

B. Voc. in Hotel Management

FOOD PRODUCTION OPERATIONS

S. No.	Unit	Topic
1	Unit-1	Basic Masala: - <ul style="list-style-type: none">❖ Introduction to spices❖ Role of spices in Indian cookery❖ Blending of spices❖ Different masala used❖ Dry and wet masala Composition of basic Indian masala
2	Unit-2	Quantity F.P.: - <ul style="list-style-type: none">❖ Intro.to volume feeding❖ Industrial and Institutional catering❖ Staff organization, Kitchen layout❖ Kitchen equipment and utensils Volume forecasting
3	Unit-3	Regional Indian Cuisine: - <ul style="list-style-type: none">❖ Detail study on regional food of North, South, East and West Cuisine❖ Staple food, Dishes of region❖ Traditional preparation methods❖ Utensils and accompaniments Indian Sweets and Breads
4	Unit-4	Indian Gravies: - <ul style="list-style-type: none">❖ Composition of basic gravies❖ Different types of gravies❖ Biryanies- Any 5❖ Composition Standard methods with accompaniments
5	Unit-5	Banquet Menus: - <ul style="list-style-type: none">❖ Planning❖ Indenting and costing❖ Forecasting Pre-Preparation and storage techniques

PRACTICAL- FOOD PRODUCTION OPERATIONS

Unit	Course Contents
I	Preparation of gravies and commonly used compound Indian Masala.
II	Regional cookery of North, South, East & West with accompaniment like chutney/instant Pickling & preserving
III	Indian bread, Rice and dessert preparations.
IV	Tandoor cooking
V	Planning elaborate Indian menus for events according to quantity F.P.

FOOD & BEVERAGE SERVICE OPERATIONS

Objectives: To make an In Depth study of Function Catering, Planning, Organizing, Staffing, Managing, Marketing and Merchandising an F&B outlet

Course Contents

S. No.	Unit	Topic
1	Unit-1	ALCOHOLIC BEVERAGE A. Introduction and definition B. Production of Alcohol □ Fermentation process □ Distillation process C. Classification with examples, DISPENSE BAR A. Introduction and definition B. Bar layout – physical layout of bar C. Bar stock – alcohol & non alcoholic beverages D. Bar equipment.
2	Unit-2	WINES A. Definition & History B. Classification with examples □ Table/Still/Natural □ Sparkling □ Fortified □ Aromatized C. Production of each classification D. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) □ France □ Germany □ Italy □ Spain □ Portugal E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) □ USA □ Australia □ India □ Chile □ South Africa □ Algeria □ New Zealand F. Food & Wine Harmony G. Storage of wines H. Wine terminology (English & French)
3	Unit-3	BEER A. Introduction & Definition B. Types of Beer C. Production of Beer D. Storage SPIRITS A. Introduction & Definition B. Production of Spirit □ Pot-still method □ Patent still method C. Production of □ Whisky □ Rum □ Gin □ Brandy □ Vodka □ Tequilla D. Different Proof Spirits □ American Proof □ British Proof (Sikes scale) □ Gay Lussac (OIML Scale)
4	Unit-4	APERITIFS A. Introduction and Definition B. Types of Aperitifs □ Vermouth (Definition, Types & Brand names) □ Bitters (Definition, Types & Brand names)
5	Unit-5	LIQUEURS A. Definition & History B. Production of Liqueurs C. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) D. Popular Liqueurs (Name, colour, predominant flavour & country of origin)

FOOD & BEVERAGE SERVICE OPERATIONS - PRACTICAL

S. No.	Topic
1	Dispense Bar – Organizing Mise-en-place Task-01 Wine service equipment Task-02 Beer service equipment Task-03 Cocktail bar equipment Task-04 Liqueur / Wine Trolley Task-05 Bar stock - alcoholic & non-alcoholic beverages Task-06 Bar accompaniments & garnishes Task-07 Bar accessories & disposables
2	Service of Wines Task-01 Service of Red Wine Task-02 Service of White/Rose Wine Task-03 Service of Sparkling Wines Task-04 Service of Fortified Wines Task-05 Service of Aromatized Wines Task-06 Service of Cider, Perry & Sake

3	Service of Aperitifs Task-01 Service of Bitters Task-02 Service of Vermouths, Service of Beer Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers, Service of Spirits Task-01 Service styles – neat/on-the-rocks/with appropriate mixers Task-02 Service of Whisky Task-03 Service of Vodka Task-04 Service of Rum Task-05 Service of Gin Task-06 Service of Brandy Task-07 Service of Tequila
4	Service of Liqueurs Task-01 Service styles – neat/on-the-rocks/with cream/en frappe Task-02 Service from the Bar Task-03 Service from Liqueur Trolley, Wine & Drinks List Task-01 Wine Bar Task-02 Beer Bar Task-03 Cocktail Bar, Matching Wines with Food Task-01 Menu Planning with accompanying Wines <input type="checkbox"/> Continental Cuisine <input type="checkbox"/> Indian Regional Cuisine Task-02 Table laying & Service of menu with accompanying Wines <input type="checkbox"/> Continental Cuisine <input type="checkbox"/> Indian Regional Cuisine

Recommended books:

1. Bernard Davis and Sally Stone, Food & Beverage Management, Heinemann,
2. Peter Jones , Food Service Operations , A Comprehensive Survey of the Catering Industry now in its second edition, Cassell,
3. Fuller John, Essential Table Service for Restaurants, Hutchinson,
4. Ronald F. Cichy & Paul E. Wise, Food & Beverage Service, EI-AH&LA,
5. Kazarian , Food Service Facilities Planning , Van Nostrand Reinhold.

ACCOMODATION OPERATIONS

S. No.	Unit	Topic
1	Unit-1	LINEN ROOM A. Activities of the Linen Room B. Layout and equipment in the Linen Room C. Selection criteria for various Linen Items & fabrics suitable for this purpose D. Purchase of Linen E. Calculation of Linen requirements F. Linen control-procedures and records G. Stocktaking-procedures and records H. Recycling of discarded linen I. Linen Hire
2	Unit-2	UNIFORMS A. Advantages of providing uniforms to staff B. Issuing and exchange of uniforms; type of uniforms C. Selection and designing of uniforms J. D. Layout of the Uniform room
3	Unit-3	SEWING ROOM A. Activities and areas to be provided B. Equipment provided
4	Unit-4	LAUNDRY A. Commercial and On-site Laundry B. Flow process of Industrial Laundering-OPL C. Stages in the Wash Cycle D. Laundry Equipment and Machines E. Layout of the Laundry F. Laundry Agents G. Dry Cleaning H. Guest Laundry/Valet service I. Stain remova
5	Unit-5	FLOWER ARRANGEMENT A. Flower arrangement in Hotels B. Equipment and material required for flower arrangement C. Conditioning of plant material D. Styles of flower arrangements E. Principles of design as applied to flower arrangement, INDOOR PLANTS Selection and care

PRACTICE-ACCOMMODATION OPERATIONS

S. No.	Topic
1	Layout of Linen and Uniform Room/Laundry
2	Laundry Machinery and Equipment, Stain Removal,
3	Flower Arrangement, Selection and Designing of Uniforms

Recommended books:

1. Professionals Housekeeper – Georgina Tucker Schneider, Mary Scoviak
2. Professional Management of H.K. Operations – Matt. A. Casado (Wiley)

PRACTICALS -FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II

S. No.	Topic
1	COMPUTER APPLICATION IN FRONT OFFICE OPERATION A. Role of information technology in the hospitality industry B. Factors for need of a PMS in the hotel C. Factors for purchase of PMS by the hotel D. Introduction to Fidelio & Amadeus
2	FRONT OFFICE (ACCOUNTING) A. Accounting Fundamentals B. Guest and non-guest accounts C. Accounting system <input type="checkbox"/> Non automated – Guest weekly bill, Visitors tabular ledger <input type="checkbox"/> Semi automated <input type="checkbox"/> Fully automated
3	CHECK OUT PROCEDURES <input type="checkbox"/> Guest accounts settlement - Cash and credit - Indian currency and foreign currency - Transfer of guest accounts - Express check out ,
4	CONTROL OF CASH AND CREDIT , NIGHT AUDITING A. Functions B. Audit procedures (Non automated, semi-automated and fully automated), FRONT OFFICE & GUEST SAFETY AND SECURITY A. Importance of security systems B. Safe deposit C. Key control D. Emergency situations (Accident, illness, theft, fire, bomb)
5	FRENCH A. Expressions de politesse et les commander et Expressions d'encouragement B. Basic conversation related to Front Office activities such as <input type="checkbox"/> Reservations (personal and telephonic) <input type="checkbox"/> Reception (Doorman, Bell Boys, Receptionist etc.) <input type="checkbox"/> Cleaning of Room & change of Room etc.

PRACTICALS -FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II

S. No.	Topic
1.	Hands on practice of computer applications related to Front Office procedures such as <input type="checkbox"/> Reservation, <input type="checkbox"/> Registration, <input type="checkbox"/> Guest History, <input type="checkbox"/> Telephones, <input type="checkbox"/> Housekeeping, <input type="checkbox"/> Daily transactions, Front office accounting procedures o Manual accounting o Machine accounting o Payable, Accounts Receivable, Guest History, Yield Management C. Role Play D. Situation Handling

2.	Hot function keys , Create and update guest profiles 3,Send confirmation letters ,Print registration cards ,Make FIT reservation & group reservation , Make an Add-on reservation ,Amend a reservation , Cancel a reservation-with deposit and without deposit ,Log onto cahier code, Process a reservation deposit , Pre-register a guest , Put message and locator for a guest
3.	Put trace for guest , Check in a reserved guest , Check in day use ,Check –in a walk-in guest , Maintain guest history ,Make sharer reservation ,Add a sharer to a reservation , Make A/R account ,Take reservation through Travel Agent/Company/ Individual or Source , Make room change ,Make check and update guest folios , Process charges for in-house guests and non-resident guests., Handle allowances and discounts and packages
4.	Process advance for in-house guest , Put routing instructions , Print guest folios during stay , Processing foreign currency exchange/ cheque exchange , Process guest check out by cash and credit card , Check out without closing folio- Skipper accounts ,Handle paymaster folios ,Check out using city ledger ,Print guest folio during check out ,Close bank at end of each shift , Check room rate and variance report ,Tally Allowances for the day at night , Tally paid outs for the day at night ,Tally forex for the day at night , Credit check report

Reference Books:

1. Hotel front Office Training Manual. -Sudhir Andrews
2. Principles of Hotel Front Office Operations -sue Baker, P. Bradley, J. Huyton
3. Hotel Front Office Bruce Braham
4. Managing Front Office Operations- Michael Kasavana, Charles Steadmon
5. Check-In Check-Out - Jerome Vallen
6. The Hotel Receptionist- Grace Paige, Jane Paige
7. Front Office Procedures and Management - Peter Abbott
8. Front Office operations/Accommodations Operations-Colin Dix
9. Hotel receptions- Paul White and Helen
10. Front Office Operations and Administration (Dennis Foster)