

SCHEME & SYLLABUS

B.Sc. Hotel Management and Catering Technology



**Department of Hotel Management
(UICM)**

Sant Baba Bhag Singh University

2018-19

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Course Scheme, B.Sc Hotel Management and Catering Technology

SEMESTER- I

Theory Subjects

S.No.	Subject Code	Subject Name	Contact hours (L:T:P)	Credits (L:T:P)	Total Contact Hours	Total Credit Hours
1	HM101	Basics of Food Production-I	3:0:0	3:0:0	3	3
2	HM103	Basics of Food & Beverage Service-I	3:0:0	3:0:0	3	3
3	HM105	Basics of Front Office-I	3:0:0	3:0:0	3	3
4	HM107	Basics of Housekeeping-I	3:0:0	3:0:0	3	3
5	HM109	Hygiene and Sanitation	3:0:0	3:0:0	3	3
6	HM111	Tourism Business	2:0:0	2:0:0	2	2
7	ENG121	Communication Skills – I	2:0:0	2:0:0	2	2
		TOTAL	19:0:0	19:0:0	19	19

Practical subjects

S.No.	Subject Code	Subject Name	Contact hours (L:T:P)	Credits (L:T:P)	Total Contact Hours	Total Credit Hours
1	HM113	Food Production (Practical)	0:0:4	0:0:2	4	2
2	HM115	Food & Beverage Service (Practical)	0:0:4	0:0:2	4	2
3	HM117	Basics of Front Office-1 (Practical)	0:0:2	0:0:1	2	1
4	HM119	Basics of Housekeeping-1(Practical)	0:0:2	0:0:1	2	1
5	ENG123	Communication Skills – I(Practical)	0:0:2	0:0:1	2	1
		TOTAL	0:0:14	0:0:7	14	7

Total Contact Hours = 33
Total Credit Hours = 26

SEMESTER- II

Theory Subjects

S.No.	Subject Code	Subject Name	Contact hours (L:T:P)	Credits (L:T:P)	Total Contact Hours	Total Credit Hours
1	HM102	Food Production-I	3:0:0	3:0:0	3	3
2	HM104	Food and Beverage Service-I	3:0:0	3:0:0	3	3
3	HM106	Front Office Operations-I	3:0:0	3:0:0	3	3
4	HM108	Housekeeping Operations-I	3:0:0	3:0:0	3	3
5	CSA111	Introduction to Computer Applications	4:0:0	4:0:0	4	4
6	ENG114	Communication Skills-II	2:0:0	2:0:0	2	2
		TOTAL	21:0:0	21:0:0	18	18

Practical subjects

S.No.	Subject Code	Subject Name	Contact hours (L:T:P)	Credits (L:T:P)	Total Contact Hours	Total Credit Hours
1	HM110	Food Production (Practical)	0:0:4	0:0:2	4	2
2	HM112	Food & Beverage Service (Practical)	0:0:2	0:0:1	2	1
3	HM114	Front Office (Practical)	0:0:2	0:0:1	2	1
4	CSA113	Introduction to Computer Applications (Practical)	0:0:4	0:0:2	4	2
5	ENG116	Communication Skills-II	0:0:2	0:0:1	2	1
		TOTAL	0:0:12	0:0:6	14	7

Total Contact Hours = 32
Total Credit Hour = 25

SEMESTER- III

Theory Subjects

S.No.	Subject Code	Subject Name	Contact hours (L:T:P)	Credits (L:T:P)	Total Contact Hours	Total Credit Hours
1	HM201	Food Production-II	3:0:0	3:0:0	3	3
2	HM203	Food and Beverage Service-II	3:0:0	3:0:0	3	3
3	HM205	Front Office Operations-II	3:0:0	3:0:0	3	3
4	HM207	Accommodation Operations-I	3:0:0	3:0:0	3	3
5	HM209	Catering Management	3:0:0	3:0:0	3	3
6	HM211	Hotel Engineering	3:0:0	3:0:0	3	3
7	HM213	Foundation Course in Management	2:0:0	2:0:0	2	2
8	EVS101	Environmental Studies	3:0:0	3:0:0	3	3
		TOTAL	20:0:0	20:0:0	23	23

Practical subjects

S.No.	Subject Code	Subject Name	Contact hours (L:T:P)	Credits (L:T:P)	Total Contact Hours	Total Credit Hours
1	HM215	Food Production (Practical)	0:0:4	0:0:2	4	2
2	HM217	Food & Beverage Service (Practical)	0:0:2	0:0:1	2	1
3	HM219	Front Office (Practical)	0:0:2	0:0:1	2	1
4	HM221	Accommodation Operations-I (Practical)	0:0:2	0:0:1	2	1
		TOTAL	0:0:10	0:0:5	10	5

Total Contact Hours = 33
Total Credit Hours =

SEMESTER- IV**Industrial Training**

S.No.	Subject Code	Subject Name	Contact hours (L:T:P)	Credits (L:T:P)	Total Contact Hours	Total Credit Hours
1	HM202	Project Report				10
2		Log Book				10
3		Viva Voice				5
		TOTAL				25

SEMESTER- V**Theory Subjects**

S.No.	Subject Code	Subject Name	Contact hours (L:T:P)	Credits (L:T:P)	Total Contact Hours	Total Credit Hours
1	HM301	Food Production-III	3:0:0	3:0:0	3	3
2	HM303	Food and Beverage service-III	3:0:0	3:0:0	3	3
3	HM305	Front Office Operations-III	3:0:0	3:0:0	3	3
4	HM307	Accommodation Operations-II	3:0:0	3:0:0	3	3
5	HM309	Bakery-I	2:0:0	2:0:0	2	2
6	HM311	Hospitality Marketing	2:0:0	2:0:0	2	2
7	HM313	Accounting for Hospitality	3:0:0	3:0:0	3	3
		TOTAL	19:0:0	19:0:0	19	19

Practical subjects

S.No.	Subject Code	Subject Name	Contact hours (L:T:P)	Credits (L:T:P)	Total Contact Hours	Total Credit Hours
1	HM315	Food Production (practical)	0:0:4	0:0:2	4	2
2	HM317	Food & Beverage Service (Practical)	0:0:2	0:0:1	2	1
3	HM319	Accommodation Operations-II Practical	0:0:2	0:0:1	2	1
4	HM321	Bakery (Practical)	0:0:4	0:0:2	4	2
		TOTAL	0:0:12	0:0:6	12	6

Total Contact Hours = 31
Total Credit Hours = 25

SEMESTER- VI

Theory Subjects

<u>S.NO</u>	<u>Subject code</u>	<u>Subject</u>	<u>Contact hours</u> <u>L:T:P</u>	<u>Credits</u> <u>L:T:P</u>	<u>Total contact hours</u>	<u>Total contact credits</u>
1	HM302	Food Production-IV	3:0:0	3:0:0	3	3
2	HM304	Food and Beverage Service-IV	3:0:0	3:0:0	3	3
3	HM306	Accommodation Operations-III	3:0:0	3:0:0	3	3
4	HM308	Advance Bakery-II	2:0:0	2:0:0	2	2
5	HM310	Food & Beverage Management	3:0:0	3:0:0	3	3
6	HM312	Human Resource Management in Hotels	2:0:0	2:0:0	2	2
7	HM314	Total Quality Management	3:0:0	3:0:0	3	3
8	HM300	Front Office	3:0:0	3:0:0	3	3
		TOTAL	22:0:0	22:0:0	22	22

Practical subjects

<u>S.NO</u>	<u>Subject code</u>	<u>Subject</u>	<u>Contact hours</u> <u>L:T:P</u>	<u>Credits</u> <u>L:T:P</u>	<u>Total contact hours</u>	<u>Total contact credits</u>
1	HM316	Food Production (Practical)	0:0:4	0:0:2	4	2
2	HM318	Food & Beverage Service (Practical)	0:0:2	0:0:1	2	1
3	HM320	Accommodation Operations-III (Practical)	0:0:2	0:0:1	2	1
4	HM322	Bakery (Practical)	0:0:4	0:0:2	4	2
		TOTAL	0:0:12	0:0:6	12	6

Total Contact Hours = 34

Total Credit Hours = 28

First Semester



Course Code	HM101
Course Title	Basics of Food Production-I
Type of course	Theory
L T P	3 0 0
Credits	3
Course prerequisite	+2 with any stream
Course Objective (CO)	This course will give the basic knowledge of cooking to the beginners. They will get versed with meaning, aims, objectives, kitchen organisation structure, different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, various cuts of vegetables and meats.

Syllabus

UNIT – 1

Introduction to cookery: Definition, and its importance, origin and history of culinary art and its development, aims and objectives of cooking, cuisines and commercial cooking, personal hygiene and safe food handling practices, an introduction of popular international cuisine(italian, french, chinese) indian regional cuisines(punjabi, rajasthani, gujarati,hyderabadi, kashmiri, bengali, south indian).

UNIT – II

Introduction to kitchen organization : kitchen layout of small, medium and large hotelmain kitchen and satellite kitchen ,hierarchy of kitchen department of a 5 star hotel, classical kitchen brigade, modern staffing in various hotels,duties and responsibilities of kitchen staffco-ordination with other allied departments e.g. stores, purchases, accounts, service, housekeeping, etc.

UNIT – III

Kitchen tools and equipments: Kitchen tools, equipments and their classification (manual & mechanical), uses, care in handling & maintenance of equipments, classification of fuels (solid, liquid, gaseous), advantages and disadvantages of kitchen fuelsclasses of fire and fire prevention,types of fire extinguishers.

UNIT –IV

Food commodities and their preparation: cereals and pulses, fruits and vegetables, meat and poultry, eggs ,dairy products, fats and oils, sweeteners, herbs, spices, condiments, seasonings, food preparation: washing, peeling , paring, cutting, mincing, shredding, slicing, grating, grinding, mashing, pureeing, pressing, sieving, beating, blending, cutting, creaming, folding, kneading, marinating, heat transfer by conduction, convection and radiation, stirring, sealing, whipping, whisking, methods of cooking :boiling, poaching, steaming, stewing, roasting, frying, grilling, baking, braising, broiling.

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	The professional chef	Arwind saraswat	Ubs publications
4	Theory of catering	Kinton & Cessarani	ELBS
5	Professional cooking	Wayne gisslen	Le corden bleu
6	The professional pastry chef	Bo friberg	Wiley & sons
7	Bakery and confectionery	S.C dubey	Society of Indian bakers
8	Food production operations	Parvinder bali	Oxford university press
9	Larder chef	M J Leto & WKH Bode	Butterworth-hienemann



Course Code

HM103

Course Title	Basics of Food & Beverage Service-I
Type of course	Theory
L T P	3 0 0
Credits	3
Course prerequisite	+2 with any stream
Course Objective (CO)	The course will introduce learner to get a comprehensive knowledge and understanding of restaurant service in the hotel and catering industry. It also aims to enable the student to acquire professional competence at basic levels and to acquire the requisite technical skills in the principles of food service and its related activities.

Syllabus

UNIT – I: Introduction to food and beverage industry: Introduction to the food & beverage industry, classification of catering establishments (commercial & non-commercial), role of catering establishment in the hospitality industry, relationship of the catering industry to other industries.

UNIT – II: Types of food and beverage outlets and equipments: Restaurants and their subdivisions, coffee shop, room services, bars, banquets, snack bar, executive lounges, business centers, discotheques & night clubs, food service equipments their classification, criteria for selection, care & maintenance, classification of crockery, cutlery, glassware, hollowware, flatware, furniture, linen, disposables.

UNIT – III: Organization of Food & beverage service department: Hierarchy of f & b service department, layout of different f & b service outlets, ancillary departments: still room, wash up, pantry, plate room, kitchen stewarding, job descriptions & job specifications of f & b service staff, attitude & attributes of a food & beverage service personnel, competencies, basic etiquettes for f & b service staff, inter and intra departmental relationships of food & beverage personnel.

UNIT – IV: Food & beverage service operations: Preparation for service: mis-en-place & mis-en-scene, cover and its types, types of menu: ala carte & table d'hote, 11 course french classical menu, menu planning and its considerations, types of meals: breakfast and its types, lunch, dinner, brunch, hi tea, supper, types of services: table services: silver/english, family, american, butler/ french, russian, single point services: takeaway, vending, kiosks, food courts, bars, automats, self services: buffet service, cafeteria service, counter service, specialized services: gueriedon service tray/trolley service, room service, home delivery etc.

RECOMMENDED BOOKS

S.	Name	Author(S)	Publisher
1	Food and beverage service	Dennis R lillicrap & John	ELBS
2	Professional Food and Beverage	Brian varghese	Macmillan
3	Food and beverage service	Vijay dhawan	Frank brother
4	Food and beverage service	S.N baghchi & Anita	Aman publications
5	Food and beverage service	Sudheer Andrews	Tata Mcgraw Hills
6	The waiter handbook	Grahm brown	Global books

Course Code	HM105
Course Title	Basics of Front Office-I
Type of course	Theory
L T P	3 0 0
Credits	3
Course prerequisite	+2 with any stream
Course Objective (CO)	To understand the general setup of front Office in small, medium and large hotels. Planning for layout of the front office, equipment, tools etc. Students should gain knowledge of various sections and functions of front office and their procedures. They should be able to Hand various tools and equipments of the front office.

Syllabus

UNIT -I: The Hospitality Industry: Definition of the term hotel, history and development of hospitality industry in India, classification of hotels: on the basis of size, location, length of stay, clientele, ownership, star classification of hotels, and organizational structure of hotels: small, medium, and large.

UNIT -II: Front office department: Introduction to front office department, function of front office department, different section of front office and their layout, reservation, reception, concierge, bell desk,, lobby, telephones,cashier, coordination of front office department with other departments of the hotel.

UNIT - III: Front office organization: Organizational structure of front office department of small, medium and large hotel, job description and job specifications of front office personnel: front office manager, lobby manager, reservationist, receptionist, bell desk captain, cashier, bell boy, valet, essential attributes of front office staff

UNIT -IV: Front office Operations: Front desk equipments, types of guest rooms: status and terminology, tariff plans and room rates, food/meal plans, front office responsibilities: key control and key handling, mail and message handling, paging and luggage handling, bell desk and concierge, valet service, handling guest complaints

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	Person publications
4	Hotel front office operations and	Jatashankar Tiwari	Oxford university
5	Managing front office	Kasavana & Brooks	Edu.Inst.

Course Code	HM107
Course Title	Basics of Housekeeping –I
Type Of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	+2 with any stream
Course objectives	The course familiarizes students with the meaning and functions of housekeeping in hotels and other service industries. The course is blend of theory and practical to develop a professional attitude in students.

Syllabus

UNIT -I:Introduction to Housekeeping Department:Meaning and definition of housekeeping department, importance and functions of housekeeping department, role of housekeeping department in hospitality industry, scope of housekeeping department in hotels.

UNIT -II: Organization of Housekeeping Department: Layout of housekeeping department, Different sections of housekeeping departments, Organizational framework of the housekeeping department of large, medium and small Hotel, Duties and responsibilities of different housekeeping personnel, Attitude and attributes of housekeeping staff, Interdepartmental relationship of housekeeping department with other departments

UNIT -III: Housekeeping operations: Briefing and debriefing, role and importance of housekeeping control desk, types of registers and files maintained, types of keys and key control, lost and found procedure and formats, handling guests special requests, cleaning equipments: manual and mechanical , criteria for selection,care of cleaning equipments, cleaning agents and their classification.

UNIT -IV: Cleaning science: Types of guest rooms and their features, Public areas- meaning and introduction of all public areas of hotel, Types of Guest amenities and supplies in guest room and bathroom, Types of cleaning- daily, weekly, spring and deep cleaning, Hygiene and safety factors in cleaning, The maid's cart- its design and function, Procedure of cleaning guestroom and bathroom, Cleaning front of the house and back of the house areas, Care and cleaning of different surfaces.

Recommended Books			
S.no	Name	Author	Publisher
1	Hotel housekeeping training manual	Sudheer training	Tata Mcgraw Hills
2	Hotel Housekeeping Operations & Management	G. Raghubalan	Oxford university press

Course Code	HM109
Course Title	Hygiene and Sanitation
Type of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	+ 2 with any stream
Course Objectives (CO)	The course is aimed at familiarizing the students regarding contaminated food, causes of contamination and sanitary techniques to develop ethics towards maintaining hygiene and sanitation in and around the hotel property.

Syllabus

UNIT – I : Introduction to Hygiene and Sanitation: Hygiene and sanitation, meaning and uses in hotel industry, importance of hygiene and sanitation in catering industry, personal hygiene for staff members in the food production areas, personal hygiene for staff members preparing food or coming in touch with food and beverages, personal hygiene for staff coming in touch with guests.

UNIT - II: Food Poisoning: food poisoning, meaning in context of water and food, causes and symptoms of food poisoning, water and food borne diseases, water and food borne pathogens: viruses, bacteria, protozoa, algae, HACCP -principles, standards, training and application

UNIT – III: Proper care and food sanitation: Food handling for kitchen and service staff, High-risk Foods, Cross Contamination and its prevention, Temperature Control, Food storage facilities: food storage safety, food rotation, commercial food logistics, Food hygiene regulation.

UNIT -IV: Premises and Equipment care:Design of premises: production area, storage areas, quality control areas, Protective clothing: skin protection, eye protection, hearing protection, selection, efficiency, comfort, care and maintenance. Pest control, Waste management: waste hierarchy, disposal solutions, reduce, reuse, and recycle.

RECOMMENDED BOOKS

Sr. no.	Name	Author(s)	Publisher
1	Food hygiene	Kavita ed marwah	Genetech
2	Food science and nutrition	Sunetra rodey	Oxford university
3	Food and hygiene	William tibbles	Hodder Edu.

Course Code	HM111
Course Title	Tourism Business
Type of course	Theory
L T P	2 0 0
Credits	2
Course prerequisite	+2 with any stream
Course Objective (CO)	The aim of the paper is to provide a basic understanding about the tourism concept, trends and factors responsible for the growth of tourism. Tourism forms a vital component of the hospitality industry so the knowledge of basics of tourism becomes essential. The paper shall act as a foundation for the further knowledge of tourism and allied fields.

Syllabus

UNIT- I

Introduction- Tourism, The relationship between leisure, recreation and tourism Travel Lingo, Classification of tourism in terms of : Destination visited – International tourism and domestic tourism, Purpose of Visit – Cultural tourism, Business Tourism, VFR, Pilgrimage tourism etc., Mode of travel arrangement – Inclusive travel and Independent travel.

UNIT-II

Motivation of Travel

Physical motivations: travel for sports and adventure, rest and relaxation, health and medical reasons etc. Cultural motivations: pilgrimage tourism, cultural curiosity etc. Interpersonal Motivation: meeting new people, VFR, etc. Status and Prestige motivation: business motivation.

Travel Motivations Given by Grey-Wander lust and Sun Lust.

UNIT-III

Domestic tourism- Definition and Significance of Domestic tourism, Difference between the domestic tourist and International tourist,

Positive and Negative impacts of tourism- Economic Impacts, Socio-culture Impacts, Environmental impacts.

UNIT- IV

Sustainable and Eco-tourism- Definition of Eco tourism, Benefits and Importance of Eco tourism, Agenda 21, Definition and bodies promoting Sustainable tourism, Principles of Sustainable tourism, Difference between Mass and Green Tourism

RECOMMENDED BOOKS

Sr. no.	Name	Author(s)	Publisher
1	Tourism and Travel- Concepts and principles	Negi, J.M.S	Gitanjali Publishing house, New Delhi
2	Tourism development: inciples, Practices and Philosophies	Bhatia, A. K	Sterling Publishers, New Delhi
3	Tourism: Operations and Management	Sunetra Roday , Archana Biwal, Vandana Joshi	Oxford Higher Education
4	Tourism Marketing	Manjula Chaudhary	Oxford Higher Education



Course Code	ENG121
Course Title	Communication skills-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 learner 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 variety of contexts and different mediums. The Units are structured around the communication tasks of the managers.

Syllabus

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, Barriers of 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, Precise writing, Memo writing, minutes of meeting.

UNIT-IV

Speaking Skills:Speech process, Skills of effective speaking, Role of audience, Feedback Skill, Oral Presentation.

Reference 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 Panthon	Prentice Hall of India

Course Code	HM113
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Course Title	Basics of food Production-I (Practical)
Type of course	Practical
L T P	0 0 4
Credits	2
Course prerequisite	+ 2 with any stream
Course Objective (CO)	This course will give the basic knowledge of cooking. Students will get versed with meaning, aims, objectives, kitchen organisation structure, different food commodities, and techniques of pre-preparation and cooking. The students will come to know about the different cuts of vegetable and standard recipes of basic Indian gravies and masalas, stocks, soups and sauces.

List of Practicals:

1. Kitchen cleanliness and hygiene
2. Introduction of kitchen tools and equipments: their use, specification, handling and care
3. Safety and security in kitchen: accidents, first aid
4. Introduction to food commodities
5. Classification of vegetables and their standard cuts : Julienne, Jardiniere , Chiffonade , Dices, Cubes, Macedoine , Paysanne, Shred, Concasse, Mirepoix
6. Basic cooking methods and pre-preparation of vegetables:
7. Blanching: capsicum, tomatoes, cauliflower, beans, potatoes
8. Boiling: rice , potatoes, beans, carrots, pasta
9. Poaching: eggs
10. Frying: potatoes, beans, cauliflower, capsicum
11. Roasting:
12. Stewing: onions , leeks
13. Preparation of basic Indian gravies and masalas: Green gravy, Tomato gravy, White gravy, Makhani gravy, Onion tomato gravy, Chop masala
14. Preparation of stocks: (white and brown stock)
15. Vegetable stock
16. Chicken stock
17. Mutton stock

18. Fish stock

19. Preparation of basic mother sauces and their derivatives: Mayonnaise, Tomato sauce, Brown sauce, White sauce , Veloute sauce, Hollandaise sauces

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	The professional chef	Arwind saraswat	Ubs publications
4	Theory of catering	Kinton & Cessarani	ELBS
5	Professional cooking	Wayne gisslen	Le corden bleu
6	The professional pastry chef	Bo friberg	Wiley & sons
7	Bakery and confectionery	S.C dubey	Society of Indian bakers
8	Food production operations	Parvinder bali	Oxford university press
9	Larder chef	M J Leto & WKH Bode	Butterworth-hienemann

Course Code	HM115
Course Title	Basics of Food and Beverage Service-I (Practical)
Type of course	Practical
L T P	0 0 4
Credits	2
Course prerequisite	+ 2 with any stream
Course Objective (CO)	The course will help teach the students about the layout of different food and beverage service outlets and their setups. The students will identify and use different f & b equipments and learn the techniques of guest handling and standard operating procedures of order taking and serving the in house guest.

List of Practicals:

1. Introduction of F and B service areas
2. Familiarization of F&B Service equipments: Crockery, Cutlery, Glass ware, Hollowware, Flatware
3. Care & maintenance of F&B Service equipment
4. Cleaning of restaurant: dusting , mopping , vacuum cleaning
5. Restaurant etiquettes
6. Arranging tables and chairs
7. Arranging side stations
8. Laying of table cloth
9. Change of table cloth
10. Laying of covers
11. English service/ silver service
12. Pre plated service
13. Welcoming and receiving of a guest
14. Seating of a guest
15. Order taking
16. Handling guest complaints
17. Suggestive selling
18. Up selling

19. Holding a tray/salver
20. Holding service gear
21. Service of food
22. Foods and their standard accompaniments
23. Service of water
24. Removing soiled dishes off table
25. Billing of a guest
26. Different napkin folds

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
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	Grahm brown	Global books

Course Code	HM117
Course Title	Basics of Front Office -I (Practical)
Type of course	Practical
L T P	0 0 2
Credits	2
Course prerequisite	+ 2 with any stream
Course Objective (CO)	To understand the general setup of front Office in small, medium and large hotels. Planning for layout of the front office, equipment, tools etc. Students should gain knowledge of various sections and functions of front office and their procedures. They should be able to Hand various tools and equipments of the front office.

List of Practical's:

1. Identification of Front Office equipment and furniture
2. Attributes and attitude for front office personnel
3. Study of countries, their capitals and currency
4. Telephone skills
5. Forms and formants used at front desk

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.

Course Code	HM119
Course Title	Basics of Housekeeping -I (Practical)
Type of course	Practical
L T P	0 0 2
Credits	1
Course prerequisite	+ 2 with any stream
Course Objective (CO)	Through this course the students will get to know about the housekeeping operations deeply. They will be having on hands experience on working with the different tool and housekeeping equipments. They also will get to know about the standard operating procedures of cleaning different front and back. of the house areas.

List of Practicals:

1. Layout of different room: Single room, Double room, Twin room, Suite rooms, Parlor room, Guest room and bathroom amenities and supplies
2. Housekeeping cleaning equipments: Buffing machine, Burnishing machine, Carpet shampooing machine, Vacuum cleaner, Mops and brooms, Dusters and squeezes,
3. Cleaning agents: Soaps and detergents, acids alkaline,
4. Cleaning of different surfaces: Wood, Silver, Brass, Glass, Floor surfaces, Walls and wall coverings
5. Maid's cart: stocking and usage
6. General cleaning procedure of guest room and bathroom
7. Bed making
8. Cleaning of different public areas
9. Cleaning schedules and frequency
10. Files and formats maintained at the control desk
11. Room checklist
12. Area Inventory checklist
13. Occupancy report
14. Lost and found register
15. VIP guest list
16. Log book
17. Guest loan items register
18. Guest supply consumption register.

Recommended Books			
S. no	Name	Author	Publisher
1	Hotel housekeeping training	Sudheer training	Tata Mcgraw Hills
2	Hotel Housekeeping Operations & Management	G. Raghubalan	Oxford university press
3	Professional Management of Housekeeping Operations	Thomas J. A. Jones	Wiley & sons

Course Code	ENG123
Course Title	Communication Skills-1 (Practical)
Type of Course	HS
L T P	0 0 2
Credits	1
Course pre-requisite	NA
Course Objectives	The objective of this course is to provide the students sufficient practice for speaking and writing English efficiently.

UNIT-I

Speaking and Discussion Skills: Oral Presentation, Planning and organizing content for presentation, Use of audio /Visual Aids, Making Slides for presentation , Group Discussion ,Debate, Extempore speaking, Interview Skills, Mock interview, Mock Dialogues (Pair Speaking), Cue Card Speaking, Meeting/ Conferences.

UNIT-II

Listening Skills: Listening to any recorded material and asking oral/written questions for listening comprehension. **Reading Skills:** Active Reading of passages for Reading comprehensions, paraphrase, Summary writing.

UNIT-III

Writing Skills: Guidelines of effective writing, Paragraph Writing, Email Writing.

UNIT-IV

Grammar and Vocabulary:

Parts of Speech, Tenses, GRE words (List of 50 Words).

The logo of Sant Kabir Bhag Singh University is a circular emblem. The outer ring contains the text "SANT KABIR BHAG SINGH UNIVERSITY" in blue capital letters. Inside this ring is a green wreath. At the center of the wreath is a blue shield with a white cross. Below the circular emblem is a blue banner with white text in Gurmukhi script.

Second Semester

Course Code	HM102
Course Title	Food Production-I
Type of course	Theory
L T P	3 0 0
Credits	3
Course prerequisite	+2 with any stream
Course Objective (CO)	To develop knowledge and interest in the science and art of cuisine and food fundamentals in the hotel and Catering industry. To develop skills in meal planning, preparation of basic dishes using different types of ingredients. The student should be able to understand basic methods of cooking and ingredients used both in Indian and Continental Cookery.

Syllabus

UNIT-I

Food ingredients: Salt, its types and uses, herbs and spices, their blending and use in Indian cookery, raising agents, their classification and action and reaction thickening and binding agents and their role in cookery, flavouring agents, their uses and examples, shortenings and their varieties, sugar and its types, use of sugar in cookery, liquid: water, stock ,milk etc.

UNIT-II

Vegetable and fruit cookery: Classification of vegetables, points taken into consideration while purchasing vegetables, storage of vegetables, cuts of vegetables, effect of cooking on vegetables, classification of fruits, uses of fruits in cookery, salads and their types, parts of salads, introduction to salads, simple and compound salads, salad dressing and their uses.

UNIT-III

Stocks, Sauces and Soups: Definition of stock,types of stock, preparation of stock,recipes for 1 litre of brown, white and fish stock, storage of stocks,uses of stocks, care and precautions while preparing stocks, sauces and their types, uses of sauces as an accompaniment, recipes of mother sauces and their derivatives, soups and their classification, accompaniments of soups, international soups.

UNIT-IV

Meat and egg cookery: Fish and their classification, cuts of fish and their storage, selection criteria and methods of preparing fish, types of poultry and their selection criteria, methods of preparation of different cuts, cuts and sizes of beef, veal, lamb, mutton, pork, selection criteria, ham, bacon, sausages, gammon steaks, uses of eggs in cookery and their storage, structure composition of an egg, characteristics of a fresh egg, methods of egg preparation.

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	The professional chef	Arwind saraswat	Ubs publications
4	Theory of catering	Kinton & Cessarani	ELBS
5	Professional cooking	Wayne gisslen	Le corden bleu
6	The professional pastry chef	Bo friberg	Wiley & sons
7	Bakery and confectionery	S.C dubey	Society of Indian bakers
8	Food production operations	Parvinder bali	Oxford university press
9	Larder chef	M J Leto & WKH Bode	Butterworth- hienemann



Course Code	HM104
Course Title	Food and beverage service-I
Type Of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	+2 with any stream
Course objectives	To develop knowledge of the students about hotel/restaurants organization and an understanding of the auxiliary departments, different menus, principles of table laying. The student should imbibe the knowledge of Kitchen & restaurant brigade. They should have vital knowledge of auxiliary departments. They should be able to plan different menus, lay tables for different services.

Syllabus

UNIT-I

Menu and menu planning: origin of menu, types of menu: a la carte and table d' hote, objectives of menu planning, point to be considered while planning menu, constraints of menu planning, menu design, 11 course French classical menu, French name of dishes with their covers and accompaniments and service.

UNIT-II

Types of Food Service: Silver service, Pre-plated service, Cafeteria service, Gueridon service, Lounge service. **Room Service and Buffet** Introduction, general principles, Cycle of Service, scheduling and staffing, Room service menu planning, Forms & formats, order taking, thumb rules, suggestive selling, breakfast cards, Layout & Setup of Common Meals, use of technology for better room service, Time management - lead time from order taking to clearance. Buffets, Definition, Types of buffets, Buffets equipments and tables setup

UNIT- III

Non-Alcoholic Beverages, Cheese and Tobacco: Classification, Hot Beverages-Types, Production, Service, Cold Beverages-Types, Production and Service, Table Cheeses: Introduction, Types, Production, Brands & Service, Storage, tobacco –history, processing for cigarettes, pipe tobacco & cigars-its shapes /sizes/colours, storage of cigarettes & cigars

UNIT-IV

Control Methods Necessity and functions of a control system Billing methods-duplicate & triplicate system, KOTs & BOTs computerized KOTs (kitchen order ticket, beverage order ticket)

RECOMMENDED BOOKS

S. No	Name	Author(s)	Publisher
1	Food And Beverage Service	Vijay Dhawan	Frank Brothers And Company, New Delhi.
2	Food and Beverage Manual	Sudhir Andrew	Tata Mc. Hills, New Delhi
3	Food and Beverage Service	S.N Bagchi 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



Course Code	HM106
Course Title	Front Office Operations-I
Type Of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	+ 2 with any stream
Course objectives	The course is aimed at familiarising the students with various functions of front office in hotels and to develop work ethics towards guest care and satisfaction.

Syllabus

UNIT-I

Types of Rooms and Tariff Different types of rooms, Basis of charging, Plans, competition, customer's profile, standards of service & amenities, Hubbart formula, Different types of tariffs, Rack Rate, Discounted Rates for Corporates, Airlines, Groups & Travel Agents, Allowance and Policy Facilities available in Hotels

UNIT- II

Front Office and Guest Handling Introduction to guest cycle (Pre arrival, Arrival, During guest stay, Departure, After departure), Procedures for VIP arrival, Procedures for group arrival (special arrangements, meal coupons, etc)

UNIT- III

Reservations Importance of reservation, Modes of reservation, Channels and sources (FITs, Travel Agents, Airlines, GITs), Types of reservations (Tentative, confirmed, guaranteed etc.), Systems (non automatic, semi automatic fully automatic), Cancellation, Amendments, Overbooking, Reservation inquiring, Group reservation, Reservation maintenance, Reservation reports.

UNIT- IV

Registration: Pre-registration activities, Registration activity, The registration record, Room and rate assignment - FITs, Groups, Crew, Indian & Foreign Method of payment, Issuing the room key, Fulfilling special requests, Creative options, Change of room, Over-booking cases.

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



Course Code	HM108
Course Title	Housekeeping Operations-I
Type Of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	+2 with any stream
Course objectives	To emphasize the role of housekeeping as a department in the hotel and the importance of a clean, comfortable, attractive and safe atmosphere aiming at ultimate guest satisfaction. The student should be able to fix the position and the value of each housekeeping staff in the hotel organization. The Student should become familiar with the equipment and agents needed in the housekeeping department. He/She should also become through with all the practices and procedures.

Syllabus

UNIT- I

Guest room cleaning procedure Cleaning routine of housekeeping department, General principles of cleaning ,Work routine for floor supervisors and chamber maids, Rules on guest floor, Procedure for entering the room, Cleaning of guest room (daily cleaning of occupied/ departure/ vacant/ VIP room), Evening service in guest rooms, Making bed, Bathroom cleaning.

UNIT- II

Cleaning of Public Areas

Cleaning Process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/ bar/ banquet Halls/Administration offices/ Lifts and Elevators/ Staircase/ back areas/ Front areas/ Corridor), **Pest Control:** Types of pests, Control procedures, Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets. Cleaning of high traffic areas, Frequencies of cleaning daily, periodic, special in public areas

UNIT- III

Linen / Uniform / Tailor Room

Layout, Types of Linen, Sizes, and Linen Exchange Procedure, Selection of Linen, Storage Facilities and Conditions, Par Stock: Factors affecting Par Stock, Calculation of Par Stock, Discard Management, Linen Inventory System **Uniform Designing:** Importance, Types, Characteristics, Selection, Par Stock Function of Tailor Room, Managing Inventory, Par level of linen, uniform, guest loan items, machines & equipment, cleaning supplies & guest, Supplies, Indenting from stores.

UNIT- IV

Pest Control Importance of Pest Control in an Organization
Common Pests found in Hotels
Preventive & Control Measure
Special Provisions for Guests safety, Security and First Aid.
The Concept and Importance, Safety: Accidents, Fires(Cause, Procedure, Accident report form), Security: Security of Guest/ Staff/ Public areas/Rooms/ Back office areas, First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration)

REFERENCES BOOKS

S.no	Name	Author	Publisher
1	Hotel housekeeping training manual	Sudheer training	Tata Mcgraw Hills
2	Hotel Housekeeping Operations & Management	G. Raghubalan	Oxford university press
3	Professional Management of Housekeeping Operations	Thomas J. A. Jones	Wiley & sons
4	Managing Housekeeping Operations	Margart M. Kappa, CHHE	American Hotel & Lodging Associations.

Course Code	CSA111
Course Title	Introduction to Computer Applications
Type of Course	Theory
L T P	4 0 0
Credits	4
Course Prerequisites	+2 with any stream
Course Objectives	This course will enable the student to familiarize with concepts of Fundamentals of IT and its applications

Syllabus

UNIT I:

Basics of computer: Introduction to computer, characteristics of computer, structure of a computer, History of computers; Applications of computers; Problem solving Using Computers

Input and Output Units: Description of Computer Output Units: Printers, Plotters and computer Input units: keyboard mouse joystick, OMR, MICR.

Computer Memory: Memory Organization, RAM,ROM, Serial Access Memory, , Magnetic Hard Disk, floppy Disk Drives, Compact Disk, Magnetic Tape Drives

UNIT II:

Computer languages: Machine language, assembly language, higher level language.

Introduction to Compiler, Interpreter, Assembler, Assembling, Types of software System Software, Application Software.

Operating system: Batch, multi-programming, time sharing, network operating system,on-line and real time operating system, Distributed operating system, multi-processor,Multi-tasking.

UNIT III:

Computer Architecture: Interconnection of Units, Processor to Memory communication, I/O to Processor Communication, Interrupt Structures, Multiprogramming, Processor Features

Computers & Communications: Introduction to Computer Networks, Types of Networks, network topologies, network communication devices (component) , OSI/TCP Model, LAN technologies .Client and Servers, Host & Terminals IP Address, Domain Name, DHCP, Application of Internet ,E-mail, TELNET, FTP, World Wide Web.

UNIT IV:

Database Management System : Purpose and Organization of Database, Introduction to Data Models

Spreadsheet Package : Worksheet Basics, Data Entry in Cells : Entry of numbers text and formulae, Moving data in a worksheet, Moving around in a worksheet, Selecting Data Range, Using the interface (Toolbars, Menus), Editing Basics, Working with workbooks, Saving and Quitting, Cell referencing; Formatting and Calculations : Calculations and worksheets using Autofill, Working with Formulae, Efficient Data Display with Data

formatting (number formatting, date formatting etc.), Working with Ranges, Worksheet Printing; Working with Graphs and Charts : Adding/Formatting Text Data with Auto format, Creating Embedded Chart using chart wizard, sizing and moving parts, updating charts, Changing chart types, Creating separate charts, Chart wizard, Adding Titles, Legends and Gridlines, Printing Charts; Database Management; Finding records with Data form, Adding/Deleting Records, Filtering Records in a worksheet; Functions and Macros: Worksheet with worksheet function using function-wizard, Creating Macros, Record Macros, Running Macros, Assigning Macros to Buttons, Defining Macros from Scratch. Multiple worksheets and scanners.

RECOMMENDED BOOKS

S. No.	Name	Author(s)	Publisher
1.	Computer Fundamentals	Pradeep K. Sinha, Preeti Shina	BPB Publications
2.	Computers	Larry long & Nancy long	Prentice Hall



Course Code	ENG114
Course Title	Communication Skills-II
Type of Course	Theory
LTP	2 0 0
Credits	2
Course pre-requisite	
Course Objectives (CO)	<p>After completion of this course students will be able to:</p> <ol style="list-style-type: none"> 1. formulate an effective communication strategy for any message, in any medium, and in any situation. 2. write clearly, concisely, and convincingly. 3. develop skills of effective communication - both written and oral. 4. acquaint with application of communication skills in outside world.

Syllabus

UNIT-I

Grammar: Parts of Speech, Use of appropriate tense, Voice , Reported Speech, Sentence Structure; Simple, Compound, Complex, Vocabulary-One word substitution.

UNIT-II

Writing Skills: Application for employment , Resume Writing ,Paragraph Writing Construction-Kinds of Paragraphs, Preparing of Matter for meeting : Notice, agenda, Conference

UNIT-III

Speaking Skills: Effective oral Presentation, Slide making, Use of audio Visual aids.

UNIT-IV

Oral Communication and its Application:

Group Discussion, Customer Care Relations (PR Skills), Interview Skills (Conducting and appearing for interviews), and Telephone handling manners.

RECOMMENDED BOOKS

S. No.	Name	Author(s)	Publisher
1	Business Communication	K. K. Sinha Galgoti	Galgotia Publishing Company,
2	Media and Communication Management	C. S. Rayudu	- Himalaya Publishing House,
3	Essentials of Business Communication	Rajendra Pal and J. S. Korlhalli	Sultan Chand & Sons, New Delhi

Course Code	HM110
Course Title	Food Production (Practical)
Type of course	Practical
L T P	0 0 4
Credits	2
Course prerequisite	+ 2 with any stream
Course Objective (CO)	This course will give the basic knowledge of cooking to the beginners. They will get versed with meaning, aims, objectives, kitchen organisation structure, different food commodities, techniques of pre-preparation and cooking. The students will come to know about the different cuts of vegetable and standard recipes of basic Indian gravies and masalas, stocks, soups and sauces.

Syllabus

1.Meat – Identification of various cuts, Carcass demonstrationPreparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and EscalopeFish-Identification & Classification Cuts and Folds of fish Identification, Selection and processing of Meat, Fish and poultry.Slaughtering and dressing

2. Preparation of menuSalads & soups- waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups

3. Chicken, Mutton and Fish Preparations-Fish 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

4. Simple potato preparations- Basic potato dishes

5. Vegetable preparations- Basic vegetable dishes

6. Indian cookery-Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations

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	The professional chef	Arwind saraswat	Ubs publications
4	Theory of catering	Kinton & Cessarani	ELBS
5	Professional cooking	Wayne gisslen	Le corden bleu
6	The professional pastry chef	Bo friberg	Wiley & sons
7	Bakery and confectionery	S.C dubey	Society of Indian bakers
8	Food production operations	Parvinder bali	Oxford university press
9	Larder chef	M J Leto & WKH Bode	Butterworth- hienemann

Course Code	HM112
Course Title	Food & Beverage Service(Practical)
Type of course	Practical
L T P	0 0 4
Credits	2
Course prerequisite	+ 2 with any stream
Course Objective (CO)	The course will introduce students to get a comprehensive knowledge and understanding of restaurant service in the hotel and catering industry. It also aims to enable the student to acquire professional competence at basic levels and to acquire the requisite technical skills in the principles of food service and its related activities.

List of Practicals:

1. Preparation for Service

- Organizing Mise-en-scene
- Organizing Mise-en-Place
- Opening, Operating & Closing duties

2. Procedure for Service of a meal

- Taking Guest Reservations
- Receiving & Seating of Guests
- Order taking & Recording
- Order processing (passing orders to the kitchen)
- Sequence of service Presentation & Encashing the Bill
- Presenting & collecting Guest comment cards
- Seeing off the Guest

3. Table lay-up & Service

- A La Carte Cover
- Table d" Hote Cover
- English Breakfast Cover
- American Breakfast Cover
- Continental Breakfast Cover
- Indian Breakfast Cover
- Afternoon Tea Cover
- High Tea Cover.

4. Service of Tobacco

- Cigarettes & Cigars

5. Social Skills

- Handling Guest Complaints
- Telephone manners
- Dining & Service etiquettes

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Food And Beverage Service	Vijay Dhawan	Frank Brothers And Company, New Delhi.
2	Food and Beverage Manual	Sudhir Andrew	Tata Mc. Hills, New Delhi
3	Food and Beverage Service	S.N Bagchi 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



Course Code	HM114
Course Title	Front Office(practical)
Type of course	Practical
L T P	0 0 4
Credits	2
Course prerequisite	+ 2 with any stream
Course Objective (CO)	The course is aimed at familiarising the students with various functions of front office in hotels and to develop work ethics towards guest care and satisfaction

List of Practicals:

- 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
- Make an Add-on reservation
- Cancel a reservation-with deposit and without deposit
- Process a reservation deposit
- Pre-register a guest
- Send confirmation letters
- Role play for check-in of different types of guests-FIT, walk-in, VIP, Groups
- Preparing & filling up of Registration card.
- Printing registration cards
- Role play of check-in of foreigners using C-form

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

Course Code	CSA113
Course Title	Introduction to Computer Applications Lab
Type of Course	Practical
L T P	0 0 4
Credits	2
Course Prerequisites	None
Course Objectives	This course will enable the student to familiarize with practical concepts of Fundamentals of IT and its applications

List of Practicals:

1. Familiarization with the Computer System:

- To explain the part of the computer system such as system unit, input devices, output devices connected to the computer.
- To understand the booting process that includes switching on the system, execution of POST routine, then bootstrap loader, and loading of the operating system, and getting it ready for use.
- To introduce the graphical user interface (desktop) of Windows operating system
- to explain the various elements of the desktop such as taskbar, icons (My Computer, Recycle Bin, etc.), short cuts, notification area.

2. Navigating with Window Explorer:

- To navigate with the drives
- To create new folders
- To move folders from one drive to another drive
- To move files from one folder to another folder
- To search files and folders

3. Working with Control Panel:

- To work with date and time
- To create new user accounts
- To install new hardware and configuring existing hardware
- To install new software or remove existing installed software
- To configure network connections
- To manage security profile

4. Miscellaneous Features

- To open an application, folder, document or internet resource from the Run command
- To initialize storage media (formatting)
- To use any basic word processing software for creating, editing, saving and printing text documents.

5. Exploring the Internet:

- To understand the working of the internet - the use of protocols, domains, IP addresses, URLs, web browsers, web servers, mail-servers, etc.
- To create email-account, sending mails, receiving mails, sending files as attachments, etc.
- To search information using search engines.

6. Microsoft Excel:

- To familiarize with parts of Excel window
- To create and save a workbook with single and/or multiple worksheets
- To edit and format text as well numbers
- To apply operations on range of cells using built-in formulae
- To preview and print a worksheet

7. Microsoft Excel continued:

- To insert new row and/or column in a worksheet
- To delete a row and/or column in a worksheet
- To create a variety of charts
- To import and export data to or from worksheet



Course Code	ENG116
Course Title	Communication Skills-II (Practical)
Type of Course	Practical
L T P	0:0:2
Credits	1
Coursepre-requisite	+ 2 with any stream
Course Objectives	The objective of this course is to, Provide the students a sufficient practice for speaking and writing English efficiently. Enable students to communicate in particular situations.

Syllabus

UNIT-I

Grammar:

To recognize part of speech of particular word in given sentence, To use appropriate tense , Exercise on- Voice, Reported speech and Sentence Structure, Vocabulary-One word substitution.

UNIT-II

Writing Skills:

Job Application, Resume Writing, Paragraph Writing, Preparing of Matter for meeting: Notice, agenda, Conference.

UNIT- III

Speaking Skills: How to deliver an effective power point Presentation, Slide making, Effective use of audio Visual aids,

UNIT-IV

Oral Communication and its Application:

Group Discussion, Mock Interview (Conducting and appearing for interviews), and Role plays. Conducting a successful official meeting.



Course Code	HM201
Course Title	Food production-II
Type of course	Theory
L T P	3 0 0
Credits	3
Course prerequisite	+ 2 with any stream
Course Objective (CO)	To develop knowledge and interest in the science and art of cuisine and food fundamentals in the hotel and Catering industry. To develop skills in meal planning, preparation of basic dishes using different types of ingredients. The student should be able to understand basic methods of cooking and ingredients used both in

Syllabus

Unit – I

Indian Cooking: - Introduction, Philosophy of Indian Food, The great Indian Cuisine – Key features, Regional influences on Indian Food, Popular foods of India (At least one simple three course menu from each region of India , North, East, South, West and Central India its Salient features and cooking).

Unit – II

Condiments, Herbs and Spices Used in India Cuisine: Introduction, Condiments, Herbs and Spices used in Indian Cuisine (Allspice, Ajowan, Aniseed, Asafoetida, Bay leaf, Cardamom, Cinnamon, Cloves, Coriander seeds, Cumin, Chilli, Fenugreek, Mace, Nutmeg, Mustard, Pepper, Poppy Seeds, Saffron, Tamarind, Turmeric, Celery, Curry Leaf, Marjoram, Pomegranate Seeds, Stone Flowers, Basil, Betel Root, Black Salt, Red Chilli, Rock Salt) Various ways of using spices, their storage and usage tips.

Unit – III

Masalas, Pastes and Gravies in Indian cooking: Masalas and Pastes: Introduction, Types, Blending of Spices, Concept of Dry and Wet Masalas, Pastes used in Indian Cooking, Purchasing, Storing Considerations. Basic Indian Gravies: Introduction, Gravies and Curries, Regional Gravies, Gravy Preparations.

Unit – IV

Commodities and their usage in Indian Kitchens: Introduction, Souring Agents, Colouring Agents, Thickening Agents, Tendering Agents, Flavouring and Aromatic Agents, Spicing Agents in Indian Kitchens

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	The professional chef	Arwind saraswat	Ubs publications
4	Theory of catering	Kinton & Cessarani	ELBS
5	Professional cooking	Wayne gisslen	Le corden bleu
6	The professional pastry chef	Bo friberg	Wiley & sons
7	Bakery and confectionery	S.C dubey	Society of Indian bakers
8	Food production operations	Parvinder bali	Oxford university press
9	Larder chef	M J Leto & WKH Bode	Butterworth-hienemann

Course Code	HM203
Course Title	Food and Beverage Service-II
Type Of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	+ 2 with any stream
Course objectives	The course will introduce learner to get a comprehensive knowledge and understanding of various alcoholic and non alcoholic beverages in the hotel and catering industry. It also aims to enable the student to acquire professional competence to acquire the requisite technical skills in the principles of beverage service and its related activities.

Syllabus

UNIT –I

Non- Alcoholic Beverages : Classification, Hot Beverages- Types, Production and Service, Cold Beverages- Types, Production and Service ,aperitifs Introduction and Definition Different types of Aperitifs, Cheese- production, types, ,storage and service and their service, Cigars-production, types, brands, storage and service,Cigarettes - production, types, brands, storage and service.

UNIT-II

ALCOHOLIC BEVERAGE- Introduction and definition,Production of Alcohol, Fermentation process, Distillation process, **Spirits**-Introduction & Definition,Production of Spirit, Pot-still method, Patent still method,Production of Whisky. Rum, Gin, Brandy, Vodka, Tequila, Different Proof Spirits, American Proof, British Proof (Sikes scale),Gay Lussac (OIML Scale)

UNIT- III

WINES-Definition & History,Classification with examples, Table/Still/Natural, Sparkling, Fortified, Aromatized, Production of each, classification, Old World wines (Principal wine regions, wine laws, grape varieties,production and brand names)France, Germany, Italy, SpainPortugalFood & Wine Harmony, service and Storage of wines ,Wine terminology (English & French)

UNIT-IV

LIQUEURS-Definition & History,Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel),Popular Liqueurs (Name, colour, predominant flavour & country of origin, service of liqueurs, beer-Introduction & Definition, Production of Beer, service and Storage, Types of Beer,Brand Names (National & International).

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Food And Beverage Service	Vijay Dhawan	Frank Brothers And Company, New Delhi.
2	Food and Beverage Manual	Sudhir Andrew	Tata Mc. Hills, New Delhi
3	Food and Beverage Service	S.N Bagchi 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



Course Code	HM205
Course Title	Front Office Operations-II
Type of course	Theory
L T P	3 0 0
Credits	3
Course prerequisite	+2 with any stream
Course Objective (CO)	The course is aimed at familiarizing the students with various functions of front office in hotels and to develop work ethics towards guest care and satisfaction.

Syllabus

UNIT -I

Computer application in front office operation - Fidelio ,Amadeus MIS,IDS,PMS

UNIT –II

Front office (accounting) Guest accounts settlement- Cash and credit, Indian currency and foreign currency, Transfer of guest accounts ,Express check out

UNIT -III

Control of cash and credit night auditing-Functions, Audit procedures (Non automated, semi automated and fully automated ,Front office and guest safety and security,Importance of security systems , Safe deposit , Key control ,Emergency situations (Accident, illness, theft, fire, bomb)

UNIT -IV

Telecommunications types of exchange, other communication equipments ,organization of telecommunication department, Job description of telecommunication personnel, Skills, competencies and general duties of a telephone operator.

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	Pearson publications
4	Hotel front office operations and management	Jatashankar Tiwari	Oxford university press
5	Managing front office operations	Kasavana & Brooks	Edu.Inst

Course Code	HM207
Course Title	Accommodation Operations-I
Type Of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	+2 with any stream
Course objectives	The course familiarize students with the meaning and functions of housekeeping in hotels and other service industries. The course is blend of theory and practical to develop a professional attitude in students.

Syllabus

UNIT- I

Laundry-Commercial and On-site Laundry, Flow process of Industrial Laundering-OPL, Stages in the Wash Cycle, Laundry Equipment and Machines, Layout of the Laundry, Laundry Agents, Dry Cleaning, Guest Laundry/Valet service, Stain removal

UNIT- II

Flower arrangement-Flower arrangement in Hotels, Equipment and material required for flower arrangement, Conditioning of plant material, Styles of flower arrangements, Principles of design as applied to flower arrangement

UNIT-III

Indoor plants-Selection and care, Routine systems and records of housekeeping department Reporting Staff placement Room Occupancy Report, Guest Room Inspection ,Entering Checklists, Floor Register, Work Orders, Log Sheet ,Lost and Found Register and Enquiry File Maid's Report and Housekeeper's Report, Handover Records, Guest's Special Requests Register Record of Special Cleaning, Call Register, VIP

UNIT- IV

Inter departmental relationship With Front Office, With Maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in House Keeping department.

REFERENCES BOOKS

S.no	Name	Author	Publisher
1	Hotel housekeeping training manual	Sudheer training	Tata Mcgraw Hills
2	Hotel Housekeeping Operations & Management	G. Raghubalan	Oxford university press
3	Professional Management of Housekeeping Operations	Thomas J. A. Jones	Wiley & sons
4	Managing Housekeeping Operations	Margart M. Kappa, CHHE	American Hotel & Lodging Associations.
5	Professional management of Housekeeping	Manoj Madhukar	Rajat Publications

Course Code	HM209
Course Title	Catering Management
Type Of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	+2 with any stream
Course objectives	This course focused on the various aspects of catering operation and management. The students will be made aware of various aspects of catering

Syllabus

UNIT- I

Catering-Introduction and growth and development over the years. Catering establishments- types, nature and their characteristics

UNIT- II

Food commodities- types, uses, food value, selection points and storage . Kitchen fuels- Types, characteristics, advantages and disadvantages.

UNIT- III

Food nutrients- Introduction, types, sources and effect of cooking. Nutritional deficiency diseases- Introduction, causes and remedies Balanced diet- Concept , importance and requirement for different age groups

UNIT- IV

Kitchen planning- Concept, importance and factors affecting, kitchen environment kitchen designs- designs- Types, advantages and service- meaning, types, importance and methods

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Food and Beverage Management	Bernard Davis	<u>A Butterworth-Heinemann Tital</u>
2	Food and Beverage Management	Jones	Mcgraw Hill Edu.
3	Theory of catering	Ronald kinton, Victor Ceserani and David Fosket	Hodder Edu.
4	Food and Beverage Service	Lillicrap	Hodeer Edu.
5	Food and Beverage Service	S. Andrews	<u>Mcgraw Hill Edu.</u>

Course Code	HM211
Course Title	Hotel Engineering
Type Of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	+2 with any stream
Course objectives	The course will introduce learner to get a comprehensive knowledge and understanding of engineering & maintenance in the hotel and catering industry

Syllabus

UNIT-1

Introduction to Engineering & Maintenance: Role & importance of engineering & maintenance department in the hotel industry, its relation with other departments, organizational structure of Engineering & Maintenance department, Duties and responsibilities of maintenance department. flow chart of hotel engineering functions / activities.

UNIT-II

Fuels used in Hotel Industry Types of fuels used in catering industry, calorific value, comparative, study of different fuels Calculation of amount of fuel required and cost **Gas:** Heat terms and units, method of transfer LPG and its properties, precaution to be taken while handling gas, low and high pressure burners, corresponding heat output gas bank & location.

UNIT-III

Electricity: Fundamentals of electricity, insulators, conductors, current, potential difference resistance, AC and DC, single phase and three phase and its importance on equipment specifications

electric circuits, open circuits and close circuits ,symbol of circuit elements, series and parallel connections, short circuit, fuses, MCB, earthing ,reason for placing switches on live wire side electric wires and types of wiring, safety precaution to be observed while using electric appliances, types of lighting ,different lighting devices ,incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination ,and units of illumination, external lighting, Safety in handling electric equipments.

UNIT-IV

Audio visual equipments various audio visual equipment used in hotel, care and cleaning of overhead projector, slide projector, LCD and power point presentation units, maintenance of computers, care and cleaning of PC, CPU, modem, UPS, printer, laptops, sensors-various sensors used in different locations of a hotel-type uses and cost effectiveness.

Contract Maintenance: Concept & Meaning, Necessity of contract maintenance advantages and disadvantages, essential requirements of a contract, types of contract their Comparative advantages and disadvantages, procedure for inviting and processing tenders, negotiating and finalizing.

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Textbook of Hotel Maintenance	N.C.Goyal & K.C.Goyal,	Standard Publishers Distributors
2	Hotel Management Theory	B.K Chakaravati	
3	The Management of Maintenance and Engineering Systems in the Hospitality	Frank D. Borsenik, Alan T. Stutts	Wiley International



Course Code	HM213
Course Title	Foundation Course in Management
Type Of Course	Theory
L T P	2 0 0
Credits	2
Course Prerequisites	+2 With any stream
Course objectives	This course aims at enriching the understanding of students on the various forms of organization and management in general and relating to hospitality business in particular. It deals with the various concepts and methods relevant in the study of management and organisation in particular to hospitality industry

Syllabus

UNIT-I

Concept and Nature Of Management: Concept & Definitions, Features Of Management, Management as Science, Art & Profession, Levels Of Management, Nature Of Management Process, Classification Of Managerial Functions, Evolution Of Management Thought Approaches to Management (Classical, Behavioural, Quantitative Contingency), Contribution Of Leading Thinkers, Recent Trends in Management Thought.

UNIT-II

Planning - Process and Types, Decision Making Process, Management By Objectives (MBO), Forecasting.

UNIT-III

Organizing: Nature & Principles Of Organization, Span Of Management, Authority & Responsibility, Delegation And Decentralization, Forms Of Organization Structure, Line & Staff Authority relationships.

UNIT-IV

Motivation – Concept and content theories, Communication – Process, Barriers and types Leadership- concept, styles and skills, Coordination, Controlling: Nature & Process of Controlling.

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Essential Of Management	Koontz & Wrihrich	Tata McGraw-Hill Publishing Co. Ltd
2	Management: Concept, Practice & Case	Ghuman, Karminder & K. Aswathappa	Tata McGraw –Hill, New Delhi
3	Management Theory & Practice	C.B.Gupta	Sultan Chand & Sons
4	Management Today: Principles and Practice	Burton, Jene	Tata Mc-Graw-Hill Publishing

Course Code	EVS101
Course Title	Environmental Science
Type of course	HS
L T P	3 0 0
Credits	3
Course prerequisite	Nil
Course Objective (CO)	To make students aware about environment and need of maintaining it with best possible knowledge.

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 and importance. Hot spots 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 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 assetsriver/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.

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	A Textbook for Environmental Studies	Erach Bharucha	Orient BlackSwan
2	Environmental Biology	Agarwal, K.C. 2001	Nidi Publ. Ltd. Bikaner.
3	Environmental Science	Miller T.G. Jr.	Wadsworth



Course Code	HM215
Course Title	Food Production (Practical)
Type of course	Practical
L T P	0 0 4
Credits	2
Course prerequisite	+ 2 with any stream
Course Objective (CO)	To develop knowledge and interest in the science and art of Indian cuisine with emphasis on different regional cuisine, Indian spices, masalas, ethenic eating traditions and Indian Cooking.

List of Practicals:

Menu 1

Regional Cookery

To formulate 20 sets of menus form the following dishes and to include more dishes from from respective regions

- Awadh
- Bengal
- Goa
- Gujrat
- Hyderabad
- Kashmiri
- Maharastra
- Punjabi
- Rajasthan
- South India(Tamilnadu,karnatka,Kerla)

Menu 2

- Moong Dal Khichdee
- PatraniMacchi
- Tomato Saar
- Tilgul Chapatti
- Amti
- Basundi
- AWADH

Menu 3

- YakhniPulao
- MughlaiParatha
- Gosht Do Piazza
- Badin Jaan

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	The professional chef	Arwind saraswat	Ubs publications
4	Theory of catering	Kinton & Cessarani	ELBS
5	Professional cooking	Wayne gisslen	Le corden bleu
6	The professional pastry chef	Bo friberg	Wiley & sons



Course Code	HM217
Course Title	Food & Beverage Service(Practical)
Type of course	Practical
L T P	0 0 4
Credits	2
Course prerequisite	+ 2 with any stream
Course Objective (CO)	The course will introduce learner to get a comprehensive knowledge and understanding of restaurant service in the hotel and catering industry. It also aims to enable the student to acquire professional competence at basic levels and to acquire the requisite technical skills in the principles of food service and its related activities.

List of Practicals:

- Bar Setups of different types & services
- Bar Menus
- Reading Wine Labels,
- Cocktail parties
- Role Plays & Situation handling in Bar
- Service of Wines
- Service of Beer

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Food And Beverage Service	Vijay Dhawan	Frank Brothers And Company, New
2	Food and Beverage Manual	Sudhir Andrew	Tata Mc. Hills, New Delhi
3	Food and Beverage Service	S.N Bagchi 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

Course Code	HM219
Course Title	Front Office(Practical)
Type of course	Practical
L T P	0 0 4
Credits	2
Course prerequisite	+ 2 with any stream
Course Objective (CO)	The course is aimed at familiarising the students with various functions of front office in hotels and to develop work ethics towards guest care and satisfaction.

List of Practicals:

Hands on practical of computer application on software, students should be able to:

- Register- in a reservation
- Register an arrival
- Amend a reservation
- Cancel a reservation
- Post a charge
- Make a group reservation
- Make a folio
- Make a room change
- Show a departure/ checkout
- Print a folio
- Print reports such as expected arrivals and departure for the day.

Familiarisation with record books lists & forms such. as :

- Arrival/ departure register
- Departure intimation
- Arrival/ Departure list
- No show/ cancellation report
- VIP List
- Fruits & Flowers requisition
- Left luggage register
- Bell boy movement control sheet
- Scanty Baggage Register
- Arrival & Departure errands cards
- Expected arrival/ departure list

Role play

- Problem handling on different accommodation problems
- Paging
- Role-play of Front Office Assistants
- GRE
- Lobby Manager

- Bell Captain
- Bell Boys- luggage handling
- Concierge and Car Valet

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	<u>Edu. Inst</u>



Course Code	HM221
Course Title	Accommodation Operations-I (Practical)
Type of course	Practical
L T P	0 0 2
Credits	1
Course prerequisite	+ 2 with any stream
Course Objective (CO)	Through this course the students will get to know about the housekeeping operations deeply. They will be having on hands experience on working with the different tool and housekeeping equipments. They also will get to know about the standard operating procedures of cleaning different front and back. of the house areas.

List of Practicals:

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-vaccum 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 vanitory unit
- Task 9- replenish bath supplies
- Task 10- mop the floor
- 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- 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
 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

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			
S. no	Name	Author	Publisher
1	Hotel housekeeping training manual	Sudheer training	Tata Mcgraw Hills
2	Hotel Housekeeping Operations & Management	G. Raghubalan	Oxford university press
3	Professional Management of Housekeeping Operations	Thomas J. A. Jones	Wiley & sons



SEM- 4 (Industrial training)

<u>S.NO</u>	<u>Subject code</u>	<u>Subject</u>	<u>Contact hours L:T:P</u>	<u>Credits L:T:P</u>	<u>Total contact hours</u>	<u>Total contact credits</u>
<u>1</u>	HM202	Project Report				10
<u>2</u>		Log Book				10
<u>3</u>		Viva Voice				5
		TOTAL				25





Course Code	HM301
Course Title	Food Production-III
Type of course	Theory
L T P	3 0 0
Credits	3
Course prerequisite	+ 2 with any stream
Course Objective (CO)	To develop knowledge and interest in the science and art of cuisine and food fundamentals in the hotel and Catering industry. To develop skills in meal planning, preparation of basic dishes using different types of ingredients..

Syllabus

UNIT-I

Menu Planning- Basic principles of menu planning – recapitulation, Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering ,Planning menus for School/college students, Industrial workers, Hospitals, Outdoorparties, Theme dinners, Transport facilities, cruise lines, airlines,

UNIT-II

Volume Feeding-Institutional and Industrial Catering, Types of Institutional & Industrial Catering, Problems associated with this type of catering ,Scope for development and growth.

UNIT III

Off Premises Catering-Reasons for growth and development, Menu Planning and Theme Parties , Concept of a Central Production ,Problems associated with off-premises catering **Mobile Catering-**Characteristics of Rail, Airline (Flight Kitchens and Sea Catering), Branches of Mobile Catering.

UNIT-IV

Quantity Purchase & Storage-Introduction to purchasing, Purchasing system, Purchase specifications, Purchasing techniques, Storage.

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	The professional chef	Arwind saraswat	Ubs publications
4	Theory of catering	Kinton & Cessarani	ELBS
5	Professional cooking	Wayne gisslen	Le corden bleu
6	The professional pastry chef	Bo friberg	Wiley & sons
7	Bakery and confectionery	S.C dubey	Society of Indian bakers
8	Food production operations	Parvinder bali	Oxford university press

Course Code	HM303
Course Title	Food and Beverage Service-III
Type Of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	+2 With any stream
Course objectives	To develop knowledge of the students about hotel/ restaurants organization and an understanding of the auxiliary departments, different menus, principles of table lying. The student should imbibe the knowledge of Kitchen & restaurant

Syllabus

Unit –I

Cocktails & mixed drinks -Definition and History, Classification,Recipe, Preparation and Service of Popular Cocktails

Unit-II

Bar Operations- Types of Bar, layout of Bar, Parts of Bar, Front Bar, Back Bar Under Bar (Speed Rack, Garnish Container, Ice well etc.) Bar Equipments, Bar Staffing, Job Descripton and Job Specification, Bar Planning and designing, Bar Stock ,Bar Control

Unit III

Gueridon Service- History of gueridon ,Definition ,General consideration of operation , Advantages Dis-advantages ,Types of trolleys ,Factor to create impulse, Buying – Trolley, open kitchen ,Gueridon equipment ,Gueridon ingredients

UnitIV

Food and Beverage control:Food control cycle-Purchasing,Methods of Purchasing in Hotels

Ordering Cost,Carrying Cost,Economic Order Quantity **Receiving control** Equipment required for receiving,Receiving Procedure Documents by the Supplier (including format),Delivery Notes,Bills/Invoices,Records maintained in the Receiving Department,Goods Received Book.

Storing & issuing controlConditions of facilities and equipment, Location of Storage Facilities, Security, Stock Control, Two types of foods received – direct stores (Perishables/non perishables),Stock Records Maintained Bin Cards (Stock Record Cards/Books),Requisitions, Transfer Notes, Perpetual Inventory MethodMonthly Inventory/Stock Taking, Stock taking and comparison of actual physical inventory and Book.

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Food And Beverage Service	Vijay Dhawan	Frank Brothers And Company, New Delhi.
2	Food and Beverage Manual	Sudhir Andrew	Tata Mc. Hills, New Delhi
3	Food and Beverage Service	S.N Bagchi 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



Course Code	HM305
Course Title	Front Office Operations-III
Type of course	Theory
L T P	3 0 0
Credits	3
Course prerequisite	+2 with any stream
Course Objective (CO)	The course is aimed at familiarizing the students with various functions of front office in hotels and to develop work ethics towards guest care and satisfaction.

Syllabus

UNIT -I

Planning & Evaluating Front Office Operations, Forecasting techniques, Forecasting Room availability, Useful forecasting data % of walking, % of overstay, % of under stay, Forecast formula, Sample forecast forms

UNIT –II

Yield Management - Concept and importance, Applicability to rooms division Yield management software, Yield management team

UNIT -III

Capacity management, Discount allocation, Duration control, Measurement yield Potential high and low demand tactics

UNIT -IV

Budgeting - Making of front office budget, Factors affecting budget planning, Capital operation budget for front office, Refining Budgets, Forecasting room revenue

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	Person publications
4	Hotel front office operations and management	Jatashankar Tiwari	Oxford university press
5	Managing front office operations	Kasavana & Brooks	<u>Edu. Inst</u>

Course Code	HM307
Course Title	Accommodation Operations-II
Type Of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	+ 2 with any stream
Course objectives	The course familiarizes students with the meaning and functions of housekeeping in hotels and other service industries. The course is blend of theory and practical to develop a professional attitude in students.

Syllabus

UNIT- I

Linen room meaning & types of linen, Activities in linen and uniform room Layout of linen and uniform room, Linen and sizes Linen exchange procedure, Storage of linen, Par stock - Factors affecting par stock, calculation of par stock, Linen control procedures, General selection criteria for fabrics for bed linen, bath linen, table linen Discarding procedures and their reuse.

UNIT-II

Uniforms Types of uniform, Advantages of providing staff uniforms, Selection and design of uniforms, establishing par levels for uniforms.

UNIT-III

Planning and organizing the housekeeping Department

Area inventory list ,frequency Schedules ,Performance and Productivity standards ,Time and Motion study in House Keeping operations ,Standard Operating manuals – Job procedures
Job allocation and work schedules, Calculating staff strengths & Planning duty rosters, teamwork and leadership

UNIT-IV

Housekeeping in Institutions & facilities other than hotels Contract Services Types of contract services, Guidelines for hiring contract services, Advantages & disadvantages of contract services.

Safety and Security Safety awareness and accident prevention, Fire safety and fire fighting, Crime prevention and dealing with emergency situation, Energy and water conservation in Housekeeping Operations.

RECOMMENDED BOOKS

S.no	Name	Author	Publisher
1	Hotel housekeeping training manual	Sudheer training	Tata Mcgraw Hills
2	Hotel Housekeeping Operations & Management	G. Raghubalan	Oxford university press

3	Professional Management of Housekeeping Operations	Thomas J. A. Jones	Wiley & sons
4	Managing Housekeeping Operations	Margart M. Kappa, CHHE	American Hotel & Lodging Associations.
5	Professional management of Housekeeping	Manoj Madhukar	Rajat Publications



Course Code	HM309
Course Title	Bakery-I
Type of course	Theory
L T P	2 0 0
Credits	2
Course prerequisite	+2 with any stream
Course Objective (CO)	This course envisages in helping you to acquire basic skills of Bakery and Confectionery. The curriculum is designed in a way to stimulate and lay foundation for further training in Bakery and Confectionery. It will also enable students to acquire knowledge of commodities used in Bakery / Confectionery, the processing they have undergone, their selection, composition, functions, reaction to heat/baking, refrigeration, chilling and freezing, their interaction with each other and storage.

Syllabus

UNIT – I

Introduction& scope of Bakery & confectionery, Bakery, organization chart of Bakery, Structure of Wheat grain, of wheat and role of bran and germ,

UNIT – II

Flours - Different types of flours available, constituents of flours, PH Value of flour, water adsorption power of flour, glut India statics capacity of flour, grade of flour Raw material required for bread of flour, Role of flour, water, yeast, salt, Sugar milk and fats, Yeast- An elementary knowledge of Baker's yeast, the part it plays in the fermentation of dough and conditions influencing its working. Effect of over and under fermentation and under proofing of dough and other fermented goods.

UNIT – III

Bread improvers- improving physical quality, Oven & Baking – Knowledge and working of various types of oven. Baking temperatures for bread confectionery goods

UNIT – IV

Cake making ingredients- flour, sugar, shortening and egg, Moistening agents, Fats and OilLeavening agents

RECOMMENDED BOOKS

S.	Name	Author(S)	Publisher
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1	Theory of Bakery and Confectionery	Ashok kumar	Prentice Hall India Learning Private
2	Modern Cookery: Vol. 1	Thangam E. Philip	Orient BlackSwam
3	The Complete Technology Book on Bakery Products (Baking Science with Formulation & Production) 3rd Edition	NIIR Board of Consultants & Engineers	NHIR Project Consultancy Service
4	Theory of cookery	Krishna arora	Frank brothers
5	The professional chef	Arwind saraswat	Ubs publications
6	Theory of catering	Kinton & Cessarani	ELBS
7	Professional cooking	Wayne gisslen	Le corden bleu
8	The professional pastry chef	Bo friberg	Wiley & sons



Course Code	HM311
Course Title	Hospitality Marketing
Type of Course	Theory
L T P	2 0 0
Credits	2
Course Prerequisites	+2 with any stream
Course Objectives	Students will able to analyze Marketing in today's world, Understand the relationship between sales, marketing and operation and Analyze the market trends

Syllabus

UNIT - I

Introduction to Marketing and Hospitality Services Marketing-Market and Marketing, Marketing vs Selling, Different aspects of Marketing, Goods and services, Hospitality marketing, Importance of Hospitality Marketing, Characteristics of Hospitality Services marketing, Types of Marketing in services Industries, Strategies to manage Hospitality Service business

UNIT - II

Hospitality Marketing Mix- Marketing Mix, 7P's of Marketing, Hospitality Marketing Mix
Product/Service Mix: Components of Hospitality products, Levels of service delivery, Product strategies, Product Life Cycle, Price and Pricing, Methods and Strategies of pricing in Hospitality services, Meaning of Promotion, Course Objectives of promotion, Setting of promotion mix , Recruitment and selection in Hospitality

UNIT - III

Market Segmentation: Definition, Differentiation, Segmentation Strategy, The Purpose of Segmentation, Reasons and requirements of segmentation; benefits of segmentation, Methods of Segmentation, Basic types of segmentation: demographic, geographic, lifestyle, geo-demographic, socioeconomic, benefit segmentation and STP strategies.

UNIT- IV

Sales & Marketing- Sales & Marketing, Sales & Operations, Sales & Marketing Management, The Marketing Plan, The Marketing Communication Mix- Personal Selling, Advertising, Direct Mail, Public Relations, Brochures & Other Collateral, Merchandising, Special promotions

RECOMMENDED BOOKS

S. No.	Name	Author(s)	Publisher
1.	Marketing of Hospitality and Tourism Services	Kumar Prasanna,	Tata McGraw Hill
2.	Marketing for Tourism and Hospitality,	Kotler Philip	Pearson



Course Code	HM313
Course Title	Accounting for Hospitality
Type of course	Theory
L T P	3 0 0
Credits	3
Course prerequisite	+2 with any stream
Course Objective (CO)	This subject intends to impart students the basic knowledge of Hotel Accounting required for the Hospitality Management and to prepare them to comprehend and utilize this knowledge for the day-to-day operations of the organization.

Syllabus

UNIT-I

Hotel Accounting-meaning, functions and significance. Growth and development of hotel accounting over the years. Accounting standards

UNIT-II

Front Office Accounting -, Hotel Ledgers- Visitors Tabular Ledger: meaning & purpose and preparation (3 to 5 star hotels). Credit Monitoring and Charge Privileges, Cash sheet, Calculation of various Statistical data using Formulas & exercises on: (ARR, Room occupancy %, Double Occupancy%, Foreign Occupancy %, Local Occupancy %, House count).

UNIT -III

Uniform System of Accounting- concept, meaning, conditions and advantages & disadvantages. Preparations of financial statements under uniform systems in hotels. Schedules showing Departmental incomes -Rooms, Food & Beverage, Telephone Gift shop, Garage and Parking, Laundry and Marketing etc.

UNIT -IV

Hotel Company Final accounts- meaning and importance and Preparation of Business Income Statement and Balance sheet with simple adjustment. Contemporary Accounting their concept, meaning and importance in hotel industry- Management accounting, Human Resource Accounting, Social Responsible accounting.

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Elements of Hotel Accountancy	G.S.Rawat & JMS	Aman Publications,
2	Hospitality Financial Accounting	Jerry J Weygandt	Publisher Wiley & sons
3	Hotel Accountancy & Finance	S.P Jain & K.L	Kalyani Publishers
4	Accounting Theory, An Introduction	L.S.Porwal	Tata McGraw-Hill Publishing Co., Pvt Ltd.,

Course Code	HM315
Course Title	Food Production (Practical)
Type of course	Practical
L T P	0 0 4
Credits	2
Course prerequisite	+ 2 with any stream
Course Objective (CO)	To develop knowledge and interest in the science and art of Indian cuisine with emphasis on different regional cuisine, Indian spices, masalas, ethnic eating traditions and Indian Cooking

List of Practicals:

Three course menus to be formulated featuring International Cuisines

- **FRENCH**
- **ORIENTAL**
- **CHINESE**
- **THAI**

FRENCH

MENU 01

Consomme Carmen
 Poulet Saute Chasseur
 Pommes Loretta
 Haricots Verts
 Salade de Betterave
 Brioche
 Baba au Rhum

MENU 02

Bisque D'ecrevisse
 Escalope De Veau viennoise
 Pommes Batailles
 Courge Provencale
 Epinards au Gratin

MENU 03

Crème Du Barry
 Darne De Saumon Grile
 Sauce paloise
 Pommes Fondant
 Pettis Pois A La Flamande
 French Bread
 Tarte Tartin

MENU 04

Veloute Dame Blanche
Cote De Porc Charcuterie
Pommes De Terre A La
Crème
Carrotes Glace Au Gingembre
Salade Verte
Harlequin Bread
Chocolate Cream Puffs

MENU 05

Cabbage Chowder
Poulet A La Rex
Pommes Marguises
Ratatouille
Slade De Carottes Et
Celeris Clover Leaf Bread
Savarin Des Fruits

MENU 06

Barquettes Assortis
Stroganoff De Boeuf
Pommes Persilles
Salade De Chou-cru
Garlic Rolls
Crepe Suzette

MENU 07

Duchesse Nantua
Poulet Maryland
Croquette Potatoes
Slade Nicoise
Brown Bread

MENU 08

Pate Des Pommes
Knomeskies
Filet De Sols Walweska
Pommes lyonnaise
Funghi Marirati
Bread Sticks
Souffle ;Milanaise

MENU 09

Vol- Au-Vent-De Volaille Et Jambon
Homard Thermidor
Salade Waldorf
Vienna rolls
Mousse Au Chocolate



MENU 10

Crabe En Coquille
 Quiche En Coquille
 Quiche Lorraine
 Salade de Viande
 Pommes Parisienne
 Foccacia
 Crème Brulee

CHINESE**MENU 01**

Prawn Ball soup
 Fried Wantons
 Sweet & Sour Pork
 Hakka Noodles

MENU 02

Hot & Sour soup
 Beans Sichwan
 Stir Fried Chicken & Peppers
 Chinese Fried Rice

MENU 03

Sweet Corn Soup
 Shao Mai
 Tung-Po Mutton
 Yangchow Fried Rice

MENU 04

Wonton Soup
 Spring Rolls
 Stir Fried Beef & Celery
 Chow Mein

MENU 05

Prawns in Garlic Sauce
 Fish Szechwan
 Hot & Sour Cabbage
 Steamed Noodles

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	The professional chef	Arwind saraswat	Ubs publications
4	Theory of catering	Kinton & Cessarani	ELBS
5	Professional cooking	Wayne gisslen	Le corden bleu
6	The professional pastry chef	Bo friberg	Wiley & sons

Course Code	HM317
Course Title	Food & Beverage Service(Practical)
Type of course	Practical
L T P	0 0 4
Credits	2
Course prerequisite	+ 2 with any stream
Course Objective (CO)	The course will introduce learner to get a comprehensive knowledge and understanding of restaurant service in the hotel and catering industry. It also aims to enable the student to acquire professional competence at basic levels and to acquire the requisite technical skills in the principles of food service and its related activities.

ROOM SERVICE/INROOM DINNING

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedure
4. Room service Layout Knowledge
5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms

- **Making of Duty Roster and writing job description & specification**
- **Supervising F&B outlets**

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Food And Beverage Service	Vijay Dhawan	Frank Brothers And Company, New Delhi.
2	Food and Beverage Manual	Sudhir Andrew	Tata Mc. Hills, New Delhi
3	Food and Beverage Service	S.N Bagchi 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

Course Code	HM319
Course Title	Accommodation Operations-II (Practical)
Type of course	Practical
L T P	0 0 2
Credits	1
Course prerequisite	+ 2 with any stream
Course Objective (CO)	Through this course the students will get to know about the housekeeping operations deeply. They will be having on hands experience on working with the different tool and housekeeping equipments. They also will get to know about the standard operating procedures of cleaning different front and back. of the house areas.

List of Practicals:

- Team cleaning of various areas
- First Aid Familiarization of basic medicines and bandaging, Covering cuts and wounds.
- Flower arrangements
- Role play and problem handling on different accommodation problems and emergencies.
- First Aid
- First aid kit
- Dealing with emergency situation.
- Special Decorations
- Layout of a guest room
- Team cleaning
- Devising training modules/standard operating procedures/inspection check Devising training lists

Recommended Books			
S. no	Name	Author	Publisher
1	Hotel housekeeping training	Sudheer training	Tata Mcgraw Hills
2	Hotel Housekeeping Operations & Management	G. Raghubalan	Oxford university press
3	Professional Management of Housekeeping Operations	Thomas J. A. Jones	Wiley & sons

Course Code	HM321
Course Title	Bakery (Practical)
Type of course	Theory
L T P	2 0 0
Credits	2
Course prerequisite	+2 with any stream
Course Objective (CO)	This course envisages in helping you to acquire basic skills of Bakery and Confectionery. The curriculum is designed in a way to stimulate and lay foundation for further training in Bakery and Confectionery. It will also enable students to acquire knowledge of commodities used in Bakery / Confectionery, the processing they have undergone, their selection, composition, functions, reaction to heat/baking, refrigeration, chilling and freezing, their interaction with each other and storage.

1. Equipments

- Identification
- Uses and handling
- Ingredients - Qualitative and quantitative measures

2. Bread making

- Demonstration & Preparation of Simple and enriched bread recipes
- Bread Loaf (White and Brown)
- Bread Rolls (Various shapes)
- French Bread
- Brioche

3. Simple cakes

- Demonstration & Preparation of Simple and enriched Cakes, recipes
- Sponge, Genoise, Fatless, Swiss roll
- Fruit Cake
- Rich Cakes
- Dundee
- Madeira

4. 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.

5. 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

S. No	Name	Author(S)	Publisher
1	Theory of Bakery and Confectionery	Ashok kumar	Prentice Hall India Learning
2	Modern Cookery: Vol. 1	Thangam E. Philip	Orient Blackswam
3	Theory of cookery	Krishna arora	Frank brothers
4	The professional chef	Arwind saraswat	Ubs publications



The logo of Sant Baba Bhag Singh University is a circular emblem. The outer ring contains the text "SANT BABA BHAG SINGH" at the top and "UNIVERSITY" at the bottom. The center features a stylized figure, possibly a guru, seated on a throne, surrounded by a green laurel wreath. Below the emblem is a blue banner with white text in Gurmukhi script.

Sixth Semester

Course Code	Course	HM302
Course Title		Food Production-IV
Type of course		Theory
L T P		3 0 0
Credits		3
Course prerequisite		+2 with any stream
Course Objective (CO)		To develop knowledge and interest in the science and art of cuisine and food fundamentals in the hotel and Catering industry. To develop skills in meal planning, preparation of basic dishes using different types of ingredients. The student should be able to understand basic methods of cooking and ingredients used both in Indian and Continental Cookery.

Syllabus

UNIT – I

Larder: Introduction of Larder Work, Definition ,Layout of a typical larder with equipment ,Larder Organization, Functions of the Larder , Hierarchy of Larder Staff Sections of the Larder, Duties & Responsibilities of larder Chef

UNIT – II

Charcuterie,Sausage, Introduction to charcuterie, Sausage – Types & Varieties Casings – Types & Varieties, Fillings – Types & Varieties ,Additives & Preservatives Forcemeats: Types of forcemeats, Preparation of forcemeats, Uses of forcemeats
Brines, Cures & Marinade:Types of Brines, Preparation of Brines ,Methods of Curing
 Types of Marinades,Uses of Marinades Difference between Brines, Cures & Marinades

UNIT – III

Ham, Bacon & Gammon:Cuts of Ham, Bacon & Gammon, Differences between Ham, Bacon & Gammon, Processing of Ham & Bacon ,Green Bacon **Galantines:** Making of galantines, Types of Galantine, Ballotines **Pates:** Types of Pate, Pate de foie gras , Making of Pate, Commercial pate and Pate Maison

UNIT – IV

Sandwiches: Parts of Sandwiches, Types of Bread ,types of filling-classification, Spreads & Garnishes ,Types of Sandwiches , Making of Sandwiches ,Storing of Sandwiches.

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Theory of cookery	Krishna arora	Frank brothers
2	The professional chef	Arwind saraswat	Ubs publications
3	Theory of catering	Kinton & Cessarani	ELBS
4	Professional cooking	Wayne gisslen	Le corden bleu

Course Code	Course	HM304
Course Title		Food and Beverage Service- IV
Type of course		Theory
L T P		3 0 0
Credits		3
Course prerequisite		+ 2 with any stream
Course Objective (CO)		To develop knowledge of the students about hotel/ restaurants organization and an understanding of the auxiliary departments, different menus, principles of table laying. The student should imbibe the knowledge of Kitchen & restaurant brigade. They should have vital knowledge of auxiliary departments. They should be able to plan different menus, lay tables for different services.

Syllabus

UNIT-I

Planning & operating various F&B outlet: Physical layout of functional and ancillary areas, Objective of a good layout, Steps in planning, Factors to be considered while planning, Calculating space requirement, Selecting and planning of heavy duty and light equipment, Requirement of quantities of equipment required like crockery, Glassware, steel or silver etc. Suppliers & manufacturers, Planning Décor, furnishing fixture etc.

UNIT-II

F & B Staff Organisation: Categories of staff, Hierarchy Job description and specification, Duty roster Managing F&B Outlet: Supervisory skills, Developing efficiency, Standard Operating Procedure.

UNIT-III

Function Catering: Banquets, History, Types, Organization of Banquet department D. Duties & responsibilities, Sales , Booking procedure, Banquet menus. Banquet Protocol : Space Area requirement , Table plans/arrangement., Misc-en-place , Service, Toasting, Informal Banquet, Reception , Cocktail parties, Convention ,Seminar, Exhibition , Fashion shows, Trade Fair, Wedding, Outdoor catering.

UNIT-IV

Function catering buffets: Introduction ,Factors to plan buffets, Area requirement, Planning and organization, Sequence of food ,Menu planning, Types of Buffet ,Display, Sit down, Fork, Finger, Cold Buffet,. Breakfast Buffets, Equipment.

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Food And Beverage Service	Vijay Dhawan	Frank Brothers And Company, New Delhi.
2	Food and Beverage Manual	Sudhir Andrew	Tata Mc. Hills, New Delhi
3	Food and Beverage Service	S.N Bagchi 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



Course Code	HM306
Course Title	Accommodation Operations-III
Type Of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	+ 2 with any stream
Course objectives	The course familiarize students with the meaning and functions of housekeeping in hotels and other service industries. The course is blend of theory and practical to develop a professional attitude in students.

Syllabus

UNIT- I

Layout of Guest Room: Sizes of rooms, sizes of furniture, furniture arrangement Principles of design Refurbishing and redecoration

UNIT- II

Interior Decoration: Importance, Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture,

UNIT- III

Colors: Color Wheel, Importance & Characteristics, Classification of colors, Color Schemes. Lighting: Classification, Types & Importance, Applications. Furniture Arrangements: Principles, Types of Joints, Selection, floor-wall covering: Types and Characteristics, Carpets: Selection, types, Characteristics, Care and Maintenance. Windows, Curtains, and Blinds Soft Furnishings and Accessories: Types, use and care of Soft furnishing, Types of Accessories: Functional and Decorative.

UNIT- IV

Emerging Trends in Housekeeping: Best Practices, Environmental Aspects, Energy Conservation, Ergonomics, Effective Communications & Coordination, Applications of Technology Outsourcing, New Techniques, Information Systems, Inventories and Audits.

RECOMMENDED BOOKS

S.no	Name	Author	Publisher
1	Hotel housekeeping training	Sudheer Andrews	Tata Mcgraw Hills
2	Hotel Housekeeping Operations & Management	G. Raghubalan	Oxford university press
3	Professional Management of Housekeeping Operations	Thomas J. A. Jones	Wiley & sons
4	Managing Housekeeping Operations	Margart M. Kappa, CHHE	American Hotel & Lodging Associations.
5	Professional management of Housekeeping	Manoj Madhukar	Rajat Publications



Course Code	HM308
Course Title	Advance Bakery-II
Type of course	Theory
L T P	2 0 0
Credits	2
Course prerequisite	+2 with any stream
Course Objective (CO)	This course envisages in helping you to acquire basic skills of Bakery and Confectionery. The curriculum is designed in a way to stimulate and lay foundation for further training in Bakery and Confectionery. It will also enable students to acquire knowledge of commodities used in Bakery / Confectionery, the processing they have undergone, their selection, composition, functions, reaction to heat/baking, refrigeration, chilling and freezing, their interaction with each other and storage.

Syllabus

UNIT – I

Bakery and confectionery: icing and toppings, Varieties of icings ,Using of Icings, Difference between icings & Toppings , Recipes ,Frozen desserts, Types and classification of frozen desserts, Ice-creams – Definitions, Methods of preparation, Additives and preservatives used in Ice-cream manufacture

UNIT – II

Meringues: Making of Meringues, Factors affecting the stability, Cooking Meringues D. Types of Meringues, Uses of Meringues

UNIT – III

Bread Making, Role of ingredients in bread Making, Bread Faults, Bread Improvers, Chocolate, History, Sources, Manufacture & Processing of Chocolate, Types of chocolate, Tempering of chocolate, Cocoa butter, white chocolate and its applications.

UNIT – IV

Cakes & Geuteaux:- Queen cakes, fruit cake; birthday cake; easter eggs; chocolate dippings; wedding cakes; cheese cakes; black forest,; gateaus; gateau religious; apple strudel; Baking powder Dough nuts; fruit gateaus; baba-au-rhum, savarin chantilly; savarin; meringue; chantily, Swiss rolls and Madeline ca

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Theory of Bakery and Confectionery	Ashok kumar	Prentice Hall India Learning Private Limited
2	Modern Cookery: Vol. 1	Thangam E. Philip	Orient Blackswam
3	The Complete Technology Book on Bakery Products	NIIR Board of Consultants & Engineers	NIIR Project Consultancy Service
4	Theory of cookery	Krishna arora	Frank brothers
5	The professional chef	Arwind saraswat	Ubs publications
6	Theory of catering	Kinton & Cessarani	ELBS
7	Professional cooking	Wayne gisslen	Le corden bleu
8	The professional pastry chef	Bo friberg	Wiley & sons



Course Code	HM310
Course Title	Food & Beverage Management
Type of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	+ 2 with any stream
Course Objectives	This course explores the core principles and practices of food and beverage management systems. It examines the operational efficiency of food and beverage production and service facilities in the international hospitality industry.

Syllabus

UNIT-I

Cost Dynamics-Elements of Cost, Classification of Cost, Sales concepts, Various Sales Concept, Uses of Sales Concept, Inventory Control, Importance, Objective, Method, Levels and Technique, Perpetual Inventory Monthly Inventory, Pricing of Commodities, Comparison of Physical and Perpetual Inventory

UNIT-II

Beverage Control: Purchasing, Receiving, Storing, Issuing ,Production Control, Standard Recipe, Standard Portion Size, Bar Frauds, Books maintained, Beverage Control**Sales Control**: Procedure of Cash Control, Machine System, ECR, NCR Preset Machines, POS, Reports, Thefts, Cash Handling

UNIT-III

Budgetary Control: Define Budget, Define Budgetary Control, Objectives, Frame Work Key Factors, Types of Budget, Budgetary Control

UNIT-IV

Menu Merchandising: Menu Control, Menu Structure, Planning, Pricing of Menus, Types of Menus, Menu as Marketing Tool, Layout, Constraints of Menu Planning**Menu Engineering**: Definition and Objectives, Methods, Advantages, MIS, Reports, Calculation of actual cost, Daily Food Cost, Monthly Food Cost, Statistical Revenue Reports, Cumulative and non-cumulative

RECOMMENDED BOOKS

S. No.	Name	Author(s)	Publisher
1	Food And Beverage Service	Vijay Dhawan	Frank Brothers And Company, New Delhi.
2	Food and Beverage Manual	Sudhir Andrew	Tata Mc. Hills, New Delhi
3	Food and Beverage Service	S.N Bagchi and Anita Sharma	Aman Publication, New Delhi
4	Food and beverage service	Dennis R lillicrap & John A. Gossling	ELBS
5	Professional Food and Beverage Service	Brian varghese	Macmillan publications



Course Code	HM312
Course Title	Human Resource Management in Hotels
Type of Course	Theory
L T P	2 0 0
Credits	2
Course Prerequisites	+ 2 with any stream
Course Objectives	This course applies to the management of persons in hospitality and tourism industries and Human Resource Planning in hospitality industries. This course enables the students to apply general principles of performance appraisal in hotel and tourism industries.

Syllabus

UNIT I:

Human Resources Management - Introduction and Importance, Evolution, Difference between Personnel Management and HRM, Strategic HRM, Role of a HR Manager, Characteristics of Hospitality Industry for a Human Resource Manager, HRD as responsibility of all managers.

UNIT II:

Human Resources Planning with reference to Star Hotels - Objectives , Importance, RP Process, Manpower, Estimation, Job analysis, Job Description, Job Specification. Recruitment, Sources of Recruitment, Selection Process, Placement and Induction, Retention of Employees, Career Planning.

UNIT III:

Training and Development and Job Evaluation- Concept and need of training, importance and objectives of training, identifying training needs, designing a training programmes, methods of training, Concept, process and objectives of job evaluation, advantages and limitations, essentials of successful job evaluation, methods of job evaluation. Wage and Salary Administration.

UNIT IV:

Performance appraisal- Concepts, Methods, Barriers of effective appraisal Methods, Job Evaluation, Methods of job evaluation, job evaluation in hospitality industry, Incentives in Hospitality Industry.

RECOMMENDED BOOKS

S. No.	Name	Author(s)	Publisher
1.	Human Resource Development & Management in The Hotel Industry	S.K. Bhatia, Nirmal Singh	<u>S.Chand (G/L) & Company Ltd</u>
2.	Human Resource Management	L M Prasad	Sultan chand and sons



Course Code	HM314
Course Title	Total Quality Management
Type of Course	UG
L T P	3 0 0
Credits	3 0 0
Course Prerequisites	+ 2 with any stream
Course Objectives	The course is aimed at to learn the basic concepts of quality and quality from organizational point of view and to learn the internal politics, quality culture, education and training of the organization.

Syllabus

UNIT-I

Overview, Concepts and Definition-Origin of the Quality Movement, Historical Development of the Quality Movement, Concept of Total Quality Management, Total Quality Management, Key Elements of TQM

UNIT-II

Quality Planning- Quality by Design, Quality Costs and Cost of Failure, Waste Control and How Quality Benefits Business, Measuring Guest Satisfaction

UNIT-III

Human Resource Development and Quality Management- Role of HRD, Training and development, Changes related to performances and its measurement, Importance of Frontline staff, Building a Quality organization, Organizing and implementing- Total Quality Management, Roles in organizational transition to TQM.

UNIT-IV

Quality Aspects in a Service Organization- Why Service organizations are different? What matters most to customers?, Managing Quality in Service organizations, Quality Control, Just- in-time concept, Deming's Principle, Educating the customers about Quality, ISO Series, Obstacles to TQM.

RECOMMENDED BOOKS

S. No.	Name	Author(s)	Publisher
1.	Service Quality in Leisure and Tourism,	Williams C. and Buswell J.	Oxon: CABI Publishing
2.	Total Quality Management	V.S Bagad	Technical Publications

Course Code	HM300
Course Title	Front office operations
Type Of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	+ 2 with any stream
Course objectives	The course familiarizes students with the meaning of revenue management in hotels. The course is blend of theory and practical to develop a professional attitude in students.

Syllabus

UNIT- I

Hotel Front Office and Role in Hotel Revenue Generations, Preparing for Guest Services, Relationship & Coordination with Housekeeping and other Divisions, The Hotel Organization and the front office manager, Effective interdepartmental communications, Front Office Structures, layouts Trends & Practices.

UNIT- II

Managing Guests from Check in to Check Out – Role of Front Office, Property managementsystems, System wide reservations, Guest registration, Managing the financials, Guest checkout, Procedures Forms & Formats

UNIT- III

Revenue Management : An Introduction, Customers' Knowledge and Consumer Behavior, Internal Assessment and Competitive Analysis, Economic Principles and Demand Forecasting, Reservations and Channels of Distribution, Dynamic Value-Based Pricing, Channel and Inventory Management, The Revenue Management Team, Strategic Management and Following the RevMAP, Tools, Tactics, and Resources

UNIT- IV

Staffing Challenges, Recruitments & Training, Managing Hospitality, Promoting in housesales, It is going to happen- Handling Emergencies, Managing Guest Safety & security Gearing for Interviews, The role of Supervisor and Managers Responsibilities.

RECOMMENDED BOOKS

S.no	Name	Author	Publisher
1	Hotel Front Office Management		James A Bardi Wiley
2	Introduction to the revenue management for Hospitality Industry	Juston Parker	



Course Code	HM316
Course Title	Food Production (Practical)
Type of course	Practical
L T P	0 0 4
Credits	2
Course prerequisite	+ 2 with any stream
Course Objective (CO)	To develop knowledge and interest in the science and art of Indian cuisine with emphasis on different regional cuisine, Indian spices, masalas, ethenic eating traditions and Indian Cooking.

Three course menus to be formulated featuring International Cuisines

INTERNATIONAL

SPAIN Gazpacho

Pollo En Pepitoria

Paella

Fritata De Patata

Pastel De Mazaana

ITALY Minestrone

Ravioli Arabeata

Fettocine Carbonara

Pollo Alla Cacciatore

Medanzane Parmigiane

Grissini

Tiramisu

GERMANY Linsensuppe

Sauerbaaten

Spatzale

German Potato Salad

Pumpnicklr

Apfel Strudel

U.K. Scotch Broth

Roast Beef

Yorkshire Pudding

Glazed carrots & Turnips

Roast Potato

Yorkshire Pudding

Crust Bread

GREECE Soupe Avogolemenu

Moussaka A La Greque

Dolmas

Tzaziki

Baklave

Harlequin Bread

DEMONSTRATION OF

Charcuterie Galantines

Pate

Terrines

Mousselines

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	The professional chef	Arwind saraswat	Ubs publications
4	Theory of catering	Kinton & Cessarani	ELBS
5	Professional cooking	Wayne gisslen	Le corden bleu
6	The professional pastry chef	Bo friberg	Wiley & sons



Course Code	HM318
Course Title	Food & Beverage Service(Practical)
Type of course	Practical
L T P	0 0 4
Credits	2
Course prerequisite	+ 2 with any stream
Course Objective (CO)	The course will introduce learner to get a comprehensive knowledge and understanding of restaurant service in the hotel and catering industry. It also aims to enable the student to acquire professional competence at basic levels and to acquire the requisite technical skills in the principles of food service and its related activities.

Banqueting

1. What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures
2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chaffing dish used- their different makes sizes
11. Par stock maintained (glasses, cutlery, crockery etc)
12. Store room – stacking and functioning

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Food And Beverage Service	Vijay Dhawan	Frank Brothers And Company, New Delhi.
2	Food and Beverage Manual	Sudhir Andrew	Tata Mc. Hills, New Delhi
3	Food and Beverage Service	S.N Bagchi and Anita Sharma	Aman Publication, New Delhi
4	Food and beverage service	Dennis R lillicrap & John A Cousins	ELBS

Course Code	HM320
Course Title	Accommodation Operations-III (Practical)
Type of course	Practical
L T P	0 0 2
Credits	1
Course prerequisite	+ 2 with any stream
Course Objective (CO)	Through this course the students will get to know about the housekeeping operations deeply. They will be having on hands experience on working with the different tool and housekeeping equipments. They also will get to know about the standard operating procedures of cleaning different front and back. of the house areas.

Layout of Linen and Uniform Room/Laundry

- Laundry Machinery and Equipment
- Stain Removal
- Flower Arrangement
- Selection and Designing of Uniforms

Recommended Books			
S. no	Name	Author	Publisher
1	Hotel housekeeping training manual	Sudheer training	Tata Mcgraw Hills
2	Hotel Housekeeping Operations & Management	G. Raghubalan	Oxford university press
3	Professional Management of Housekeeping Operations	Thomas J. A. Jones	Wiley & sons

Course Code	HM322
Course Title	Bakery (Practical)
Type of course	Theory
L T P	2 0 0
Credits	2
Course prerequisite	+2 with any stream
Course Objective (CO)	This course envisages in helping you to acquire basic skills of Bakery and Confectionery. The curriculum is designed in a way to stimulate and lay foundation for further training in Bakery and Confectionery. It will also enable students to acquire knowledge of commodities used in Bakery / Confectionery, the processing they have undergone, their selection, composition, functions, reaction to heat/baking, refrigeration, chilling and freezing, their interaction with each other and storage.

1. PASTRY:

- Demonstration and Preparation of dishes using varieties of Pastry
- Short Crust – Jam tarts, Turnovers
- Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns
- Choux Paste – Eclairs, Profiteroles

2. COLD SWEET

- Honeycomb mould
- Butterscotch sponge
- Coffee mousse
- Lemon sponge
- Trifle
- Blancmange
- Chocolate mousse
- Lemon soufflé

3. HOT SWEET

- Bread & butter pudding
- Caramel custard
- Albert pudding
- Christmas pudding

4. INDIAN SWEETS

- Simple ones such as gajjar halwa, kheer

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S.	Name	Author(S)	Publisher
1	Theory of Bakery and Confectionery	Ashok kumar	Prentice Hall Learning
2	Modern Cookery: Vol. 1	Thangam E. Philip	Orient Blackswam
3	The Complete Technology Book on Bakery Products (Baking Science with Formulation & Production) 3rd Edition	NIIR Board of Consultants & Engineers	NIIR Consultancy Services
4	Theory of cookery	Krishna arora	Frank brothers
5	The professional chef	Arwind saraswat	Ubs publications
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