

BHM (Bachelors of Hotel Management)

SEMESTER I

S. N.	PAPER TITLE	PAPER CATEGOREY	CREDITS		TOTAL CREDITS	Eose Duration	
			T	P		T	P
	Fundamentals of Food Production -I	SC	2	3	5	3	4
	Fundamentals of Food & Beverages Service -I	SC	2	3	5	3	4
	Fundamentals of Front office -I	SC	1	3	4	3	4
	Fundamentals of Accommodation -I	SC	1	3	4	3	4
18							

SEMESTER -II

S. N.	PAPER TITLE	PAPER CATEGOREY	CREDITS		TOTAL CREDITS	Eose Duration	
			T	P		T	P
	Fundamentals of Food Production -II	SC	2	3	5	3	4
	Fundamentals of Food & Beverages Service -II	SC	2	3	5	3	4
	Fundamentals of Front office -II	SC	1	3	4	3	4
	Fundamentals of Accommodation -II	SC	1	3	4	3	4
18							

SEMESTER –III

S. N.	PAPER TITLE	PAPER CATEGOREY	CREDITS		TOTAL CREDITS	Eose Duration	
			T	P		T	P
	Food production operation	SC	2	3	5	3	4
	F&B service operation	SC	2	3	5	3	4
	Front office operation	SC	1	3	4	3	4
	Accommodation operation	SC	1	3	4	3	4
					18		

SEMESTER -IV

S. N.	PAPER TITLE	PAPER CATEGOR EY	CREDITS		TOTAL CREDITS	Eose Duration	
			T	P		T	P
	Advance food production -I	SC	2	3	5	3	4
	F&B service Management -I	SC	2	3	5	3	4
	Front office Management -I	SC	1	3	4	3	4
	Accommodation Management -I	SC	1	3	4	3	4
					18		

SEMESTER - V - Industrial Training

SEMESTER - VI

S. N.	PAPER TITLE	PAPER CATEGOREY	CREDITS		TOTAL CREDITS	Eose Duration	
			T	P		T	P
	Advance food production -II	SC	2	3	5	3	4
	F&B service Management -II	SC	2	3	5	3	4
	Front office Management -II	SC	1	3	4	3	4
	Accommodation Management -II	SC	1	3	4	3	4
18							

SEMESTER - VII

S. N.	PAPER TITLE	PAPER CATEGORY	CREDITS		TOTAL CREDITS	Eose Duration	
			T	P		T	P
	SPECIALIZED ACCOMMODATION MANAGEMENT-II	SE				3	4
	ADVANCE FOOD PRODUCTION	SE	3	3	6	3	4
	ADVANCE FOOD & BEVERAGE SERVICE	SE				3	4
	FINANCIAL MANAGEMENT	SC	1	3	4	3	4
	EVENT MANAGEMENT	SC	1	4	4	3	4
	ORGANISATIONAL BEHAVIOUR	SC	4	-	4	3	4
18							

SEMESTER - VIII. On the Job Training

Fundamentals of Food Production- I

Objectives: to provide an overview of the culinary history of India, and to emphasize on the aims & objectives of cooking, commodities used in food production with special reference to milk & milk products, vegetables & fruits.

Course Contents

S. No.	Unit	Topic	Max Marks
1	Unit-1	INTRODUCTION TO COOKERY A. Levels of skills and experiences B. Attitudes and behaviour in the kitchen C. Personal hygiene D. Uniforms & protective clothing E. Safety procedure in handling equipment, culinary history A. Origin of modern cookery Hierarchy area of department and kitchen, Classical Brigade B. Modern staffing in various category hotels C. Roles of executive chef D. Duties and responsibilities of various chefs E. Co-operation with other departments	10
2	Unit-2	CULINARY TERMS List of culinary (common and basic) terms, Explanation with examples, Aims & objects of cooking food: Aims and objectives of cooking food B. Various textures C. Various consistencies D. Techniques used in pre-preparation E. Techniques used in preparation	25
3	Unit-3	BASIC PRINCIPLES OF FOOD PRODUCTION - I VEGETABLE AND FRUIT COOKERY A. Introduction – classification of vegetables B. Pigments and colour changes C. Effects of heat on vegetables D. Cuts of vegetables E. Classification of fruits F. Uses of fruit in cookery G. Salads and salad dressings STOCKS A. Definition of stock B. Types of stock C. Preparation of stock D. Recipes E. Storage of stocks F. Uses of stocks G. Care and precautions iii) SAUCES A. Classification of sauces B. Recipes for mother sauces C. Storage & precautions	25
4	Unit-4	METHODS OF COOKING FOOD A. Roasting B. Grilling C. Frying D. Baking E. Broiling F. Poaching G. Boiling · Principles of each of the above · Care and precautions to be taken · Selection of food for each type of cooking SOUPS A. Classification with examples B. Basic recipes of Consommé with 10 Garnishes	15
5	Unit-5	EGG COOKERY A. Introduction to egg cookery B. Structure of an egg C. Selection of egg D. Uses of egg in cookery, COMMODITIES: i) Shortenings (Fats & Oils) A. Role of Shortenings B. Varieties of Shortenings C. Advantages and Disadvantages of using various Shortenings D. Fats & Oil –Types, varieties ii) Raising Agents A. Classification of Raising Agents B. Role of Raising Agents C. Actions and Reactions iii) Thickening Agents	25

		A. Classification of thickening agents B. Role of Thickening agents iv) Sugar A. Importance of Sugar B. Types of Sugar C. Cooking of Sugar – various	
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Fundamentals of Food Production- I (PRACTICALS)PART

'A' - COOKERY

S. No.	Topic	Method
1	i) Equipments - Identification, Description, Uses & handling · ii) Hygiene - Kitchen etiquettes, Practices & knife handling · iii) Safety and security in kitchen i) Vegetables - classification ii) Cuts - julienne, jardinière, macedoines, brunoise, paysane, mignonnete, dices, cubes, shred, mirepoix iii) Preparation of salad dressings, Identification and Selection of Ingredients - Qualitative and quantitative measures	Demonstrations & simple applications Demonstrations & simple applications by students Market survey/tour
2	i) Basic Cooking methods and pre- preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes) i) Stocks - Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungi stock	Demonstrations & simple application by sstudents
3	Sauces - Basic mother sauces Béchamel Espagnole Veloute Hollandaise Mayonnaise Tomato, Egg cookery - Preparation of variety of egg dishes Boiled (Soft & Hard) Fried (Sunny side up, Single fried, Bull's Eye, Double fried) Poches Scrambled Omelets' (Plain, Stuffed, Spanish) En cocotte (eggs Benedict	Demonstrations & simple application by sstudents
4	Demonstration & Preparation of simple menu, Simple Salads & Soups: Cole slaw, Potato salad, Beet root salad, Green salad, Fruit salad, Consommé	Demonstration by instructor and applications by students
5	Simple Egg preparations: Scotch egg, Assorted omelletes, Oeuf Florentine, Oeuf Benedict, Oeuf Farci, Oeuf Portugese Oeuf Deur Mayonnaise Simple potato preparations, Baked potatoes, Mashed potatoes, French fries Roasted potatoes, Boiled potatoes Lyonnaisepotatoes, Allumettes Vegetable preparations Boiled vegetables Glazed vegetables Fried vegetables Stewed vegetables	
	PART B BAKERY & PATISSERIE	

	Equipments Identification Uses and handling Ingredients - Qualitative and quantitative measures, bread making Demonstration & Preparation of Simple and enriched bread recipes, Bread Loaf (White and Brown), Bread Rolls (Various shapes) French Bread Brioche, SIMPLE CAKES Demonstration & Preparation of Simple and enriched Cakes, recipes, Sponge, Genoise, Fatless, Swiss roll, Fruit Cake, Rich Cakes, Dundee, Madeira	
	SIMPLE COOKIES Demonstration and Preparation of simple cookies like, Nan Khatai, Golden Goodies Melting moments Swiss tart Tri colour biscuits, Chocolate chip Cookies Chocolate Cream Fingers Bachelor Buttons.	
	HOT / COLD DESSERTS Caramel Custard, Bread and Butter Pudding, Queen of Pudding, Soufflé – Lemon / Pineapple, Mousse (Chocolate Coffee) Bavaroise, Diplomat Pudding Apricot Pudding, Steamed Pudding - Albert Pudding, Cabinet Pudding	

Recommended books

1. Ronald Kinton, Victor Cesarani, Theory of Catering, ELBS,
2. Thangam Philip, Modern Cookery, Orient Longman,
3. Banerjee Chitra, Life and Food in Bengal, UBSPD,
4. Rajalakshmi U.B., Udupi Cuisine, Roli Books,
5. Achaya K.T, Indian Food, A Historical Companion, Penguin,
6. Harbet Juliet, Cheese, Time Life series,
7. Grisgson Sophie, Ingredient Book, Time Life series,
8. Hamlyn, La rouse Gastronomique, Hamlyn,
9. K.C. Arora theory of cookery

Fundamentals of Food & Beverages Service- I

Objectives: To provide the student basic knowledge about the F&B service department, its operations, menu planning and different types of service.

Course Contents

S. No.	Unit	Topic	Max Marks
1	Unit-1	THE HOTEL & CATERING INDUSTRY A. Introduction to the Hotel Industry and Growth of the hotel Industry in India B. Role of Catering establishment in the travel/tourism industry C. Types of F&B operations D. Classification of Commercial, Residential/Non-residential E. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. F. Structure of the catering industry - a brief description of each,	20

2	Unit-2	DEPARTMENTAL ORGANISATION & STAFFING A. Organisation of F&B department of hotel B. Principal staff of various types of F&B operations C. French terms related to F&B staff D. Duties & responsibilities of F&B staff E. Attributes of a waiter F. Inter-departmental relationships (Within F&B and other department)	15
3	Unit-3	I FOOD SERVICE AREAS (F & B OUTLETS) A. Specialty Restaurants B. Coffee Shop C. Cafeteria D. Fast Food (Quick Service Restaurants) E. Grill Room F. Banquets G. Bar H. Vending Machines I. Discotheque B. II ANCILLIARY DEPARTMENTS A. Pantry B. Foodpick-up area C. Store D. Linen room E. Kitchen stewarding	30
4	Unit-4	F & B SERVICE EQUIPMENT Familiarization & Selection factors of:- Cutlery- Crockery- Glassware- Flatware- Hollowware, All other equipment used in F&B Service French terms related to the above	15
5	Unit-5	NON-ALCOHOLIC BEVERAGES: Classification (Nourishing, Stimulating and Refreshing beverages) A. Tea - Origin & Manufacture -Types & Brands. Coffee- Origin & Manufacture-Types & Brands C. Juices and Soft Drinks D. Cocoa & Malted Beverages -Origin & Manufacture	20

Fundamentals of Food & Beverages Service- I (PRACTICAL)

S. No.	Unit	Topic
1	Unit-1	Food Service areas – Induction & Profile of the areas, Ancillary F&B Service areas – Induction & Profile of the areas, Familiarization of F&B Service equipment, Care & Maintenance of F&B Service equipment
2	Unit-2	Cleaning / polishing of EPNS items by: - Plate Powder method - Polivit method - Silver Dip method - Burnishing Machine
3	Unit-3	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 Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Cleaning & polishing glassware
4	Unit-4	Tea – Preparation & Service, Coffee - Preparation & Service, Cocoa & Malted Beverages – Preparation & Service
5	Unit-5	Juices & Soft Drinks - Preparation & Service, Mocktails, Juices, Soft drinks, Mineral water, Tonic water

Recommended books

1. Fuller John & Stanley Thomas, Modern Restaurant Service , Amazon,
2. Bernard Davis and Sally Stone, Food & Beverage Management , Heinemann ,
3. Dennis R. Lillicrap & John A. Cousins , Food & Beverage Service, ELBS,
4. Fuller John, Essential Table Service for Restaurants, Hutchinson,
5. Ronald F. Cichy & Paul E. Wise , Food & Beverage Service, EI-AH & LA,

6. Sudhir Andrews food & beverage service

Fundamentals of Front Office- I

Objectives: To make students understand, organize and perform front office functions that are critical to the success of the hotel.

Course Contents

S. No.	Unit	Topic	Max Marks
1	Unit-1	INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth D. Brief introduction to hotel core areas with special reference to Front Office	10
2	Unit-2	CLASSIFICATION OF HOTELS A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium	15
3	Unit-3	TYPES OF ROOMS A. Single B. Double C. Twin D. Suits, TIME SHARE & VACATION OWNERSHIP A. What is time share? Referral chains & condominiums B. How is it different from hotel business? C. Classification of timeshares D. Types of accommodation and their size	15
4	Unit-4	FRONT OFFICE ORGANIZATION A. Function areas B. Front office hierarchy C. Duties and responsibilities D. Personality traits , HOTEL ENTRANCE, LOBBY AND FRONT OFFICE A. Layout B. Front office equipment (non automated, semi automated and automated)	30
5	Unit-5	BELL DESK A. Functions B. Procedures and records, FRENCH: To be taught by a professional French language teacher. A. Understanding and uses of accents, orthographic signs & punctuation B. Knowledge of cardinaux & ordinaux (Ordinal & cardinal) C. Days, Dates, Time, Months and Seasons	30

Fundamentals of Front Office- I (PRACTICALS)

S. No.	Unit	Topic
1.	Unit-1	Appraisal of front office equipment and furniture
2.	Unit-2	Rack, Front desk counter & bell des
3.	Unit-3	Filling up of various preforma,
4.	Unit-4	Welcoming of guest, Telephone handling
5.	Unit-5	Role play: Reservation, Arrivals, Luggage handling Message and mail handling, Paging

Recommended books:

1. Sue Baker, Pam Bradley and Jeremy Huyton, Principles of Hotel Front Office Operations, Cassel,
2. Michael L. Kasavana, Richard M. Brooks, Managing Front Office Operations, EI-AH&LA,
3. Peter Renner, Basic Hotel Front Office Procedures, Van Nostrand,
4. Peter Abbot & Sue Lewry, Front Office Procedures, Social Skills and Management, Butterworth Heinemann.
5. Grace Paige, Jane Paige, Hotel & Motel Front Desk Personnel, Van Nostrand Reinhold, .
6. Karan, Hospitality Ethics, Amazon,
7. Sudhir Andrews, Front office Operations.

Fundamentals of Accommodation- I

Objective: To provide in-depth knowledge about the housekeeping operations/systems and procedures/ formats followed in the hotels.

Course Contents

S. No.	Unit	Topic	Max Marks
1	Unit-1	THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION Role of Housekeeping in Guest Satisfaction and Repeat Business ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT A. Hierarchy in small, medium, large and chain hotels B. Identifying Housekeeping Responsibilities C. Personality Traits of housekeeping Management Personnel. D. Duties and Responsibilities of Housekeeping staff E. Layout of the Housekeeping Department	30
2	Unit-2	CLEANING ORGANISATION A. Principles of cleaning, hygiene and safety factors in cleaning B. Methods of organizing cleaning C. Frequency of cleaning daily, periodic, special D. Design features that simplify cleaning E. Use and care of Equipment	15
3	Unit-3	CLEANING AGENTS A. General Criteria for selection B. Classification C. Polishes D. Floor seats E. Use, care and Storage F. Distribution and Controls G. Use of Eco-friendly products in Housekeeping	20
4	Unit-4	COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES A. Metals B. Glass C. Leather, Leatheriest, Rexene's D. Plastic E. Ceramics F. Wood G. Wall finishes H. Floor finishes	15

5	Unit-5	INTER DEPARTMENTAL RELATIONSHIP A. With Front Office B. With Maintenance C. With Security D. With Stores E. With Accounts F. With Personnel G. Use of Computers in House Keeping department, use of computers in house keeping department	20
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Fundamentals of Accommodation- I (PRACTICAL)

S. No.	Unit	Topic
1.	Unit-1	Sample Layout of Guest Rooms, Single room Double room, Twin room, Suite Guest Room Supplies and Position, Standard room ,Suite, VIP room special amenities
2.	Unit-2	Cleaning Equipment-(manual and mechanical) Familiarization ,Different parts, Function ,Care and maintenance, Cleaning Agent, Familiarization according to classification ,Function
3.	Unit-3	Public Area Cleaning (Cleaning Different Surface) A. WOOD, polished, painted, Laminated B. SILVER/ EPNS, Plate powder method, Polivit method, Proprietary solution (Silvo) C. BRASS, Traditional/ domestic 1 Method Proprietary solution 1 (brasso) D. GLASS, Glass cleanser, Economical method(newspaper) E. FLOOR - Cleaning and polishing of different types Wooden, Marble, Terrazzo/ mosaic etc.
4.	Unit-4	F. WALL - care and maintenance of different types and parts ,Skirting , Dado, Different types of paints(distemper Emulsion, oil paint etc) Maid's trolley Contents , Trolley setup
5.	Unit-5	Familiarizing with different types of Rooms, facilities and surfaces , Twin/ double , Suite , Conference etc

Recommended books:

1. John C Branson & Margatet Lennox, Hotel, Hostel & Hospital Housekeeping, Edward Arnold,
2. Jane Fellows, Housekeeping Supervision, Publishers Macdonald Evans Ltd,
3. Schneider Madelin and Tucker Georgina , Professional Housekeeper , Van Nostrand, Reinhold,
4. Kappa, Nitschke, Schappert, Managing Housekeeping Operations,
5. Sudhir Andrews housekeeping

Semester II

FUNDAMENTALS OF FRONT OFFICE -II

Objectives: To make students understand, organize and perform front office functions that are critical to the success of the hotel.

Course Contents

S. No.	Unit	Topic	Max Marks
1	Unit-1	TARIFF STRUCTURE A. Basis of charging B. Plans, competition, customer's profile, standards of service & amenities C. Hubbart formula D. Different types of tariffs , Rack Rate , Discounted Rates for Corporates, Airlines, Groups & Travel Agents	10
2	Unit-2	FRONT OFFICE AND GUEST HANDLING - Introduction to guest cycle, Pre arrival, Arrival, During guest stay, Departure, After departure	10
3	Unit-3	RESERVATIONS A. Importance of reservation B. Modes of reservation C. Channels and sources (FITs, Travel Agents, Airlines, GITs) D. Types of reservations (Tentative, confirmed, guaranteed etc.) E. Systems (non automatic, semi automatic fully automatic) F. Cancellation G. Amendments H. Overbooking, ROOM SELLING TECHNIQUES A. Up selling B. Discounts	30
4	Unit-4	ARRIVALS A. Preparing for guest arrivals at Reservation and Front Office B. Receiving of guests C. Pre-registration D. Registration (non automatic, semi automatic and automatic) E. Relevant records for FITs, Groups, Air crews & VIPs	20
5	Unit-5	DURING THE STAY ACTIVITIES A. Information services B. Message and Mail Handling C. Key Handling D. Room selling technique E. Hospitality desk F. Complaints handling G. Guest handling H. Guest history, FRONT OFFICE CO- ORDINATION With other departments of hotel	30

FUNDAMENTALS COURSE IN FRONT OFFICE OPERATIONS – II(PRACTICALS)

S. No.	Suggested Tasks on Fidelio
1.	Hot function keys, Create and update guest profiles, Make FIT reservation, Send confirmation letters, Printing registration cards
2.	Make an Add-on reservation, Amend a reservation, Cancel a reservation-with deposit and without deposit, Log onto cashier code, Process a reservation deposit, Pre-register a guest, Put message and locator for a guest, Put trace for guest
3.	Check in a reserved guest, Check in day use, Check –in a walk-in guest, Maintain guest history, Issue a new key, Verify a key, Cancel a key
4.	Issue a duplicate key, Extend a key, Programme keys continuously, Re-programme keys, Programme one key for two rooms

Recommended books:

1. Sue Baker, Pam Bradley and Jeremy Huyton , Principles of Hotel Front Office Operations, Cassel

2. Michael L. Kasavana, Richard M. Brooks, Managing Front Office Operations, EIAH&LA,
3. Renner Peter, Basic Hotel Front Office Procedures, Van Nostrand,
4. Abbot Peter, & Sue Lewry, Front Office Procedures, Social Skills and Management, Butterworth Heinemann,
5. Paige Grace, Jane Paige, Hotel & Motel Front desk Personnel, Van Nostrand Reinhold.

FUNDAMENTALS OF ACCOMMODATION– II

Objectives: To make students understand, organize and perform housekeeping functions that is critical to the success of the hotel.

Course Contents

S. No.	Unit	Topic	Max Marks
1	Unit-1	ROOM LAYOUT AND GUEST SUPPLIES A. Standard rooms, VIP ROOMS B. Guest's special requests	15
2	Unit-2	AREA CLEANING A. Guest rooms B. Front-of-the-house Areas C. Back-of-the house Areas D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.	20
3	Unit-3	ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT A. Reporting Staff placement B. Room Occupancy Report C. Guest Room Inspection D. Entering Checklists, Floor Register, Work Orders, Log Sheet. E. Lost and Found Register and Enquiry File F. Maid's Report and Housekeeper's Report G. Handover Records H. Guest's Special Requests Register I. Record of Special Cleaning J. Call Register K. VIPLists	35
4	Unit-4	TYPES OF BEDS AND MATTRESSES, PEST CONTROL A. Areas of infestation B. Preventive measures and Control measure	25
5	Unit-5	KEYS A. Types of keys B. Computerized key cards C. Key control	5

S. No.	Topic
1	Servicing guest room (checkout/ occupied and vacant) ROOM Task 1- open curtain and adjust lighting Task 2- clean ash and remove trays if any Task 3- strip and make bed Task 4- dust and clean drawers and replenish supplies Task 5- dust and clean furniture, clockwise or anticlockwise Task 6- clean mirror Task 7- replenish all supplies Task 8- clean and replenish minibar Task 9- vacuum clean carpet Task 10- check for stains and spot cleaning BATHROOM Task 1- disposed soiled linen Task 2- clean ashtray Task 3- clean WC Task 4- clean bath and bath area Task 5- wipe and clean shower curtain Task 6- clean mirror Task 7- clean tooth glass Task 8- clean vanity unit Task 9- replenish bath supplies Task 10- mop the floor.
2	Bed making supplies (day bed/ night bed) Step 1- spread the first sheet (from one side) Step 2- make miter corner (on both corner of your side) Step 3- spread second sheet (upside down) Step 4- spread blanket Step 5- Spread crinkle sheet Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet) Step 7- tuck the folds on your side Step 8-

	<p>make miter corner with all three on your side Step 9- change side and finish the bed in the same way Step 10- spread the bed spread and place pillow.</p>
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3	Records ,Room occupancy report ,Checklist , Floor register , Work/ maintenance order] ,Lost and found , Maid’s report , Housekeeper’s report ,Log book, Guest special request register , Record of special cleaning ,Call register, VIP list, Floor linen book/ register
4	Guest room inspection, Minibar management, Issue, stock taking, checking expiry date, Handling room linen/ guest supplies, maintaining register/ record , replenishing floor pantry, stock taking, Guest handling, Guest request, Guest complaints

Recommended books:

1. John C Branson & Margatet Lennox, Hotel, Hostel & Hospital Housekeeping, Edward Arnold,
2. Fellows Jane, Housekeeping Supervision, Publishers Macdonald Evans Ltd,
3. Schneider Madelin and Tucker Georgina , Professional Housekeeper , Van Nostrand, Reinhold,
4. Kappa, Nitschke, Schappert , Managing Housekeeping Operations,

FUNDAMENTALS OF FOOD & BEVERAGE SERVICE - II

Objectives: To give the student an in-depth exposure to tobacco, wine and beer.

Course Contents

S. No.	Unit	Topic	Max Marks
1	Unit-1	MEALS & MENU PLANNING: A. Origin of Menu B. Objectives of Menu Planning C. Types of Menu D. Courses of French Classical Menu ,Sequence , Examples from each course ,Cover of each course ,Accompaniments E. French Names of dishes F. Types of Meals , Early Morning Tea ,Breakfast (English, American Continental, Indian) Brunch ,Lunch , Afternoon/High Tea ,Dinner , Supper	40
2	Unit-2	PREPARATION FOR SERVICE A. Organising Mise-en-scene B.Organising Mise en place ,TYPES OF FOOD SERVICE A. Silver service B. Pre-plated service C. Cafeteria service D. Room service E. Buffetservice F. Gueridon service G. Lounge service	25
3	Unit-3	SALE CONTROL SYSTEM A. KOT/Bill Control System (Manual) Triplicate Checking System ,Duplicate Checking System , Single Order Sheet, Quick Service Menu & Customer Bill B. Making bill C. Cashhandling equipment D. Record keeping (Restaurant Cashier)	20
4	Unit-4	TOBACCO A. History B. Processing for cigarettes, pipe tobacco & cigars C. Cigarettes – Types and Brand names D. Pipe Tobacco – Types and Brand names E. Cigars – shapes, sizes, colours and Brand names F. Care and Storage of cigarettes & cigars.	15

S. No.	Topic
1.	TABLE LAY-UP & SERVICE Task-01: A La Carte Cover Task-02: Table d’ Hote 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/TROLLEY SET-UP & SERVICE Task-01: Room Service TraySetup Task-02: Room Service Trolley Setup, PREPARATION FOR SERVICE (RESTAURANT) A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties

2.	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 orders 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, Social Skills Task-01: Handling Guest Complaints Task-02: Telephone manners Task-03: Dining & Service etiquettes.
3.	Special Food Service - (Cover, Accompaniments & Service) Task-01: Classical Hors d'oeuvre 12 Oysters, Caviar, Smoked Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit Asparagus Task-02: Cheese Task-03: Dessert (Fresh Fruit & Nuts) Service of Tobacco, Cigarettes & Cigars, Restaurant French: To be taught by a professional French language teacher., Restaurant Vocabulary (English & French) French Classical Menu Planning, French for Receiving, Greeting & Seating Guests, French related to taking order & description of dishes.

Recommended books:

1. Fuller John, Modern Restaurant Service, A Manual for students & Practitioners, Stanley Thomas,
2. Dennis R. Lillicrap and John A. Cousins, Food & Beverage Service ELBS,
3. Fuller John, Essential Table Service for Restaurants, Hutchinson,
4. Ronald F. Cichy & Paul E. Wise, Food & Beverage Service, EI-AH&LA,
5. John Cousins & Andrew Durkan, The Student's Guide to Food & Drink, Hodder & Stoughton
6. Brian K. Julyan, Beverage Sales & Service, A Professional Guide for Students, Butterworth Heinemann,
7. Johnson Hugh, The World Wine Atlas, Maison Fondee,
8. Robinson Jancis, The Oxford Companion to Wine, Oxford University Press, .

Fundamentals of Food Production –II

Objectives: To Provide an Insight into the Various Types of Cuisine and Make an In Depth Study of the Kitchen Organization, Equipment, Stocks, Soups, Sauces and Fats & Oils

S. No.	Unit	Topic	Max Marks
1	Unit-1	SOUPS A. Basic recipes other than consommé with menu examples a. Broths b. Bouillon c. Puree d. Cream e. Veloute f. Chowder g. Bisque etc B. Garnishes and accompaniments C. International soups, SAUCES & GRAVIES A. Difference between sauce and gravy B. Derivatives of mother sauces C. Contemporary & Proprietary,	20
2	Unit-2	MEAT COOKERY A. Introduction to meat cookery B. Cuts of beef/veal C. Cuts of lamb/mutton D. Cuts of pork E. Variety meats (offals) F. Poultry (With menu examples of each), FISH COOKERY A. Introduction to fish cookery B. Classification of fish with examples C. Cuts of fish with menu examples D. Selection of fish and shell fish E. Cooking of fish (effects of heat)	25

3	Unit-3	<p>RICE, CEREALS & PULSES A. Introduction B. Classification and identification C. Cooking of rice, cereals and pulses D. Varieties of rice and other cereals, i) PASTRY A. Short crust B. Laminated C. Choux D. 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 ii) Flour A. Structure of wheat B. Types of Wheat C. Types of Flour D. Processing of Wheat – Flour E. Uses of Flour in Food Production F. Cooking of Flour (Starch) iii) SIMPLE BREADS A. Principles of bread making B. Simple yeast breads C. Role of each ingredient in bread making D. Baking temperature and its importance</p>	20
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4	Unit-4	PASTRY CREAMS A. Basic pastry creams B. Uses in confectionery C. Preparation and care in production, BASIC COMMODITIES: i) Milk A. Introduction B. Processing of Milk C. Pasteurization – Homogenization D. Types of Milk – Skimmed and Condensed E. Nutritive Value ii) Cream A. Introduction B. Processing of Cream C. Types of Cream iii) Cheese A. Introduction B. Processing of Cheese C. Types of Cheese D. Classification of Cheese E. Curing of Cheese F. Uses of Cheese iv) Butter A. Introduction B. Processing of Butter C. Types of Butter	25
5	Unit-5	BASIC INDIAN COOKERY i) CONDIMENTS & SPICES A. Introduction to Indian food B. Spices used in Indian cookery C. Role of spices in Indian cookery D. Indian equivalent of spices (names) ii) MASALASA. Blending of spices B. Different masalas used in Indian cookery , Wet masalas , Dry masalas C. Composition of different masalas D. Varieties of masalas available in regional areas E. Special masala blends, KITCHEN ORGANIZATION AND LAYOUT A. General layout of the kitchen in various organizations B. Layout of receiving areas C. Layout of service and wash up.	20

S. No.	Topic	Method
1	Meat – Identification of various cuts, Carcass demonstration □ Preparation of basic cuts-Lamb and Pork Chops , Tornado, Filets Steaks and Escalope □ Fish-Identification & Classification and Folds of fish, Identification, Selection and processing of Meat, Fish and poultry. □ Slaughtering and dressing	Demonstration by instructor and applications by students
2	Preparation of menu Salads & soups- waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups Chicken, Mutton and Fish PreparationsFish orly, 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 Simple potato preparationsBasic potato dishes Vegetable preparationsBasic vegetable dishes Indian cookeryRice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations	Demonstration by instructor and applications by students
PART B - BAKERY & PATISSERIE □ Laminated		
3	PASTRY: Demonstration and Preparation of dishes using varieties of – Jam tarts, Turnovers – Palmiers, Pastry □ Short Crust Khara Biscuits, Danish Pastry, Cream Horns □ Choux Paste Eclairs, Profiteroles, COLD SWEET □ Honeycomb mould □	Demonstration by instructor and applications by students
4	HOT SWEET □ Bread & butter pudding □ Caramel custard □] Albert pudding □ Christmas pudding, INDIAN SWEETS Simple ones such as chicoti, gajjar halwa, kheer	Demonstration by instructor and applications by students

Recommended books:

1. Mizer, Portea & Sonnier, Food Preparation for the Professional, VNR,
2. Arora Krishna, Theory of Cookery, Frank brothers,
3. Hamlyn, Larousse Gastronomy, Hamlyn,
4. Fuller John, John B Knight, A Guide to Kitchen Management, ELBS,
5. Mohini Sethi, Catering Management, New Age International,
6. James, Peterson, Sauces, John Wiley & Sons.

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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 <ul style="list-style-type: none">❖ 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 <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)
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)
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)
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/enfrappe 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 WinesContinental Cuisine Indian Regional Cuisine Task-02 Table laying & Service of menu with accompanying Wines Continental Cuisine 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. LaundryAgents 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 Non automated – Guest weekly bill, Visitors tabular ledger Semi automated Fully automated
3	CHECK OUT PROCEDURES □ 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 commandes et Expressions d'encouragement B. Basic conversation related to Front Office activities such as Reservations (personal and telephonic) Reception (Doorman, BellBoys, Receptionist etc.) 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 □ Reservation, □ Registration, □ Guest History, □ Telephones, Housekeeping, □ 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
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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-withdeposit 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 foliosduring stay , Processing foreign currency exchange/ cheque exchange , Processguest 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)

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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 frod & Precautions C. Types of chaud froid D. Usesof 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. Typesof 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 incooking 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, Focaccia 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	FUNCTIONING, CATERING, BANQUETS, BANQUET PROTOCOLS A. Booking procedure B. Banquet Department C. Space Allocation of Banquet Department D. Responsibilities E. Sales place F. Service G. Toast & Toast procedures H. INFORMAL	30

		BANQUET ☐ Réception ☐ Cocktail parties ☐ Convention ☐ Seminar ☐ Exhibition ☐ Fashion shows 08 25% ☐ TradeFair ☐ 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.

B. Voc. in Hotel Management

Semester V/VI

FOOD & BEVERAGE MANAGEMENT-II

Objectives: to give the student an in- depth knowledge of marketing of food and beverage operations , service management, liquor laws of India and the staffing of food and beverage.

Course Contents

S. No.	Unit	Topic	Max Marks
1	Unit-1	Marketing of Food & Beverage Operations: Marketing Research – how Customers Choose which Restaurant to Eat in, Using Guest Feedback, Advertising – External Selling- Layout and Design Of Advertisement, Merchandizing : Internal Selling, Promotions – Food Festivals, Theme Parties, Promoting Room Service, Telephone Selling, Waiters as Salespeople- Suggestive Selling, Menu Card as a Sales Tool- Basic Menu Criterion – Presentation, Menu Content, Size and form, Menu Card Layout, Designing Menu Cards.	30
2	Unit-2	Service management & Leadership: Guests and Moments of Truth – the Value of Guests, the Costs of Guest Dissatisfaction, Identifying Guest Needs, Maintaining Guest History and Records, Effective Public Relations and Social Skills, Dealing with Guest complaints (Role Plays, Case Studies), Managers in F&B as Leaders, Providing Superior Service – Briefings (Pre-Shift Meetings), Service Guarantees, Team Approach to service, Serving Guests who have Disabilities.	25
3	Unit-3	Liquor & Liqueur Laws of India: Dispensing & Selling, Reporting, Documents & Licenses , Dealing with Minors & Aged Guests	20
4	Unit-4	Staffing & Training: Staff Members as Key to Success- value of Staff Members, Cost of Staff Dissatisfaction, Staffing Levels and Productivity – Determining Productivity, Forecasting Demand, Developing a Staffing Guide, Scheduling Staff in Work Areas for Quality – Preparing Staff Rosters and Schedules for Restaurants, Coffee Shops, Banquets, ODC, Room Service etc, Staff Turnover in F& B and analyzing Labour Costs, Types of Training Conducted for Staff, Importance of Training, Benefits of Training.	25

(PRACTICAL)

Objective: To know all about the alcoholic, non- alcoholic beverages, its preparations and its service

Course Contents

S. No.	Unit	Topic
1	Unit-1	Service of Spirits, Service of Liqueurs, Preparation of Mock Tail and Cocktails Service
2	Unit-2	Planning of 4 to 5 course TDH menus in English & French with matching Wines
3	Unit-3	Preparation of Layouts of Different Types of Bars, Preparing Wine Lists and Beverage Lists
4	Unit-4	Service of Alcohol in Room service
5	Unit-5	Planning ala Carte Menu

Recommended books

1. Bernard Davis & Sally Stone, Food & Beverage Management, Heinemann,
2. Jones Peter, Food Service Operations, A Comprehensive Survey of the Catering Industry, 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,

ADVANCE FOOD PRODUCTION OPERATIONS -II

Objectives: To expose students to the theoretical aspects of the following:

Course Contents

S. No.	Unit	Topic	Max Marks
1	Unit-1	Menu Standard Product Cost and Pricing Strategies: Menu Pricing Styles Menu Schedules Types of Menu Evaluating Menu Determining Standard Food Cost For Menu Items. Standard Recipes	30
2	Unit-2	2. Popular Cuisine of World: France, Swiss, Hawing, Mexican , America, China, Thai, Spain, Japan	10
3	Unit-3	3. Yield Management: The Concept of Yield Management. Measuring of Yield Management. Elements of Yield Management. Using Yield Management.	20
4	Unit-4	4. Kitchen Planning, Store Management and Research and Development: Planning and Layout of Kitchen Deferent Types of Hotel, Food Layout. Testing of New Equipment. Food Storage Condition For Dry Food, Canned Food and, Perishables. Correct use of Refrigerator, Walk-in Cooler, and Reach in Refrigerators. Developing and Testing New Recipes. Section of Storing Frozen Food Rule For Handling Frozen Food. Equipment and the Temperatures used for Holding of Cooked Foods. Importance of Stock Rotation FIFO	20
5	Unit-5	5. Larder: Function of the Larder Department.Larder Control Larder Production Cold cut Cold Salad Sandwich & CanapésGalantine Open Sandwich Cold Buffet	20

ADVANCE FOOD PRODUCTION OPERATIONS-II

(PRACTICAL)

Objectives: To expose students to the practical aspects of the following international cuisines:

S. No.	Unit	Topic
1	Unit-1	Chineese, Thai, Maxicane, Italian, Spanish, etc
2	Unit-2	Indian Tandoor Preparations
3	Unit-3	Kebabs
4	Unit-4	English and continental breakfasts
5	Unit-5	Various desserts and puddings

Recommended books:

1. Arthur L Meyer, Appitizer Atlas, Time Life series,
2. Suize Ward, Finger Food, Time Life series,
3. Schkmedit, The Professional Garde Manger, John Wiley,
4. Wayne Gisslen, Professional Baking, VNR,
5. Millian J, Practical Baking, VNR,
6. Hanneman I J, Patisseur, Time Life series,
7. Achaiah, Historical Companion, Oxford University Press,
8. Prashad-jigs kalra, cooking with Indian Masters, Kyle Books,

9. Cameila Punjabi, 50 Great Curries of India, Kyle Books,

ACCOMODATION MANAGEMENT-II

Objectives: To know the overall management & administration of housekeeping Course Contents

S. No.	Unit	Topic	Marks
1	Unit-1	1. HOUSEKEEPING BUDGETING • Concept & Importance • The Budget process • Operational and capital budget • Housekeeping Room cost • Housekeeping Expenses'	20
2	Unit-2	PLANNING TRENDS IN HOUSEKEEPING • Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping • Planning for the provision of Leisure facilities for the guest • Boutique hotel concept	20
3	Unit3	INFRASTRUCTURE & INTERIORS Designing-Revision of Colour, Lightning, Fitting, Floor & wall covering, Pictures, Accessories & their role, Types of Windows & Curtains, Renovation	35
4	Unit-4	SAFETY & SECURITY MANAGEMENT-Emergencies & Dealing with them, Fire prevention, Fire fighting, Safety Awareness & Accident Prevention, OSHA-Legal aspects, Laundry safety, Occupational Hazard, MSDS(Material DataSaftey Sheet, Job safety analysis, Signs, Tags, Security Management	25

Reference books :

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

Practical

S. No.	Unit	Topic
1	Unit-1	Interior Decorations
2	Unit-2	Staff rota and duty allocation : situation handling

FRONT OFFICE MANAGEMENT-II

Objectives: To know the overall management & administration of front office Course Contents

S. No.	Unit	Topic	Marks
1	Unit-1	Revenue management: The Concept of Revenue Management , Hotel Industry Applications- Capacity Management, Discount Allocation, Duration Control, Measuring yield – Potential Average Single Rate, Potential Average Double Rate, Rate Spread, Multiple Occupancy, Potential Average Rate, Room Rate Achievement Factor, Yield Statistic, Elements of Revenue Management – Group Room Sales, Transient Room Sales, Food And Beverage Activity, Special Events, Using Revenue Management – Potential High And Low Demand Tactics	20

2	Unit-2	The operational part of front office: Identify and describe the Functions Of Management With Relation To Front Office and Housekeeping Department, Forecasting Data, Percentage of Walk-Ins, Percentage of Overstays, Percentage of No-Shows, Percentage Of Under Stays, Percentage Of Early Arrivals, Importance of Forecasting, Budgeting for Front Office	25
3	Unit-3	Training & Development: Developing Job breakdowns for F.O. Job positions, Skills training – the Four Step Training Method (Prepare, Present, Practice, Follow Up), Developing Staffing Guides for Room Attendants, Supervisors, General Workers, Alternative Scheduling Techniques – (part-time employees, flexible work hours, compressed work schedules, job sharing), Cross Training and Incentive Programmes for Staff	25
4	Unit-4	Front office controls: Importance and calculation of Operational Statistics, Percentage of Single Occupancy, Percentage of Multiple Occupancy, Percentage of Domestic and Foreign Occupancies, ARR or ADR, Average Rate per Guest, Average Length of Stay, Rev Par, Daily Operations Report – its importance, Sales Mix or Clientele Mix, its Calculation and Importance	15
5	Unit-5	Managing Human Resources in Housekeeping and Front Office: Preparing job lists and job descriptions for front office and housekeeping staff, Sources of internal and external recruiting, Role of Executive Housekeeper and Front Office Manager in selecting staff, Orientation process – the role of the FOM & lobby manager	15

S. No.	Unit	Topic
1	Unit-1	Operations Management Effective use of cleaning practices and Front Office Operations – SOP's at housekeeping and front office department. Effective use and control of supplies & equipment. Establishing standards, monitoring performance, corrective action in Rooms Division
2	Unit-2	Personnel Management in Accommodations Operations Calculating Staff Requirement, Duty Rotas Selection & Requirement of employees – Attributes for staff at various levels of hierarchy Time & Motion study, work study & work Measurements
3	Unit-3	Financial Management & cost control Preparation of Budget 1 Revenue Budget for Front Office 2 Expense Budget for House keeping Department. 3 3 Budgets : Types – fixed, flexible, zero base 4 Measures to reduce operating cost & labour cost
4	Unit-4	Use of computer technology in Rooms Division1 MIS – Management Information System 2 Software used in Hotels 3 Reports generated at Front Desk and Housekeeping A. Rooms Status Report B. Sales Mix Report C. Revenue Report D. Guest History

5	Unit-5	Yield Management 1 Concept ARR & Rev PAR 2 Definition & importance of Yield Management 3 3 Forecasting
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6	Unit-6	HR Practices in Rooms Division 08 10 Motivation Performance Appraisal Promotion & renewal Disciplinary action Dismissal Procedure
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RESEARCH PROJECT REPORT

Objectives: To help students understand the financial market value, Operation and management of business in respect of various operations and transactions affecting the hotel industry in respect of guests, their property, employees and third parties. Financial Viability report on any type of hotels in a particular locality: A comprehensive project report has to be made by a student in the last semester of the BHMCT degree.

The report should not be more than 100 pages in content. The report has to be guided by a project guide, there by certified by him/ her, The report should be in the book form, plain simple bound, for which the outer cover has to be provided by the university.

The Content is as follows:-

1. Outer cover
2. Attestation
3. Acknowledgement
4. Index/ chapter page
5. Introduction
6. AODSL- Aims, Objective, Data, Scope & Limitation
7. Body
8. Various Formulas Implied
9. Conclusion
10. Appendix

Research Project Report**				
Topic approval			-	
Project			-	50
Presentation & Viva			-	50
Total				100

VII SEMESTER

Specialized Accommodation Management

UNIT	TOPIC
UNIT-1	Operations Management Effective use of cleaning practices and Front Office Operations – SOP's at housekeeping and front office department. Effective use and control of supplies & equipment. Establishing standards, monitoring performance, corrective action in Rooms Division.
UNIT-2	Personnel Management in Accommodations Operations Calculating Staff Requirement, Duty Rotas Selection & Requirement of employees – Attributes for staff at various levels of hierarchy Time & Motion study, work study & work Measurements.
UNIT-3	Financial Management & cost control Preparation of Budget 1 Revenue Budget for Front Office 2 Expense Budget for Housekeeping Department. 3 Budgets : Types – fixed, flexible, zero base 4 Measures to reduce operating cost & labour cost
UNIT-4	Environmental Practices in Housekeeping 1 Eco friendly cleaning supplies 2 Waste reductions programme 3 Recycling of materials
UNIT-5	Use of computer technology in Rooms Division 1 MIS – Management Information System 2 Software used in Hotels 3 Reports generated at Front Desk and Housekeeping A. Rooms Status Report B. Sales Mix Report C. Revenue Report D. Guest History

Reference Books –

1. Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak
2. Professional Management of H.K. operations- Matt. A. Casado (Wiley)
3. Front Office Management & Operations – Linsley Deveaur, Marcel Escoffer
4. Check in – Check out – Gary Vallen, Jereme, Vallen
5. Managing Front Office Operations – Michel Kasavana, Richard M Brooks

Specialized Accommodation Management Practical

UNIT	TOPIC
UNIT-1	Preparing SOP Guest Arrival Guest Departure Handling complaints Cleaning procedures
UNIT-2	Preparing operating budget for Front Office and Housekeeping departments, Calculating staff requirement for Front Office and Housekeeping departments
UNIT-3	Preparing Duty Rotas Assignment – Compare any two hotels from the standpoint of their attitude to yield management.
UNIT-4	Assignment – Study of Ecotel and eco-friendly measures adopted in Hotels.
UNIT-5	Students should have knowledge of use of software for Hotel Operations

Advance Food Production

Unit	Topic
Unit-1	Deserts 1 Frozen Deserts 2 Classification 3 Types & methods of preparation care uses. 4 Hot Puddings – Methods of preparation, care, uses 5 Ice- creams, methods, types 6 Indian Specialty Deserts
Unit-2	Chocolate making 1 Manufacturing & processing of chocolate 2 Types of chocolate 3 Preparations & care in chocolate work 4 Fillings & toppings – preparation, method, care in preparation, presentation, and storage.
Unit-3	Personal Management in the Kitchen 1 Developing a good food production team (Desirable attributes for staff at various levels of hierarchy) 2 Allocation of work 3 Task Analysis 4 Duty roster 5 Time & motion study in kitchen.

	6 Production, planning, scheduling & budgeting.
Unit-4	Kitchen Administration 1 Aims of Control 2 Maintaining records / registers / logbook 3 Communication with other departments 4 Conduction meetings 5 Liaising with customers / guests
Unit-5	Production Management 1 Buying Knowledge 2 Specification buying 3 Scope of Purchases 4 Production planning & scheduling 5 Production quality & quantity control

Advance Food Production Practical

UNIT	TOPIC
UNIT-1	Students should be familiar with the various software applications in Food Production. (e.g. Purchasing, stores, standardization recipes, Food Cost Reports,etc)
UNIT-2	i) Ice carving , ii) Tallow sculpture
UNIT-3	i) Fruits & vegetable displays ii) Salt dough
UNIT-4	i) Pastillage ii) Students should be given practice of “a la carte” menus – India and Continental

Reference Books:

1. Fruit and Vegetable Carving – By Meera John Jacob
2. The Art of Grade Manager – By Frederic H. Sonneschmidt & John Nicolas
3. The Professional Chef – (The Culinary Institute of America) – Published by Wiley & Sons Inc.
4. The Professional Grade Manager – By David Paul Larousse
5. The Art of Sugar Craft – Sugar Paste – By Brenda Purton
6. The Art of Sugar Craft – Royal Icing – By Brenda Purton
7. Practical Computing a Guide for Hotel and Catering students – By Jill Smith – Publisher – Heinemann Professional Publishing Ltd.
8. People and the Hotel and Catering Industry – Cassell
9. Practical Computing – A guide for Hotel and catering Students – Jill Smith (Heinemann Professional Publishing Ltd)
10. Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone.

Advance Food & Beverage Service

Unit	Topic
Unit-1	Meal Experience 1 Introduction 2 Eating Out 3 Food and Drink 4 Variety of service 5 Level of Services 6 Interior design and atmosphere 7 Expectation and identification 8 F & B Service employees 9 Trends in eating out
Unit-2	Managing quality in Food & Beverage Operations 1 Definition and importance 2 Approaches to quality management 3 Managing quality
Unit-3	Budgetary Control Objectives 1 Types of Budgets 2 Basic stages in preparation of budgets 3 Pricing consideration 4 Menu pricing 5 Menu engineering
Unit-4	F & B Management in Fast Food and Popular Catering 1. Introduction 2. Basic policies – Financial marketing and Catering 3. Organizing and Staffing 4. Control and performance measurement
Unit-5	F & B Management in Hotels & Restaurants 1 Introduction 2 Basic Policies – Financial marketing and Catering 3 Organizing and Staffing 4 Control and performance measurement 5 Production planning & scheduling 6 Production quality & quantity control
	F & B Management in Industrial Catering 1 Introduction 2 Basic policies – Financial marketing and Catering 3 Organizing and Staffing 4 Control and performance measurement

Advance Food & Beverage Service Practical

UNIT	TOPIC
UNIT-1	Arranging a theme Dinner / Food Festival Practice software applications in F & B
UNIT-2	a. Creat KOT's / BOT's and open a guest table b. Posting items and writing on item / bill c. Printing of a bill d. Settling bills / Credit cards
UNIT-3	e. Opening and closing a shift and operations afloat f. Types of keys / passwords – waiter, supervisor, manager g. List of reports generated – Daily Revenue Reports, including APC Menu Sales Analysis, Food & Beverage Cost reports, etc.
UNIT-4	Checklist for opening a restaurant Checklist for closing a restaurant Practice of standard operating procedures in restaurants Menu planning and service procedures – Indian and International cuisine (Specialized service, banquets, gueridons).

Reference Books:

1. Fruit and Vegetable Carving – By Meera John Jacob
2. The Art of Grade Manager – By Frederic H. Sonneschmidt & John Nicolas
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ON JOB TRAINING

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7. Body
8. Various Formulas Implied
9. Conclusion
10. Appendix

Training Report**				
Topic approval			-	
Project			-	50
Presentation & Viva			-	50
Total				100