

# SCHEME & SYLLABUS

## Bachelor of Hotel Management and Catering Technology

## BHMCT Honours/ BHMCT Honours with Research

**Four Year Under-Grauate (FYUG) Programme as per NEP**  
Choice Based Credit System Semester Scheme with Multiple Entry and Exit  
Options in the Undergraduate Degree Programmes  
**Program Code: UG058**  
(Academic Session 2025-26 onwards)



Department: Management and Hotel Management  
(UICM)

Sant Baba Bhag Singh University  
2025

## ABOUT THE DEPARTMENT

The Department of Management and Hotel Management was established in 2017 with two UG programmes. Over the years, this department has flourished and is now offering programmes and courses at the graduate and post-graduate levels. The highly qualified and dedicated faculty nurtures the department. The department is blessed to have specialized faculties in various fields of hotels, restaurants, travel agencies, and airports. The department offers Bachelors in Hotel Management and Catering Technology, Bachelors in Tourism and Travel Management and Master of Hotel Management and Catering Technology.

## SALIENT FEATURES OF THE DEPARTMENT

- ❖ Industry-focused curriculum with practical skills like food production and hospitality management
- ❖ Blends theory and practice through labs, simulations, and internships.
- ❖ Experienced faculty with real-world insights provide guidance.
- ❖ Builds communication, teamwork, and leadership skills for hotel success.
- ❖ Industry connections lead to internships and potential jobs.
- ❖ Equips students with skills and certifications for employability.
- ❖ Explores various hotel departments to discover career interests.
- ❖ May offer international programs or courses on global hospitality.
- ❖ Develops a professional work ethic and service-oriented mindset.
- ❖ Offers continuing education opportunities for career advancement.

## ABOUT THE PROGRAMME

### **BHMCT (Honours/ Honours with Research) [Four Year Under-Graduate (FYUG) Programme as per NEP]**

BHMCT (Honours/ Honours with Research) is a 4 year Under-Graduate (FYUG) Programme as per NEP-2020 which is Choice Based Credit System Semester Scheme with Multiple Entry and Exit Options in the Undergraduate Degree Programmes. The Bachelor of Hotel Management and Catering Technology (BHMCT) equips students with the skills and knowledge necessary for a successful career in the hospitality industry. The BHMCT program curriculum covers a wide range of subjects, both theoretical and practical (Food Production, Food & Beverage Service, Front office and Housekeeping) that are essential for working in the hospitality industry.

**VISION**

To develop global leaders in hospitality and tourism who are ambassadors of social change, are intellectually sound, ethically sensitive, socially compassionate and personifying the Indian tradition of 'Athithi Devo Bhava'.

**MISSION**

To become a fountain head of hospitality and tourism education in India to strengthen industry academic Interface and promote entrepreneurial development. To develop and inculcate generic thinking skills, understanding of contemporary management theory and the integration of theory and practice.

**ELIGIBILITY CRITERIA**

10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.

**DURATION**

Multiple Exit and Entry Options.

**CAREER PATHWAYS**

With a major Focus in hotel management and catering Technology, this degree provides specific information about the management of hotels and their employees. Additionally, it familiarizes students with the duties of a chef, housekeeper, kitchen staff and receptionist, etc. As a result, the applicants may serve as:

- Floor supervisors
- Banquet managers
- Restaurant and food service managers
- Executive housekeepers
- Executive chefs
- Stewards
- Assistant managers
- Front office managers

### National Higher Education Qualifications Framework (NHEQF)

The National Education Policy (NEP) 2020 emphasizes the importance of higher education in promoting human and societal well-being, sustainable livelihoods, and economic development. It proposes the formulation of expected learning outcomes for all higher education programs, a National Higher Education Qualifications Framework (NHEQF) to integrate vocational education, and facilitative norms for issues like credit transfer and equivalence.

The NHEQF levels represent a series of sequential stages expressed in terms of a range of learning outcomes against which typical qualifications are positioned/located. NHEQF level 4.5 represents learning outcomes appropriate to the first year (first two semesters) of the undergraduate programme of study, while Level 8 represents learning outcomes appropriate to the doctoral-level programme of study.

Higher education qualifications at different levels on the NHEQF

NHEQF level	Examples of higher education qualifications located within each level
Level 4.5	Undergraduate Certificate. Programme duration: First year (first two semesters) of the undergraduate programme, followed by an exit 4-credit skills enhancement course(s).
Level 5	Undergraduate Diploma. Programme duration: First two years (first four semesters) of the undergraduate programme, followed by an exit 4-credit skills enhancement course(s) lasting two months.
Level 5.5	Bachelor's Degree. Programme duration: First three years (Six semesters) of the four-year undergraduate programme.
Level 6	Bachelor's Degree (Honours/ Honours with Research). Programme duration: Four years (eight semesters). Level 6 Post-Graduate Diploma. Programme duration: One year (two semesters) for those who exit after successful completion of the first year (two semesters) of the 2-year master's programme.
Level 6.5	Master's degree. (e.g. M.A., M.Com. M.Sc., etc.) Programme duration: Two years (four semesters) after obtaining a 3- year Bachelor's degree (e.g. B.A., B.Sc., B.Com. Etc.).
Level 6.5	Master's degree. (e.g. M.A., M.Com. M.Sc., etc.) Programme duration: One year (two semesters) after obtaining a 4 -year Bachelor's degree (Honours/ Honours with Research) (e.g. B.A., B.Sc., B.Com. etc.).

Level 7	Master's degree. (E.g. M.E./M.Tech. etc.) Programme duration: Two years (four semesters) after obtaining a 4-year Bachelor's degree. (E.g. B.E. /B.Tech. etc.)
Level 8	Doctoral Degree

## PROGRAMME EDUCATIONAL OBJECTIVE (PEO)

**PEO1:** Give students, both domestic and foreign, a high-quality learning experience that balances academic involvement with practical training in a range of hotels and service organizations.

**PEO2:** Gain the abilities required to manage the types of activities and services provided in hotel operations. It also covers a wide range of related topics, including product development, business, finance, marketing, and human resource management.

**PEO3:** Create graduates who can use a sustainable strategy in a multicultural setting to handle problems relating to hotel operations in an imaginative, creative, and morally sound manner.

**PEO4:** Create informed and technically proficient hotel operations experts that meet industry standards, have strong communication skills, and exhibit good leadership qualities within an organization.

## PROGRAMME OUTCOMES (PO)

**PO1. Knowledge & Expertise of Hotel Business:** Acquire, review, analyze and apply knowledge & skills to hospitality and other related industry.

**PO2: Problem Solving:** Identify, formulate and provide creative, innovative and effective solution to challenges faced in Hotel industry.

**PO3: Behavioral Skills, Teamwork and Leadership:** Realize and demonstrate effective leadership responsibility.

**PO4: Practical skills:** Student will be able to demonstrate the ability to read, understand, and critically review scientific information.

**PO5: Financial Management:** Understanding financial aspects of hotel operations is essential. Graduates should be proficient in budgeting, revenue management, and cost control.

**PO6: Research:** Acquire & Apply Research techniques based on industry Requirements.

**PO7: Ethical, Social and professional understanding:** Apply ethical principles and commit to professional ethics, food safety, environmental responsibilities and norms of the Hospitality industry.

**PO8: Internship Experience:** Many programs require internships or practical training, providing students with real-world experience and networking opportunities in the hospitality field.

**PO9: Employability & Entrepreneurship:** Self-motivate and enhance entrepreneurship skills for career advancement and development.

**PO10: Organizational Behavior:** Demonstrate how the organizational behavior and organizational practices can aid in improving the performances and wellbeing of people at work.

**PO11: Communication & Presentation Skills:** Communicate effectively in both written and spoken form with Hotel professionals, allied industry professionals and community.

**PO12: Lifelong Learning:** Recognize the need for, and have the preparation and ability to engage in independent and lifelong learning in the broadcast context of technological changes.

## PROGRAMME SPECIFIC OUTCOMES (PSO)

**PSO1: Fundamental Capabilities & Entrepreneurial Skills:** Showcase fundamental Technical, Conceptual, and Analytical Hospitality Skills.

**PSO2: Hospitality Knowledge, Skills, and Attitude:** Utilize the information and abilities acquired from industry immersion courses, international connections, and hands-on training in a real-world hospitality environment.

**PSO3: Strategic and Problem-Solving Skills:** Showcase the strategic application of ideas and theories to grow and sustain in the demanding hospitality and tourism industry.

**PSO4: Managerial Skills:** Apply and Conduct Critical Analysis of the Strategic Thinking and Management Styles Necessary for Success in the Hotel Management Field.

## NOMENCLATURE USED:

### A. Graduate Core Courses

Discipline Specific Core (DSC)

Discipline Specific Elective (DSE)

Theory subject (T)

Practical (P)

Minor

- i. Ability Enhancement Courses (AEC)
- ii. Skill Enhancement Courses (SEC)
- iii. Value added Courses (VAC)
- iv. Multi-disciplinary Courses (MDC)
- v. Generic Elective (GE)

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**Course Scheme****NEP for FYUGP(BHMCT Honours/BHMCT Honours with Research)****First Year of New Scheme ( Multidisciplinary & Discipline Specific)****Batch-2025-26****NHEQF Level 4.5****Assessment stage and equivalence under graduate Certificate(1 Year or 2 Semester) or UG 1<sup>st</sup> Year****Academic Grade/Level: UG First Year(First and Second Semester)****Semester-1<sup>st</sup>**

S. No.	Course Type	Course Category	Course Sub Category	Course Code	Course Name	Contact Hours (L:T:P)	Credits (L:T:P)	Total Contact Hours	Total Credit
1	Major	DSC	DSC-I	HM161	Food Production Foundation –I (Theory)	3:00:00	3:00:00	3	3
2				HM163	Food Production Foundation –I (Practical)	0:00:04	0:00:04	4	2
3	Major/I KS	DSC	DSC-II	HM165	Food & Beverage Service Foundation–I (Theory)	3:00:00	3:00:00	3	3
4				HM167	Food & Beverage Service Foundation –I (Practical)	0:00:02	0:00:01	4	2
5	Major	DSC	DSC-III	HM179	Front Office and Housekeeping Foundation-I (Theory)	3:00:00	3:00:00	3	3
6				HM181	Front Office & Housekeeping Foundation-I (Practical)	0:00:02	0:00:01	2	1
7	Minor	DSC/M	DM-I	HM177	Food Safety and Quality	4:00:00	4:00:00	4	4
8	MDC	MDC	MDC-I	MDC003	Computer Fundamentals & Basics of OS	3:00:00	3:00:00	3	3
9	AEC/J K(LS)	AEC/J K(LS)	AEC/J K(LS)-I	AEC0010	Communication Skills in English - I	2:00:00	2:00:00	2	2
10	VAC	VAC	VAC-I	EVS100	Environment Education	4:00:00	4:00:00	4	4
11	PT	PT	PT-I	PT161/ PT163/ PT165/ PT167	NSO/NCC/NSS/Cultural & Literary Activities	0:00:02	0:00:00	2	0
							<b>Total</b>	<b>34</b>	<b>27</b>

**NEP for FYUGP(BHMCT Honours/BHMCT Honours with Research)****First Year of New Scheme ( Multidisciplinary & Discipline Specific)****Batch-2025-26****NHEQF Level 4.5****Assessment stage and equivalence under graduate Certificate(1 Year or 2 Semester) or UG 1<sup>st</sup> Year****Academic Grade/Level: UG First Year(First and Second Semester)****Semester-2<sup>nd</sup>**

S. No.	Course Type	Course Category	Course Sub Category	Course Code	Course Name	Contact Hours (L:T:P)	Credits (L:T:P)	Total Contact Hours	Total Credit
1	Major	DSC	DSC-IV	HM160	Food Production Foundation –II (Theory)	3:00:00	3:00:00	3	3
				HM162	Food Production Foundation –II (Practical)	0:00:04	0:00:04	4	2
3	Major	DSC	DSC-V	HM164	Food & Beverage Service Foundation–II (Theory)	3:00:00	3:00:00	3	3
				HM166	Food & Beverage Service Foundation –II (Practical)	0:00:02	0:00:01	4	2
5	Major	DSC	DSC-VI	HM178	Front office & Housekeeping Foundation-II(Theory)	3:00:00	3:00:00	3	3
				HM180	Front office & Housekeeping Foundation-II (Practical)	0:00:02	0:00:01	2	1
7	Minor	DSC/M	DM-II	HM176	Food Science and Nutrition	4:00:00	3:00:00	4	4
8	SEC	SEC	SEC-I	SEC028	Personality Development for Hospitality	3:00:00	3:00:00	3	3
9	AEC	AEC	AEC-II	AEC0011	Communication Skills in English –II	2:00:00	2:00:00	2	2
10	VAC/JK(LS)	VAC	VAC-II	JKM001	Human Values & Professional Ethics	2:00:00	2:00:00	2	2
11		PT	PT-II	PT162/ PT164/ PT166/ PT168	NSO/NCC/NSS/Cultural & Literary Activities	0:00:02	0:00:00	2	0
						Total		32	25
12	VOC/Summer Internship/Industrial Training	VOC	VOC-I VOCII	VOC012 VOC13	Summer Internship in Hotel Management and Catering technology  Industrial Training in Hotel Management and Catering technology	4 weeks	4:0:0	4 weeks	4

**UG058**

**BHMCT (4 year as per NEP)**

**2025 onwards**

Exit Option with Certificate in Hotel Management and Catering Technology (with the completion of courses equal to 56 Credits).

\*Students opting to quit after 1 Year with a Certificate in Hotel Management and Catering Technology must undergo Internship for 4 weeks of 4 Credits and submit the certificate of the same so as to be eligible for the award of Certificate in Hotel Management and Catering Technology, which is equivalent to Level 4.5 of NHEQF.

The interested students opting exit option must give their names by 31<sup>st</sup> march. Such candidates awarded with UG certificate.

# **SEMESTER**

## **1<sup>st</sup>**

<b>Course Code</b>	<b>HM161</b>
Course Title	<b>Food Production Foundation-I</b>
Type of course	Theory
L T P	3 0 0
Credits	3
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> <li>• Know the history of cooking, its modern developments and develop brief idea of various cuisines.</li> <li>• Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene.</li> <li>• Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and kitchen equipment's.</li> <li>• Know the basic knowledge of preparation of stocks, soups and sauces.</li> </ul>

## Syllabus

### UNIT – 1

**Introduction to Professional Cooking** - History and Origin of Modern Cooking, Attitude and Behavior in Kitchen, Personal Hygiene and Understanding Food Safety, Uniform and Protective Clothing, Aims and Objective of Cooking. **Hierarchy of Kitchen** - Classical Kitchen Brigades, Duties and Responsibilities, Coordination with Other Departments, Modern Day Staffing in Hotels, Career Opportunity

### UNIT – II

**Kitchen Equipment's, Fuels & Safety:** - Kitchen Equipment's, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; Basic First Aid- Burns, Scalds, Cuts.

### UNIT – III

**Ingredients used in cooking:** -Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen.

### UNIT –IV

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BHMCT (4 year as per NEP)

2025 onwards

**Stocks, Sauces, Soups and Salads:** **Stocks:** - Introduction, Classification, Usage, Preparation. **Sauces:** Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends. **Soups:** Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. **Salads:** Introduction, compositions, types, dressings, emerging trends.

### **RECOMMENDED BOOKS**

S.	Name	Author(S)	Publisher
1	Theory of Cookery-a text book	Pranshu Chomplay, Dr.Shaliendra Singh	Aman Publications
2	Theory of Cookery	Krishna Arora	Frank Brothers
3	The Professional Chef	Arwind Saraswat	Ubs Publications
4	Practical Cookery	Victor Cesserani& Ronald Kinton	ELBS
5	Food Production Operations	Parvinder S Bali	Oxford University Press

<b>Course Code</b>	<b>HM163</b>
<b>Course Title</b>	<b>Food Production Foundation-I (Practical)</b>
<b>Type of course</b>	Practical
<b>L T P</b>	0 0 4
<b>Credits</b>	2
<b>Course prerequisite</b>	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
<b>Course Outcomes (CO)</b>	<ul style="list-style-type: none"> <li>• Have through knowledge raw materials and understanding basics.</li> <li>• Use knives and kitchen equipment safely to cut vegetables and other ingredients.</li> <li>• Define and use cooking terms accurately.</li> <li>• Understanding various methods for stock and soup preparations.</li> </ul>

### **List of Practical:**

<b>SR.NO.</b>	<b>TOPIC</b>	<b>METHOD</b>
1	i) Equipment - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstrations & simple applications
2	Vegetables - classification Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnette, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students
3	Identification and Selection of Ingredients - Qualitative and quantitative measures	Market survey/tour
4	Basic Cooking methods and pre-preparations Blanching of Tomatoes and Capsicum Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)	Demonstrations & simple applications by students

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5	i) Stocks - Types of stocks (White and Brown stock) Emergency stock ,Fungi stock	Demonstrations & simple applications by students
6	Sauces - Basic mother sauces . Béchamel Espagnole Veloute Hollandaise Mayonnaise Tomato	Demonstrations & simple applications by students
7	Simple Salads: Cole slaw, Potato salad, Beet root salad, green salad, Fruit salad,  Soups Preparations: ·Cream Soups · Puree Soups Simple potato preparations · Baked potatoes · Mashed potatoes · French fries · Roasted potatoes · Boiled potatoes · Lyonnaise potatoes · Allumettes  Vegetable preparations · Boiled vegetables · Glazed vegetables · Fried vegetables · Stewed vegetables.  Sandwiches · Open · Club · Closed · Canapé · Zukuskis · Pin wheel · Checkers board	Demonstrations & simple applications by students
8	Demonstration & Preparation of simple menu	Demonstrations & simple applications by students

### **RECOMMENDED BOOKS**

S. No	Name	Author(S)	Publisher
1	Modern Cookery	Thangam E Philip	Orient Longman
2	Theory of Cookery	Krishna Arora	Frank Brothers
3	Theory of Catering	Kinton &Cessarani	ELBS
4	Food Production Operations	Parvinder Bali	Oxford University Press

**UG058****BHMCT (4 year as per NEP)****2025 onwards**

Course Code	HM165
Course Title	Food & Beverage Service Foundation-I
Type of course	Theory
L T P	3 0 0
Credits	3
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> <li>The course will introduce learner to get a comprehensive knowledge and understanding of food and beverage service in hotel and catering industry.</li> <li>Students will get knowledge about various food and beverage service personnel and attributes to become a good waiter.</li> <li>Students will get versed with F&amp;B service tools, side station, cutlery, crockery, glassware, fire safety and emergency procedures.</li> <li>Provide knowledge of napkin folding, menu presentation, Mise-en-scene, Mise-en-place and emerging trends in food &amp; beverage service.</li> </ul>

## **Syllabus**

### **UNIT – I**

**Hotel and Food Service Industry :-** Introduction, Growth of the Hotel industry in India-Ancient India, Medieval India and Modern India, Role of Hotel Industry in Tourism, Concept, and Classification of Catering Establishments, Sectors of food and beverage service-Commercial and Welfare Sector, their importance; Personal Hygiene, Uniform & Grooming Standards, Various food and beverage sectors.

### **UNIT – II**

**Food and Beverage Organization of a Hotel:** - Organizational chart of food and beverage service department- small, medium and large hotel, Duties and responsibilities of various staff members, Organizational chart of Restaurant in American, British and French Terminology along with duties and responsibilities of various staff members, Attributes of food and Beverage Staff, Relationship of food and beverage staff with another department of Hotel.

### **UNIT – III**

**Food and Beverage Service Equipment:** -Introduction, Points to be considered while purchasing equipment, Furniture- Tables, Chairs, Hostess Desk, Side-board, Trolleys, Tableware- Flatware,

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**2025 onwards**

Cutlery and Hollowware Chinaware/Crockery, Glassware, Linen, Disposables, Miscellaneous equipment used in Restaurant, Storage of equipment

## **UNIT – IV**

**Food Service Techniques and Procedure :-**Introduction, Handling a service spoon and fork, Carrying Plates, Carrying Glasses, Using a service salver, Polishing Glassware, Laying Table cloth, Relay table cloth, Napkin Folds, Taking Reservations, Preparation for service- Mise-en-place and Mise-en-scene.

## **RECOMMENDED BOOKS**

<b>S.</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
<b>1</b>	Food and beverage service	Dennis R Lillicrap &	ELBS
<b>2</b>	Professional Food and	Brian Varghese	Macmillan publications
<b>3</b>	Food and beverage service	Vijay Dhawan	Frank brother
<b>4</b>	Food and beverage service	S.N Baghchi& Anita	Aman publications
<b>5</b>	Food and beverage service	Sudheer Andrews	Tata Mc Graw Hills

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Course Code	HM167
Course Title	Food & Beverage Service Foundation-I (Practical)
Type of course	Practical
L T P	0 04
Credits	2
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> <li>The students will identify and use different F &amp; B equipment's and learn the techniques of guest handling.</li> <li>The course will help teach the students about upselling, holding service gear, order taking and types of service.</li> <li>Familiarising the students with cleaning of restaurant, arranging tables, laying and changing of table cloth.</li> <li>Students are able to understand the service procedure for Tea &amp; Coffee.</li> </ul>

### **List of Practical:**

<b>SR. NO</b>	<b>TOPIC</b>
1	Familiarization of F&B Service equipment
2	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: Wiping of Tableware, Chinaware, Glassware
3	PREPARATION FOR SERVICE (RESTAURANT) A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties
4	Briefing/debriefing
5	Tea & Coffee Service

### **RECOMMENDED BOOKS**

<b>S.</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>

**UG058**

**BHMCT (4 year as per NEP)**

**2025 onwards**

<b>No</b>			
1	Food and beverage service	Dennis R Lillicrap& John A Cousins	ELBS
2	Professional Food and Beverage Service	Brian Varghese	Macmillan publications
3	Food and beverage service	Vijay Dhawan	Frank brother
4	Food and beverage service	S.N Baghchi& Anita Sharma	Aman publications
5	Food and beverage service training manual	Sudheer Andrews	Tata McGraw Hills
6	The waiter handbook	Graham brown	Global books

**UG058****BHMCT (4 year as per NEP)****2025 onwards**

Course Code	HM179
Course Title	Front Office & Housekeeping Foundation-I (Theory)
Type of course	Theory
L T P	3 0 0
Credits	3
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> <li>Students will learn about the basics of Hospitality and front office's different sections along with category of Hotels.</li> <li>Students will be able to classify hotels in various categories</li> <li>Students will be able to learn about the housekeeping department and its importance in Hotel.</li> <li>To understand and learn about the attributes and qualities of housekeeping personnel's and co-ordination with other departments in hotel.</li> </ul>

## **Syllabus**

### **UNIT -I**

#### **Hotel Organization**

Introduction, Concept, and its importance; Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India. Origin, growth and development of Hotel Sector in India. (ITC, the Taj Group, the Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt. Hotel Organisation, Organisation Charts, Major Departments of a hotel.

### **UNIT -II**

#### **Hotel Front Office**

Front Office Introduction, Functions and its importance, Different sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra- department coordination. Organization structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards.

### **UNIT -III**

#### **Hotel Housekeeping**

Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role of Key Personnel in Housekeeping,

**UNIT -IV****Role of Housekeeping Department**

Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department, Hygiene and Grooming Standards of Housekeeping Personnel.

**RECOMMENDED BOOKS**

S. No	Name	Author(S)	Publisher
1	Front office training manual	Sudheer Andrews	Tata McGraw Hills
2	Front office operation	S.K Bhatnagar	Frank brothers
3	Front office operations	Colin Dix and Chris baird	Person publications
4	Hotel front office operations	Jatashankar Tiwari	Oxford university press
5	Managing front office operation	Kasavana& Brooks	Edu.Inst.

Course Code	HM181
Course Title	Front Office & Housekeeping Foundation-I (Practical)
Type of course	Practical
L T P	0 0 2
Credits	1
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> <li>Students will get the basic knowledge of furniture used and Telephonic skills in Front office.</li> <li>Students are able to get the knowledge of grooming standard</li> <li>Students will get versed with the attitude and attributes of front office staffs used in front of the guest. Provide knowledge of various country, capital and their currencies.</li> <li>Students are able to learn various aspects of accommodation operation like: cleaning equipment's, maid trolley, layouts of guest rooms and guest room supplies.</li> </ul>

### **List of Practical:**

- Identification of Front Office equipment and furniture
- Attributes and attitude for front office personnel
- Study of countries, their capitals and currency
- Telephone skills
- Forms and formants used at front desk
  - **Cleaning Equipment-(manual and mechanical)**
- Familiarization
- Different parts
- Function
- Care and maintenance
  - **Maid's trolley:**
- Contents
- Trolley setup
  - **Sample Layouts of Guest Rooms:**
- Single room
- Double room
- Twin room
- Suite

➤ **Guest Room Supplies and Position:**

- Standard room
- Suite
- VIP room special amenities

**RECOMMENDED BOOKS**

S. No	Name	Author(S)	Publisher
1	Front office training manual	Sudheer Andrews	Tata McGraw Hills
2	Front office operation management	S.K Bhatnagar	Frank brothers
3	Front office operations	Colin Dix and Chris Baird	Person publications
4	Hotel front office operations and management	Jatashankar Tiwari	Oxford university press
5	Managing front office operations	Kasavana& Brooks	Edu.Inst.

**UG058****BHMCT (4 year as per NEP)****2025 onwards**

Course Code	HM177
Course Title	Food Safety and Quality
Type of course	Theory
L T P	4 0 0
Credits	4
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> <li>• Understanding to produce clean, safe food and the importance of personal hygiene.</li> <li>• To learn about microorganisms that affect the food industry, understand the different kinds of microorganisms.</li> <li>• Understanding about how to prevent contamination from equipment, tools, and utensils.</li> <li>• How to safely handle and inspect raw materials and ingredients.</li> </ul>

## **Syllabus**

### **Unit-I**

**INTRODUCTION:** Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene

**MICRO-ORGANISMS IN FOOD:** General Characteristics of Micro-Organisms, based on their Occurrence and Structure, Factors affecting their Growth in Food (Intrinsic And Extrinsic), Common Food Borne Micro-Organisms: {Bacteria, (Spores/Capsules), Fungi, Viruses, Parasites }

**FOOD SPOILAGE & FOOD PRESERVATION:** Types & Causes of Spoilage, Sources of Contamination Spoilage of Different Products (Milk and Milk Products, Cereals and Cereal Products, Meat, Eggs, Fruits and Vegetables, Canned Products), Basic Principles of Food Preservation, Methods of Preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation)

### **Unit-II**

**BENEFICIAL ROLE OF MICRO-ORGANISMS:** Fermentation & Role of lactic and bacteria, Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages), Miscellaneous (Vinegar & anti-biotic)

**FOOD BORNE DISEASES:** Types (Infections and intoxications), Common diseases caused by food borne pathogens, Preventive measure

**FOOD ADDITIVES:** Introduction, Types (Preservatives, Anti-Oxidants, Sweeteners, Food Colours and Flavours, Stabilizers and Emulsifiers

### **Unit-III**

**FOOD CONTAMINANTS & ADULTERANTS:** Introduction to Food Standards, Types of Food Contaminants

**UG058****BHMCT (4 year as per NEP)****2025 onwards**

(Pesticide Residues, Bacterial Toxins, Mycotoxins, Seafood Toxins, Metallic Contaminants, Residues from Packaging Material), Common Adulterants in Food, Method of Detection (Basic Principle).

**FOOD LAWS AND REGULATIONS:** National-PFA (Prevention of Food Adulteration Act, 1954) Essential Commodities Act (FPO Fruit Products Order, MPO Meat Products Order etc.), International – Codex Alimentarius, ISO International Organization for Standardization, Regulatory Agencies – WTO, Consumer Protection Act.

**QUALITY ASSURANCE:** Introduction to Concept of TQM (Total Quality Management), GMP (Good Manufacturing Practices) and Risk Assessment, Relevance of Microbiological standards for food safety, HACCP Hazard Analysis and Critical Control Points (Basic Principle and implementation)

#### **Unit-IV**

**HYGIENE AND SANITATION IN FOOD SECTOR:** General Principles of Food Hygiene, GHP (Good hygiene practices) For Commodities, Equipment, Work Area and Personnel, Cleaning and Disinfection (Methods and Agents Commonly Used in the Hospitality Industry), Safety Aspects of Processing Water (Uses & Standards) Waste Water & Waste Disposal,

**RECENT CONCERNS:** Emerging Pathogens, Genetically Modified Foods, Food Labelling. Newer Trends in Food Packaging and Technology, BSE (Bovine Serum Encephalopathy)

<b>Recommended Books</b>			
<b>S.no</b>	<b>Name</b>	<b>Author</b>	<b>Publisher</b>
1	The New Catering Repertoire	Cracknell & G. Nobis, Macmillan	John Wiley & Sons
2	Foods: Facts and Principles	Mahay, N.S., Shadakshara Swamy	International Publishers, New Delhi
	Food & Beverage Law: Food Safety and Hygiene	Dr. Jagmohan Negi	Aman Publications
	The HACCP Food Safety Training Manual	<a href="#">Tara Paster</a>	John Wiley & Sons

<b>Course Code</b>	<b>MDC003</b>
<b>Course Title</b>	<b>Computer Fundamentals &amp; Basic of OS</b>
<b>Type of Course</b>	MDC
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course Prerequisites</b>	Basic knowledge of computers
<b>Course Outcome (CO)</b>	<p>The objective of the study is to provide insight knowledge of computer organization and techniques</p> <ul style="list-style-type: none"> <li>• Student will get information about basics of Computer.</li> <li>• Student will get information about Input and Output Devices.</li> <li>• Student will get information about data communication computer networks.</li> <li>• Student will get information about Operating System.</li> </ul>

## SYLLABUS

**UNIT I: Introduction To Computer System:** Introduction, Characteristics of Computers, A Evolution of Computers and Applications of computer. The computer Generation Basic Compu Organization: Classification Of Computers: Notebook Computers, Personal Compute Workstation, Mainframe Systems, Supercomputer, Minicomputer, Microcomputer, Clients a servers

**Processor and Memory:** The Central Processing Unit. The Main Memory, Memory Buses, I Buses. Secondary Storage Devices, Cache Memory, Virtual Memory

**UNIT II: Input Output Devices:** Input Devices: Keyboard, Point and Draw Devices, Data Scanni Devices, Digitizer, Video Input Devices, Audio Input Devices.

**Output Devices:** Monitors, Printer, Plotter, Screen Image Projector, and Voice Response System.

**UNIT III: Data Communication and Computer Networks:** What is computer Network, Network types, Network Topologies, OSI Model

**The Internet:** Definition, Brief history, Basic services, Email, File Transfer Protocol, Telnet, User News, Internet Search Tools, World Wide Web, Web Browser, Internet and its applications.

**UNIT IV: Introduction:** Definition of software, Types of software, Compilers, Interprete Assemblers, Linkers, Loaders. Software developing Steps.

**Operating Systems:** Introduction to Windows and its features, Main functions of operating system. Types of operating system, booting features, Installation of Windows.

**UG058**

**BHMCT (4 year as per NEP)**

**2025 onwards**

<b>RECOMMENDED BOOKS</b>			
<b>Sr no</b>	<b>Name</b>	<b>AUTHOR(S)</b>	<b>PUBLISHER</b>
1.	Fundamentals Of Computers	V. Rajaraman.	Prentice Hall India Pvt., Limited.
2.	Microprocessor	B.Ram	DhanpatRai.

Course Code	AEC0010
Course Title	Communication Skills in English-I
Type of course	Theory
L T P	2 0 0
Credits	2
Course prerequisite	+2 with any stream
Course Objective (CO)	The course will introduce learners to the role and importance of effective communication at work. It presents theories and principles of communication responsible for good interpersonal interaction. Students will be prepared to communicate effectively in a variety of contexts and different mediums. The Units are structured around the communication tasks of managers.

### UNIT-I

**Basics of Communication Skills:** Communication, Process of Communication, Types of Communication Verbal and Non-verbal communication, Channels of Communication- Upward, Downward, Horizontal, Barriers to Communication, Role of Communication in society.

### UNIT-II

**Listening Skills:** Listening Process, Hearing and Listening, Types of Listening, Effective Listening, and Barriers to Effective Listening, Note Taking. **Reading Skills:** Purpose of reading, Process of reading, Reading skills Models and strategies, scanning, skimming, SQ3R, Approaches of Reading, Comprehension passages for practice.

### UNIT III

**Writing Skills:** Purpose of writing, Effective writing, Types of writing, Business Correspondence, Precis writing, Memo writing, Minutes of meeting.

### UNIT-IV

**Speaking Skills:** Speech Mechanism, Sounds System, Articulation, Vowels & Consonants, Skills for effective speaking, Role of audience, Feedback Skill, Oral Presentation.

#### Recommended Books:

Sr No	Author(s)	Title	Publisher
1.	Bhupender Kour	Effectual Communication Skills	S.K. Kataria and Sons

2	R. Datta Roy and K.K. Dheer	Communications Skills	Vishal Publishing Company
3	The Essence of Effective Communication	Ludlow and Panton	Prentice Hall of India
4	Essentials of Business Communication	Pal and Korlahalli	S. Chand and Sons. New Delhi

<b>Course Code</b>	<b>EVS100</b>
<b>Course Name</b>	<b>Environmental Education</b>
<b>Course Category</b>	Value Added Course (VAC)
<b>Course Type</b>	Lecture
<b>Contact Hours (L:T:P)</b>	4:0:0
<b>Credits (L:T:P)</b>	4:0:0
<b>Course Objective (CO)</b>	<ol style="list-style-type: none"> <li>1. To sensitize the students about the scope and importance of environmental studies, different natural resources and their utilization as well as conservation methods</li> <li>2. Awareness of the consequences of population explosion; diseases such as HIV/AIDS and various family welfare programs.</li> <li>3. To inculcate the awareness and responsibility about environment and need of maintaining it with best possible knowledge.</li> <li>4. Develop an attitude of concern for the environment.</li> </ol>
<b>Course Outcomes (CO)</b>	<ol style="list-style-type: none"> <li>1. Students will gain knowledge about the environment, ecosystem and effects of environmental pollution and remediation.</li> <li>2. Students will be able to learn and understand the role of individual in conservation of environment.</li> <li>3. Students will gain knowledge on environmental protection Acts and Rule, which will acquaint them with the legal aspects towards conservation of environment.</li> <li>4. Students will understand the impact of human population, and study social issues related to environment.</li> </ol>

### SYLLABUS

#### **UNIT-I**

**Introduction to Environment and Ecosystem:** Definition and scope and importance of multidisciplinary nature of environment. Need for public awareness, Concept of Ecosystem, Structure, interrelationship, producers, Consumers and decomposers, ecological pyramids. Biodiversity, its importance and conservation: Introduction – Definition: genetic, species and ecosystem diversity. Biogeographical classification of India, Value of biodiversity: consumptive use, productive use, social, ethical aesthetic and option values. Biodiversity at global, national and local levels. India as a mega-diversity nation and Hot-spots of biodiversity, Threats to biodiversity: habitat loss, poaching of wildlife, man wildlife conflicts. Endangered and endemic species of India. Conservation of Biodiversity.

#### **UNIT-II**

**Environmental Pollution & Natural Resources:** Definition, Causes, effects and control measures of air pollution, Water pollution, Soil pollution, Marine pollution, Noise pollution, Thermal pollution, nuclear hazards. Solid waste Management: Causes, effects and control measure of urban and industrial wastes..Role of an individual in prevention of pollution. Pollution case studies. Disaster Management: Floods, earthquake, cyclone and landslides. **Natural Resources: Renewable and non-renewable resources:** Natural Resources and associated problems, use and over exploitation, case studies of forest resources and water resources.

#### **UNIT-III**

**Social Issues and the Environment:** From Unsustainable to Sustainable development, Urban problems related to energy, Water conservation, rain water harvesting, watershed management. Resettlement and rehabilitation of people; its problems and concerns. Case

studies. Environmental ethics: Issues and possible solutions. Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust. Case studies. Wasteland reclamation. Consumerism and waste products. Environment Protection Act. Air (Prevention and Control of Pollution) Act. Water (Prevention and control of pollution) Act. Wildlife Protection Act, Forest Conservation Act, Issues involved in enforcement of environmental legislation

#### ***UNIT-IV***

**Human Population and the Environment & Field Work:** Population growth, variation among nations. Population explosion –Family Welfare Programme. Environment and human health, Human Rights, Value Education, HIV/AIDS. Women and child Welfare. Role of Information Technology in Environment and human health. Case studies

Visit to a local area to document environmental assets river/forest/grassland/hill/mountain; Visit to a local polluted site- Urban/Rural/Industrial/Agricultural; Study of common plants, insects, birds; Study of simple ecosystems-pond, river, hill slopes, etc.

#### **Text and reference books:**

S. No	Title	Author(S)	Publisher
1	A Textbook for Environmental Studies	Erach Bharucha	Universities Press, Hyderabad
2	Environmental Biology	Agarwal, K.C. 2001	Nidi Publ. Ltd. Bikaner.
3	Environmental Science	Miller T.G. Jr.	Wadsworth
4	A Text Book in Environmental Sciences	Subramanian, V.	Narosa Publishing House, New Delhi
5	Global Biodiversity Assessment	Heywood, V.H. & Waston, R.T.	Cambridge House, Delhi
6	Essentials of Environmental Studies	Joseph, K. & Nagendran, R	Pearson Education (Singapore) Pvt. Ltd., Delhi
7	Perspective in Environmental Studies	Kaushik, A. & Kaushik, C.P.	New Age International (P) Ltd, New Delhi
8	Environmental Studies from Crisis to Cure	Rajagopalan, R.	Oxford University Press, New Delhi
9	Comprehensive Environmental Studies	Sharma, J. P., Sharma. N.K. & Yadav, N.S.	Laxmi Publications, New Delhi
10	Ecology and Environment	. Sharma, P. D.	Rastogi Publications, Meerut

# *Second Semester*

<b>Course Code</b>	<b>HM160</b>
<b>Course Title</b>	<b>Food Production Foundation-II</b>
<b>Type of</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course prerequisite</b>	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
<b>Course Outcomes (CO)</b>	<ul style="list-style-type: none"> <li>• To get knowledge about various techniques of cooking</li> <li>• To get knowledge about meat eggs and poultry</li> <li>• To get knowledge about sea food used in cooking</li> <li>• Basic preparation and cuts of vegetables</li> </ul>

## **Syllabus**

### **UNIT-I**

**Methods of Cooking:-** Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Roasting, Frying, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and other such media. HACCP Standards and Professional Kitchens.

### **UNIT-II**

**Eggs, Poultry and Meat:-** Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Categories, Cuts of Meat, Storage and handling.

### **UNIT-III**

**Fishes in cooking:-** Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for sea food.

### **UNIT-IV**

**Vegetable, Cuts &Cookery:-**Introduction, Vegetables, Pigment and Colour Changes, Effect of Heat on vegetables, Cuts of Vegetables, nutritional and hygiene aspects. Some Indian Cuts on vegetables: Broccoli, Cabbage, Potatoes, Onions, Spinach, Cucumber, Tomatoes, avocado. Beetroot, French Beans, Gourd, Bottle Gourd, Pumpkin, Okra, Spinach, Carrot, Turnips.

### **RECOMMENDED BOOKS**

<b>S.</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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1	Modern Cookery	Thangam E Philip	Orient Longman
2	Theory of Cookery	Krishna Arora	Frank brothers
3	The Professional Chef	Arwind Saraswat	Ubs publications
4	Theory of Catering	Kinton &Cessarani	ELBS
5	Food Production Operations	Parvinder S Bali	Oxford University Press
6	Larder chef	M J Leto & WKH Bode	Butterworth- Heinemann

<b>Course</b>	<b>HM162</b>
<b>Course Title</b>	<b>Food Production Foundation-II (Practical)</b>
<b>Type of</b>	Practical
<b>L T P</b>	0 0 4
<b>Credits</b>	2
<b>Course prerequisite</b>	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
<b>Course Outcomes (CO)</b>	<ul style="list-style-type: none"> <li>• To acquire skills in the practical sessions which will guide them in their forth coming semesters?</li> <li>• To prepare simple Indian and European dishes.</li> <li>• To gain knowledge about various classical ingredients of Indian and European dishes, their importance and their taste and texture.</li> <li>• To gain knowledge about breakfast preparations.</li> </ul>

## Syllabus

1. Understanding Methods of Cooking & HACCP Standards.
2. Cooking in Professional Kitchen – Do's & don'ts.
3. Vegetables –Their usage and cooking precautions
4. Cuts of vegetables.
5. Blanching of Tomatoes and Capsicum.
6. Identification of types of rice varieties & pulses.
7. Simple preparation of Boiled rice (Draining & Absorption) method.
8. Wheat, products like making chapattis, Paratha, Phulkas, Kulchas & Puris.
9. Simple dal preparation.
10. Simple Breakfast Preparations.
11. Preparation of Puri/ Bhaji, Allo Paratha, Chola Bhatura.
12. Preparation of Continental Breakfast.

## RECOMMENDED BOOKS

<b>S.</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
1	Modern Cookery	Thangam E	Orient Longman
2	Theory of Cookery	Krishna Arora	Frank Brothers
3	The Professional	Arwind	Ubs Publications
4	Theory of Catering	Kinton	ELBS
8	Food Production	Parvinder SBali	Oxford University Press

<b>Course Code</b>	<b>HM164</b>
<b>Course Title</b>	<b>Food &amp; Beverage Service Foundation-II</b>
<b>Type Of Course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course Prerequisites</b>	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
<b>Course Outcomes (CO)</b>	<ul style="list-style-type: none"> <li>• The course will give the basic knowledge about food and beverage service techniques</li> <li>• Students able to distinguish various meals of the day as well as types of breakfast and menu planning.</li> <li>• Students able to learn about room service procedure.</li> <li>• Students able to learn about Tobacco and Cigarettes.</li> </ul>

## **Syllabus**

### **UNIT-I**

**Food and Beverage Service Techniques:**-Introduction, Types of Service, Rules of Laying a Table, Rules for Waiting at a table, The procedure of service for Lunch or Dinner.

### **UNIT-II**

**Menu** - Introduction, functions of menu, types of menu, points to be considered while planning menu, French classical menu, Dishes and its accompaniments along with its cover.

**Meals and Breakfast**- Introduction, Types of meals- Breakfast, Elevenses, Brunch, Lunch, Afternoon Tea, High Tea, Supper, Dinner, Types of breakfast- English Breakfast, American Breakfast, Continental Breakfast, Indian breakfast

### **UNIT- III**

**Room Service/ In Room Dinning:**-Introduction, Concept of Room Service/ In Room Dinning, Their Salient Features, Understanding Guest expectations in Room Service, Room Service Equipment's, Set up of Trays & Trolleys, Upkeep and Storage, Service Tools, Clearance, Presentation of Bills, Room Service Dos & Don'ts.

**SALE CONTROL SYSTEM:** KOT/Bill Control System (Manual)-Triplicate Checking System, Duplicate Checking System, Check and bill system, Service with order, computerized system, circumstantial KOT, Alcoholic Beverage order, Billing.

**UNIT-IV**

**TOBACCO:** History, Processing for cigarettes, pipe tobacco & cigars,

**CIGARETTES:** Types and Brand names, Pipe Tobacco—Types and Brand names, Cigars—shapes, sizes, colours and Brand names, Care and Storage of cigarettes & cigars

**RECOMMENDED BOOKS**

S.	Name	Author(s)	Publisher
1	Food And Beverage Service	Vijay Dhawan	Frank Brothers And Company, New Delhi.
2	Food and Beverage Manual	Sudheer Andrew	Tata Mc. Hills, New Delhi
3	Food and Beverage Service	S.N Baghchi and Anita Sharma	Aman Publication, New Delhi
4	Food and beverage service	Dennis R Lillicrap & John A Cousins	ELBS
5	Professional Food and Beverage Service	Brian Varghese	Macmillan publications

<b>Course Code</b>	<b>HM166</b>
<b>Course Title</b>	<b>Food &amp; Beverage Service Foundation-II (Practical)</b>
Type of course	Practical
L T P	0 0 4
Credits	2
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> <li>This Course develops the essential attributes and skills in the service procedures of a catering establishment.</li> <li>F&amp;B service is an integral part of the hospitality industry. This course aims to prepare the students for restaurant and in room dining.</li> <li>Demonstrate on opening, operating and closing duties, table layup and service of tobacco techniques.</li> <li>Demonstration and compiling of menu for non-alcoholic beverages.</li> </ul>

## Syllabus

### List of Practical:

<b>SR. NO</b>	<b>TOPIC</b>
1	<b>REVIEW OF SEMESTER -1</b>
2	<b>PROCEDURE FOR SERVICE OF A MEAL</b> 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
3	<b>TABLE LAY-UP &amp; SERVICE</b> 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 <b>TRAY/TROLLEY SET-UP &amp; SERVICE</b> Task-01: Room Service Tray Setup Task-02: Room Service Trolley Setup

4	<b>Social Skills</b> Task-01: Handling Guest Complaints Task-02: Telephone manners Task-03: Dining & Service etiquettes
5	<b>Special Food Service - (Cover, Accompaniments &amp; Service)</b> Task-01: Classical Hors d' oeuvre- Oysters, Caviar, Smoke Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, Asparagus Task-02: Cheese Task-03: Dessert (Fresh Fruit & Nuts) <b>Service of Tobacco Cigarettes and Cigar</b>
6	<b>Compiling of a menu in French, Service of Non-alcoholic beverages</b>

### RECOMMENDED BOOKS

S.	Name	Author(S)	Publisher
1	Food And Beverage Service	Vijay Dhawan	Frank Brothers And Company, New Delhi.
2	Food and Beverage Manual	Sudheer Andrew	Tata Mc. Hills, New Delhi
3	Food and Beverage Service	S.N Baghchi and Anita Sharma	Aman Publication, New Delhi
4	Food and beverage service	Dennis R Lillicrap & John A Cousins	ELBS
5	Professional Food and Beverage Service	Brian Varghese	Macmillan publications

<b>Course Code</b>	<b>HM178</b>
<b>Course Title</b>	<b>Front Office &amp; Housekeeping Foundation-II (Theory)</b>
<b>Type Of Course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course Prerequisites</b>	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
<b>Course Outcomes (CO)</b>	<ul style="list-style-type: none"> <li>The course will introduce learner to get a comprehensive knowledge and understanding of various procedures in front office.</li> <li>It also aims to enable the student to acquire professional Reservation and types of reservation.</li> <li>The students is able acquire the knowledge cleaning science like: cleaning methods and cleaning chemicals.</li> <li>Students able to know various procedure followed in housekeeping.</li> </ul>

### **Syllabus**

#### **UNIT-I**

##### **Basic Front Office Operations**

Front desk operations & functions, Equipment used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipment, rooms and plans, Basis of Room charging, Tariff fixation, Introduction to the guest cycle

#### **UNIT- II**

##### **Reservation:**

Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups.

#### **UNIT- III**

##### **Cleaning Science**

Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, Cleaning Equipment: Types of Equipment, Operating Principles, Characteristics of Good equipment (Mechanical/Manual) Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.

**UNIT- IV****Housekeeping Procedures**

Cleaning Schedules, Cleaning Methods, Briefing, Debriefing, Proceeding for Days work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from stores. Desk control Importance and Role, Lost and Found, Forms and registers used in the Control Desk,

**RECOMMENDED BOOKS**

S. No	Name	Author(S)	Publisher
	Front Office Training Manual	Sudheer Andrews	Tata McGraw Hills
	Front Office Operation Management	S.K Bhatnagar	Frank brothers
	Hotel Housekeeping Training Manual	Sudhir Andrews	Tata McGraw Hill publishing company limited
	Hotel Housekeeping Operations & Management	G. Raghulalan	Oxford University Press
	Management of Hotel & Motel Security (Occupational Safety and Health)	H. Burstein	CRC Publisher
	Front office training manual	Sudheer Andrews	Tata McGraw Hills

<b>Course Code</b>	<b>HM180</b>
<b>Course Title</b>	<b>Front Office &amp; House Keeping Foundation-II (Practical)</b>
<b>Type of course</b>	Practical
<b>L T P</b>	0 0 2
<b>Credits</b>	1
<b>Course prerequisite</b>	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
<b>Course Outcomes (CO)</b>	<ul style="list-style-type: none"> <li>Students will be able to know various procedures in Front office like reservation, C-form, key handling, registration and many more procedures.</li> <li>Performs role play on different situations.</li> <li>Familiarization with cleaning equipment's and cleaning agents.</li> <li>Understanding of various housekeeping procedures.</li> </ul>

## Syllabus

### List of practical:

- Handling room keys (issuing, receiving, missing keys, computerized key cards)
- Handling guest enquiries at Reception & Guest Relations
- How to convert inquiries into valid reservations
- Filling up of reservation forms, making amendments & cancellations.
- Make FIT reservation
- Pre-register a guest
- Role play for check-in of different types of guests - FIT, walk-in, VIP, Groups
- Preparing & filling up of Registration card.
- Role play of check-in of foreigners using C-form
- Identification and familiarization with cleaning Equipment's and agents.
- Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.
- Develop an understanding about basic Housekeeping procedures like Briefing, De Briefing, dealing with Lost & Found, Key Control, Forms & Registers at Control desk of Housekeeping
- Bed making
- Cleaning of different public areas
- Cleaning schedules and frequency
- Files and formats maintained at the control desk

## RECOMMENDED BOOKS

<b>S.</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
Hotel Housekeeping Training Manual	Sudhir Andrews	Tata McGraw Hill publishing company limited	
Front office training manual	Sudheer Andrews	Tata McGraw Hills	
Front office operation management	S.K Bhatnagar	Frank brothers	

Hotel Housekeeping Training Manual	Sudhir Andrews	Tata McGraw Hill publishing company limited
Hotel Housekeeping Operations & Management	G. Raghubalan	Oxford University Press
Management of Hotel & Motel Security (Occupational Safety and Health)	H. Burstein	CRC Publisher

<b>Course Code</b>	<b>HM176</b>
<b>Course Title</b>	<b>Food Science And Nutrition</b>
<b>Type of course</b>	Theory
<b>L T P</b>	4 0 0
<b>Credits</b>	4
<b>Course prerequisite</b>	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
<b>Course Outcomes (CO)</b>	<ul style="list-style-type: none"> <li>• To help individuals recognize that food is a basic requirement of life and should be enjoyed.</li> <li>• To help individuals develop an understanding of the underlying scientific principles upon which current issues in nutrition are based.</li> <li>• To inform about methods of food production and processing in domestic and commercial situations.</li> <li>• To encourage an awareness of social, economic and cultural aspects of food choice.</li> </ul>

## Syllabus

### **UNIT- I**

Definition and scope of food science and it's inter-relationship with food chemistry, food microbiology and food processing.

**CARBOHYDRATES:** Introduction, Effect of cooking (gelatinization and retro gradation), Factors affecting texture of carbohydrates (Stiffness of CHO gel & dextrinization, Uses of carbohydrates in food preparations

**FAT & OILS:** Classification (based on the origin and degree of saturation), Autoxidation (factors and prevention measures), Flavor reversion, Refining, Hydrogenation &winterization, Effect of heating on fats & oils with respect to smoke point, Commercial uses of fats (With emphasis on shortening value of different fats)

### **UNIT- II**

**PROTEINS:** Basic structure and properties, Type of proteins based on their origin (plant/animal), Effect of heat on proteins (Denaturation, coagulation), Functional properties of proteins (Gelation, Emulsification, Foam ability, Viscosity), Commercial uses of proteins in different food preparations (like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Soufflés, Custards, Soups, Curries etc.)

### **UNIT- III**

**FOOD PROCESSING:** Definition, Objectives, Types of treatment, Effect of factors like heat, acid, alkali on food constituents **EVALUATION OF FOOD:** Objectives, Sensory assessment of food quality, Methods, Introduction to proximate analysis of Food constituents, Rheological aspects of food

### **UNIT- IV**

**EMULSIONS:** Theory of emulsification, Types of emulsions, Emulsifying agents, Role of emulsifying

agents in food emulsions COLLOIDS: Definition, Application of colloid systems in food preparation  
FLAVOUR: Definition, Description of food flavors (tea, coffee, wine, meat, fish spices).  
BROWNING: Types (enzymatic and non-enzymatic), Role in food preparation, Prevention of undesirable, browning,

## REFRENCES BOOKS

Normal and Therapeutic Nutrition	Robinson, C.H.Lawlar, M.R.Chenoweth W.L. and Garwick A.E(1986)	Macmillan Publishing Co.
Introductory foods	Hughes, O, Bennion, M (1970):	Macmillan Company.
Williams, S.R.(1989)	Nutrition and Diet Therapy	C.V.Mos by Co.

<b>Course Code</b>	<b>SEC028</b>
<b>Course Title</b>	<b>Personality Development for Hospitality</b>
<b>Type of course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course prerequisite</b>	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
<b>Course Outcomes (CO)</b>	<ul style="list-style-type: none"> <li>Understanding the process &amp; functions of soft skills.</li> <li>Students are able to understand the concept of body language.</li> <li>Basic Concepts &amp; Definitions Techniques of presentation skills.</li> <li>Understanding about importance of group and team building.</li> </ul>

## UNIT- I

**SOFT SKILLS FOR HOSPITALITY INDUSTRY:** Introduction, Defining Personality, Creating First Impression, Personality traits as antecedents of employees' performance.

## UNIT -II

**BODY LANGUAGE:** Introduction, Genetics and Cultural roots, why body language, leadership skills, motivational skills, self-confidence, Attitude, Self Esteem, Time management.

**ESSENTIALS OF BODY LANGUAGE IN HOSPITALITY SECTOR:** Importance of Body language for Hospitality Professionals.

## UNIT -II

**COMMUNICATION AND LISTENING SKILLS:** Introduction, guidelines for effective communications-voice modulation,

**PRESENTATION SKILLS:** Managing presentation nerves, six steps to conquering your presentation nerves, planning an effective presentation, delivering an effective presentation.

## UNIT -IV

**GROUP DYNAMICS AND TEAM BUILDING:** Importance of groups in organization, Interaction in group. Team building, how to build a good team. Introduction to Motivation, relevance and types of Motivation, Motivate the sub-ordinates, Analysis of Motivation.

### ***Recommended Books:***

Personality Development	Rajiv.K.Mishra	Rupa & co.
Soft Skills, 2015	Career Development	Green Pearl Publication
Personality and Body Language for Hospitality Professionals	Dr. Neeraj Aggarwal	Aman Publication,

Course Code	<b>AEC0011</b>
Course Title	<b>Communication Skills in English-II</b>
Type of Course	<b>Theory</b>
L T P	<b>2 0 0</b>
Credits	<b>2</b>
Course pre-requisite	<b>NA</b>
Course Objectives	<b>To enhance employability skills of the learners by enabling them to write an effective resume and face the interview with confidence.</b>

### UNIT I

**PUBLIC SPEAKING:** Introduction to Public Speaking, Business Conversation, Effective Public Speaking Art of Persuasion

### UNIT II

**INTERVIEW SKILLS:** Types of Interview, Styles of Interview, Facing Interviews- Fundamentals and Practice Session ,Conducting Interviews- Fundamentals and Practice Session, Mock interview sessions

### UNIT III

**Writing Skills:** Resume Writing, Covering Letters, Interview Follow Up Letters, Email, Fax, Assessment through employability score card

### UNIT IV

**ETIQUETTES:** Business Etiquette, Dressing up Sense, Exchanging Business card, Shaking hands, Dining etiquette

*Recommended Books:*

Sr No	Author(s)	Title	Publisher
1.	Jeremy Comfort	Speaking Effectively	CUP
2.	N.Krishnaswamy	Creative English for Communication	Macmillan
3	Raman Prakash	Business Communication	CUP
4	Anjanee Sethi & Bhavana Adhikari	Business Communication	Tata McGraw Hill

<b>Course Code</b>	<b>JKM001</b>
<b>Course Title</b>	<b>Human Values and Professional Ethics</b>
<b>Type of Course</b>	<b>HS</b>
<b>LTP</b>	<b>2:0:0</b>
<b>Credits</b>	<b>2</b>
<b>Course Prerequisite</b>	<b>NA</b>
<b>Course Outcome(CO)</b>	<p>The students will be able to:</p> <ol style="list-style-type: none"> <li>Understand the significance of value inputs in a classroom and start applying them in their life and profession.</li> <li>Distinguish between values and skills, happiness and accumulation of physical facilities, the Self and the Body etc.</li> <li>Understand the value of harmonious relationship based on trust and respect in their life and profession.</li> <li>Distinguish between ethical and unethical practices, and start working out the strategy to actualize a harmonious environment wherever the work.</li> </ol>

### **UNIT-I:**

**Course Introduction-Need, Basic Guidelines, Content and Process for Value Education:** Understanding the need, basic guidelines, content and process for Value Education, Understanding Happiness and Prosperity correctly.

**Understanding Harmony in the Human Being:** Understanding the harmony with self and the Body: Sanyam and Swasthya.

### **UNIT-II**

**Harmony in Human Relationship:** Understanding harmony in the Family - the basic unit of human interaction, visualizing a universal harmonious order in society.

**Understanding Harmony in the Nature and Existence:** Understanding the harmony in the Nature, Holistic perception of harmony at all levels of existence

### **UNIT-III**

**Understanding of Harmony on Professional Ethics:** Ability to utilize the professional competence for augmenting universal human order, Ability to identify the scope and characteristics of people-friendly and eco-friendly production systems.

### **UNIT-IV**

**Understanding of Harmony on Professional Ethics:** Ability to utilize the professional competence for augmenting universal human order, Ability to identify the scope and characteristics of people-friendly and eco-friendly production systems

### **REFERENCE BOOKS:**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
1	A Foundation Course in Value Education	R R Gaur, R Sangal, G P Bagaria	Excel Books Publishers
2	Human Values and Professional Ethics	Rishabh Anand	Satya Prakashan, New Delhi

**Course Code: VOC12****Course Title: Summer Internship in Hotel Management and Catering technology**

- Duration of Internship: 4 weeks
- Log book: on daily basis students are required to make entries in the log book as per the assigned duties and responsibilities carried out on daily basis.
- Training Report: Students are required to make two copies of training report (hard and soft)
- Internship Training Certificate.
- Logbook

**Course Code: VOC13****Course Title: Industrial Training in Hotel Management and Catering Technology**

- Duration of Industrial Training: 4 Weeks
- Training Schedule: Recommended training schedule for 4 weeks in any department of the hotel.
- Students have to submit the following on completion of Industrial Training to the Department of Hotel Management.
- Daily Log Book
- Industrial Training Certificate
- Industrial Training Project Report
- Attendance Sheet
- Presentation (PPT) on Industrial Training.