

B. Voc. in Hotel Management

Semester IV

ADVANCE FOOD PRODUCTION-I

S. No.	Unit	Topic	Max Marks
1	Unit-1	LARDER I. LAYOUT & EQUIPMENT A. Introduction of Larder Work B. Definition C. Equipment found in the larder D. Layout of a typical larder with equipment and various sections II. TERMS & LARDER CONTROL A. Common terms used in the Larder and Larder control B. Essentials of Larder Control C. Importance of Larder Control D. Devising Larder Control Systems E. Leasing with other Departments F. Yield Testing III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF A. Functions of the Larder B. Hierarchy of Larder Staff C. Sections of the Larder D. Duties & Responsibilities of larder Chef	15
2	Unit-2	2 CHARCUTIERIE I. SAUSAGE A. Introduction to charcuterie B. Sausage – Types & Varieties C. Casings – Types & Varieties D. Fillings – Types & Varieties E. Additives & Preservatives II. FORCEMEATS A. Types of forcemeats B. Preparation of forcemeats C. Uses of forcemeats III. BRINES, CURES & MARINADES A. Types of Brines B. Preparation of Brines C. Methods of Curing D. Types of Marinades E. Uses of Marinades , F. Difference between Brines, Cures & Marinades IV. HAM, BACON & GAMMON A. Cuts of Ham, Bacon & Gammon. B. Differences between Ham, Bacon & Gammon C. Processing of Ham & Bacon D. Green Bacon E. Uses of different cuts V. GALANTINES A. Making of galantines B. Types of Galantine C. Ballotines VI. PATES A. Types of Pate B. Pate de foie gras C. Making of Pate D. Commerical pate and Pate Maison E. Truffle – sources, Cultivation and uses and Types of truffle. VII. MOUSE & MOUSSELINE A. Types of mousse B. Preparation of mousse C. Preparation of mousseline D. Difference between mousse and mousseline VIII. CHAUD FROID A. Meaning of Chaud froid B. Making of chaud froid & Precautions C. Types of chaud froid D. Uses of chaud froid IX. ASPIC & GELEE A. Definition of Aspic and Gelee B. Difference between the two C. Making of Aspic and Gelee D. Uses of Aspic and Gelee X. QUENELLES, PARFAITS, ROULADES Preparation of Quenelles, Parfaits and Roulades, XI. NON EDIBLE DISPLAYS A. Ice carvings B. Tallow sculpture C. Fruit & vegetable Displays D. Salt dough E. Pastillage F. Jelly Logo G. Thermacol work	30
3	Unit-3	APPETIZERS & GARNISHES A. Classification of Appetizers B. Examples of Appetizers C. Historic importance of culinary Garnishes D. Explanation of different Garnishes	25
4	Unit-4	SANDWICHES A. Parts of Sandwiches B. Types of Bread C. Types of filling – classification D. Spreads and Garnishes E. Types of Sandwiches F. Making of Sandwiches G. Storing of Sandwiches	20
5	Unit-5	USE OF WINE AND HERBS IN COOKING A. Ideal uses of wine in cooking B. Classification of herbs C. Ideal uses of herbs in cooking	10

ADVANCE FOOD PRODUCTION OPERATIONS – I (PRACTICAL)

MENU 01

- Consommé Carmen Poulet Sauté Chasseur Pommes Loretta Haricots Verts

MENU 02

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

MENU 03

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

MENU 04

- Veloute Dame Blanche Cote De Porc Charcuterie Pommes De Terre A La Crème Carottes Glace Au Gingembre

MENU 05

- Cabbage Chowder Poulet A La Rex Pommes Marguises Ratatouille

MENU 06

- Barquettes Assortis Stroganoff De Boeuf Pommes Persilles Riz Pilaf

MENU 07

- Duchesse Nantua Poulet Maryland Croquette Potatoes Banana fritters Corn gallets

MENU 08

- Kromeskies Filet De Sols Walweska Pommes Lyonnaise Funghi Marirati

MENU 09

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

MENU 10

- Quiche Lorraine Roast Lamb Mint sauce Pommes Parisienne Plus 5 Buffets Cold Buffet Hot Continental Hot Indian Buffet Desserts Bread Displays

PART B – BAKERY & PATISSERIE

Brioche Baba au Rhum, Soft Rolls Chocolate Parfait, French Bread Tarte Tartin, Garlic Rolls Crêpe Suzette, Harlequin Bread Chocolate Cream Puffs, Foccacia Crème Brûlée, Vienna Rolls Mousse Au Chocolate Bread Sticks Souffle Milanaise, Brown Bread Pâte Des Pommes, Clover Leaf Rolls Savarin des fruits, Whole Wheat Bread Charlotte Royal, Herb & Potato Loaf Doughnuts, Milk Bread Gateaux des Peache, Ciabatta Chocolate Brownie, Buffet desserts Modern Plating Styles

ACCOMMODATION MANAGEMENT - I

S. No.	Unit	Topic	Max Marks
1	Unit-1	PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT A. Area inventory list B. Frequency schedules C. Performance and Productivity standards D. Time and Motion study in House Keeping operations E. Standard Operating manuals – Job procedures F. Job allocation and work schedules G. Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping H. Training in HKD, devising training programmes for HK staff I. Inventory level for non recycled items J. Budget and budgetary controls K. The budget process L. Planning capital budget M. Planning operation budget N. Operating budget – controlling expenses – income statement O. Purchasing systems – methods of buying P. Stock records – issuing and control	50
2	Unit-2	HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS	10
3	Unit-3	CONTRACT SERVICES A. Types of contract services B. Guidelines for hiring contract services C. Advantages & disadvantages of contract services	25
4	Unit-4	ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS	10
5	Unit-5	FIRST AID	5

ACCOMMODATION MANAGEMENT – I (PRACTICAL)

S. No.	Topic
1.	Team cleaning <input type="checkbox"/> Planning <input type="checkbox"/> Organizing <input type="checkbox"/> Executing <input type="checkbox"/> Evaluating
2.	Inspection checklist, Time and motion study <input type="checkbox"/> Steps of bed making <input type="checkbox"/> Steps in servicing a guest room etc
3.	Devising/ designing training module <input type="checkbox"/> Refresher training(5 days) <input type="checkbox"/> Induction training(2 days) <input type="checkbox"/> Remedial training(5 days)

FRONT OFFICE MANAGEMENT-I

S. No.	Unit	Topic	Max Marks
1	Unit-1	PLANNING & EVALUATING FRONT OFFICE OPERATIONS A. Setting Room Rates (Details/Calculations thereof) - Hubbart Formula, market condition approach & Thumb Rule - Types of discounted rates – corporate, rack etc. B. Forecasting techniques C. Forecasting Room availability D. Useful forecasting data <input type="checkbox"/> % of walking <input type="checkbox"/> % of overstay <input type="checkbox"/> % of under stay	30

2	Unit-2	PLANNING & EVALUATING FRONT OFFICE OPERATIONS :E. Forecast formula F. Types of forecast G. Sample forecast forms H. Factors for evaluating front office operations	15
3	Unit-3	BUDGETING A. Types of budget & budget cycle B. Making front office budget C. Factors affecting budget planning D. Capital & operations budget for front office	25
4	Unit-4	BUDGETING: E. Refining budgets, budgetary control F. Forecasting room revenue G. Advantages & Disadvantages of budgeting	20
5	Unit-5	PROPERTY MANAGEMENT SYSTEM A. Fidelio / IDS / Shawman B. Amadeus	10

FRONT OFFICE MANAGEMENT – I (PRACTICAL)

1. HMS Training – Hot Function keys
2. How to put message
3. How to put a locator
4. How to check in a first time guest
5. How to check in an existing reservation
6. How to check in a day use
7. How to issue a new key
8. How to verify key
9. 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. How to make sharer reservation
21. How to feed remarks in guest history
22. How to add a sharer
23. How to make add on reservation
24. How to amend a reservation
25. How to cancel a reservation
26. How to make group reservation
27. How to make a room change on the system
28. How to log on cashier code
29. How to close a bank at the end of each shift
30. How to put a routing instruction
31. How to process charges
32. How to process a guest check out
33. How to check out a folio
34. How to process deposit for arriving guest
35. How to process deposit for in house guest
36. How to check room rate variance report

37. How to process part settlements
38. How to tally allowance for the day at night
39. How to tally paid outs for the day at night
40. How to tally forex for the day at night
41. How to pre-register a guest
42. How to handle extension of guest stay
43. Handle deposit and check ins with voucher
44. How to post payment
45. How to print checked out guest folio
46. Check out using foreign currency
47. Handle settlement of city ledger balance
48. Handle payment for room only to Travel Agents
49. Handle of banquet event deposits
50. How to prepare for sudden system shutdown
51. How to checkout standing batch totals
52. How to do a credit check report
53. How to process late charges on third party
54. How to process late charges to credit card
55. How to check out during system shut down
56. Handling part settlements for long staying guest
57. How to handle paymaster folios
58. How to handle bills on hold

Laboratory Experiments:

1. Different Front Office Operation Related Task on Stander Types P.M.S Software & system System.

References Books:

1. Front Office Manual, Sudhir Andrew.
2. Principal of Hotel Front Office Operation, Baker, Bradley & Hyton.
3. Front Office Procedure & Yield Management, Peter Abboff & Sue Lenry.
4. Front Office Operation , Pant, Anoop Rajat Publication New Delhi.

FOOD & BEVERAGE MANAGEMENT-I

S. No.	Unit	Topic	Max Marks
1	Unit-1	PLANNING & OPERATING VARIOUS F&B OUTLET A. Physical layout of functional and ancillary areas B. Objective of a good layout C. Steps in planning D. Factors to be considered while planning E. Calculating space requirement F. Various set ups for seating G. Planning staff requirement H. Menu planning I. Constraints of menu planning J. Selecting and planning of heavy duty and light equipment K. Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. L. Suppliers & manufacturers M. Approximate cost N. Planning Décor, furnishing fixture etc	30
2	Unit-2	FUNCTION CATERING BANQUETS A. History B. Types C. Organisation of Banquet department D. Duties & responsibilities E. Sales F. Booking procedure G. Banquet menus BANQUET PROTOCOL □ Space Area requirement □ Table plans/arrangement • Misc-en-place □ Service □ Toast & Toast procedures INFORMAL	30

		BANQUET ☐ Réception ☐ Cocktail parties ☐ Convention ☐ Seminar ☐ Exhibition ☐ Fashion shows 08 25% ☐ Trade Fair ☐ Wedding ☐ Outdoor catering	
3	Unit-3	FUNCTION CATERING BUFFETS A. Introduction B. Factors to plan buffets C. Area requirement D. Planning and organisation E. Sequence of food F. Menu planning G. Types of Buffet H. Display I. Sit down J. Fork, Finger, Cold Buffet K. Breakfast Buffets L. Equipment M. Supplies N. Check list	20
4	Unit-4	GUERIDON SERVICE A. History of gueridon B. Definition C. General consideration of operations D. Advantages & Dis-advantages E. Types of trolleys F. Factor to create impulse, Buying – Trolley, open kitchen G. Gueridon equipment H. Gueridon ingredients	10
5	Unit-5	KITCHEN STEWARDING A. Importance B. Opportunities in kitchen stewarding C. Record maintaining D. Machine used for cleaning and polishing E. Inventory	10

FOOD & BEVERAGE MANAGEMENT-I (PRACTICAL)

S. No.	Topic
1	Planning & Operating Food & Beverage Outlets Class room Exercise ☐ Developing Hypothetical Business Model of Food & Beverage Outlets ☐ Case study of Food & Beverage outlets - Hotels & Restaurants
2	Function Catering – Banquets ☐ Planning & organizing Formal & Informal Banquets ☐ Planning & organizing Outdoor caterings, Function Catering – Buffets Planning & organizing various types of Buffet
3	Gueridon Service ☐ Organizing Mise-en-place for Gueridon Service ☐ Dishes involving work on the Gueridon Task-01 Crepe suzette Task-02 Banana au Rhum Task-03 Peach Flambe Task-04 Rum Omelette Task-05 Steak Diane Task-06 Pepper Steak
4	Kitchen Stewarding ☐ Using & operating Machines ☐ Exercise – physical inventory

Reference Books:

1. Food Service Management Bhojwani, M.: Rajat publications New Delhi.
2. Hospitality Management: Theories and Practices Ratti, Manish
3. Basics of Catering Management: *Its Inevitability* Narayan, U.
4. Food Service Management Ratti, Manish. Rajat publications New Delhi
5. Food & Beverage service operation Vijay Dhavan.
6. Hotel Tourism and Hospitality Management Ratti M: Rajat publications New Delhi
7. The Bar & Beverage book Costas Katsigris & Thomas.