardinière, macedoines, brunoise,payssane,mignonettes,dices,cubes,shred,mi repoix iii) Preparationofsaladdressings	Demonstrations &simpleapplicationsb ystudents
3	Identification and Selection of Ingredients - Qualitativeandquantitativemeasures.	Marketsurvey/tour
4	i) BasicCooking methodsandpre-preparations ii) Blanching ofTomatoesandCapsicum iii) Preparationofconcasse iv) Boiling(potatoes,Beans,Cauliflower,etc) v) Frying- (deepfrying,shallowfrying,sautéing)Aubergines,P otatoes,etc. vi) Braising-Onions,Leeks, Cabbage vii) Starchcooking(Rice, Pasta,Potatoes)	Demonstrations &simple applications bystudents
5	i) Stocks-Types ofstocks (White andBrownstock) ii) Fishstock iii) Emergencystock iv) Fungi stock	Demonstrations &simpleapplicationsb ystudents
6	Sauces- Basicmothersauces • Béchamel • Espagnole • Veloute • Hollandaise • Mayonnaise	Demonstrations &simpleapplicatio ns

7	Eggcookery-Preparationofvarietyofeggdishes • Boiled(Soft&Hard) • Fried(Sunnysideup,Singlefried,Bull’sEye,Dou blefried) • Poaches • Scrambled • Omelette(Plain,Stuffed,Spanish) • Encocotte(eggsBenedict)	Demonstrations &simpleapplicationsb ystudents
8	SimpleSalads: • Coleslaw, • Potatosalad, • Beet rootsalad, • Greensalad, • Fruitsalad, • ConsomméSimple Eggpreparations: • Scotcheegg, • Assortedomelletes, • OeufFlorentine • OeufBenedict • OeufFarci • OeufPortugese • Oeuf Deur MayonnaiseSoupsPreparations : • CreamSoups • Puree Soups • Consomme Simplepotatopreparations • Bakedpotatoes • Mashedpotatoes • Frenchfries • Roastedpotatoes • Boiledpotatoes • Lyonnaise potatoes • AllumettesVeg etablepreparations • Boiledvegetables • Glazedvegetables • Friedvegetables • Stewed vegetables.Sandwiches • Open • Club • Closed • Canapé • Zukuskis • Pinwheel • Checkersboard	Demonstrations &simpleapplicationsb y students

9	Demonstration&Preparationofsimplemenu	Demonstration byinstructor andapplications bystudents
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PART 'B' - BAKERY & PATISSERIE

S.No	Topic	Method
1	Equipments • Identification • Usesandhandling • Ingredients-Qualitativeandquantitative measures	Demonstration byinstructor andapplications bystudents
2	BREAD MAKING • Demonstration&PreparationofSimpleanden richedbreadrecipes • BreadLoaf(WhiteandBrown) • BreadRolls(Variousshapes) • FrenchBread • Brioche	Demonstration byinstructor andapplications bystudents
3	SIMPLECAKES • Demonstration&PreparationofSimpleanden richedCakes,recipes • Sponge,Genoise,Fatless,Swissroll • FruitCake • RichCakes • Dundee • Madeira	

4	SIMPLECOOKIES • Demonstrationand Preparationofsimplecookieslike • NanKhatai • GoldenGoodies • Meltingmoments • Swisstart • Tricolourbiscuits • Chocolatechip • Cookies • ChocolateCreamFingers • BachelorButtons.	Demonstration byinstructor andapplications bystudents
5	HOT/ COLDDDESSERTS • CaramelCustard, • BreadandButterPudding • QueenofPudding • Soufflé–Lemon/Pineapple • Mousse(ChocolateCoffee) • Bavaroise • DiplomatPudding • ApricotPudding • SteamedPudding- AlbertPudding,CabinetPudding.	Demonstration byinstructor andapplications bystudents

SUBJECTTITLE: Foundationcoursein Food&BeverageService-1

SUBJECTCODE: HM1102&HM1110

SEMESTER: I

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	2	3

InternalAssessment:40

EndTermExam:60

DurationofExam:3Hrs

Objectives:

1. To develop the knowledge of Food and Beverage Services.
2. To Familiarization & Selectionfactors of:-Cutlery,Crockery,Glassware,Flatware,Hollowware and all other equipment used in F&B Service.

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	INTRODUCTIONTOFOODANDBEVERAGEINDUSTRY:- IntroductiontoFood&BeverageServiceIndustry,Typesofcatering operations–commercial,welfare,transport,others. Roleofcateringestablishmentinthehospitalityindustry	
UNIT-II	FOODSERVICEAREAS (F& BOUTLETS) Restaurants,CoffeeShop,Bar,Banquet,Cafeteria,Fast Food(QuickServiceRestaurants), GrillRoom, VendingMachines, Discothèque ANCILLIARY DEPARTMENTS:- Pantry, Food pick-up area,Store,Linenroom,Kitchenstewarding	
UNIT-III	DEPARTMENTALORGANISATION&STAFFING: Organization ofF&Bdepartment of hotel, Principal staff of varioustypesofF&Boperations,JobDescriptions&JobSpecificationsof F&BServiceStaff,FrenchtermsrelatedtoF&Bstaff,Attributesof F&BPersonnel,InterandIntradepartmentalrelationship.	
UNIT-IV	F&BSERVICEEQUIPMENT:- Familiarization&Selectionfactors of:-Cutlery,Crockery,Glassware,Flatware,Hollowware,All other equipment used in F&B Service, French terms related tothe above PREPARATIONFORSERVICE: OrganizingMise-en-scene,OrganizingMise-en-place NON-ALCOHOLICBEVERAGES: Classification(Nourishing,StimulatingandRefreshing),Tea-Origin,Manufacture,Types&Brands, Coffee-Origin, Manufacture, Types & Brands, Juices andSoftDrinks,Cocoa&Maltd Beverages-Origin &Manufacture	

REFERENCES:	- Food&BeverageService- BobbyGeorge&SandeepChatterjee,JaicoPublishingHouse - Food & Beverage Service- R. Singaravelavan, OxfordUniversityPress,NewDelhi. - Food & Beverage Service - Dennis R. Lillicrap. &John.A.Cousins.Publisher:ELBS - Food&BeverageServiceTrainingManual- SudhirAndrews,TataMcGrawHill. - TheWaiter HandbookByGrahmBrown,Publisher:GlobalBooks&SubscriptionServicesNewDelhi.	
Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM1102.1	Students able to classify basic knowledge of food and beverage.
CO2	HM1102.2	Identification of all F&B outlets and their functioning.
CO3	HM1102.3	Students can examine all the equipments in f/b outlets.
CO4	HM1102.4	Distinguish between all the alcoholic and non alcoholic beverages.

BHM-1109 FOUNDATION COURSE IN FOOD & BEVERAGES SERVICE (PRACTICAL)

S.No	Topic	
01	Familiarization of F&B Service equipment	
02	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Table Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Wiping of Tableware, Chinaware, Glassware	Demonstration by instructor and applications by students
03	PREPARATION FOR SERVICE (RESTAURANT) A. Organizing Mise-en-scene B. Organizing Mise-en-Place Opening, Operating & Closing duties	Demonstration by instructor and applications by students
04	Briefing/debriefing	
05	Tea & Coffee Service	

DetailedSyllabus

SUBJECT TITLE: Foundation Course in Front Office –

ISUBJECTCODE:HM-1103&HM-1111

SEMESTER:I

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	2	3

Objectiveandoutcomeofcourse:

InternalAssessment:40End TermExam:60DurationofExam:3Hrs

1. To Identify the knowledge of Hospitality industry and their classification and able to understand the value of staff hierarchy in front office and their responsibilities.
2. To know categorization of hotels and their differences.

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	IntroductiontoHospitalityIndustry Hospitality and its origin, Tourism and hotel Industry, its importance,and scope, Evolution of Tourism and Hotel Industry, Introduction ofWorld’s leading Hotel Operators and their brands, Introduction toIndian leading and emerging Hotel Operators and their brands, Roleof Tourism industry in Indian economy with a special emphasis onHotelIndustry.	
UNIT-II	Classification ofHotels Abriefintroductiontohotelcoreareas. Classification of Hotels on the basis of Size, Location, Type of guest,Lengthofstayofguest. Ownership basis :- Independent Hotels, Chain Hotels, Franchise andManagement Contracts Hotels, Marketing/Retailing/Consumer’s Co-operatives/Referral Groups with examples, Vacation ownership/TimeshareandCondominiumHotelswithexamplesofhotelgroupsinvolvedinthisbusinessconcept, StarClassificationofHotels Government’s Classification Committee, Star ratings and HeritageClassificationsadoptedinIndia,BasisonwhichStarratingsaregrantedalongwiththe Performa ofStarClassification. OverviewofOtherconcepts Spa, Boutique hotels, All Suite, Budget Hotels, Green Hotels, Ecotelsetc.,Supplementary/AlternativeAccommodations,examplesof NationalandInternationalHotelswithitstype,categoryandclassification.	

UNIT-III	FrontOfficeOrganization Introduction to Front Office in Hotels, Types of Rooms, Sub-sections/Function areas in Front Office Department and their functions in Front Office and hotel in details, Layout of Front Office Department. FrontOfficePersonnel Personality traits, Duties and Responsibilities, Hierarchy/Organizational chart of Front Office Department – Large, Medium and Small Hotels/Resorts/Spa.	
UNIT-IV	VacationOwnershipandCondominiums Vacation Ownership/Timeshare, Condominium, How are they different from Hotel business? Deeded ownership and Right to use ownership Types of timeshares/Vacation ownerships, Examples with list of hotel operating companies offering vacation ownerships and Condominium concepts. Front Office Equipment:- automated, semiautomated, nonautomated BellDesk:- Functions Procedures and Formats. French to be taught by professional French language teacher, Understanding and uses of accents, orthographic signs and punctuation, knowledge of cardinal and ordinal (Ordinal and cardinal), Days, Dates, Time, Months and Seasons	
References	• Front Office training manual - Sudhir Andrews • Front office operations and management – Jatashankar R. Tewari • Front Office Operations – Colin Dix, Chris Baird • Professional Hotel Front Office Management – Anutosh Bhakta • Hotel Front Office Management – James. A. Bardi • Front Office Operations and Management – Ahmed Ismail (Thompson Delmar) • Front Office Operation Management – S. K. Bhatnagar • Managing Front Office Operations – Micheal Kasavana and Brooks • Principles of Front Office Operations – Sue Baker & Jermy Huyton	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM1103.1	Identify the knowledge of the Hospitality industry and their classification.
CO2	HM1103.2	Demonstrate categorization of hotels and their differences
CO3	HM1103.3	Students able to understand the value of staff hierarchy in front office and their responsibilities
CO4	HM1103.4	Students able to develop skills in French language

HM1110 FOUNDATION COURSE IN FRONT OFFICE (PRACTICAL'S)

S.No	Topic	
1	- GroomingandHospitalityetiquettes. - Personalitytraitsoffrontofficepersonnel	
2	- Identificationofequipmentsand furnitureused inFrontOfficeDepartment - FrontDeskCounterandBellDesk	
3	Countries,theircapitals,currencies,airlinesandtheirflags,	
4	Role Play:- - Reservations:FIT, Corporateguestandgroup. - LuggageHandling:FIT,Walk-in,ScantyBaggage,regular,crewandgroup	Demonstration by instructorand applications by students
5	Great PersonalitiesofHotelIndustry(min3personalitiesto be givenasassignment)	

DetailedSyllabus**SUBJECT TITLE: Foundation Course in Accommodation Operations –****ISUBJECTCODE: HM-1104&HM-1112****SEMESTER: I****CONTACTHOURS/WEEK:**

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	2	3

Objective andoutcomeofcourse:

Internal Assessment:40 EndTermExam:60
Duration ofExam:3Hrs

1. To understand and identify different sections of house keeping department.
2. To develop knowledge of experiments on pest control in the organization.

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	THEROLEOFHOUSEKEEPINGINHOSPITALITY OPERATION: Role of Housekeeping in Guest Satisfaction and Repeat Business, Personality Traits of housekeeping Management Personnel, LayoutoftheHousekeepingDepartmentoverviewofsubsectionof housekeeping department, Role of housekeeping in other institutes. (from2 nd unitto1 st)	
UNIT-II	ORGANIZATIONCHART OF THE HOUSEKEEPING DEPARTMENT: Hierarchyinsmall,medium,largeandchainhotels, (from 1 st to 2 nd) Identifying Housekeeping Responsibilities,DutiesandResponsibilitiesofHousekeepingstaff,Diff erenttypes of roominahotel alongwiththeirstatus,standardsupplies&amenitiesofaguestroom.(New)	
UNIT-III	CLEANING ORGANISATION: Principles of cleaning, hygieneandsafetyfactorsincleaning,Methodsoforganizingcleaning,Fr equency of cleaning daily, periodic, special, Design features thatsimplifycleaning,Use andcare ofEquipment CLEANING OFGUESTROOM :- type ofsoil,natureofsoil,standardofcleaning,Cleaningofpublicarea, HOUSEKEEPINGINVENTORIES: equipments,agents,supplies,li nen,uniform(new)	
UNIT-IV	PESTCONTROL: Areasofinfestation,PreventivemeasuresandControl measure(Sem.2toSem.1) WASTEDISPOSALANDPOLLUTIONCONTROL: Solidand	

	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 INTER DEPARTMENTAL RELATIONSHIP: With Front Office, With Maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in House Keeping department	
REFERENCES:	- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret - Lennox, ELBS with Hodder & Stoughton Ltd. - Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw - Hill publishing company limited New Delhi.	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM1104.1	Students able to understand and identify different sections of housekeeping department
CO2	HM1104.2	Able to explain cleaning procedures and various methods of cleaning
CO3	HM1104.3	Able to do experiments on pest control in the organization
CO4	HM1104.4	Students will be able to relate housekeeping department with other departments in the hotel.

FOUNDATION COURSE IN ACCOMMODATION OPERATIONS (PRACTICALS)

S.No	Topic	
01	Cleaning Equipment – (manual and mechanical) - Familiarization - Different parts - Function - Care and maintenance	Demonstration by instructor and applications by students
02	Cleaning Agent - Familiarization according to classification - Function	Demonstration by instructor and applications by students
03	Maid's trolley - Contents - Trolley setup	
04	Sample Layout of Guest Rooms - Single room - Double room - Twin room - Suite	Demonstration by instructor and applications by students

05	GuestRoomSuppliesandPosition • Standardroom • Suite • VIProomspecialamenities	
06	PublicAreaCleaningProcedure A.SILVER/EPNS • Platepowdermethod • Polivitmethod • Proprietarysolution(Silvo) C.BRASS • Traditional/domestic1Method • Proprietarysolution1(brasso) D.GLASS • Glasscleanser • Economicalmethod(newspaper) E. WALL-careandmaintenanceofdifferenttypesandparts • Skirting • Dado • Differenttypesofpaints(distemperEmulsion,oilpaintetc)	Demonstrationby yinstructorand applicationsbyst udents

DetailedSyllabus

SUBJECTTITLE: English & Communication Skills

SUBJECT CODE HM-1105

SEMESTER: I

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	2	3

Internal Assessment:40

EndTermExam:60

Duration ofExam:3Hrs

Objectives:

1. To explain cleaning procedures and various methods of cleaning.
2. To understand different sections of house keeping department.

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	TheoreticalconceptsofCommunication: MeaningandDefinition,Processofcommunication,Objectives,Features/Characteristics/7 C's of communication, Types : Verbal &Non-verbal, Formal & Informal, Barriers, Effective Communicationand Roleandimportance ofcommunicationin hospitality. Listening: Meaninganddefinitions,Differencebetweenlisteningandhearing,Barriers ,Effectivelistening.	10
UNIT-II	Reading: Style&Techniquesofreading–Skimming, Scanning,Intensive andExtensive Comprehension exercises/Essay type questions/MCQ on thefollowingselectivereadings : • MyStruggleforAnEducation(BookerT.Washington) • AbrahamLincoln'sLettertoHisSon'sHeadmaster • ThePortraitofaLady(KhuswantSingh) • AServiceofLove(O.Henry) • AllTheWorld'sAStage(WilliamShakespeare) • Stoppingbywoodsona snowyEvening(RobertFrost)	12
UNIT-III	Writing: LetterWriting(Business&officialonly), ParagraphWriting.	6
UNIT-IV	VocabularyandGrammar: PartsofSpeech,FormationanduseofTenses, Onewordsubstitution,Antonyms&Synonyms,Idioms,Pairs ofwords,PrefixesandSuffixes.	12

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM1105.1	Students able to understand identify different sections of house keeping department.
CO2	HM1105.2	Able to explain cleaning procedures and various methods of cleaning
CO3	HM1105.3	Able to do experiments on pest control in the organization
CO4	HM1105.4	Students will be able to relate house keeping department with other departments in the hotel.

SUBJECT TITLE: ENGLISH & COMMUNICATION SKILLS – I**(Pr.)SUBJECTCODE:HM1113**

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
0	0	2	1

SEMESTER: I**CONTACTHOURS/WEEK:****Internal Assessment:****60End Term Exam:****40DurationofExam:1Hr**

ContentsofSyllabus:

***Thefollowing activitiesto beconductedinComm.SkillsLab.**

Sr.No	Contents	Contact Hours
UNIT-I	Speaking : Introducing Oneself, Situational Introductions, Situational Conversations, JAM sessions, Handshake Etiquette	6
UNIT-II	Employability Skills: Group discussions, Interview techniques : Group Interview, Face-to-face Interview & Telephonic Interviews. Corporate Grooming Tips: Dressing for office : Do's and Don'ts for Man and Women.	8
UNIT-III	Soft Skills: Etiquette and Manners: Basic Table Manner. Time & Stress Management, Teamwork, Leadership, Problem solving skills	6

Recommended Books:

- Fluency in English- Part II, Oxford University, 2006
- Prose Parables by Orient Blackswan
- An Introduction to Poetry by Macmillan, 2006
- Business English, Pearson, 2008
- Language, Literature and Creativity, Orient Blackswan, 2013
- Language through Literature (forthcoming) ed. Dr. Gauri Mishra, Dr. Ranjana Kaul, Dr. Brati Biswas

DetailedSyllabus**SUBJECTTITLE:Computer Fundamentals****SUBJECTCODE:HM-1106****SEMESTER: I****CONTACTHOURS/WEEK:**

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	2	3

InternalAssessment:40**End TermExam:60****DurationofExam:3Hrs****Objectives**

- Students should be able to understand the basics of computers
- Students should be able to solve the problems through computers.

Contents of Syllabus:

Sr.No	Contents	Contact Hours
UNIT-I	AUTOMATION IN THE HOSPITALITY INDUSTRY; Information Concepts and Processing: Definitions, Need, Quality and Value of Information, Data Processing Concepts. Elements of Computer System- Definition, Characteristics of Computers & Limitations. Generations of Computers and Types of computers. Computer & its Application in the Hospitality Industry.	
UNIT-II	ESSENTIALS OF COMPUTER SYSTEMS; Components of Computers- Input/output Units, Keyboards, Touchscreen terminals, Other Input devices, Monitors, Printers, Common I/O units in the hospitality industry. The central processing unit, Read Only Memory (ROM), Random access Memory (RAM) External storage devices- Magnetic tapes, USB Drives, hard Drives, CD Technology and Virtual Storage. Computer Security: Computer Virus and Antivirus.	
UNIT-III	BASICS OF COMPUTER SOFTWARE; Meaning of Software, Relationship between Hardware and Software. Types of Software- Meaning of System,	

	Applicationand ServiceSoftware. BasicsofMicrosoftOffice- Word,Excel,Publisherandpowerpoint(Meaning&Importance)&Its ApplicationsinTourism andHospitalityIndustry.	
UNIT-4	NETWORK; WorldWideWeb;TheInternet&TheHospitalityIndustry,Ema il,Browsing&Searching. Networks Types– LAN, MAN , WAN and theirComparisons.NetworkTopologies- Bus,Star,Ring,Tree,Mash&Hybrid. Guided Media-Fiber Optics Cables, Twisted Cables, Co- axialCables.	
	PARTB(Practical) WORDPROCESSING,SPREADSHEETSandP RESENTATIONS i) Genericapplication softwarein hospitality- Wordprocessingsoftware working with soft copy, on-screen editing techniques,formatting documents, special features, Use of word processors inpreparingsimpleforms,printingofdocuments ii) Electronicspreadsheetsoftware,spreadsheetdesign,creatingas preadsheet,updatingdata&recalculations,common spreadsheet commands, graphics capability, specialfeatures, use of spreadsheet in hospitality business transactioninmaintainingaccounts. iii) Powerpointpresentationsiv)Internetusage v) Audiovisual equipments: Various audiovisual equipmentused in hotel, Care and cleaning of overhead projector, slideprojector, LCD and power point presentation units, Maintenanceof computers:, Care and cleaning of PC, CPU, Modem, UPS,Printer, Laptops, Sensors – Various sensors used in differentlocationsofahotel–type,usesand costeffectiveness	
REFERENCES:	· DigitalComputer Design:ThomasBartee · IntroductiontoComputerScience:Rajaraman.V. · Flowcharting,Programming,software,DesigningandC omputerProblemsolving:Beyer,B.B · PCSoftwareMadeSimple:R.K.Taxali:TataMcGraw Hill · UnderstandingDbase(I)Plus:AlanSimpson · FundamentalofComputers:V.Ragashman,pHI - RaganemanV.:Analysis &DesigningInformationSystem,PHI	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM1106.1	Studentsabletorecognizethebasicknowledgeofcomputer itsneedandrequirementinhotelindustry
CO2	HM1106.2	Abletodescribethevariouscomputersystems:inputsandoutputsdevice
CO3	HM1106.3	Studentswillbeabletousedifferentsoftwaresusedincomputersystem
CO4	HM1106.4	Studentswillbeabletoidentifyvariousnetworksandinternetuses inthehospitalityindustry

DetailedSyllabus**SUBJECTTITLE: Hotel Engineering****SUBJECTCODE: HM-1107****SEMESTER:I****CONTACTHOURS/WEEK:**

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	0	2

Internal Assessment: 40**EndTermExam:60****DurationofExam:3Hrs****Objectives**

- Students will learn to perform routine and preventative maintainance
- Demonstrate the students to protect the assests of the hotel to keep the hotel running smoothy

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	MAINTENANCE: A. Preventiveandbreakdownmaintenance,comparisons B. Roll & Importance of maintenance department in the hotelindustry with emphasis on its relation with other departmentsofthehotel. C. Organizationchartofmaintenancedepartment,dutiesandresponsibilitiesofmaintenancedepartment Fuelsusedincateringindustry: A. Typesoffuelusedincateringindustry;calorificvalue;comparative studyofdifferntfuels B. Calculationofamountoffuelrequiredandcost. Gas: A. Heattermsand units;methodoftransfer B. LPG andits properties; principles of Bunsen and burner,precautions to be taken while handling as; low and high-pressure burners,correspondingheatoutput. C. Gasbank,location,differenttypesof manifolds	11

UNIT-II	Electricity: A. Fundamentals of electricity, insulators, conductors, current, potential difference, resistance, power, energy concepts; definitions, their units and relationships, AC and DC; single phase and three phase and its importance on equipment specifications B. Electric circuits, open circuits and close circuits, symbols of circuit elements, series and parallel connections, short circuit, fuses; MCB, earthing, reason for placing switches on live wire side. C. Electric wires and types of wiring D. Calculation of electric energy consumption of equipment, safety precaution to be observed while using electrical appliances. E. Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharge lamps, illumination, and unit of illumination. F. External lighting G. Safety in handling electrical equipment. Water systems: A. Water distribution system in a hotel B. Cold water systems in India C. Hardness of water, water softening, base exchange method (Demonstration) D. Cold water cisterns swimming pools E. Hot water supply system in hotels F. Flushing system, water taps, traps and closets. Refrigeration & Air-conditioning: A. Basic principles, latent heat, boiling point and its dependence on pressure, vapour compressor system of refrigeration and refrigerants B. Vapour absorption system, care and maintenance of refrigerators, defrosting, types of refrigerant units, their care and maintenance. (Demonstration) C. Conditions for comfort, relative humidity, humidification, dehumidifying, dew point control, unit of air conditioning D. Window type air conditioner, central air conditioning, preventive maintenance E. Vertical transportation, elevators, escalators.	20
UNIT-III	Fire prevention and firefighting system: A. Classes of fire, methods of extinguishing fires (Demonstration) B. Fire extinguishers, portable and stationery C. Fire detectors and alarm D. Automatic fire detectors cum extinguishing devices	10

	E.Structuralprotection F.Legalrequirements Wastedisposalandpollutioncontrol: A. Solidandliquidwaste, sullageandsewage,disposalofsolidwaste B. Sewagetreatment C. Pollutionrelatedtohotelindustry D. Waterpollution,sewagepollution E. Airpollution,noisepollution,thermalpollution F. LegalRequirements Safety: A. Accidentprevention B. Slipsandfalls C. Othersafetytopics	
UNIT-IV	Equipmentreplacementpolicy: A. Circumstancesunderwhichequipmentarereplaced. B. Replacementpolicyofitemswwhichgraduallydeteriorates C. Replacementwhentheaverageannualcostisminimum D. Replacement whenthepresentcostisminimum E. Economicreplacementcycleforsuddenlyfailingequipment Audio visuellequipment: A. Variousaudiovisualequipmentusedinhotel B. Care and cleaning of overhead projector, slide projector,LCD andpowerpointpresentationunits C. Maintenanceofcomputers: D. CareandcleaningofPC, CPU,Modem, UPS,Printer,Laptops E. Sensors–Varioussensorsusedindifferentlocationsofahotel –type,usesandcosteffectiveness Contractmaintenance: A. Necessity of contract maintenance, advantages anddisadvantagesofcontractmaintenance B. Essentialrequirementsofacontract,types ofcontract,theircomparative advantagesanddisadvantages. C. Procedureforinvitingandprocessingtenders,negotiatingand finalizing	16

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM1107.1	Demonstratebasicknowledgeonmaintenancedepartment&itsimportance
CO2	HM1107.2	Identifythevariousequipment,machinery&tools
CO3	HM1107.3	Classifyvarioustypesoffuels

CO4	HM1107.4	Examinewatersystemsandfireprevention
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RecommendedBooks:

Ghosal, Sujit(2011):“HotelEngineering”

DetailedSyllabus

SUBJECTTITLE:Nutrition
SUBJECT CODE: HM-
1108SEMESTER:I
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	0	2

Internal Assessment: 40**End TermExam:60****DurationofExam:3Hrs****Objectives**

- Students will learn to measure adequate amount of nutrients
- Students will be educated about how to meet the nutritional needs

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	BASIC ASPECTS: Definition of the terms Health, NutritionandNutrients,ImportanceofFood– (Physiological,Psychological and Social function of food) in maintaining goodhealth,Classificationofnutrients. ENERGY: DefinitionofEnergyandUnitsofitsmeasurement(Kcal), EnergyContributionfrommacronutrients(Carbohydrates,ProteinsandFat),Factorsaffectingenergyrequirements,ConceptofBMR,SDA, Thermodynamicaction of food,Dietary sources of energy.Concept of energy balanceandthehealthhazardsassociatedwithUnderweight,Overweight.	
UNIT-II	MACRO NUTRIENTS: Carbohydrates- Definition,Classification (mono, di and polysaccharides), Dietary Sources,Functions, Significance of dietary fiber (Prevention/treatment of diseases)Lipids- Definition,Classification:Saturatedandunsaturatedfats,DietarySources,Functions,Significanceof Fattyacids(PUFAs,MUFAs,SFAs,EFA)inmaintaininghealth,	

	Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol, Proteins-Definition, Classification based upon amino acid composition, Dietary sources, Functions, Methods of improving quality of protein in food (special emphasis on Soy proteins and whey proteins)	
UNIT-III	MACRO NUTRIENTS: Vitamins-Definition and Classification (water and fat soluble vitamins), Food Sources, function and significance of: Fat soluble vitamins (Vitamin A, D, E, K), Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin, Folic acid) MINERALS- Definition and Classification (major and minor), Food Sources, functions and significance of: Calcium, Iron, Sodium, Iodine & Fluorine WATER: Definition, Dietary Sources (visible, invisible), Functions of water, Role of water in maintaining health (water balance). BALANCED DIET: Definition, Importance of balanced diet, RDA for various nutrients – age, gender, physiological state	
UNIT-4	MENU PLANNING: Planning of nutritionally balanced meals based upon the three food groups system-Factors affecting meal planning, Critical evaluation of few meals served at the Institutes/ Hotels based on the principle of meal planning. Calculation of nutritive value of dishes/meals. Food processing, Evaluation of food, Emulsions, Colloids, Flavor, Browning MASS FOOD PRODUCTION: Effect of cooking on nutritive value of food (QFP). NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH: Need for introducing nutritionally balanced and health specific meals, Critical evaluation of fast foods, New products being launched in the market (nutritional evaluation)	
REFERENCES:	- Robinson, C.H. Lawlar, M.R. Chenoweth W.L. and Garwick A.E. (1986): Normal and Therapeutic Nutrition, Macmillan Publishing Co. - Swaminathan, M.S. (1985): Essentials of Food and Nutrition VI: Fundamental Aspects VII Applied Aspects. - Hughes, O. Bennion, M. (1970): Introductory foods, Macmillan Company. - Williams, S.R. (1989): Nutrition and Diet Therapy, C.V. Mosby Co. - Guthrie, A.H. (1986): Introductory Nutrition, C.V. Mosby Co. - Joshi, S.A. (1998), Nutrition and Dietetics, Tata McGraw Hill Publishing Co. Ltd., - Mahay N.S., Shadaksharaswamy, M. (2001) foods: Facts and Principles, New Delhi International Publishers.	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM1108.1	Studentsabletounderstandclassificationofthenutrients
CO2	HM1108.2	Abletodistinguishbetweenmacroandmicronutrients
CO3	HM1108.3	Studentswillbeabletodesigndietplanfordifferentcircumstances
CO4	HM1108.4	Studentsabletoconstructmenuplanningacconutritionalvalues

SUBJECT TITLE: Foundation Course in Food Production –**IISUBJECTCODE:HM1201&HM1208****SEMESTER:II****CONTACTHOURS/WEEK:**

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	4	4

Internal Assessment:40

End TermExam:60

DurationofExam:3Hrs

Objectives

- **Students will learn to boost the shelf life of food products**
- **Students will learn to prevent Food contamination**

Contents of Syllabus:

Sr.No	Contents	Contact Hours
UNIT-1	MENU PLANNING: Meaning Types and importance. Menu Engineering its need and Importance. INTRODUCTION TO INDIAN COOKERY BASICS. Introduction to Indian food, Spices used in Indian cookery, Role of spices in Indian cookery, Indian equivalent of spices (names) MASALAS: Blending of spices, Different masalas used in Indian cookery- Wet masalas, Dry masalas, Composition of different masalas, Varieties of masalas available in regional areas, Special masalas blends Gravies: Different types Haryali, Makhni, Shahi/white, Chopped Masala, karahai, Yellow Gravy Basic Tandoori Preparations Indian marinades and Pastes Commodities in Indian cuisine:- Souring Agents, colouring agents, tenderizing agent, Flavouring & Aromatic Agents, Spicing Agents RICE, CEREALS & PULSES: Introduction, Classification and identification, Cooking of rice, cereals and pulses, Varieties of rice and other cereals	08
UNIT-2	MEAT COOKERY: Introduction to meat cookery, Cuts of beef/veal, Cuts of lamb/mutton, Cuts of pork, Variety meats (offal's), Poultry, (With menu examples of each)	04

	FISH COOKERY: Introduction to fish cookery, classification of fish with examples, Cuts of fish with menu examples, Selection of fish and shellfish, Cooking of fish (Effects of heat)	
UNIT-3	PASTRY: Short crust, Laminated, Choux, Hot water/Rough puff, Recipes and methods of preparation, Differences, Uses of each pastry, Care to be taken while preparing pastry, Role of each ingredient, Temperature of baking pastry Flour: Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat – Flour, Uses of Flour in Food Production, Cooking of Flour (Starch) SIMPLE BREADS: Principles of breadmaking, Simple yeast breads, Role of each ingredient in breadmaking, Baking temperature and its importance PASTRY CREAMS: Basic pastry creams, Uses in confectionery, Preparation and care in production	16
UNIT-4	BASIC COMMODITIES: Milk-Introduction, Processing of Milk, Pasteurisation – Homogenisation, Types of Milk – Skimmed and Condensed, Nutritive Value, Cream-Introduction, Processing of Cream, Types of Cream Cheese-Introduction, Processing of Cheese, Types of Cheese, Classification of Cheese, Curing of Cheese, Uses of Cheese Butter- Introduction, Processing of Butter, Types of Butter. Sugar: Its Importance, types of sugar, cooking of Sugar- Various Temperature	04
REFERENCES:	- The Professional Chef (4th Edition) By Le Rollé, Polson - The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC - Theory of Catering By Kinton & Cessarani - Theory of Cookery By K. Arora, Publisher: Frank Brothers - Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins - Bakery & Confectionery By S. C. Dubey, Publisher: Society of Indian Bakers - Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman - Practical Cookery By Kinton & Cessarani	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to

CO1	HM1201.1	Students will be able to formulate the different menus
CO2	HM1201.2	Able to recognize various ingredients and their uses in kitchen
CO3	HM1201.3	Able to experiment how to cook meat and fish with their classification
CO4	HM1201.4	Students will be able to identify the all spices, herbs and Perishable food items

FOUNDATION COURSE IN FOOD PRODUCTION (PRACTICALS) P

ART 'A' - COOKERY

S.No	Topic	Method
1	- Meat – Identification of various cuts, Carcass demonstration - Preparation of basic cuts- Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope - Fish- Identification & Classification - Cuts and Folds of fish	Demonstrations & simple applications

3	Preparation of menu Salads & soups- Waldrofsalad, Fruitsalad, Russiansalad, salad enicoise, Soups preparation: Chowder, Bisque, Veloute, Broth International soups	Demonstration by instructor and applications by students
4	Chicken, Mutton and Fish Preparations- Fish only, a la anglaise, Colbert, meuniere, poached, baked Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef	Demonstration by instructor and applications by students
5	Indian cookery- Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations Marinades, Paste and Tandoori Preparation of Meat, fish Vegetables and Paneer	Demonstration by instructor and applications by students

PART 'B' - BAKERY & PATISSERIE

S.No	Topic	Method
1	PASTRY: Demonstration and Preparation of dishes using varieties of Pastry • Short Crust – Jam tarts, Turnovers • Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns • Choux Paste – Eclairs, Profiteroles	Demonstration by instructor and applications by Students
2	COLD SWEET • Honeycomb mould • Butterscotch sponge • Coffee mousse • Lemon sponge • Trifle • Blancmange • Chocolate mousse • Lemon soufflé	Demonstration by instructor and applications by students
3	HOT SWEET • Bread & butter pudding • Caramel custard • Albert pudding • Christmas pudding	Demonstration by instructor and applications by students
4	INDIAN SWEETS Simple ones such as chocoiti, gajar halwa, kheer	Demonstration by instructor and applications by Students

DetailedSyllabus

SUBJECT TITLE: Foundation Course in Food & Beverage Service –

IISUBJECT CODE:HM-1202&HM-1209

SEMESTER:II

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	2	3

Internal Assessment: 40

End TermExam:60

DurationofExam:3Hrs

Objectives

- **Students will learn how to provide high quality food and beverages**
- **Students will learn how to provide professional,hygienic and attentive services**

Contents of Syllabus:

Sr.No	Contents	Contact Hours
UNIT-I	TYPES OF FOOD SERVICE: Silver service, American service, French service, Russian service, Gueridon service, Assisted service, Self-service, Single point service, Specialized Service.	
UNIT-II	MENU PLANNING: Origin of Menu, Objectives of Menu Planning, Factors to be considered while planning a menu, Menu terminology, Types of Menu, Courses of French Classical Menu-Sequence, Examples from each course, Cover of each course, Accompaniments, French Names of dishes Types of Meals: Early Morning Tea, Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner, Supper	
UNIT-III	ROOM SERVICE: Introduction, personnel, taking the order, routing the order, preparing the order, delivering the order, providing amenities, Room service menu, sequence of service, Forms & formats. SALE CONTROL SYSTEM: KOT/Bill Control System (Manual)-Triplicate	

	CheckingSystem,DuplicateCheckingSystem,Checkandbillsystem,Service with order, computerized system, circumstantial KOT, AlcoholicBeverage order,Billing	
UNIT-IV	TOBACCO: History,Processing forcigarettes,pipe tobacco&cigars, Cigarettes – Types and Brand names, Pipe Tobacco – Types andBrandnames ,Cigars – shapes, sizes, colours and Brand names, Care and Storageofcigarettes &cigars,	
REFERENCE S:	• Food&BeverageService- BobbyGeorge&SandeepChatterjee,JaicoPublishingHouse • Food & Beverage Service- R. Singaravelavan, OxfordUniversityPress,New Delhi. • Food&Beverage Service-DennisR.Lillicrap.&John .A.Cousins.Publisher:ELBS • Food&BeverageServiceTrainingManual- SudhirAndrews,TataMcGrawHill. • TheWaiterHandbookByGrahmBrown,Publisher:GlobalBooks&SubscriptionServicesNewDelhi • Foodand BeverageService–VijayDhawan	

HM1202.1 Able to explain various types of food service

HM1202.2 Students will be able to construct menu for the different events

HM1202.3 Able to demonstrate room services and how to control sales

HM1202.4 students will be able to recognize various types of tobacco and cigarettes

FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE (PRACTICAL)

S.No	Topic	
01	REVIEW OF SEMESTER -1	
02	PROCEDURE FOR SERVICE OF A MEAL Task-01: Taking Guest Reservations Task-02: Receiving & Seating of Guests Task-03: Order taking & Recording Task-04: Order processing (passing order to the kitchen) Task-05: Sequence of service Task-06: Presentation & Encashing the Bill Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests	Demonstration by instructor and applications by students

03	TABLE LAY-UP&SERVICE	Demonstration by instructor and applications by students
	Task-01: A La Carte Cover Task-02: Table d'Hôte Cover Task-03: English Breakfast Cover Task-04: American Breakfast Cover Task-05: Continental Breakfast Cover Task-06: Indian Breakfast Cover Task-07: Afternoon Tea Cover Task-08: High Tea Cover	

	TRAY/TROLLEYSET-UP&SERVICE Task-01: Room Service TraySetup Task-02:RoomServiceTrolleySetup	
04	SocialSkills Task-01:HandlingGuestCompl aints Task-02:Telephonemanners Task-03:Dining &Serviceetiquettes	
05	SpecialFoodService- (Cover, Accompaniments&Service) Task-01: Classical Hors d' oeuvre- Oysters, Caviar, Smoke Salmon, Pate deFoie Gras,Snails,Melon,Grapefruit,Asparagus Task-02: Cheese Task-03: Dessert(FreshFruit&Nuts) ServiceofTobacco CigarettesandCigar	
6.	CompilingofamenuinFrench, ServiceofNon-alcoholicbeverages	

DetailedSyllabus**SUBJECTTITLE: FoundationCourseinFrontOffice–****IISUBJECTCODE:HM-1203&HM-1210****SEMESTER:II****CONTACTHOURS/WEEK:**

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	2	3

InternalAssessment:40**End TermExam:60****DurationofExam:3Hrs****Objectives**

- Students will be educated about how to handle transaction between the guest and the hotel accurately
- Students will learn reservations and registrations

HM1203.1 Students able to identify various tariff structure, discounts and pricing in hotels.

HM1203.2 Able to explain all registration process and the guest handling in the hotels

HM1203.3 Students able to select the equipments used in front office

HM1203.4 Students will be able to differentiate the check-in check-out procedures

Contents of Syllabus:

Sr.No	Contents	Contact Hours
UNIT-I	Tariff Structure Tariff Structure, Rack Rate, Discounted rates, Tariff card and its use, Hotel Day rate, Basis of Charging Room Rent, Various factors affecting Room rent, Fixing Room Tariffs through Cost based pricing & Market based pricing, Rule of Thumb, Hubbart formula Front Office Coordination, Meal Plans, and Type of Guests Role of Tour operators and Travel agents in hotel business, Meal Plans – Type, needs and use of such plans, Type of Guests – FIT, VIP, CIP, GIT, Business travelers, Special interest tours, domestic, foreigner etc, Front Office coordination with different departments in hotels.	
UNIT-II	Guest Cycle and Reservations Introduction to guest cycle – Pre arrival, Arrival, During guest stay, Departure and After departure, Reservation and its importance, Basic tools of reservation – Room Status Board, ALC, DCC with formats, Handling reservation and reservation form with formats, Modes of Payment while reservation – an introduction, Sources of Reservation, Systems of Reservation, Types of Reservations, Cancellations and Amendments, Reservation reports and statistics Overbooking, Upselling, No show, Walk-in guest, scanty baggage, stayover, overstay, understay, early arrival, turnaway, time limit, overstay etc.	
UNIT-III	Registration Registration and its importance, Types of registration records – Bound book register, loose leaf register and Guest Registration Card (GRC) and their formats	

	Guest Handling , Preregistration activities, Procedure of Guest Handling – Prearrival, On Arrival and Post Arrival procedures, Handling reserved guests, Procedure for Handling Free Individual Traveller (FIT), Chance guests, VIP, Group arrival, Foreigner guest (C-forms, Foreign currency exchange), Single Lady guest, Corporate guest, Layover passenger, Check-in for guest holding Discount voucher, Turn-away guest	
UNIT-IV	Front Desk Functions Procedure for Room Assignment, Room not clear, Wash and Change Room, Complimentary stay, Suite Check-in, Upgrading a guest, Downgrading a guest, Handling request for Late Check-out, Precautions for Scanty Baggage guest, Guest Stationery, Handling request for Rental Equipment, Up selling, Material Requisition, Shift Briefing, Morning and Afternoon Shift Handover, Night Shift Handover, Guest Relations, Courtesy Calls, Room amenities for Corporate/VVIP / CIP guest, Handling Awkward guests, Room Change Procedure, Handling Mails, Message and Paging, Key control procedures.	
References	• Front Office training manual- Sudhir Andrews • Front office operations and management – Jatashankar R. Tewari • Front Office Operations – Colin Dix, Chris Baird • Professional Hotel Front Office Management – Anutosh Bhakta • Hotel Front Office Management – James. A. Bardi • Front Office Operations and Management – Ahmed Ismail (Thompson Delmar) • Front Office Operation Management – S.K. Bhatnagar • Managing Front Office Operations – Micheal Kasavana and Brooks • Principles of Front Office Operations – Sue Baker & Jermy Huyton • Check-in check-out – Jerome Valley • A Manual of Hotel Reception – J.R.S. Beavis, S. Medlik Heinemann Professional	

FOUNDATION COURSE IN FRONT OFFICE (PRACTICAL'S)

S.No	Topic	
1	• Review of Semester one	
2	• Welcoming/Greeting of guest • Providing Information to the Guest • Telephone handling, How to handle enquiries • Suggestive selling	
3	• Filling up of various Forms and Formats	
4	• Registrations: FIT, VIP, Corporate, Groups/Crew • Security Deposit Box Handling • Credit Card Handling Procedure • Foreign Currency Exchange Procedure	Demonstration by instructor and applications by students
5	• Introduction to PMS	

	1Hotfunctionkeys	
	2Createandupdateguestprofiles	
	3MakeFITreservation	
	4Sendconfirmationletters	
	5Printingregistrationcards	
	6 MakeanAdd-onreservation	
	7Amendareservation	
	8 Cancela reservation-with depositandwithoutdeposit	
	9 Logontocashiercode	
	10Processareservation deposit	
	11Pre-registera guest	
	12Put messageandlocatorfora guest	
	13Put traceforguest	
	14Checkin areservedguest	
	15 Checkindayuse	
	16Check–ina walk-inguest	
	17Maintainguesthistory	
	18Issueanewkey	
	19Verifyakey	
	20 Cancelakey	
	21Issueaduplicatekey	
	22Extendakey	
	23Programmekeyscontinuously	
	24Re-programmekeys	
	25Programmeonekeyfortworooms	

DetailedSyllabus
SUBJECTTITLE:FoundationCourseinAccommodationOperations–
IISUBJECT CODE:HM-1204&HM-1211
SEMESTER:II
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	2	3

Internal Assessment: 40

End TermExam:60

DurationofExam:3Hrs

Objectives

- Demonstrate the students about the knowledge of basic operation of room division
- Stdents will learn to deal with human resources, budget and inventory

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	CLEANINGAGENTS: GeneralCriteriaforselection,Polishes,Floorseats,Use,careand Storage,Distributionand Controls, AREA CLEANING: Guest rooms, Front-of-the-house Areas, Back-of- the house Areas, Work routine and associated problems e.g. hightraffic areas,Façadecleaningetc. WATER SYSTEMS IN HOTEL: Water distribution system in ahotel,ColdwatersystemsIndia,Hardnessofwater,watersoftening, base exchange method (Demonstration),Cold water cisternswimmingpools,Hotwatersupplysysteminhotels,Flushingsystem,watertaps,trapsandclosetsClassification,UseofEco-friendlyproductsinHousekeeping.(HE)	
UNIT-II	COMPOSTION, CARE AND CLEANINGOFDIFFERENT SURFACES: Metals,Glass,Leather,Leatherites,Rexines,Plastic,Ceramics,Wood,Wallfinishes,FloorFinishes,	
UNIT-III	ROUTINESYSTEMSANDRECORDSOFHOUSEKEEPING (3rdto 2nd) DEPARTMENT: ReportingStaffplacement,RoomOccupancy Report, Guest Room Inspection, Entering Checklists, Floor Register,Work Orders, Log Sheet., Lost and Found Register and Enquiry File,Maid'sReport andHousekeeper'sReport,Handover Records, Guest's Special Requests Register, Record of Special Cleaning, CallRegister,VIPListsGuest roomlayout,type ofbed&mattresses	
UNIT-IV	KEYS: Types ofkeys,Computerizedkeycards,Keycontrol OVERVIEW OF MAINTENANCE DEPARTMENT:	

	Roll, Responsibilities&Importanceofmaintenancedepartmentinthehotel industry with emphasis on its relation with other departments of theHotel.Preventiveandbreakdownmaintenance,comparisons(HE)	
REFERENCES:	• HotelHostelandHospitalHousekeeping–byJoanCBranson &MargaretLennox,ELBSwithHolder &StoughtonLtd. • HotelHouseKeepingaTrainingManualbySudhirAndrews, TataMcGrawHillpublishing companylimitedNewDelhi. • HotelHousekeeping Operations&Managementby Raghubalan,OxfordUniversityPress. • ManagementofHotel&MotelSecurity(OccupationalSafety andHealth)byH.Burstein, CRCPunlisher. • ProfessionalManagementofHousekeepingOperations(II Edn.)byRobertJ.Martin&ThomasJ.A. Jones,Wiley Publications • TheProfessionalHousekeeperbyTuckerSchneider,Wiley Publications • ProfessionalmanagementofHousekeepingbyManoj Madhukar,RajatPublications	

HM1204.1Studentsabletoidentifycleaning procedure

HM1204.2Abletoselectdifferent surfacescleaningandcleaningagents

HM1204.3Studentsabletoexplainroutinesystemanddifferentrecordsmaintain inhousekeepingdepartment

HM1204.4Studentswillbe able todevelopknowledge ofthe Keycontrolsystem

FOUNDATIONCOURSEINACCOMMODATIONOPERATIONS(PRACTICALS)

S.No	Topic	
01	Review ofsemester1	Demonstrationby instructorand applicationsbyst u dents

02	Servicingguestroom(checkout/occupiedandvacant) ROOM Task1- opencurtainandadjustlighting Task2-cleanashand removetraysifany Task3-stripandmakebed Task4- dustandcleandrawersandreplenishsupplies Task 5-dust and clean furniture, clockwise oranticlockwise Task6- cleanmirror Task 7- replenishallsuppliesTask 8- clean and replenishminibar Task9-vaccumcleancarpet Task10-checkforstainsandspotcleaning BATHROOM Task1- disposedsoiledlinen Task 2-clean ashtrayTask3- cleanWC Task 4-cleanbathandbath	Demonstrationby instructorand applicationsby students
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	area Task5- wipeandcleanshowercurtain Task 6- cleanmirrorTask 7- clean toothglass Task 8- cleanvanitor yunit Task 9- replenish bathsupplies Task10-mopthefloor	
03	Bed makingsupplies(daybed/nightbed) Step 1-spread the first sheet(fromoneside) Step 2-make miter corner (on both corner ofyourside) Step3- spreadsecondsheet(upsidedown)Step4- spreadblanket Step5-Spreadcrinklesheet Step6-maketwofoldsonheadsideshowwithallthree(second sheet,blanketandcrinklesheet) Step7-tuckthefoldson yourside Step8-makemitercorner withallthreeonyourside Step9-changesideandfinishthebedinthesame way Step10-spreadthebed spreadand placepillow	
04	Records • Roomoccupancyreport • Checklist • Floorregister • Work/maintenance order] • Lostandfound • Maid'sreport • Housekeeper'sreport • Logbook • Guestspecialrequestregister • Recordofspecialcleaning • Callregister • VIPlist • Floorlinenbook/register	Demonstrationby yinstructorand applicationsby students
05	Guestroominspection	
06	Minibarmanagement • Issue • stocktaking • checkingexpirydate	Demonstrationby yinstructorand applicationsby students
	Handlingroomlinen/guestsupplies • maintainingregister/record • replenishing floorpantry • stocktaking	

	Guesthandling • Guestrequest • Guest complaints	
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DetailedSyllabus

SUBJECTTITLE:ForeignLanguageSkills –

I(French)SUBJECTCODE:HM-1205

SEMESTER:II

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	0	2

Internal Assessment:40

End TermExam:60

DurationofExam:3Hrs

Objectives

- Students will learn to enhance the kistening skills and memory
- Students will demonstrate high level of proficiency in the language

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-1	Pronunciation -TheAlphabet- TheAccents;‘Formulesdepolitesse’;Thenumbers:Cardinal –Ordinal;Time(only24hr clock);Weights&Measures;Thesubjective pronouns;Auxiliary Verbs:etreandavoir	
UNIT-2	Selfintroduction ;presentingandintroducingotherperson;Na me ofvegetables andfruits; Conjugationoffirstgroupofverbs;Days ofthe week;Monthsoftheyear; Date;Thedefinite andindefinitearticles	
UNIT-3	Name of the Countries and their Nationalities ; Conjugation ofsecondgroupofverbs; Adjectivesofplace;Prepositionofplace;Describing a place	

	(yourcity/tourist place)	
UNIT-4	Vocabulary describing family; Describe your family; Name of dairy products and Cereals; Negation; Conjugation of irregular verbs: venir, aller; Demonstrative Adjectives Simple translation (Oral) Role- playing of different situations Understanding questions Conversation Picture composition	
REFERENCES:	· Larousse compact Dictionary: French-English/English-French · Conjugaison- Le Robert & Nathan · Larousse French Grammar · Grammaire Collection "Le Nouvel Entraînez-vous" level debutant · Parlez à l'hôtel by A. Talukdar · A Votre Service 1 · French for Hotel and Tourism Industry by S. Bhattacharya · Jumelage 1 by Manjiri Khandekar and Roopa Luktuke · Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav The Institution/University may offer the modules in French/Spanish/German or Other Foreign Languages and add list of suggested readings accordingly.	

HM1205.1 Students able to translate Foreign Language

HM1205.2 Able to use various words, sentence in French

HM1205.3 Able to execute their interview in French Language

HM1205.4 Students able to discuss with guest in Foreign Language

SUBJECTTITLE:Accountancy

SUBJECTCODE:HM-1206SEMESTER:II

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	0	2

InternalAssessment:40

EndTermExam:60

DurationofExam:3Hrs

DetailedSyllabus

Objectives

- Students will learn to maintaining a systematic redords of all the financial transactions
- Students will learn about the accounting fundamentals like assests, liabilities and capital

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	INTRODUCTIONTOACCOUNTING A. MeaningandDefinition B. TypesandClassification C. Principlesofaccounting D. Systemsofaccounting E. GenerallyAcceptedAccountingPrinciples(GAAP) PRIMARYBOOKS(JOURNAL) A. MeaningandDefinition B. FormatofJournal C. RulesofDebitandCredit D. Openingentry, SimpleandCompoundentries	14

	E.Practical	
UNIT-II	SECONDARYBOOK(LEDGER) A. MeaningandUses B. Formats C. Posting D. Practical SUBSIDIARYBOOKS A. NeedandUse B. Classification • PurchaseBook • SalesBook • PurchaseReturns • SalesReturns • JournalProper • Practical	12
UNIT-III	CASH BOOK A. Meaning B. Advantages C. Simple,DoubleandThreeColumn D. PettyCashBookwithImprestSystem(simpleandtabularforms) E. Practical BANKRECONCILIATIONSTATEMENT A. Meaning B. ReasonsfordifferenceinPassBookandCashBookBalances C. PreparationofBankReconciliationStatement D. NoPractical	14

UNIT-IV	TRIALBALANCE A. Meaning B. Methods C. Advantages D. Limitations E. Practical FINALACCOUNTS A. Meaning B. ProcedureforpreparationofFinalAccounts C. Difference between Trading Accounts, Profit & Loss AccountsandBalanceSheet D. Adjustments(Onlyfour) • Closing Stock • Pre-paidExpenses • OutstandingExpenses • Depreciation	18
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RecommendedBooks:

MichaelMColtman: “HospitalityManagement Accounting”

S.P.Jain&K.L.Narang:

“HotelAccountancy&Finance”,KalyaniPublisherLudhianaEarnestB.Horwath&LuisToth:“HotelAccounting”

HM1206.1 Demonstratebasicaccountingknowledge

HM1206.2.Identification of accounting books – primary and secondary

HM1206.3 Demonstratepracticalskillsrequiredinvariousaccountingrecords

HM1206.4 Knowledgetodesignfinalaccounts.

DetailedSyllabus

SUBJECT TITLE: Environment Studies &

PracticalSUBJECTCODE:HM-1207&HM-

1212SEMESTER:II

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	2	3

Internal Assessment: 40

End TermExam:60

DurationofExam:3Hrs

Objectives

- **Students will understand the globe scale enviornmental problems**
- **Imparting students the basic knowledge about the enviornmentand its allied problems**

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	Introductiontoenvironmentalstudies A. Multidisciplinarynatureofenvironmentalstudies; B. Scopeand importance;Conceptofsustainabilityandsustainable development.	08
UNIT-II	Ecosystems Whatisanecosystem?Structureandfunctionofecosystem;Energyflowi nanecosystem:foodchains,foodwebsandecological succession. Casestudiesofthefollowingecosystems : a) Forestecosystem b) Grasslandecosystem c) Desertecosystem d) Aquaticecosystems(ponds,streams,lakes,rivers,oceans,estu aries)	06

UNIT-III	NaturalResources: RenewableandNon-renewableResources&Biodiversity A. Land resources andland use change; Landdegradation, soilerosionanddesertification. B. Deforestation: Causesandimpactsdueto mining,dambuildingonenvironment,forests, biodiversityandtribalpopulations. C. Water:Useand over-exploitationofsurfaceand groundwater,floods, droughts, conflicts over water (international& inter-state). D. Energyresources: Renewableand nonrenewableenergysources, use of alternate energy sources, growing energynneeds,case studies. E. Levelsofbiologicaldiversity,Threatstobiodiversity, Ecosystemandbiodiversityservices	06
UNIT-IV	EnvironmentalPollution,HumanCommunities&Policies A. Environmentalpollution:types,causes,effectsandcontrols;Air,w ater,soilandnoise pollution B. Nuclearhazardsandhumanhealthrisks C. Solidwastemanagement:Controlmeasuresofurbanandindustrial waste. D. Pollutioncase studies. E. Climatechange,globalwarming,ozonelayerdepletion,acidrainand impactsonhumancommunitiesandagriculture F. Environment Laws G. Human population growth, Disaster management,Environmentalmovements,Environmentalethics,	04

Note:Forpractical

Fieldwork

- Visittoanareatodocumentenvironmentalassets:river/forest/flora/fauna, etc.
- Visit to alocalpollutedsite-Urban/Rural/Industrial/Agricultural.
- Studyofcommonplants,insects,birdsandbasicprinciplesofidentification.
- Studyofsimpleecosystems-pond,river,DelhiRidge,etc.

RECOMMENDED BOOKS:

1. Carson,R.2002.SilentSpring.HoughtonMifflinHarcourt.
2. Gadgil,M.,&Guha,R.1993.ThisFissuredLand:AnEcologicalHistoryofIndia.Univ.ofCalifornia Press.
3. Gleeson,B.andLow,N.(eds.)1999.GlobalEthicsandEnvironment,London,Routledge.
4. Gleick,P.H.1993.WaterinCrisis.PacificInstitute forStudiesinDev.,Environment&Security.StockholmEnv.Institute,OxfordUniv.Press.

5. Groom,MarthaJ.,Gary K.Meffe,andCarl RonaldCarroll.PrinciplesofConservation Biology.Sunderland:SinauerAssociates,2006.
6. Grumbine,R.Edward,andPandit,M.K.2013.ThreatsfromIndia'sHimalayadams.Science,339:36-37.
7. McCully,P.1996.Riversnomore: theenvironmentaleffectsofdams(pp.29-64).Zed Books.
8. McNeill,JohnR.2000.SomethingNewUndertheSun:AnEnvironmental History oftheTwentiethCentury.
9. Odum,E.P.,Odum,H.T.&Andrews,J.1971.FundamentalsofEcology.Philadelphia:Saunders.
10. Pepper,I.L.,Gerba,C.P.&Brusseau,M.L.2011.EnvironmentalandPollutionScience.Academic Press.

Course outcome

- HM1207.1**Toable todescribe Multidisciplinarynatureofenvironmental
- HM1207.2** To explain Structure and function of ecosystem
- HM1207.3** To able to define nuclear hazards and human health risks
- HM1207.4**Toable tounderstandEnvironmentLaws

SUBJECTTITLE:FoodProductionOperations&Practical

SUBJECTCODE:HM2301&HM2308

SEMESTER:III

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	4	4

Internal Assessment:

40End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

- Tounderstandthebasicsofquantitykitchen
- Tounderstand menuplanning &itsimportance

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT -I	QUANTITYFOODPRODUCTION EQUIPMENT A. Equipmentrequiredformass/volumefeeding B. Heatandcoldgeneratingequipment C. Careandmaintenanceofthisequipment D. Moderndevelopmentsinequipmentmanufacture MENUPLANNING	04

	A. Basic principles of menu planning – recapitulation B. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units C. Planning menus for • School/college students • Industrial workers • Hospitals • Outdoor parties • Theme dinners • Transport facilities, cruise lines, airlines, railway D. Nutritional factors for the above	
UNIT -II	INDENTING • Principles of Indenting for volume feeding • Portion sizes of various items for different types of volume feeding • Modifying recipes for indenting for large scale catering • Practical difficulties while indenting for volume feeding PLANNING Principles of planning for quantity food production with regard to • Space allocation • Equipment selection • Staffing	03
UNIT -III	VOLUME FEEDING A. Institutional and Industrial Catering • Types of Institutional & Industrial Catering • Problems associated with this type of catering • Scope for development and growth B. Hospital Catering • Highlights of Hospital Catering for patients, staff, visitors • Diet menus and nutritional requirements C. Off Premises Catering • Reasons for growth and development • Menu Planning and Theme Parties • Concept of a Central Production Unit • Problems associated with off-premises catering D. Mobile Catering • Characteristics of Rail, Airline (Flight Kitchens and Sea Catering) • Branches of Mobile Catering	07

	E. QuantityPurchase&Storage • Introductiontopurchasing • Purchasingsystem • Purchasespecifications • Purchasingtechniques • Storage	
UNIT -IV	REGIONALINDIANCUISINE A. Introductionto RegionalIndian Cuisine B. HeritageofIndianCuisine C. Factorsthataffecteating habitsindifferentpartsofthecountry D. Cuisineand itshighlightsofdifferentstates/regions/communitiestobe discussedunder: • Geographiclocation • Historicalbackground • Seasonalavailability • Specialequipment • Staple diets • Specialtycuisineforfestivalsandspecialoccasions STATES Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, MadhyaPradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil NaduandUttarPradesh/Uttaranchal COMMUNITIES Parsee,Chettinad,Hyderabadi,Lucknowi,Avadhi,Malbari/SyrianChristianandBhri DISCUSSIONS IndianBreads,IndianSweets,IndianSnacks	16

Course outcome
HM2301.1 Learnhowtoindentaccurately

HM2301.2 Knowledgeofregionalcuisines

HM2301.3 PreparationofvariousIndianregionalmenus

HM2301.4 PreparationofvariousIndianbreads

FOODPRODUCTIONOPERATIONS–PRACTICAL

Eachinstitutetoformulate36setofmenusfromthefollowingcuisines.

- Awadh
- Bengal

- Goa
- Gujarat
- Hyderabad
- Kashmiri

- Maharastra
 - Punjabi
 - Rajasthan
 - South India (Tamilnadu,
Karnataka,Kerala)
- SUGGESTEDMENUM
AHARASTRIAN

MENU01 MasalaBhat
 Kolhapuri
 Mutton

 PatraniMacchi
 BatataBhajee
 MasalaPoori
 DalAmtiKoshimbir

AWADHI

MENU01 GaloutiKebab
 Chicken
 KormaNavratan
 KormaPaneer
 PasandaMughlai
 ParathaBadalJaa
 m
Annanas KaMuzzafar

BENGALI

MENU01 MacherJhol
 Aloo
 PostoSukt
 oLuchi

GOAN

MENU01 Arroz
 Bean/ Cabbage
 FoogathGalinaXacuttiV
 indaloo
 GoanFishCurry

PUNJABI

MENU01 RaraMeat
MatarPulaoButter
ChickenBaingank
aBharta

MENU02 AmritsariMacchi
Rajmah
MasalaPindi
ChanaBhaturas
Dal
MakhniJee
raRice

SOUTHINDIAN

MENU01 Samb
arMasalaId
liMeduVad
aDosa
ChickenChettinedCurd
Rice/LemonRiceCocon
utChutney

RAJASTHANI

MENU01 Dal
BattiChurmaBe
san Ke
GatteGatte ka
PulaoLaalMass

GUJRATI

MENU01 Dh
oklaKha
ndviDal
Amti



ProgramName: BSc.Hospitality&HotelAdministration
ProgramCode:HM302

DhingriMakaiNuShaak
MethiThepla

HYDERABADI

MENU01 Sofyani Biryani
 MethiMurgMirchikaSalanBhagare
 Baingan
 Burani

RaitaKASHMIR

I

Menu 01 Shami
 KebabGhust
 abaRista
 Al’/NadruYakhni
 TabakMaas
 Dum
 AlooMethiChama
 nKashmiriPulao

- A. **Indian Snacks with Chutneys:**Aloo Bonda & Vada Pao with garlic tomato chutney Assorted Pakoras& Bread Pakora with green chutney, Types of Samosas with tamarindchutney, Moong Dal Cheela& Dal Muradabadi with tamarind chutney, Vegetable Cutlet/Cheese Cornroll/Dahi kebab, Kachori with tamarindchutney, Chaatpapri, Tikki
- B. **Indian Breads:**Tawa Roti, Laccha Parantha, Warqi Parantha, Taftan, Sheermal, Bakarkhani, Malabari Parantha
- C. **Indian Sweets:**Shrikhand, Mohanthal, Phirni, Shahi Tudra, Rabri, Malpua, Pal Paysam, Gulab Jamun, Sandesh, Besan Ka Halwa, Pumpkin Halwa, Beetroot Halwa, Loka Halwa, Lasunkhi Kheer, Basundi, Misti Doi, Bibinca

Recommended Books:-

Parvinder S Bali: “Food Production Operations” Oxford University Press,
M J Leto & W K H Bode: “Larder Chef” – Publisher: Butterworth-
Heinemann, Philip E. Thangam: “Modern Cookery” (Vol-I) By, Publisher: Orient
Longman, Kinton & Cessarani: “Practical Cookery”
Kauffman & Cracknell: “Practical Professional Cookery” Kinton & Cessarani: “Theory of Catering”

DetailedSyllabus

SUBJECTTITLE:Food&BeverageOperations&PracticalSU

BJECTCODE:HM2302&HM2309

SEMESTER:III

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit(C)
2	0	2	3

Internal Assessment:

40End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

- Demonstrateknowledgeofalcoholicbeverages
- Understandtheproductionprocessesofalcoholicbeverages

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	ALCOHOLICBEVERAGE A. Introductionand definition B. ProductionofAlcohol • Fermentationprocess • Distillationprocess • Classificationwithexamples DISPENSEBAR A. Introductionand definition B. Barlayout–physicallayoutofbar C. Barstock –alcohol&non-alcoholicbeverages D. Barequipment	05
UNIT-II	WINES A. Definition&History B. Classificationwithexamples • Table/Still/Natural • Sparkling • Fortified • Aromatized C. Productionofeachclassification D. OldWorldwines(Principalwineregions,wine laws,grapevarieties,productionandbrandnames) • France • Germany • Italy	08

	- Spain - Portugal E. NewWorldWines(Principalwineregions, winelaws,grapevarieties,productionandbrandnames) - USA - Australia - India - Chile - SouthAfrica - Algeria - NewZealand F. Food&WineHarmony G. Storageofwines H. Wineterminology(English&French)	
UNIT-III	BEER A. Introduction&Definition B. TypesofBeer C. ProductionofBeer D. Storage SPIRITS A. Introduction&Definition B. ProductionofSpirit - Pot-stillmethod - Patentstill method C. Productionof - Whisky - Rum - Gin - Brandy - Vodka - Tequilla D. DifferentProofSpirits - AmericanProof - BritishProof(Sikes scale) - GayLussac(OIMLScale)	11
UNIT-IV	APERITIFS A. Introductionand Definition B. TypesofAperitifs - Vermouth(Definition,Types&Brandnames) - Bitters(Definition,Types&Brandnames) LIQUEURS A. Definition&History B. ProductionofLiqueurs C. BroadCategoriesofLiqueurs(Herb,Citrus, Fruit/Egg,Bean&Kernel) D. Popular Liqueurs (Name, colour, predominant flavour&countryoforigin)	06

Course outcome**HM2302.1** Learned about Wines**HM2302.2** Understood the production of Wine**HM2302.3** Learned about different beer and spirits**HM2302.4** Learned about APERITIFS

**HM2409 FOOD & BEVERAGE SERVICE OPERATIONS -
PRACTICAL**

S.No	Topic
01	DispenseBar–OrganizingMise-en-place Task-01Wine serviceequipmentTask-02BeerserviceequipmentTask-03Cocktail bar equipmentTask-04 Liqueur/WineTrolleyTask-05Barstock-alcoholic &non-alcoholicbeverages Task-06 Bar accompaniments &garnishesTask-07Baraccessories&disposables
02	ServiceofWines Task-01 Service of Red WineTask-02ServiceofWhite/Rose WineTask-03ServiceofSparklingWinesTask-04ServiceofFortifiedWinesTask-05Service ofAromatizedWinesTask-06 ServiceofCider,Perry&Sake
03	ServiceofAperitifs Task-01 Service of BittersTask-02Service of Vermouths
04	Service ofBeer Task-01 Service of Bottled & cannedBeersTask-02ServiceofDraughtBeers
05	ServiceofSpirits Task-01Servicestyles–neat/on-the-rocks/withappropriatemixersTask-02ServiceofWhiskyTask-03Service ofVodkaTask-04Serviceof RumTask-05 Serviceof GinTask-06 Service ofBrandyTask-07ServiceofTequila
06	ServiceofLiqueurs Task-01Servicestyles–neat/on-the-rocks/withcream/enfrappeTask-02Servicefromthe BarTask-03ServicefromLiqueurTrolley
07	Wine& DrinksList Task-01 Wine BarTask-02 BeerBarTask-03CocktailBar

08	MatchingWineswithFood Task-01MenuPlanningwithaccompanyingWines • ContinentalCuisine • IndianRegionalCuisine Task-02Tablelaying&ServiceofmenuwithaccompanyingWines • ContinentalCuisine • IndianRegionalCuisine
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RecommendedBooks:

1. Andrews,Sudhir;“Food&BeverageServiceTrainingManual”
2. Andrews,Sudhir:“FoodandBeverage Service”
3. Bagchi,s.n:“Textbookoffood&beverageservice”
4. Bohrmann,Peter:“TheBartenderGuide”
5. Cousins,john: “Food&beveragemanagement”

DetailedSyllabus

SUBJECT TITLE: Front Office Operations & Practical

SUBJECTCODE:HM2303&HM2310

SEMESTER:III

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	2	3

Objectiveandoutcomeofcourse:

- Demonstrategoodcommunication&leadershipskills
- Demonstrateskillsforconductingaguestcheckout

ContentsofSyllabus:

InternalAssessment:40End TermExam:60DurationofExam:3Hrs

Sr.No	Contents	Contact Hours
UNIT-I	COMPUTERAPPLICATIONINFRONTOFFICEOPERATION A. Roleofinformationtechnologyinthehospitalityindustry B. Factorsforneedofa PMSinthehotel C. Factors forpurchaseofPMSbythehotel D. IntroductiontoFidelio&Amadeus FRONTOFFICE(ACCOUNTING) A. AccountingFundamentals B. Guestandnon-guestaccounts C. Accountingsystem	08

	• Non-automated– Guestweeklybill, Visitorstabularledger • Semi-automated • Fullyautomated	
UNIT-II	CHECKOUTPROCEDURES • Guestaccountssettlement - Cashandcredit - Indiancurrencyandforeigncurrency - Transfer ofguestaccounts - Expresscheckout CONTROLOFCASH ANDCREDIT	08
UNIT-III	NIGHTAUDITING A. Functions B. Audit procedures (Non-automated, semi-automated and fullyautomated) FRONTOFFICE& GUESTSAFETYANDSECURITY A. Importanceofsecuritysystems B. Safedeposit C. Keycontrol D. Emergencysituations(Accident,illness,theft,fire,bomb)	09
UNIT-IV	FRENCH BasicconversationrelatedtoFrontOfficeactivitiessuchas • Reservations(personalandtelephonic) • Reception (Doorman, Bell Boys, Receptionist etc.)CleaningofRoom&changeofRoometc.	05

Course outcome

HM2303.1 Understood theuseofcomputersandsoftwareinfrontoffice

HM2303.2 Understood theNightAuditprocedure

HM2303.3 Learned about check-in check out procedure and handling financial transactions

HM2303.4 Learned about Fielding customer enquiries, arranging guest services.

HM2410FRONTOFFICEOPERATIONS-PRACTICAL

- A. Handsonpracticeofcomputer applicationsrelatedtoFrontOfficeproceduressuchas
- Reservation,
 - Registration,
 - GuestHistory,
 - Telephones,
 - Housekeeping,
 - Dailytransactions
- B. Frontofficeaccountingprocedures
- Manualaccounting
 - Machineaccounting
 - Payable,AccountsReceivable,Guest History,YieldManagement
- C. Role Play
- D. SituationHandling

SUGGESTIVELISTOFTASKSFORFRONTOFFICEOPERATIONSYSTEM

S.No	Topic
1	Hotfunctionkeys
2	Createandupdateguestprofiles
3	Sendconfirmationletters
4	Printregistrationcards
5	MakeFITreservation&groupreservation
6	MakeanAdd-onreservation
7	Amendareservation
8	Cancelareservation-withdepositandwithoutdeposit
9	Logontocahiercode
10	Processareservationdeposit
11	Pre-registeraguest
12	Putmessageandlocatorfor aguest
13	Puttraceforguest
14	Checkinareservedguest
15	Checkindayuse
16	Check –inawalk-inguest
17	Maintainguesthistory
18	Makesharereservation
19	Addasharer toareservation
20	MakeA/Raccount
21	TakesreservationthroughTravelAgent/Company/IndividualorSource
22	Make roomchange
23	Makecheckandupdateguestfolios
24	Processcharges for in-houseguestsandnon-residentguests.
25	Handleallowancesanddiscountsandpackages

26	Processadvanceforin-houseguest
27	Putroutinginstructions
28	Printguestfoliosduringstay
29	Processing foreigncurrencyexchange/chequeexchange
30	Processguestcheckoutbycashandcreditcard
31	Checkoutwithoutclosing folio-Skipperaccounts
32	Handlepaymasterfolios
33	Checkoutusingcityledger
34	Printguestfolio duringcheckout
35	Closebankatendofeachshift
36	Check roomrateandvariancereport
37	TallyAllowancesforthedayatnight
38	Tallypaidoutsforthedayatnight
39	Tallyforexfor thedayatnight
40	Creditcheckreport

RecommendedBooks:

1. Bhatnagar,S.K.:“Frontofficemanagement”
2. Andrews,Sudhir:“Hotelfront officetrainingmanual
3. Aggarwal,Ravi:“Hotelfrontoffice:systems&procedures”
4. Abbot,Peter&Lewry,Sue:"Frontoffice:procedures,socialskillsyieldandmanagement"

DetailedSyllabus

SUBJECTTITLE:AccommodationOperations&Practicals

UBJECTCODE:HM2304&HM2311

SEMESTER:III

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	2	3

Internal Assessment: 40
End TermExam:60
DurationofExam:3Hrs

Objectiveandoutcomeofcourse:

- Demonstratehousekeepingtechnicalknowledgeandskills
- Demonstrateextensiveknowledgeoflaundryoperations

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	LINENROOM A. ActivitiesoftheLinenRoom B. LayoutandequipmentintheLinenRoom C. SelectioncriteriaforvariousLinenItems&fabricssuitableforthispurpose D. Purchase ofLinen E. CalculationofLinenrequirements F. Linencontrol-proceduresandrecords G. Stocktaking-proceduresandrecords H. Recyclingofdiscardedlinen I. LinenHire	10
UNIT-II	UNIFORMS A. Advantagesofprovidinguniformstostaff B. Issuing and exchange ofuniforms;typeofuniforms C. Selectionand designing ofuniforms D. LayoutoftheUniformroom SEWINGROOM A. Activitiesandareastobeprovided B. Equipment provided	05
UNIT-III	LAUNDRY A. CommercialandOn-site Laundry B. FlowprocessofIndustrialLaundering-OPL C. StagesintheWashCycle D. LaundryEquipmentandMachines E. LayoutoftheLaundry F. LaundryAgents G. DryCleaning H. GuestLaundry/Valetservice I. Stainremoval	10
UNIT-IV	FLOWERARRANGEMENT A. FlowerarrangementinHotels B. Equipmentandmaterialrequiredforflowerarrangement C. Conditioningofplantmaterial D. Stylesofflowerarrangements E. Principlesofdesignasappliedtoflowerarrangement INDOORPLANTS Selectionandcare	05

HM2411ACCOMMODATIONOPERATIONS-PRACTICAL

S.No	Topic	Hours
01	LayoutofLinenandUniformRoom/Laundry	03
02	LaundryMachineryand Equipment	10
03	StainRemoval	06
04	FlowerArrangement	08
05	Selectionand DesigningofUniforms	03

Course outcome

HM2304.1 Understood the linen usage and cleaning procedures

HM2304.2 Possess practical skills for makingdifferent flower arrangements.

HM2304.3 Learned about different Uniforms

HM2304.4 Learned about different indoor plants

RecommendedBooks:

1. Aggarwal,D.K:“Housekeepingmanagement”
2. Andrews,Sudhir:“Hotelhousekeepingtrainingmanual”
3. G.RaghubalanandSmriteeRaghubalan:“HotelHousekeepingOperationsandManagement”

DetailedSyllabus

SUBJECTTITLE:ForeignLanguageSkills–

II(French)SUBJECTCODE:HM-2305

SEMESTER:III

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	0	2

Objectiveandoutcomeofcourse:

- StudentsabletounderstandForeignLanguage
- Abletospeakvariouswords,sentenceinFrench

ContentsofSyllabus:

Internal Assessment:40End TermExam:60DurationofExam:3Hrs

Sr.No	Contents	Contact Hours
UNIT-1	RestaurantBrigade; Hotplatelanguageandterminology;Nameofherbs andspices;Plural ofNouns;Possessiveadjectives;Conversationbasic:Introducingeachother,ShortGuest Interactions.	

UNIT-2	Kitchen Brigade; Name of Meat, Poultry and Game; Conjugation of irregular verbs : partir, faire, prendre, sortir, voir, vouloir, pouvoir; The interrogation with <est-ce que, qu'est-ce que et qu'est-ce>; Conversation basic: In the restaurant (how to place/take order, billing etc.)	
UNIT-3	Name of French wines , French cheese and seasonings; Reading a wine label; The recent past tense; The immediate future tense; Conversation basic: hotel room reservation (to make/cancel the reservation)	
UNIT-4	The French Classical Menu with classic - examples of each course; Hot plate language and terminology; Interrogation; Conversation basic: Making/Cancelling a reservation (in train/on flight) (Oral) Role-playing of different situations Understanding questions Conversation Picture composition	
REFERENCES:	· Larousse compact Dictionary: French-English/English-French · Conjugaison- Le Robert & Nathan · Larousse French Grammar · Grammaire Collection "Le Nouvel Entraînez-vous" level debutant · Parlez à l'hôtel by A. Talukdar · A Votre Service 1 · French for Hotel and Tourism Industry by S. Bhattacharya	

	· Jumelage1 byManjiri KhandekarandRoopaLuktuke · BasicFrenchCourseforTheHotelIndustrybyCatherineLobo&SonaliJadhav	
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Course outcome

HM2305.1 Learned to express their view in FrenchLanguage

HM2305.2 Students learned to conversation with guest in Foreign Language

HM2305.3 Students can satisfy requirement of everyday situations.

HM2305.4 Students can support opinions and hypothesize.

DetailedSyllabus

SUBJECTTITLE:HotelAccountancy

SUBJECTCODE:HM2306

SEMESTER:III

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	0	2

Internal Assessment: 40

End TermExam:60

DurationofExam:3Hrs

Objectives

- Demonstrateunderstandingofaccountingsystemsfor ahotel
- Understandinternalcontrolsystem

Contents of Syllabus:

Sr.No	Contents	Contact Hours
UNIT-I	UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS A. Introduction to Uniform system of accounts B. Contents of the Income Statement C. Practical Problems D. Contents of the Balance Sheet (under uniform system) E. Practical problems F. Departmental Income Statements and Expense statements (Schedules 1 to 16) G. Practical problems	10
UNIT-II	INTERNAL CONTROL A. Definition and objectives of Internal Control B. Characteristics of Internal Control C. Implementation and Review of Internal Control	06
UNIT-III	INTERNAL AUDIT AND STATUTORY AUDIT A. An introduction to Internal and Statutory Audit	06

	B. DistinctionbetweenInternalAuditandStatutory Audit C. ImplementationandReviewofinternalaudit	
UNIT-IV	DEPARTMENTALACCOUNTING A. Anintroductiontodepartmentalaccounting B. Allocationandapportionmentofexpenses C. Advantagesofallocation D. Draw-backsofallocation E. Basisofallocation F. Practicalproblem	08

RecommendedBooks: · HospitalityAccounting–Publisher:PrentiaHallUpperSadde,RiverNewJersey

- Accountingfor Management,SKBhattacharya, VikasPublishingHouse
- HospitalityFinancialAccountingbyJerryJ Weygandt, PublisherWiley&sons
- AccountinginHotel&CateringIndustry–RichardKotas-InternationalTextbookCompany
- ComprehensiveAccountancy,SASiddiqui

Course outcome

HM2306.1 Learned and understand the significance of statutory audit

- **HM2306.2** Learned about Internal control
- **HM2306.3** Understood different departmental accounting
- HM2306.4** Learned about internal audit and statutory audit

Detailed

SyllabusSUBJECTTITLE:Food Safety&Quality

SUBJECT CODE:

HM2307SEMESTER:III

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	0	2

InternalAssessment:40

End TermExam:60

DurationofExam:3Hrs

Objectives

- Demonstrateunderstandingonfoodsafety, hazardsandrisk

- Learnandunderstandaboutmicro-organismsandthecontaminationstheycause

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	BasicIntroductiontoFoodSafety,FoodHazards&Risks,Contaminant sandFoodHygiene MICRO-ORGANISMSINFOOD A. General characteristics of Micro-Organisms based ontheiropcurrenceandstructure. B. Factorsaffectingtheir growthinfood(intrinsicandextrinsic)	07

	C. Common foodborne micro-organisms: - Bacteria (spores/capsules) - Fungi - Viruses - Parasites FOOD SPOILAGE & FOOD PRESERVATION - Types & Causes of spoilage - Sources of contamination - Spoilage of different products (milk and milk products, cereals and cereal products, meat, eggs, fruits and vegetables, canned products) - Basic principles of food preservation - Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation)	
UNIT-II	BENEFICIAL ROLE OF MICRO-ORGANISMS - Fermentation & Role of lactic acid bacteria - Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages) - Miscellaneous (Vinegar & anti-biotics) FOOD BORN DISEASES - Types (Infections and intoxications) - Common diseases caused by foodborne pathogens - Preventive measures FOOD ADDITIVES - Introduction - Types (Preservatives, anti-oxidants, sweeteners, food colors and flavors, stabilizers and emulsifiers)	06
UNIT-III	FOOD CONTAMINANTS & ADULTERANTS - Introduction to Food Standards - Types of Food contaminants (Pesticide residues, bacterial toxins, mycotoxins, seafood toxins, metallic contaminants, residues from packaging material) - Common adulterants in food - Methods of their detection (basic principle) FOOD LAWS AND REGULATIONS - National – PFA Essential Commodities Act (FPO, MPO etc.) - International – Codex Alimentarius, ISO - Regulatory Agencies – WTO - Consumer Protection Act	07
UNIT-IV	QUALITY ASSURANCE - Introduction to Concept of TQM, GMP and Risk Assessment - Relevance of Microbiological standards for food safety - HACCP (Basic Principle and implementation)	10

	HYGIENEANDSANITATIONINFOODSECTOR A. GeneralPrinciplesofFoodHygiene B. GHPforcommodities,equipment,workareaandpersonnel C. Cleaning and disinfect ion (Methods and agents commonlyusedinthehospitalityindustry) D. Safetyaspectsofprocessing water(uses&standards) E. WasteWater &Wastedisposal RECENTCONCERNS A. Emergingpathogens B. Geneticallymodifiedfoods C. Foodlabelling D. Newertrendsinfoodpackagingandtechnology E. BSE(BovineSerumEncephthalopathy)	
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Course outcome

HM2307.1 Gained knowledge on food preservation

HM2307.2 Awared about food adulterants and contaminations

HM2307.3 Learned about the risk associated with contaminated foods

HM2307.4 Learned about mislabeled and adulterated food.

RecommendedBooks:

Roday,Sunetra “FoodScience&Nutrition”
Manay,N.Shakuntala “Foodsfactsandprinciples”
Swaminathan,M “EssentialsoffoodandNutrition”
ecancelledandthe studentfailedinthesubject.

SUBJECT TITLE: Advance Food Production Operations - I& Practical

SUBJECTCODE: HM3501&HM3508

SEMESTER: V

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	4	4

Internal Assessment:

40End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

- Performand apply basicculinarymath inthefoodserviceindustry
- Prepareavarietyofsaladsand dressingand evaluateflavors.

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	LARDER I. LAYOUT&EQUIPMENT A. IntroductionofLarderWork B. Definition C. Equipmentfoundinthelarder D. Layoutofatypicallarder withequipmentand varioussections II. TERMS&LARDERCONTROL A. CommontermsusedintheLarder and Lardercontrol B. EssentialsofLarderControl C. Importance ofLarderControl D. DevisingLarderControlSystems E. LeasingwithotherDepartments F. YieldTesting III. DUTIESANDRESPONSIBILITIESOFTHE LARDERCHEF A. FunctionsoftheLarder B. HierarchyofLarderStaff C. SectionsoftheLarder D. Duties&ResponsibilitiesoflarderChef	08
UNIT-II	CHARCUTIERIE I. SAUSAGE A. IntroductiontoCharcuterie B. <u>Sausage–Types& Varieties</u> C. Casings–Types&Varieties D. Fillings–Types&Varieties E. Additives&Preservatives II. FORCEMEATS A. <u>Typesofforcemeats</u> B. Preparationofforcemeats C. Usesofforcemeats III. BRINES,CURES&MARINADES A. TypesofBrines B. PreparationofBrines C. MethodsofCuring	17

	D. TypesofMarinades E. UsesofMarinades F. DifferencebetweenBrines, Cures&Marinades IV. HAM,BACON&GAMMON A. CutsofHam,Bacon &Gammon. B. Differences betweenHam, Bacon&Gammon C. ProcessingofHam&Bacon D. GreenBacon E. Usesofdifferentscuts V. GALANTINES A. Makingofgalantines B. TypesofGalantine C. Ballotines VI. PATES A. Types ofPate B. Patedefoiegras C. MakingofPate D. Commericalpateand PateMaison E. Truffle–sources, CultivationandusesandTypesoftruffle. VII. MOUSE&MOUSSELINE A. Typesofmousse B. Preparationofmousse C. Preparationofmousseline D. Differencebetweenmousseandmousse line VIII. CHAUDFROID A. MeaningofChaufroid B. Makingofchaufrod& Precautions C. Typesofchaufroid D. Usesofchaufroid IX. ASPIC&GELEE A. DefinitionofAspicandGelee B. Differencebetweenthe two C. MakingofAspicandGelee D. UsesofAspicandGelee X. QUENELLES,PARFAITS,ROULADES PreparationofQuenelles,ParfaitsandRoulades	
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	XI. NONEDIBLEDISPLAYS A. Icecarvings B. Tallowsculpture C. Fruit&vegetableDisplays D. Saltdough E. Pastillage F. JellyLogo G. Thermacolwork	
UNIT-III	APPETIZERS&GARNISHES A. ClassificationofAppetizers B. ExamplesofAppetizers C. HistoricimportanceofculinaryGarnishes D. ExplanationofdifferentGarnishes USEOFWINEAND HERBS IN COOKING A. Idealusesofwineincooking B. ClassificationofherbsIdealusesofherbsincooking	03
UNIT-IV	SANDWICHES A. PartsofSandwiches B. TypesofBread C. Typesoffilling –classification D. SpreadsandGarnishes E. TypesofSandwiches F. MakingofSandwiches G. StoringofSandwiches	02

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM3501.1	Able to demonstrate understanding of standard weights, measures and scaling of ingredients
CO2	HM3501.2	Will be perform and apply basic culinary math in the food service industry
CO3	HM3501.3	Students can prepare a variety of baked goods and desserts
CO4	HM3501.4	Able to know global cuisines and prepare meals inspired by the cuisines

HM3508 ADVANCE FOOD PRODUCTION OPERATIONS – I (PRACTICAL)
PART A-COOKERY

Topic
<u>MENU01</u> • ConsomméJulienne • PouletSautéChasseur • PommesFondant • HaricotsVerts
<u>MENU02</u> • PotageStGermain • EscalopeDeVeauviennoise • PommesParsilles • EpinardsauGratin
<u>MENU03</u> • <u>CrèmeDuBarry</u> • <u>DarneDeSaumonGrille</u> • <u>Saucepaloise</u> • <u>PommesLyonnaise</u> • <u>PetitsPoisALaFlamande</u>
<u>MENU04</u> • <u>VelouteDameBlanche</u> • <u>CoteDePorcCharcuterie</u> • <u>PommesDeTerreALaCrème</u> • <u>CarottesGlaceAuGingembre</u>
<u>MENU05</u> • <u>CabbageChowder</u> • <u>PouletALaRex</u> • <u>PommesMarguises</u> • <u>Ratatouille</u>
<u>MENU06</u> • <u>CharcuterieGalantines</u> • <u>Pate</u> • <u>Terrines</u> • <u>Mousselines</u>
<u>MENU07</u> • <u>Gazpacho</u> • <u>PouletMaryland</u> • <u>CroquettePotatoes</u> • <u>Bananafritters</u> • <u>Corngallets</u>

<u>MENU08</u>
• <u>Cremed'Epinards</u> • <u>Pouletalakiev</u> • <u>MushyPea</u> • <u>DuchessPotato</u>
<u>MENU09</u>
• <u>FrenchOnionSoup</u> • <u>Poulet AlaKing</u> • <u>PommesLyonnaise</u> • <u>GarlicToast</u>
<u>MENU10</u>
• <u>CrèmeDeChampignons</u> • <u>PommesDeterrementhe</u> • <u>FishEtChips</u> • <u>Paella</u>
<u>DEMONSTRATIONS</u>
• <u>NewPlatingTechniques</u> • <u>Garnishing/Presentation</u>

HM3508ADVANCE FOOD PRODUCTION OPERATIONS – I(PRACTICAL)PARTB– BAKERY&PATISSERIE

S.No	Topic
1	BabaauRhumVol auvent
2	Chocolate ParfaitQuiche
3	French BreadTarteTartin
4	Garlic RollsCrêpeSu zette
5	Harlequin BreadChocolateCream Puffs
6	FoccaciaCrè meBrûlée
7	Vienna RollsMousseAuCho colat
8	Bread SticksSouffleMil anaise
9	BrownBreadPâte DesPommes
10	Apple PieSavoury Pie

11	WholeWheatBread CharlotteRoyal
12	Bagel &Doughnuts
13	Churros
14	ChocolateBrownie
15	BuffetdessertsMo dernPlatingStyles

RecommendedBooks:

WayneGisslen(2006):“ProfessionalCooking”

M.J. Leto ,W. K. H.Bode(2006):“TheLarderChef:FoodPreparationandPresentation”

CulinaryInstituteofAmerica:“GardeManger,StudyGuide:TheArtandCraft oftheColdKitchen”

DetailedSyllabus
SUBJECT TITLE: Advance Food & Beverage Operations – I&
PracticalSUBJECTCODE: HM3502 & HM3509
SEMESTER: V
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	2	3

Internal Assessment: 40
EndTermExam: 60
DurationofExam: 3Hrs
Objectiveandoutcomeofcourse:

- Extensiveknowledgeondifferentbanquetsetups,servicestylesandrecords
- Gaininsightinto kitchenstewarding

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM3502.1	Able to demonstrategoodcommunication&leadershipskills
CO2	HM3502.2	Will be gain Extensive knowledge on different banquet setups,servicestyles and records
CO3	HM3502.3	Students can Gaininsightinto kitchenstewarding
CO4	HM3502.4	Able to know learntoprepareFlambedishes

Contents of Syllabus:

Sr.No	Contents	Contact Hours
UNIT-I	PLANNING&OPERATINGVARIOUSF&BOUTLET A. Physicallayoutoffunctionalandancillary areas B. Objectiveofagoodlayout C. Stepsinplanning D. Factorstobeconsideredwhileplanning E. Calculatingspacerequirement F. Variousset upsforseating G. Planningstaffrequirement H. Menuplanning I. Constraintsofmenuplanning J. Selectingandplanningofheavydutyandlightequipment K. Requirementofquantitiesofequipmentrequired likecrockery,Glassware,Cutlery-steelorsilveretc. L. Suppliers&manufacturers M. Approximatecost N. PlanningDécor,furnishingfixtureetc.	08
UNIT-II	FUNCTION	08

	CATERING BANQUET • History • Types • OrganizationofBanquetdepartment • Duties&responsibilities • Sales • Bookingprocedure • Banquetmenus BANQUETPROTOCOL • SpaceArearequirement • Tableplans/arrangement • Misc-en-place • Service • Toast&Toast procedures INFORMALBANQUET • Reception • Cocktailparties • Convention • Seminar • Exhibition • Fashionshows • TradeFair • Wedding • Outdoorcatering	
UNIT-III	FUNCTION CATERING BUFFETS A. Introduction B. Factorsto planbuffets C. Arearequirement D. Planningandorganization E. Sequence of food F. Menuplanning G. TypesofBuffet H. Display I. Sitdown J. Fork,Finger,Cold Buffet K. BreakfastBuffets L. Equipment M. Supplies	12

	N.Checklist GUERIDONSERVICE A. Historyofgueridon B. Definition C. Generalconsiderationofoperations D. Advantages&Dis-advantages E. Typesoftrolleys F. Factortocreateimpulse, Buying–Trolley,openkitchen G. Gueridonequipment H. Gueridoningredients	
UNIT-IV	KITCHENSTEWARDING A. Importance B. Opportunitiesinkitchenstewarding C. Recordmaintaining D. Machineusedforcleaningand polishing E. Inventory TOBACCO A. History B. Processingforcigarettes,piptobacco&cigars C. Cigarettes–TypesandBrandnames D. PipeTobacco–TypesandBrandnames E. Cigars–shapes,sizes, coloursandBrandnames F. Care andStorageofcigarettes&cigars	04

HM3509ADVANCEFOOD&BEVERAGEOPERATIONS–I
(PRACTICAL)

S.No	Topic
01	Planning& OperatingFood&BeverageOutlets <u>ClassroomExercise</u> • DevelopingHypotheticalBusinessModelofFood&BeverageOutlets • CasestudyofFood&Beverage outlets-Hotels&Restaurants
02	FunctionCatering–Banquets • Planning&organizingFormal&InformalBanquets • Planning&organizingOutdoorcaterings
03	FunctionCatering –Buffets Planning&organizingvarioustypesofBuffet

04	GueridonService - Organizing Mise-en-place for Gueridon Service - Dishes involving work on the Gueridon Task-01 Crepesuzette Task-02 Banana au Rhum Task-03 Peach Flambe Task-04 Rum Omelette Task-05 Steak Diane Task-06 Pepper Steak
05	Kitchen Stewarding - Using & operating Machines - Exercise – physical inventory

Recommended Books:

Andrews, Sudhir: "Food and beverage service"

Andrews, Sudhir: "Food and beverage service training manual"

S.N. Bagchi: "Textbook of food & beverage service"

DetailedSyllabus

SUBJECT TITLE: Front Office Management– I& Practical

SUBJECTCODE:HM3503&HM3510

SEMESTER: V

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	2	3

Internal Assessment:

40End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

- Learntosetroomratesfora hotel
- Understandthe forecastingtechniques

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	PLANNING & EVALUATING FRONT OFFICEOPERATIONS A. SettingRoomRates(Details/Calculationsthereof) - HubbartFormula,marketconditionapproach&ThumbRule - Typesofdiscountedrates–corporate,racketc. B. Forecastingtechniques C. ForecastingRoomavailability D. Usefulforecastingdata • %ofwalking • %ofoverstaying • %ofunderstay E. Forecastformula F. Typesofforecast G. Sampleforecastforms H. Factorsforevaluatingfrontofficeoperations	12
UNIT-II	BUDGETING A. Typesofbudget&budgetcycle B. Makingfrontofficebudget C. Factorsaffectingbudgetplanning D. Capital&operationsbudgetforfrontoffice E. Refining budgets,budgetarycontrol F. Forecastingroomrevenue G. Advantages&Disadvantagesofbudgeting	12

UNIT-III	PROPERTYMANAGEMENTSYSTEM	06
	A. Fidelio/IDS/Shawman B. Amadeus C. Opera	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM3503.1	Able to demonstrate good communication & leadership skills
CO2	HM3503.2	Will be Demonstrate usage of PMS
CO3	HM3503.3	Students can Learn to set room rates for a hotel
CO4	HM3503.4	Able to understand the forecasting techniques

HM3510 FRONT OFFICE MANAGEMENT – I (PRACTICAL)

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

- Night audit,
- Income audit,
- Accounts
- Situation handling –
handling guests & internal situations requiring management tactics/strategies

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATIONS SYSTEM

S.No.	Topic
01	HM Training – Hot Function keys
02	How to put message
03	How to put a locator
04	How to check in a first time guest
05	How to check in an existing reservation
06	How to check in a day use
07	How to issue a new key
08	How to verify key
09	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
13	How to programme keys continuously
14	How to programme one key for two rooms
15	How to re-programme a key
16	How to make a reservation
17	How to create and update guest profiles
18	How to update guest folio
19	How to print guest folio

20	Howto makesharer reservation
21	Howtofeed remarksinguesthistory
22	Howtoaddasharer
23	Howto make add onreservation
24	Howto amend areservation
25	Howtocancelareservation
26	Howto makegroupreservation
27	Howtomakearoomchangeonthesystem
28	Howtologoncashiercode
29	Howto closeabank at theend ofeachshift
30	Howtoputaroutinginstruction
31	Howto processcharges
32	Howto processaguest check out
33	Howtocheckoutafolio
34	Howtoprocessdepositforarrivingguest
35	Howtoprocessdepositfor inhouseguest
36	Howtocheckroomrate variance report
37	Howtoprocesspartsettlements
38	Howtotallyallowanceforthedayatnight
39	Howtotallypaidouts forthe dayatnight
40	Howtotallyforexforthe dayatnight
41	Howto pre-registeraguest
42	Howtohandleextensionofgueststay
43	Handledepositandcheckinswithvoucher
44	Howtopostpayment
45	Howtoprintcheckedoutguestfolio
46	Checkoutusingforeigncurrency
47	Handlesettlementofcityledgerbalance
48	Handlepaymentforroomonlyto TravelAgents
49	Handleofbanqueteventdeposits
50	Howtoprepareforsuddensystemshutdown
51	Howtocheckoutstandingbatchtotals
52	Howtodoacreditcheckreport
53	Howtoprocesslate chargesonthirdparty
54	Howto processlatechargestocreditcard
55	Howto check outduring systemshutdown
56	Handlingpart settlementsforlongstayingguest
57	Howtohandlepaymasterfolios
58	Howto handlebillsonhold

RecommendedBooks:

Bhatnagar,S.K.:“Frontofficemanagement”P
uri,Rakesh:“Hotelfrontoffice”
Singh,R.K:“Frontofficemanagement”

DetailedSyllabus

SUBJECT TITLE: Accommodation Management – I & Practical

SUBJECTCODE: HM3504&HM3511

SEMESTER: V

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	2	3

Internal Assessment:

40End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

- Demonstrate knowledgeon planning&organizinginHousekeepingdepartment
- UnderstandtheimportanceofEnergy&Water Conservation

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	PLANNINGANDORGANISINGTHEHOUSEKEEPINGDEPARTMENT A. Areainventorylist B. Frequencyschedules C. PerformanceandProductivitystandards D. TimeandMotionstudyinHouseKeepingoperations E. StandardOperatingmanuals –Jobprocedures F. Joballocationand workschedules G. Calculatingstaffstrengths&Planning dutyrosters,teamwork andleadershipinHouseKeeping H. Training inHKD,devisingtrainingprogrammesforHKstaff I. Inventorylevelfornon-recycleditems J. Budgetand budgetarycontrols K. Thebudgetprocess L. Planningcapitalbudget M. Planningoperation budget N. Operatingbudget–controllingexpenses–incomestatement O. Purchasingsystems –methodsofbuying P. Stockrecords–issuing andcontrol	15
UNIT-II	HOUSEKEEPINGININSTITUTIONS&FACILITIESOHTERT HANHOTELS CONTRACTSERVICES	08

	A. Typesofcontractservices B. Guidelinesforhiringcontractservices C. Advantages&disadvantagesofcontractservices	
UNIT-III	ENERGYANDWATERCONSERVATIONINH OUSEKEEPINGOPERATIONS	05
UNIT-IV	FIRSTAID	02

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM3504.1	Able to demonstrate planning&organizinginHousekeepingdepartment
CO2	HM3504.2	Will be learnaboutinventoryandstockrecords
CO3	HM3504.3	Students can Learntosetroomratesfora hotel
CO4	HM3504.4	Able to understandtheimportanceofEnergy&Water Conservation

HM3511ACCOMMODATIONMANAGEMENT–I(PRACTICAL)

S.No	Topic
1	Teamcleaning • Planning • Organizing • Executing • Evaluating
2	Inspectionchecklist
3	Timeand motion study • Stepsofbedmaking • Stepsinservicing aguestroometc
4	Devising/designingtrainingmodule • Refreshertraining(5days) • Inductiontraining(2days) • Remedialtraining(5days)

RecommendedBooks:

Aggarwal,D.K:“Housekeepingmanagement”Raghubalan,

G.(2015):“HotelHousekeeping”3rdEdition

DetailedSyllabus

SUBJECTTITLE:HotelLaw

SUBJECTCODE:HM3505

SEMESTER:V

CONTACTHOURS/WEEK:02

Lecture(L)	Tutorial(T)	Credit (C)
2	0	2

Internal Assessment:

40End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

- To understand the lawsrelatingtothe hospitalityindustry
- UnderstandtheIndianlegalstructurefor hotelbusiness

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	INTRODUCTIONTOINDIANHOSPITALITY&RELATED LAWS A. Introduction B. LegalPerspectives C. KeyIssues D. Legal Requirements for Hotel Business – Before &After	04
UNIT-II	LAWSRELATEDTOHOTELOPERATIONSININDIA A. DoingHotelBusinessinIndia B. BusinessContracts C. HotelLicenses&Regulations D. HotelInsurance	04
UNIT-III	LAWSRELATEDTOEMPLOYEES,GUESTS,PUBLICHEALTH&SAFETY A. Introduction&OverviewofLabourlaws B. HospitalityLaws	04

	C.PublicHealthLaws&EnvironmentLaws	
UNIT-IV	LAWSRELATEDTOFOOD&BEVERAGESERVICES A. FoodLegislation B. Liquorlicensing	04

RecommendedBooks:

AmitabhDevendra	“Hotellaws,OxfordUniversitypress”
StephenBharath	“HospitalityLaw– ManagingLegalIssuesintheHospitalityIndustry
JagmohanNegi	“Hotel& TourismLaws”

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM3505.1	Able to understand the lawsrelatingtothe hospitalityindustry
CO2	HM3505.2	Will be learn & understand legal requirements before opening a hotel learn about inventory and stock records.
CO3	HM3505.3	Students can understandthedifferenttypesoflaws
CO4	HM3505.4	Able to understandtheIndianlegalstructurefor hotelbusiness

DetailedSyllabus

SUBJECTTITLE:StrategicManagement

SUBJECTCODE:HM3506

SEMESTER: V

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	0	2

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

- Understandthebasicsofstrategyplanning
- Learntheresourceanalysisfororganizations

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	ORGANISATIONALSTRATEGY A. MISSION • MissionStatement Elementsanditsimportance B. OBJECTIVES • Necessityofformal objectives • ObjectiveVs.Goal C. STRATEGY • DEVELOPINGSTRATEGIES - AdaptiveSearch - Intuitionsearch - Strategicfactors - PickingNiches - EntrepreneurialApproach ENVIRONMENTALANDINTERNALRESOURCEANALYSIS A. NEEDFORENVIRONMENTALANALYSIS B. KEYENVIRONMENTALVARIABLEFACTORS C. OPPORTUNITIESANDTHREATS • Internalresource analysis D. FUNCTIONALAREASRESOURCE DEVELOPMENTMATRIX E. STRENGTHSANDWEAKNESSES	09

	• Marketing • Finance • Production • Personnel • Organization	
UNIT-II	STRATEGY FORMULATION A. STRATEGY(GENERAL)ALTERNATIVES • StabilityStrategies • ExpansionStrategies • RetrenchStrategies • CombinationStrategies B. COMBINATIONSTRATEGIES • Forwardintegration • Backwardintegration • Horizontalintegration • Marketpenetration • Marketdevelopment • Productdevelopment • Concentricdiversification • Conglomeratediversification • Horizontaldiversification • Joint Venture • Retrenchment • Divestiture • Liquidation • Combination	08
UNIT-III	STRATEGIC ANALYSIS AND CHOICE(ALLOCATION OF RESOURCES) A. FACTORS INFLUENCING CHOICE • Strategy formulation B. INPUT STAGE • Internal factor evaluation matrix • External factor evaluation matrix • Competitive profile matrix C. MATCHING STAGE • Threats opportunities–weaknesses–strengths matrix(TOWS) • Strategic position and action evaluation matrix(SPACE) • Boston consulting group matrix(BCGM) • Internal–External matrix • Grand Strategy matrix D. DECISION STAGE • Quantitative Strategic Planning matrix(QSPM)	06
UNIT-IV	POLICIES IN FUNCTIONAL AREAS A. POLICY	07

	B. PRODUCTPOLICIES C. PERSONNELPOLICIES D. FINANCIALPOLICIES E. MARKETINGPOLICIES F. PUBLICRELATIONPOLICIES STRATEGICIMPLEMENTATIONREVIEWANDE VALUATION A. MCKINSEY7-SFRAMEWORK B. LEADERSHIPANDMANAGEMENTSTYLE C. STRATEGYREVIEWANDEVALUATION • Review underlyingbasesofStrategy • MeasureOrganizationalPerformance • Takecorrectiveactions	
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RecommendedBooks:-

Trivedi, OmS:“StrategicManagement”

JohnPearce(Author),RichardRobinson(Author),AmitaMital(Author):“StrategicManagement:Formulation ,ImplementationandControl”

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM3506.1	Able to understandthebasicsofstrategyplanning
CO2	HM3506.2	Will be learntheresourceanalysisfororganizations
CO3	HM3506.3	Students can understandthedynamicsofstrategyformulation
CO4	HM3506.4	Able to understand EntrepreneurialApproach

DetailedSyllabus

SUBJECTTITLE:Food&BeverageControl

SUBJECTCODE:HM3507

SEMESTER: V

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	0	2

Internal Assessment:

40End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

- TounderstandtheroleofFood&Beveragecontrolsdepartment
- Understandvarioussystemsandtechniquesofcontrollingfoodandbeveragecosts

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	FOODCOSTCONTROL	09
	A.IntroductiontoCostControl B. DefineCostControl C. TheObjectivesand AdvantagesofCostControl D. Basiccosting E. Foodcosting FOODCONTROLCYCLE A. PurchasingControl B. AimsofPurchasingPolicy C. JobDescriptionofPurchaseManager/Personnel D. TypesofFoodPurchase E. QualityPurchasing F. FoodQualityFactorsfordifferentcommodities G. DefinitionofYield H. Teststoarriveatstandaryield I. DefinitionofStandardPurchaseSpecification J. AdvantagesofStandardYieldand StandardPurchaseSpecification K. Purchasing Procedure L. DifferentMethodsofFoodPurchasing M. Sources ofSupply N. PurchasingbyContract O. PeriodicalPurchasing P. OpenMarketPurchasing Q. StandingOrderPurchasing R. CentralisedPurchasing	

	S. MethodsofPurchasinginHotels T. PurchaseOrderForms U. OrderingCost V. CarryingCost W. EconomicOrderQuantity X. PracticalProblems	
UNIT-II	RECEIVINGCONTROL A. AimsofReceiving B. JobDescriptionofReceivingClerk/Personnel C. Equipmentrequiredforreceiving D. DocumentsbytheSupplier(includingformat) E. DeliveryNotes F. Bills/Invoices G. CreditNotes H. Statements I. Recordsmaintained intheReceivingDepartment J. GoodsReceivedBook K. DailyReceivingReport L. MeatTags M. Receiving Procedure N. BlindReceiving O. Assessingtheperformanceandefficiencyof receivingdepartment	05
	P. FraudsinttheReceivingDepartment Q. Hygieneand cleanlinessofarea	
UNIT-III	STORING& ISSUINGCONTROL A. StoringControl B. Aims ofStoreControl C. JobDescriptionofFoodStore RoomClerk/personnel D. StoringControl E. Conditionsoffacilitiesandequipment F. Arrangements ofFood G. LocationofStorageFacilities H. Security I. StockControl J. Two types of foods received – direct stores(Perishables/non-perishables) K. StockRecordsMaintained BinCards(StockRecordCards/Books) L. IssuingControl M. Requisitions N. TransferNotes O. PerpetualInventoryMethod P. MonthlyInventory/StockTaking Q. PricingofCommodities R. Stocktakingandcomparisonofactualphysicalinventory andBookvalue S. Stocklevels T. PracticalProblems U. Hygiene&Cleanlinessofarea	08

UNIT-IV	PRODUCTION CONTROL A. Aims and Objectives B. Forecasting C. Fixing of Standards • Definition of standards (Quality & Quantity) • Standard Recipe (Definition, Objectives and various tests) • Standard Portion Size (Definition, Objective and equipment used) • Standard Portion Cost (Objectives & Cost Cards) D. Computation of staff meals SALES CONTROL A. Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price B. Matching costs with sales C. Billing procedure – cash and credit sales D. Cashier's Sales summary sheet	08
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Reference Books:

1. Cousins, John: "Food & beverage management"
2. Dhawan, Vijay: "Food & beverage service"

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM3507.1	Able to understand the role of Food & Beverage controls department
CO2	HM3507.2	Will be demonstrate thorough knowledge of food control cycle
CO3	HM3507.3	Students can understand the dynamics of strategy formulation
CO4	HM3507.4	Able to understand Understand various systems and techniques of controlling food and beverage costs

SUBJECT TITLE: ADVANCE FOOD PRODUCTION OPERATIONS –II& PRACTICAL
SUBJECTCODE: HM3601&HM3608
SEMESTER: VI
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	4	4

InternalAssessment:40
End
TermExam:60Durationo
fExam:3Hrs
Objectiveandoutcomeofcourse:

- Learnandprepare variousinternationalcuisines
- Understandthesignificanceofregionspecificdishes

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	INTERNATIONALCUISINE A. Geographiclocation B. Historicalbackground C. StaplefoodwithregionalInfluences D. Specialties E. Recipes F. Equipmentinrelationto: • GreatBritain • France • Italy • Spain&Portugal • Scandinavia • Germany • MiddleEast • Oriental • Mexican • Arabic CHINESE A. IntroductiontoChinesefoods B. Historicalbackground	16

	C. <u>Regionalcookingstyles</u> D. Methodsofcooking E. Equipment&utensils	
UNIT-II	BAKERY&CONFECTIONERY I. ICINGS&TOPPINGS A. Varietiesoficings B. Using ofIcings C. Differencebetweenicings&Toppings D. Recipes II. FROZENDESSERTS A. TypesandclassificationofFrozendesserts B. Ice-creams–Definitions C. Methodsofpreparation D. AdditivesandpreservativesusedinIce-creammanufacture MERINGUES A. Making ofMeringues B. Factorsaffectingthestability C. CookingMeringues D. TypesofMeringues E. <u>UsesofMeringues</u> IV. BREADMAKING A. RoleofingredientsinbreadMaking B. BreadFaults C. BreadImprovers V. CHOCOLATE A. History B. Sources C. Manufacture&Processing ofChocolate D. Typesofchocolate E. Temperingofchocolate F. Cocoabutter,whitechocolateandits applications	09
UNIT-III	PRODUCTION MANAGEMENT A. KitchenOrganization B. AllocationofWork-JobDescription,DutyRosters C. ProductionPlanning D. ProductionScheduling E. ProductionQuality&QuantityControl F. Forecasting&Budgeting G. YieldManagement	05

	PRODUCT&RESEARCHDEVELOPMENT	
	A. Testingnewequipment, B. Developingnewrecipes C. FoodTrails D. Organoleptic&SensoryEvaluation	
UNIT-IV	FRENCH • CulinaryFrench • Classicalrecipes(recettesclassique) • HistoricalBackground ofClassicalGarnishes • Offals/Game • Larderterminologyandvocabulary Note:Shouldbetaughtalongwiththerelevanttopics	02

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM3601.1	Students will be Learn andprepare variousinternationalcuisines
CO2	HM3601.2	Able to Understandthesignificanceofregionspecificdishes.
CO3	HM3601.3	Students Learnaboutproductionmanagement
CO4	HM3601.4	Will be Understandaboutvariousbakeryproducts

ADVANCEFOODPRODUCTIONOPERATIONS–II(COOKERY PRACTICAL)

Menu
CHINESE <u>MENU01</u> • Eggdropsoup • FriedWantons • Sweet&SourChicken • HakkaNoodles
<u>MENU02</u> • Hot&Soursoup • BeansSichwan • StirFriedChicken&Peppers • ChineseFriedRice
<u>Asian</u> <u>Menu03</u> • Hoppers • KhaoPhadphak • Tomkhaigai • Gangkiew wangi

**INTERNATIO
NAL
SPAINMENU
04**

- Gazpacho
- PolloEnPepitoria
- Paella
- Fritata De Patata
- PastelDeMazaana

<u>ITALYM</u> <u>ENU05</u> • Minestrone • RavioliArabeata • FettocineCarbonara • PolloAllaCacciatore • MedanzaneParmigiane • Pesto Dip
<u>GERMANY</u> <u>MENU</u> <u>06</u> • PotageSt.German • Sauerbaaten • Spatzale • German
<u>U.K.MEN</u> <u>U07</u> • Scotch Broth • MeatLoaf • YorkshirePudding • Legumesdepaprika • RoastPotato
<u>Middle</u> <u>EastMENU08</u> • Pitabread • Hummus • Falafal • MoussakaALa Greque • Dolmas • Shawarma • Tzaziki
MODERNTECHNIQUES&PRACTICES • Foodphotography • Moleculargastronomy • InnovativePlatingTechniques • Sustainablecookingmethods

ADVANCEFOODPRODUCTIONOPERATIONS–II(BAKERY PRACTICAL)

S.No	Topic
1	Grissini Tiramisu
2	Pumpnickle ApfelStrudel
3	YorkshireCurdTartCrus tyBread
4	BaklavaHarlequ inBread
5	BaugetteCre peNormandy
6	CrossiantsBla ckForestCake
7	PizzabaseHone yPralineParfait
8	Danish PastryColdCheese Cake
9	Soup Sticks & RollsChocolateTruffle cake
10	Ginger BreadBlancm ange
11	LavashChocolate Parfait
12	Cinnamon&RaisinRollsS ouffleChaudVanille
13	FruitBreadPlu mPudding
14	Demonstrationof • Meringues • Icings&Topings
15	Demonstrationof • WeddingCake&Ornamentalcakes

RecommendedBooks:

Arora,Krishna(2008):“TheoryofCookery”Ba

li,Parminster(2012):“ProfessionalChef”

DetailedSyllabus

**SUBJECTTITLE:ADVANCEFOOD&BEVERAGEOPERATIONS–
II&PRACTICALSUBJECTCODE:HM3602&HM3609**

SEMESTER: VI

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	2	3

Internal Assessment:

40EndTermExam:6

DurationofExam:3Hrs

0

Objectiveandoutcomeofcourse:

- Demonstrategoodpersonalhygieneandhealthhabitsandperformsafefoodhandlingandsanitationprocedures
- Identifyallrestaurantandbartools.

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	FOOD&BEVERAGESTAFFORGANISATION A. Categoriesofstaff B. Hierarchy C. Jobdescriptionandspecification D. Dutyroaster	08
UNIT-II	MANAGINGFOOD&BEVERAGEOUTLET A. Supervisoryskills B. Developingefficiency C. StandardOperatingProcedure	06
UNIT-III	BAROPERATIONS A. TypesofBar • Cocktail • Dispense B. AreaofBar C. Front Bar D. BackBar E. Under Bar (SpeedRack,GarnishContainer,Icewelletc.) F. BarStock G. BarControl H. BarStaffing I. Openingandclosing duties	06
UNIT-IV	COCKTAILS &MIXEDDRINKS	10

	A. DefinitionandHistory B. Classification C. Recipe, PreparationandServiceofPopularCocktails - Martini–Dry&Sweet - Manhattan–Dry&Sweet - Dubonnet - Roy-Roy - Daiquiri - WhiteLady - Pink Lady - SideCar - Bacardi - Alexandra - JohnCollins - TomCollins - GinFIZZ -Pimm’sCup– no.1,2,3,4,5 - Flips - Noggs - ChampagneCocktail - BetweentheSheets - Daiquiri - BloodyMary - ScrewDriver - TequillaSunrise - Gin-SingaporeSling - PlantersPunch - SingaporeSling - Pinacolada - RustyNail - B&B - MoscowMule - Margarita - Gimlet– Dry&Sweet - CubaLibre - WhiskySour - BlueLagoon - HarveyWallBanger -BombayCocktail	
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Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM3602.1	Students able to demonstrategoodcommunication&leadershipskills inF&BOperations
CO2	HM3602.2	Able to Demonstrate good personal hygiene and health habits and performs afe food handling andsanitation procedures.
CO3	HM3602.3	Identifyallrestaurantandbartools.
CO4	HM3602.4	Preparevariouskindsofcocktailsandmocktails

ADVANCEFOOD& BEVERAGEOPERATIONS–II
(PRACTICAL)

S.No	Topic
01	F&B StaffOrganization <u>ClassroomExercise(Case Studymethod)</u> • DevelopingOrganizationStructureofvariousFood&BeverageOut lets • DeterminationofStaffrequirements inallcategories • MakingDutyRoster • PreparingJobDescription&Specification
02	SupervisorySkills • ConductingBriefing&Debriefing -Restaurant,Bar,Banquets&Specialevents • DraftingStandardOperatingSystems(SOPs)forvariousF&Bout lets • SupervisingFood&Beverage operations • PreparingRestaurantLog
03	BarOperations • Designing&Settingthebar • Preparation&Service ofCocktail&MixedDrinks

RecommendedBooks:

Dennis Lilicrap (2014): “Food & Beverage Service Manual” 9th

EditionR.Singaravelavan(2011):“Food&Beverage Operations”

DetailedSyllabus

**SUBJECT TITLE: FRONT OFFICE MANAGEMENT-II &
PRACTICALSUBJECTCODE:HM3603&HM3610
SEMESTER: VI
CONTACTHOURS/WEEK:**

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	2	3

InternalAssessment:40

End

**TermExam:60Durationo
fExam:3Hrs**

Objectiveandoutcomeofcourse:

- Demonstrategoodcommunication&leadershipskillsinFrontOfficeOperations
- Enablestudentstohandleguestcomplaints

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM3603.1	Students able to demonstrate good communication & leadership skills in Front Office Operations
CO2	HM3603.2	Enable students to handle guest complaints
CO3	HM3603.3	Studtens can Identify all tools.
CO4	HM3603.4	Students can Understand revenue management

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	YIELDMANAGEMENT	14
	A. Conceptandimportance B. Applicabilityto roomsdivision • Capacitymanagement • Discount allocation • Durationcontrol C. Measurementyield D. Potentialhighandlowdemandtactics E. Yieldmanagementsoftware F. Yieldmanagementteam	

UNIT-II	TIMESHARE&VACATIONOWNERSHIP • Definitionandtypesoftimeshareoptions • Difficultiesfacedinmarketingtimeshare business • Advantages&disadvantagesoftimeshare business • Exchange companies -Resort CondominiumInternational,IntervalsInternat ional • How to improve the timeshare /referral/condominiumconceptinIndia- Government'srole/industryrole	10
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UNIT-III	FRENCH Conversationwithguests • Providing information to guest about the hotel, city,sightseeing,carrentals,historicalplaces,banks,airline s,travelagents,shopping centersand worshipplacesetc. • Departure(Cashier, BillsSectionandBell Desk)	06
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FRONTOFFICEMANAGEMENT – II
(PRACTICAL)

Handsonpracticeofcomputer application(HotelManagementSystem)
relatedtofrontofficeprocedures suchas

- Nightaudit,
- Incomeaudit,
- Accounts
- YieldManagement
- Situationhandling –
handlingguests&internalsituationsrequiringmanagementtactics/stra
tegies

SUGGESTIVELISTOFTASKSFORFRONTOFFICEOPERATIONSYSTEM

S.No.	Topic
01	HMSTraining –HotFunctionkeys
02	Howtoput message
03	Howtoputa locator
04	Howtocheckinafirsttimeguest
05	Howto checkinanexistingreservation
06	Howtocheckinadayuse
07	Howtoissue a new key
08	Howtoverifykey
09	Howtocancelakey
10	Howtoissue a duplicate key
11	Howtoextendakey
12	Howtoprintandprepareregistrationcards forarrivals
13	Howtoprogrammekeyscontinuously
14	Howto programmeonekeyfortworooms
15	Howtore-programme a key
16	Howtomakeareservation
17	Howtocreateand updateguest profiles
18	Howtoupdateguestfolio
19	Howtoprintguestfolio
20	Howto makesharer reservation
21	Howto feedremarksinguesthistory
22	Howtoaddasharer
23	Howto make add onreservation

24	Howto amend areservation
25	Howtocancelareservation
26	Howto makegroupreservation
27	Howtomakearoomchangeonthesystem
28	Howtologoncashiercode
29	Howto closeabank at theend ofeachshift
30	Howtoputaroutinginstruction
31	Howto processcharges
32	Howto processaguest check out
33	Howtocheckoutafolio
34	Howtoprocessdepositforarrivingguest
35	Howtoprocessdepositfor inhouseguest
36	Howtocheckroomrate variance report
37	Howtoprocesspartsettlements
38	Howtotallyallowanceforthedayatnight
39	Howtotallypaidouts forthe dayatnight
40	Howtotallyforexforthe dayatnight
41	Howto pre-registeraguest
42	Howtohandleextensionofgueststay
43	Handledepositandcheckinswithvoucher
44	Howtopostpayment
45	Howtoprintcheckedoutguestfolio
46	Checkoutusingforeigncurrency
47	Handlesettlementofcityledgerbalance
48	Handlepaymentfor roomonlyto TravelAgents
49	Handleofbanqueteventdeposits
50	Howtoprepareforsuddensystemshutdown
51	Howtocheckoutstandingbatchtotals
52	Howtodoacreditcheckreport
53	Howtoprocesslate chargesonthirdparty
54	Howto processlatechargestocreditcard
55	Howto check outduring systemshutdown
56	Handlingpart settlementsforlongstayingguest
57	Howtohandlepaymasterfolios
58	Howto handlebillsonhold

RecommendedBooks:

Andrews, Sudhir(2007):“FrontOfficeOperations”

Bardi,James(2010):“Front Officemanagement”5thEdition

DetailedSyllabus

SUBJECT TITLE: ACCOMMODATION MANAGEMENT - II &

PRACTICALSUBJECTCODE: HM3604 & HM3611

SEMESTER: VI

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	2	3

Internal Assessment: 40

End TermExam:60

DurationofExam:3Hrs

Objectiveandoutcomeofcourse:

- Enablestudentstosupervisecleaningtasks
- Understandvariousdynamicsofhotelhousekeeping

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	SAFETYANDSECURITY A. Safetyawarenessandaccidentprevention B. Firesafetyand firefighting C. Crimepreventionand dealingwithemergencysituation	06
UNIT-II	INTERIORDECORATION A. Elementsofdesign B. Colouranditsroleindécor–typesofcolourschemes C. Windowsandwindowtreatment D. Lightingandlightingfixtures E. <u>Floorfinishes</u> F. Carpets G. Furnitureandfittings H. Accessories	15
UNIT-III	LAYOUTOF GUEST ROOMS A. Sizesofrooms, sizesoffurniture,furniturearrangement B. Principlesofdesign C. Refurbishingandrecoration	06
UNIT-IV	NEWPROPERTYCOUNTDOWN	03

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Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM3604.1	Demonstrate good communication & leadership skills in Housekeeping Operations
CO2	HM3604.2	Enable students to supervise cleaning tasks
CO3	HM3604.3	Understand various dynamics of hotel housekeeping
CO4	HM3604.4	Students can Understand Fire safety and firefighting system

ACCOMMODATION MANAGEMENT–II(PRACTICAL)

S.No	Topics
1	Standard operating procedure skill oriented task (e.g. cleaning and polishing glass, brass etc)
2	First aid - first aid kit - dealing with emergency situation - maintaining records
3	Fire safety firefighting - safety measures - fire drill (demo)
4	Special decoration (theme related to hospitality industry) - indenting - costing - planning with time split - executing
5	Layout of guest room - to the scale - earmark pillars - specification of colours, furniture, fixture, fitting, soft furnishing and accessories etc used

Recommended Books:

Andrews, Sudhir (2017): “Hotel Housekeeping Management and Operations” Raghubalan, G. (2015): “Hotel Housekeeping–Operations & Management”

DetailedSyllabus

SUBJECTTITLE:FOOD&BEVERAGEMANAGEMENTS

UBJECTCODE:HM3605

SEMESTER: VI

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	0	3

Internal Assessment:

40End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

- Learntheimportanceoffood&beveragecontrol
- Enablestudentstoimplementsystemsofcontrolinhoteloperations

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	COSTDYNAMICS A. ElementsofCost B. ClassificationofCost SALESCONCEPTS A. VariousSalesConcept B. UsesofSalesConcept INVENTORYCONTROL A. Importance B. Objective C. Method D. LevelsandTechnique E. PerpetualInventory F. MonthlyInventory G. PricingofCommodities H. ComparisonofPhysicalandPerpetualInventory	14

UNIT-II	BEVERAGECONTROL A. Purchasing B. Receiving C. Storing D. Issuing E. ProductionControl F. StandardRecipe G. StandardPortionSize H. Bar Frauds I. Booksmaintained J. BeverageControl SALESCONTROL A. ProcedureofCashControl B. MachineSystem C. ECR D. NCR E. PresetMachines F. POS G. Reports H. Thefts I. CashHandling BUDGETARYCONTROL A. DefineBudget B. DefineBudgetaryControl C. Objectives D. FrameWork E. KeyFactors F. TypesofBudget G. BudgetaryControl	20
UNIT-III	VARIANCEANALYSIS A. Standard Cost B. StandardCosting C. CostVariances D. MaterialVariances E. LabourVariances F. OverheadVariance G. FixedOverheadVariance H. SalesVariance I. ProfitVariance BREAKEVENANALYSIS A.BreakevenChart	17

	B. PVRatio C. Contribution D. MarginalCost E. Graphs MENUMERCHANDISING A. Menu Control B. Menu Structure C. Planning D. PricingofMenus E. TypesofMenus F. MenuasMarketingTool G. Layout H. ConstraintsofMenuPlanning	
UNIT-IV	MENUENGINEERING A. DefinitionandObjectives B. Methods C. Advantages MIS A. Reports B. Calculationofactualcost C. DailyFoodCost D. Monthly FoodCost E. StatisticalRevenueReports F. Cumulativeandnon-cumulative	09

RecommendedBooks:

Shirke, Gajanan: “Food&BeverageManagement”

Johncousins, DavidFoskett:“FoodandBeverageManagement”2ndEdition

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM3605.1	Understandthe proceduresoffood&beverage control
CO2	HM3605.2	Learntheimportanceoffood&beveragecontrol
CO3	HM3605.3	Enablestudentstoimplementsystemsofcontrolinhoteloperations
CO4	HM3605.4	Students can Understand VariousSalesConcept

DetailedSyllabus

SUBJECTTITLE:FACILITYPLANNINGS

UBJECTCODE:HM3606

SEMESTER: VI

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	0	3

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

- UnderstandtheconceptoffacilityPlanning
- Learnthetechniques ofPERT&CPM

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	HOTELDESIGN A.DesignConsideration - AttractiveAppearance - Efficient Plan - Good location - Suitable material - Goodworkmanship - Soundfinancing - CompetentManagement FACILITIESPLANNING Thesystematic layoutplanningpattern(SLP) Planningconsideration A. Flowprocess&Flowdiagram B. Procedurefordeterminingspaceconsideringtheguidingfactors for guest room/ public facilities, support facilities &services,hoteladministration,internalroads/budgethotel/5 starhotel	19

	Architecturalconsideration A. Difference between carpet area plinth area and super builtarea, theirrelationships,readingof blueprint(plumbing,electrical,AC,ventilation,FSI,FAR,publicAreas) B. Approximate costofconstructionestimation C. Approximate operating areas in budget type/5 star type hotelapproximateotheroperatingareasperguestroom D. Approximate requirement and Estimation of water/electricalloadgas,ventilation STARCLASSIFICATIONOFHOTEL Criteriaforstarclassification of hotel (Five,four, three, two, one&heritage)	
UNIT-II	KITCHEN A. Equipmentrequirementforcommercialkitchen • Heating-gas/electrical • Cooling(forvariouscateringestablishment) B. DevelopingSpecificationforvariousKitchenequipments C. Planningofvariousupportservices(potwash,wetgrinding,chef room,larder,store&otherstafffacilities) KITCHENLAYOUT&DESIGN A. Principlesofkitchenlayoutanddesign B. Areasofthevariouskitchenswithrecommendeddimension C. Factorsthataffectkitchendesign D. Placementofequipment E. Flowofwork F. Spaceallocation G. Kitchequipment,manufacturersandselection H. Layoutofcommercialkitchen(types, drawingalayoutofaCommercialkitchen) I. Budgetingforkitchenequipment KITCHENSTEWARDINGLAYOUTANDDESIGN A. Importanceofkitchenstewarding B. Kitchenstewardingdepartmentlayoutanddesign C. Equipmentfoundinkitchenstewardingdepartment	20
UNIT-III	STORES –LAYOUTANDDESIGN A. Storeslayoutandplanning(dry,coldandbar) B. Variousequipmentofthestores C. Workflowinstores	11

	ENERGYCONSERVATION A. Necessityforenergyconservation B. Methods of conserving energy in different area ofoperationofahotel C. Developingandimplementingenergyconservationpr ogramforahotel CARPARKING Calculationofcarpark areafordifferent typesofhotels PLANNINGFORPHYSICALLYCHALLENGED	
UNIT-IV	INTRODUCTIONTOCPM& PERT A. Basicrulesandprocedurefornetworkanalysis B. C.P.M.and PERT C. ComparisonofCPMandPERT D. Classroomexercises	07

RecommendedBooks:

JamesA.Tompkins,JohnA.White,Yavuz A.Bozer,J.M.A.Tanchoco:“FacilitiesPlanning”

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM3606.1	Able to understandtheconceptofFacilityPlanning
CO2	HM3606.2	Will be Learnthetechniques ofPERT&CPM
CO3	HM3606.3	Students can learn cost of construction estimation
CO4	HM3606.4	Able to know principlesofkitchenlayoutanddesign

DetailedSyllabus

SUBJECTTITLE:ResearchProjectS

UBJECTCODE:HM3607SEMESTE

R:VI

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
0	0	2	1

Internal Assessment:40

End TermExam:60

DurationofExam:3Hrs

Objectiveandoutcomeofcourse:

- Understandresearchmethodology
- Learnhowtomakeresearchproject

RESEARCHPROJECT(PRACTICAL)

Once you have finalized the first draft or synopsis in consultation with your supervisor during SEM- V, plan to writing the final research paper during SEM-VI. Keep in mind the following:

1. Statement of purpose: tell the reader what you're going to say.
2. Main body of the paper: say it
3. Summary and conclusion: tell the reader what you've said.
4. Stick to the point, avoid digression. State each major idea quickly and then develop it through examples and explanations.
5. Include concrete examples, illustrations, and factual details to back up your generalizations.
6. Criticize, evaluate, illustrate, attack, or defend where appropriate to your topic. Show you've been thinking.
7. As you write, indicate your information source (by # of card or author's name) in the margin beside ideas. You can return later to complete the documenting of your references.
8. Unless your professor has specified otherwise, be sure to introduce quotations and show how they fit in with your position. Don't use them as filler.
9. Read it out loud to check for flow and awkward language. Read for clarity and logical progression and smooth transitions.
10. Find alternate words for ones you are using too often (check thesaurus).
11. Check for mechanical errors such as misspelled words, inaccurate punctuation, incorrect grammar, etc.
12. Watch carefully to prevent plagiarism. Be absolutely certain that your documentation gives full credit for all materials used not only in quotations but in paraphrased form.
13. Revise and polish your tentative draft for final project
14. Type the final version of your report. Double space and allow for proper margins.
15. Follow the exact format prescribed by your instructor for the title page, bibliography and documentation. This may vary from topic to topic, so be sure to check if you're in doubt.
16. Double check your documentation against your alphabetized bibliography. Make certain that all of your documentation is accurately tied to the references listed in your bibliography.
17. After typing, be sure to proofread for typos and other errors.
18. Hand your paper in!!

Remember all research is expected to show originality as it provides significant contribution to enhancing knowledge. Do give reference of ideas, quotes etc. in your paper from wherever it has been borrowed. The research paper must be accompanied by a certificate to the affect

that it is an original piece of work. If at any stage it is found that the research paper has been copied, in part or full, it is likely to be cancelled and the student failed in the subject.

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM3607.1	Able to understand the concept of Research
CO2	HM3607.2	Will be Learn the research techniques
CO3	HM3607.3	Students can learn learn how to make research project
CO4	HM3607.4	Able to underst and research methodology