

B. Voc. in Hospitality and Hotel Management

Third Semester

Food Production Operations

Objectives: To give an overview on Middle Eastern cookery, and an in- depth knowledge of patisserie and grade manger

Course Contents

S. No.	Unit	Topic	Max Marks
1	Unit-1	QUANTITY FOOD PRODUCTION A. EQUIPMENT Equipment required for mass/ volume feeding B. Heat and cold generating equipment C. Care and maintenance of this equipment D. Modern developments in equipment manufacture B. MENU PLANNING 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 <input type="checkbox"/> School/college students <input type="checkbox"/> Industrial workers <input type="checkbox"/> Hospitals <input type="checkbox"/> Outdoor parties <input type="checkbox"/> Theme dinners <input type="checkbox"/> Transport facilities, cruise lines, airlines, railway D. Nutritional factors for the above C. INDENTING <input type="checkbox"/> Principles of Indenting for volume feeding <input type="checkbox"/> Portion sizes of various items for different types of volume feeding <input type="checkbox"/> Modifying recipes for indenting for large scale catering <input type="checkbox"/> Practical difficulties while indenting for volume feeding D. PLANNING Principles of planning for quantity food production with regard to <input type="checkbox"/> Space allocation <input type="checkbox"/> Equipment selection <input type="checkbox"/> Staffing	35
2	Unit-2	Off Premises Catering 1. Reasons for growth and development <input type="checkbox"/> <input type="checkbox"/> Concept of a Central Production Unit 3. Problems associated with off-premises catering 4. Quantity Purchase & Storage 5. Introduction to purchasing 6. Purchasing system 7. Purchase specifications 8. Purchasing techniques 9.Storage 10. Diet menus and nutritional requirements	25
3	Unit-3	REGIONAL INDIAN CUISINE A. Introduction to Regional Indian Cuisine B. Heritage of Indian Cuisine C. Factors that affect eating habits in different parts of the country D. Cuisine and its highlights of different states/regions/communities to be discussed under: <input type="checkbox"/> Geographic location <input type="checkbox"/> Historical background <input type="checkbox"/> Seasonal availability <input type="checkbox"/> Special equipment <input type="checkbox"/> Staple diets <input type="checkbox"/> Specialty cuisine for festivals and special occasions	15
4	Unit-4	STATES Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Madhya Pradesh, Maharashtra, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal COMMUNITIES Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi DISCUSSIONS Indian Breads, Indian Sweets, Indian Snacks	25

FOOD PRODUCTION OPERATIONS – PRACTICAL

Each institute to formulate 36 set of menus from the following cuisines. Awadh Gujarat Hyderabad Kashmiri Maharashtra Punjabi Rajasthan South India (Tamilnadu, Karnataka, Kerala)

SUGGESTED MENUS

MAHARASTRIAN

MENU 01 Masala Bhat, Kolhapuri Mutton, Batata Bhajee Masala, Poori Koshimbir, Coconut Poli,
MENU 02 Moong Dal Khichdee, Patrani Macchi ,Tomato Saar, Tilgul Chapatti, Amti Basundi

AWADH

MENU 01 Yakhni Pulao ,Mughlai Paratha, Gosht Do Piazza, Badin Jaan Kulfi with Falooda
MENU 02 Galouti Kebab ,Bakarkhani Gosht Korma, Paneer Pasanda Muzzafar

PUNJABI

MENU 01 Rada Meat Matar Pulao Kadhi Punjabi Gobhi Kheer
MENU 02 Amritsari Macchi, Rajmah Masala, Pindi Chana, Bhaturas ,Row Di Kheer
MENU 03 Sarson Da Saag ,Makki Di Roti, Peshawari Chole ,Motia Pulao ,Sooji Da Halwa
MENU 04 Tandoori Roti, Tandoori Murg, Dal Makhani, Pudinia Chutny ,Baingan Bhartha ,Savian

SOUTH INDIAN

MENU 01 Meen Poriyal, Curd Rice ,Thorane Rasam, Pal Payasam
MENU 02 Line Rice, Meen Moilee, Olan, Malabari Pratha, Parappu Payasam
MENU 03 Tamarind Rice, Kori Gashi Kalan, Sambhar Savian, Payasam
MENU 04 Coconut Rice, Chicken Chettinad, Avial Huli, Mysore Pak

RAJASTHANI

MENU 01 Gatte Ka Pulao, Lal Maas, Makki Ka Soweta Chutny (Garlic), Dal Halwa
MENU 02 Dal Batti Churma, Besan Ke Gatte ,Ratalu Ki Subzi, Safed Mass

GUJRAT

MENU 01 Sarki Brown Rice Salli Murg Gujrati Dal Methi Thepla Shrikhand
MENU 02 Gujrati Khichadi, Oondhiyu Batata ,Nu Tomato Osaman, Jeera Poori Mohanthal

HYDERABADI

MENU 01 Sofyani Biryani, Methi Murg ,Tomato Kut, Hare Piaz ka Raita, Double Ka Meetha
MENU 02 Kachi Biryani ,Dalcha Mirchi Ka Salan, Mix Veg, Raita, Khumani Ka Meetha

KASHMIRI

Two menus may be formed out of the Dishes given as under: Rice and Bread Preparations: Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

Meat Preparations: Gushtaba ,Rista ,Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh

Vegetables and Potato: Ruwangan chaman,Choek wangan,Chaman Qaliyan Alleh Yakhean, Dum Aloo Kashmiri ,Nader Palak, Razma Gogji

Sweet Dishes: Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa
Chutneys: Mujeh cheten, Ganda Cheten, Dueen cheten, Aleh cheten (pumpkin chutney)

Recommended books

1. Jeanne Lesem, Preserving in Today's Kitchen, Backinprint.com,
2. Arthur L.Meyer, Appetizer Atlas,VNR,
3. Suize Ward, Finger Food, Time life,
4. Schmidst, The Professional Garde Manger, JW & S,
5. Wayne Gisslen, Professional Baking, JW & S,
6. Millian J, Practical Baking, John Wily& Sons,
7. Hanneman I.J., Patisseur, Heinemann Professional Publishing,
8. Paula Wolfert, Good Food From Morocco, Backinprint.com,

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	Max Marks
1	Unit-1	ALCOHOLIC BEVERAGE A. Introduction and definition B. Production of Alcohol <input type="checkbox"/> Fermentation process <input type="checkbox"/> 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.	15
2	Unit-2	WINES A. Definition & History B. Classification with examples <input type="checkbox"/> Table/Still/ Natural <input type="checkbox"/> Sparkling <input type="checkbox"/> Fortified <input type="checkbox"/> Aromatized C. Production of each classification D. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) <input type="checkbox"/> France <input type="checkbox"/> Germany <input type="checkbox"/> Italy <input type="checkbox"/> Spain <input type="checkbox"/> Portugal E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) <input type="checkbox"/> USA <input type="checkbox"/> Australia <input type="checkbox"/> India <input type="checkbox"/> Chile <input type="checkbox"/> South Africa <input type="checkbox"/> Algeria <input type="checkbox"/> New Zealand F. Food & Wine Harmony G. Storage of wines H. Wine terminology (English & French)	30
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 <input type="checkbox"/> Pot-still method <input type="checkbox"/> Patent still method C. Production of <input type="checkbox"/> Whisky <input type="checkbox"/> Rum <input type="checkbox"/> Gin <input type="checkbox"/> Brandy <input type="checkbox"/> Vodka <input type="checkbox"/> Tequilla D. Different Proof Spirits <input type="checkbox"/> American Proof <input type="checkbox"/> British Proof (Sikes scale) <input type="checkbox"/> Gay Lussac (OIML Scale)	15
4	Unit-4	APERITIFS A. Introduction and Definition B. Types of Aperitifs <input type="checkbox"/> Vermouth (Definition, Types & Brand names) <input type="checkbox"/> Bitters (Definition, Types & Brand names)	20
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)	20

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	Max Marks
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	25
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	15
3	Unit-3	SEWING ROOM A. Activities and areas to be provided B. Equipment provided	10
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	35
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	15

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)

FRONT OFFICE OPERATIONS

S. No.	Unit	Topic	Max Marks
1	Unit-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	10

2	Unit-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	20
3	Unit-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 ,	20
4	Unit-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)	50

S. No.	Topic
1.	Hands on practice of computer applications related to Front Office procedures such as • 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)