

# **SCHEME & SYLLABUS**

*B.Sc. Hotel Management and Catering Technology*



**Department of Hotel Management  
(UICM)**

**Sant Baba Bhag Singh University**

**2018**



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## **Course Scheme, B.Sc Hotel Management and Catering Technology**

### **SEMESTER- I**

#### **Theory Subjects**

<b>S.No.</b>	<b>Subject Code</b>	<b>Subject Name</b>	<b>Contact hours (L:T:P)</b>	<b>Credits (L:T:P)</b>	<b>Total Contact Hours</b>	<b>Total Credit Hours</b>
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
		<b>TOTAL</b>	<b>19:0:0</b>	<b>19:0:0</b>	<b>19</b>	<b>19</b>

#### **Practical subjects**

<b>S.No.</b>	<b>Subject Code</b>	<b>Subject Name</b>	<b>Contact hours (L:T:P)</b>	<b>Credits (L:T:P)</b>	<b>Total Contact Hours</b>	<b>Total Credit Hours</b>
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
		<b>TOTAL</b>	<b>0:0:14</b>	<b>0:0:7</b>	<b>14</b>	<b>7</b>

**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
		<b>TOTAL</b>	<b>21:0:0</b>	<b>21:0:0</b>	<b>18</b>	<b>18</b>

### 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
		<b>TOTAL</b>	<b>0:0:12</b>	<b>0:0:6</b>	<b>14</b>	<b>7</b>

**Total Contact Hours = 32**  
**Total Credit Hour = 25**



### **SEMESTER- III**

#### **Theory Subjects**

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

#### **Practical subjects**

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

**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
		<b>TOTAL</b>				<b>25</b>

**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
		<b>TOTAL</b>	<b>19:0:0</b>	<b>19:0:0</b>	<b>19</b>	<b>19</b>

**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
		<b>TOTAL</b>	<b>0:0:12</b>	<b>0:0:6</b>	<b>12</b>	<b>6</b>

**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 Operations-III	3:0:0	3:0:0	3	3
		<b>TOTAL</b>	<b>22:0:0</b>	<b>22:0:0</b>	<b>22</b>	<b>22</b>

### 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
		<b>TOTAL</b>	<b>0:0:12</b>	<b>0:0:6</b>	<b>12</b>	<b>6</b>

**Total Contact Hours = 34**

**Total Credit Hours = 28**



## **SEMESTER- VII**

### **Theory Subjects**

<b>S.No.</b>	<b>Subject Code</b>	<b>Subject Name</b>	<b>Contact hours (L:T:P)</b>	<b>Credits (L:T:P)</b>	<b>Total Contact Hours</b>	<b>Total Credit Hours</b>
<b>1</b>	HM401	Food Production (Elective-I)	4:0:0	4:0:0	4	4
<b>2</b>	HM403	Food & Beverage service (Elective-I)	4:0:0	4:0:0	4	4
<b>3</b>	HM405	Front Office (Elective-II)	4:0:0	4:0:0	4	4
<b>4</b>	HM407	House Keeping (Elective-II)	4:0:0	4:0:0	4	4
<b>5</b>	HM421	Hotel and Business Law	3:0:0	3:0:0	3	3
<b>6</b>	HM422	Business Policy & Environment	3:0:0	3:0:0	3	3
<b>7</b>	HM423	Managerial Economics	3:0:0	30:0	3	3
		<b>TOTAL</b>	<b>17:0:0</b>	<b>17:0:0</b>	<b>17</b>	<b>17</b>

### **Practical subjects**

<b>S.No.</b>	<b>Subject Code</b>	<b>Subject Name</b>	<b>Contact hours (L:T:P)</b>	<b>Credits (L:T:P)</b>	<b>Total Contact Hours</b>	<b>Total Credit Hours</b>
<b>1</b>	HM411	Food Production (Practical Elective-I)	0:0:4	0:0:2	4	2
<b>2</b>	HM413	Food & Beverage Service (Practical Elective-I)	0:0:4	0:0:2	4	2
<b>3</b>	HM415	Front Office (Practical Elective-II)	0:0:4	0:0:2	4	2
<b>4</b>	HM417	Housekeeping (Practical Elective-II)	0:0:4	0:0:2	4	2
<b>5</b>	HM431	Bakery	0:0:4	0:0:2	4	2
		<b>TOTAL</b>	<b>0:0:12</b>	<b>0:0:6</b>	<b>12</b>	<b>6</b>

**Total Contact Hours = 29**

**Total Credit Hours=23**



### **SEMESTER- VIII**

#### **Theory Subjects**

<b>S.No.</b>	<b>Subject Code</b>	<b>Subject Name</b>	<b>Contact hours (L:T:P)</b>	<b>Credits (L:T:P)</b>	<b>Total Contact Hours</b>	<b>Total Credit Hours</b>
1	HM402	Food Production (Elective-I)	4:0:0	4:0:0	4	4
2	HM404	Food & Beverage service (Elective-I)	4:0:0	4:0:0	4	4
3	HM406	Front Office (Elective-II)	4:0:0	4:0:0	4	4
4	HM408	House Keeping (Elective-II)	4:0:0	4:0:0	4	4
5	HM409	Security, Safety & First aid	3:0:0	3:0:0	3	3
6	HM425	Facility Planning	3:0:0	3:0:0	3	3
7	HM426	Business Policy and Management	3:0:0	3:0:0	3	3
		<b>TOTAL</b>	<b>17:0:0</b>	<b>17:0:0</b>	<b>17</b>	<b>17</b>

#### **Practical subjects**

<b>S.No.</b>	<b>Subject Code</b>	<b>Subject Name</b>	<b>Contact hours (L:T:P)</b>	<b>Credits (L:T:P)</b>	<b>Total Contact Hours</b>	<b>Total Credit Hours</b>
1	HM412	Food Production (Practical Elective-I)	0:0:4	0:0:2	4	2
2	HM414	Food & Beverage Service (Practical Elective-I)	0:0:4	0:0:2	4	2
3	HM416	Front Office (Practical Elective-II)	0:0:4	0:0:2	4	2
4	HM418	Housekeeping (Practical Elective-II)	0:0:4	0:0:2	4	2
5	HM432	Bakery	0:0:4	0:0:2	4	2
		<b>Total</b>	<b>0:0:12</b>	<b>0:0:6</b>	<b>12</b>	<b>6</b>

**Total Contact Hours = 29**  
**Total Credit Hours = 23**



# First Semester





<b>Course Code</b>	<b>HM101</b>
<b>Course Title</b>	<b>Basics of Food Production-I</b>
<b>Type of course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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



<b>Course Code</b>	<b>HM103</b>
<b>Course Title</b>	<b>Basics of Food &amp; Beverage Service-I</b>
<b>Type of course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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'hôte, 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**

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



<b>Course Code</b>	<b>HM105</b>
<b>Course Title</b>	<b>Basics of Front Office-I</b>
<b>Type of course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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.



<b>Course Code</b>	<b>HM107</b>
<b>Course Title</b>	<b>Basics of Housekeeping –I</b>
<b>Type Of Course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course Prerequisites</b>	+2 with any stream
<b>Course objectives</b>	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.

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



<b>Course Code</b>	<b>HM109</b>
<b>Course Title</b>	<b>Hygiene and Sanitation</b>
<b>Type of Course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course Prerequisites</b>	+ 2 with any stream
<b>Course Objectives (CO)</b>	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**

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



<b>Course Code</b>	<b>HM111</b>
<b>Course Title</b>	<b>Tourism Business</b>
<b>Type of course</b>	Theory
<b>L T P</b>	2 0 0
<b>Credits</b>	2
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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





<b>Course Code</b>	<b>ENG121</b>
<b>Course Title</b>	<b>Communication skills-I</b>
<b>Type of course</b>	Theory
<b>L T P</b>	2 0 0
<b>Credits</b>	2
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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



<b>Course Code</b>	<b>HM113</b>
<b>Course Title</b>	<b>Basics of food Production-I ( Practical)</b>
<b>Type of course</b>	Practical
<b>L T P</b>	0 0 4
<b>Credits</b>	2
<b>Course prerequisite</b>	+ 2 with any stream
<b>Course Objective (CO)</b>	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



<b>Course Code</b>	<b>HM115</b>
<b>Course Title</b>	<b>Basics of Food and Beverage Service-I ( Practical)</b>
<b>Type of course</b>	Practical
<b>L T P</b>	0 0 4
<b>Credits</b>	2
<b>Course prerequisite</b>	+ 2 with any stream
<b>Course Objective (CO)</b>	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



<b>Course Code</b>	<b>HM117</b>
<b>Course Title</b>	<b>Basics of Front Office -I ( Practical)</b>
<b>Type of course</b>	Practical
<b>L T P</b>	0 0 2
<b>Credits</b>	2
<b>Course prerequisite</b>	+ 2 with any stream
<b>Course Objective (CO)</b>	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**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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.



<b>Course Code</b>	<b>HM119</b>
<b>Course Title</b>	<b>Basics of Housekeeping -I ( Practical)</b>
<b>Type of course</b>	Practical
<b>L T P</b>	0 0 2
<b>Credits</b>	1
<b>Course prerequisite</b>	+ 2 with any stream
<b>Course Objective (CO)</b>	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.

<b>Recommended Books</b>			
<b>S. no</b>	<b>Name</b>	<b>Author</b>	<b>Publisher</b>
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	<b>ENG123</b>
Course Title	<b>Communication Skills-1 (Practical)</b>
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





<b>Course Code</b>	<b>HM104</b>
<b>Course Title</b>	<b>Food and beverage service-I</b>
<b>Type Of Course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course Prerequisites</b>	+2 with any stream
<b>Course objectives</b>	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**

<b>S. No</b>	<b>Name</b>	<b>Author(s)</b>	<b>Publisher</b>
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





<b>Course Code</b>	<b>HM106</b>
<b>Course Title</b>	<b>Front Office Operations-I</b>
<b>Type Of Course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course Prerequisites</b>	+ 2 with any stream
<b>Course objectives</b>	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





<b>Course Code</b>	<b>HM108</b>
<b>Course Title</b>	<b>Housekeeping Operations-I</b>
<b>Type Of Course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course Prerequisites</b>	+2 with any stream
<b>Course objectives</b>	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.



<b>Course Code</b>	<b>CSA111</b>
<b>Course Title</b>	<b>Introduction to Computer Applications</b>
<b>Type of Course</b>	<b>Theory</b>
<b>L T P</b>	<b>4 0 0</b>
<b>Credits</b>	4
<b>Course Prerequisites</b>	+2 with any stream
<b>Course Objectives</b>	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	<b>ENG114</b>
Course Title	<b>Communication Skills-II</b>
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"> <li>1. formulate an effective communication strategy for any message, in any medium, and in any situation.</li> <li>2. write clearly, concisely, and convincingly.</li> <li>3. develop skills of effective communication - both written and oral.</li> <li>4. acquaint with application of communication skills in outside world.</li> </ol>

### **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**

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



<b>Course Code</b>	<b>HM110</b>
<b>Course Title</b>	<b>Food Production ( Practical)</b>
<b>Type of course</b>	Practical
<b>L T P</b>	0 0 4
<b>Credits</b>	2
<b>Course prerequisite</b>	+ 2 with any stream
<b>Course Objective (CO)</b>	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 menu**Salads & 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**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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



<b>Course Code</b>	<b>HM112</b>
<b>Course Title</b>	<b>Food &amp; Beverage Service( Practical)</b>
<b>Type of course</b>	Practical
<b>L T P</b>	0 0 4
<b>Credits</b>	2
<b>Course prerequisite</b>	+ 2 with any stream
<b>Course Objective (CO)</b>	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





<b>Course Code</b>	<b>HM114</b>
<b>Course Title</b>	<b>Front Office( practical)</b>
<b>Type of course</b>	Practical
<b>L T P</b>	0 0 4
<b>Credits</b>	2
<b>Course prerequisite</b>	+ 2 with any stream
<b>Course Objective (CO)</b>	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

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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



<b>Course Code</b>	<b>CSA113</b>
<b>Course Title</b>	<b>Introduction to Computer Applications Lab</b>
<b>Type of Course</b>	Practical
<b>L T P</b>	0 0 4
<b>Credits</b>	2
<b>Course Prerequisites</b>	None
<b>Course Objectives</b>	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:**

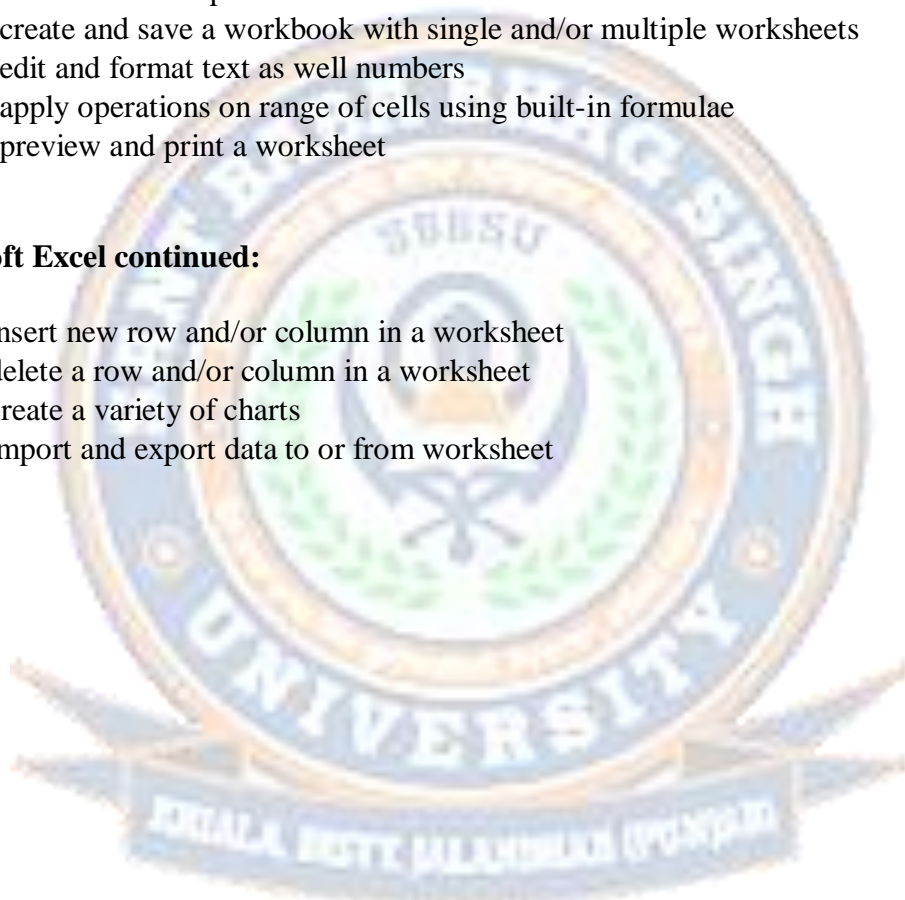
- To understand the working of the internet - the use of protocols, domains, IP addresses, URLs, web browsers, web servers, mail-servers, etc.
- To create email-account, sending mails, receiving mails, sending files as attachments, etc.
- To search information using search engines.

### **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





<b>Course Code</b>	<b>ENG116</b>
<b>Course Title</b>	<b>Communication Skills-II (Practical)</b>
<b>Type of Course</b>	Practical
<b>L T P</b>	0:0:2
<b>Credits</b>	1
<b>Coursepre-requisite</b>	+ 2 with any stream
<b>Course Objectives</b>	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.





# ***Third Semester***



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**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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



<b>Course Code</b>	<b>HM203</b>
<b>Course Title</b>	<b>Food and Beverage Service-II</b>
<b>Type Of Course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course Prerequisites</b>	+ 2 with any stream
<b>Course objectives</b>	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





<b>Course Code</b>	<b>HM205</b>
<b>Course Title</b>	<b>Front Office Operations-II</b>
<b>Type of course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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



<b>Course Code</b>	<b>HM207</b>
<b>Course Title</b>	<b>Accommodation Operations-I</b>
<b>Type Of Course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course Prerequisites</b>	+2 with any stream
<b>Course objectives</b>	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**

<b>S.no</b>	<b>Name</b>	<b>Author</b>	<b>Publisher</b>
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



<b>Course Code</b>	<b>HM209</b>
<b>Course Title</b>	<b>Catering Management</b>
<b>Type Of Course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course Prerequisites</b>	+2 with any stream
<b>Course objectives</b>	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**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
1	Food and Beverage Management	Bernard Davis	<b><u>A Butterworth-Heinemann Tital</u></b>
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>



<b>Course Code</b>	<b>HM211</b>
<b>Course Title</b>	<b>Hotel Engineering</b>
<b>Type Of Course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course Prerequisites</b>	+2 with any stream
<b>Course objectives</b>	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





<b>Course Code</b>	<b>HM213</b>
<b>Course Title</b>	<b>Foundation Course in Management</b>
<b>Type Of Course</b>	Theory
<b>L T P</b>	2 0 0
<b>Credits</b>	2
<b>Course Prerequisites</b>	+2 With any stream
<b>Course objectives</b>	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**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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



<b>Course Code</b>	<b>EVS101</b>
<b>Course Title</b>	<b>Environmental Science</b>
<b>Type of course</b>	HS
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course prerequisite</b>	Nil
<b>Course Objective (CO)</b>	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





<b>Course Code</b>	<b>HM215</b>
<b>Course Title</b>	<b>Food Production ( Practical)</b>
<b>Type of course</b>	Practical
<b>L T P</b>	0 0 4
<b>Credits</b>	2
<b>Course prerequisite</b>	+ 2 with any stream
<b>Course Objective (CO)</b>	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**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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





<b>Course Code</b>	<b>HM217</b>
<b>Course Title</b>	<b>Food &amp; Beverage Service( Practical)</b>
<b>Type of course</b>	Practical
<b>L T P</b>	0 0 4
<b>Credits</b>	2
<b>Course prerequisite</b>	+ 2 with any stream
<b>Course Objective (CO)</b>	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**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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



<b>Course Code</b>	<b>HM219</b>
<b>Course Title</b>	<b>Front Office( Practical)</b>
<b>Type of course</b>	Practical
<b>L T P</b>	0 0 4
<b>Credits</b>	2
<b>Course prerequisite</b>	+ 2 with any stream
<b>Course Objective (CO)</b>	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>





<b>Course Code</b>	<b>HM221</b>
<b>Course Title</b>	<b>Accommodation Operations-I (Practical)</b>
<b>Type of course</b>	Practical
<b>L T P</b>	0 0 2
<b>Credits</b>	1
<b>Course prerequisite</b>	+ 2 with any stream
<b>Course Objective (CO)</b>	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

<b>Recommended Books</b>			
<b>S. no</b>	<b>Name</b>	<b>Author</b>	<b>Publisher</b>
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





# ***Fourth Semester***



**SEM- 4 (Industrial training)**

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









<b>Course Code</b>	<b>HM301/401</b>
<b>Course Title</b>	<b>Food Production-III</b>
<b>Type of course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course prerequisite</b>	+ 2 with any stream
<b>Course Objective (CO)</b>	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**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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



<b>Course Code</b>	<b>HM303/403</b>
<b>Course Title</b>	<b>Food and Beverage Service-III</b>
<b>Type Of Course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course Prerequisites</b>	+2 With any stream
<b>Course objectives</b>	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 control**Conditions 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**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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





<b>Course Code</b>	<b>HM305/405</b>
<b>Course Title</b>	<b>Front Office Operations-III</b>
<b>Type of course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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><b>Edu. Inst</b></u>



Course Code	<b>HM307/407</b>
Course Title	<b>Accommodation Operations-II</b>
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.



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Course Code	HM07/407
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**  
**Linens** room meaning & types of linen, Activities in linen and uniform room Layout of linen and uniform room, Linen and 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.

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## 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





<b>Course Code</b>	<b>HM309/409</b>
<b>Course Title</b>	<b>Bakery-I</b>
Type of course	Theory
L T P	2 0 0
Credits	2
Course prerequisite	+2 with any stream



Course (CO)	Objective	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.
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### **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 Oil Leavening agents

#### **RECOMMENDED BOOKS**

S.	Name	Author(S)	Publisher
1	Theory of Bakery and Confectionery	Ashok kumar	Prentice Hall India Learning Private
2	Modern Cookery: Vol. 1	Thangam E. Philip	Orient BlackSwam



<b>3</b>	The Complete Technology Book on Bakery Products (Baking Science with Formulation & Production) 3rd Edition	NIIR Board of Consultants & Engineers	NHIR Project Consultancy Service
<b>4</b>	Theory of cookery	Krishna arora	Frank brothers
<b>5</b>	The professional chef	Arwind saraswat	Ubs publications
<b>6</b>	Theory of catering	Kinton & Cessarani	ELBS
<b>7</b>	Professional cooking	Wayne gisslen	Le corden bleu
<b>8</b>	The professional pastry chef	Bo friberg	Wiley & sons



<b>Course Code</b>	<b>HM311/411</b>
<b>Course Title</b>	<b>Hospitality Marketing</b>
<b>Type of Course</b>	<b>Theory</b>
<b>L T P</b>	<b>2 0 0</b>



<b>Credits</b>	2
<b>Course Prerequisites</b>	+2 with any stream
<b>Course Objectives</b>	Students will be 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**

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



<b>Course Code</b>	<b>HM313/413</b>
<b>Course Title</b>	<b>Accounting for Hospitality</b>
<b>Type of course</b>	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.,

<b>Course Code</b>	<b>HM315/415</b>
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Course Title	<b>Food Production ( Practical)</b>
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:**

**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  
Carottes Glace Au Gingembre  
Salade Verte  
Harlequin Bread  
Choclate 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**

Wanton Soup  
Spring Rolls  
Stir Fried Beef & Celery  
Chow Mein

### **MENU 05**

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

## **RECOMMENDED BOOKS**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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

<b>Course Code</b>	<b>HM317/417</b>
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Course Title	<b>Food &amp; Beverage Service( Practical)</b>
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
<b>Course Code</b>		<b>HM319/419</b>	
<b>Course Title</b>		<b>Accommodation Operations-II (Practical)</b>	
<b>Type of course</b>		<b>Practical</b>	



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	HM321/421
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 wreath. Below the emblem is a blue banner with white text in Gurmukhi script.

# *Sixth Semester*



Course Code	Course	HM302
Course Title		<b>Food Production-IV</b>
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		<b>Food and Beverage Service- IV</b>
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	<b>HM306</b>
Course Title	<b>Accommodation Operations-III</b>
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.

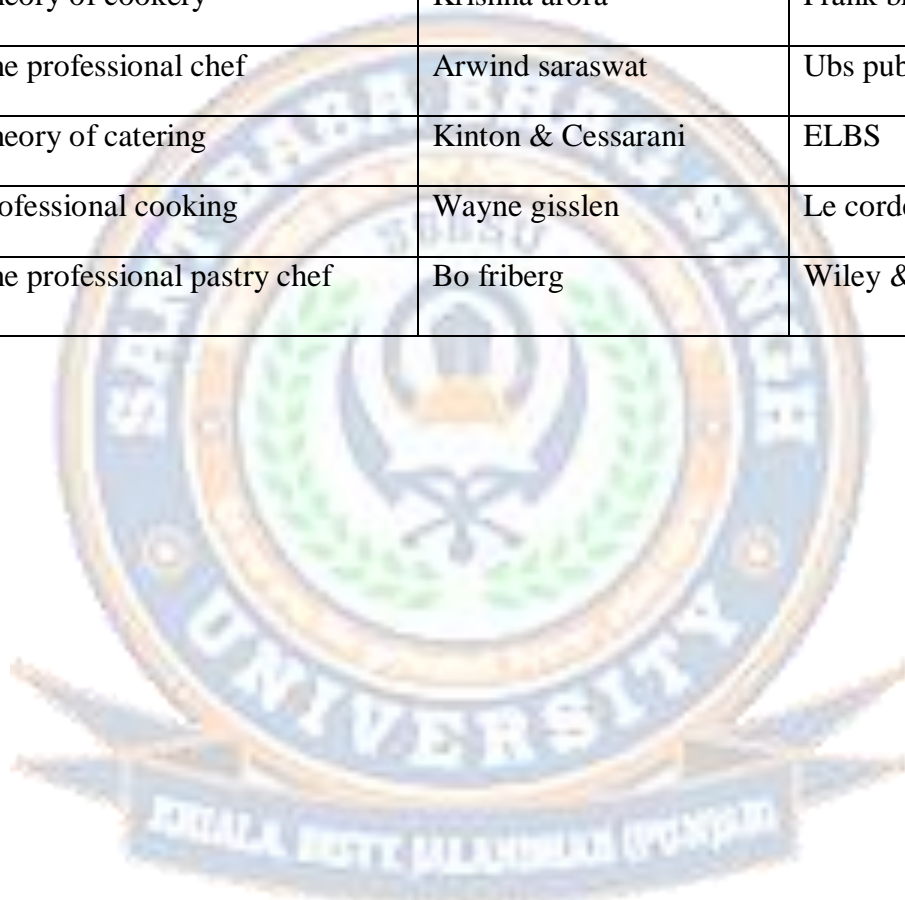
#### **UNIT – IV**

**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**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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





<b>Course Code</b>	<b>HM310</b>
<b>Course Title</b>	<b>Food &amp; Beverage Management</b>
<b>Type of Course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course Prerequisites</b>	+ 2 with any stream
<b>Course Objectives</b>	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





<b>Course Code</b>	<b>HM312</b>
<b>Course Title</b>	<b>Human Resource Management in Hotels</b>
<b>Type of Course</b>	<b>Theory</b>
<b>L T P</b>	<b>2 0 0</b>
<b>Credits</b>	2
<b>Course Prerequisites</b>	+ 2 with any stream
<b>Course Objectives</b>	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) &amp; Company Ltd</u>
2.	Human Resource Management	L M Prasad	Sultan chand and sons





<b>Course Code</b>	<b>HM314</b>
<b>Course Title</b>	<b>Total Quality Management</b>
<b>Type of Course</b>	<b>UG</b>
<b>L T P</b>	<b>3 0 0</b>
<b>Credits</b>	<b>3 0 0</b>
<b>Course Prerequisites</b>	+ 2 with any stream
<b>Course Objectives</b>	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**

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



<b>Course Code</b>	<b>HM316</b>
<b>Course Title</b>	<b>Food Production ( Practical)</b>
<b>Type of course</b>	Practical
<b>L T P</b>	0 0 4
<b>Credits</b>	2
<b>Course prerequisite</b>	+ 2 with any stream
<b>Course Objective (CO)</b>	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.

### **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**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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





<b>Course Code</b>	<b>HM318</b>
<b>Course Title</b>	<b>Food &amp; Beverage Service( Practical)</b>
<b>Type of course</b>	Practical
<b>L T P</b>	0 0 4
<b>Credits</b>	2
<b>Course prerequisite</b>	+ 2 with any stream
<b>Course Objective (CO)</b>	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**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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



<b>Course Code</b>	<b>HM320</b>
<b>Course Title</b>	<b>Accommodation Operations-III (Practical)</b>
<b>Type of course</b>	Practical
<b>L T P</b>	0 0 2
<b>Credits</b>	1
<b>Course prerequisite</b>	+ 2 with any stream
<b>Course Objective (CO)</b>	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

<b>Recommended Books</b>			
<b>S. no</b>	<b>Name</b>	<b>Author</b>	<b>Publisher</b>
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



<b>Course Code</b>	<b>HM322</b>
<b>Course Title</b>	<b>Bakery (Practical)</b>
<b>Type of course</b>	Theory
<b>L T P</b>	2 0 0
<b>Credits</b>	2
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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



**RECOMMENDED BOOKS**

<b>S.</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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
6	Theory of catering	Kinton & Cessarani	ELBS
7	Professional cooking	Wayne gisslen	Le corden bleu
8	The professional pastry chef	Bo friberg	Wiley & sons





# Seventh Semester





<b>Course Code</b>	<b>HM401</b>
<b>Course Title</b>	<b>Food Production( Elective-I)</b>
<b>Type of course</b>	Theory
<b>L T P</b>	4 0 0
<b>Credits</b>	4
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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 I**

**Food Costing:** Percentage, discounts, service charges, wastage in preparation and purchasing, food case percentage or kitchen percentage, Standard recipes, selling prices, business documents i.e. purchase order, delivery note, invoice and statement of account.

#### **Unit II**

**Food production cost control :**Establishing purchase specification, dealing with suppliers, store organization, stock control, portion control, yield testing for meat, fish and poultry, Meat tags.

#### **Unit III**

**Sandwiches:** Cutting of sandwiches, kinds of breads and spread used in sandwiches, different types of sandwiches such as Loaf, pinwheel, club, ribbon, bookmaker, broad way etc.

#### **Unit IV**

**Accompaniments :**Listing of accompaniments of different foods, soups and vegetables with a few examples.

#### **Unit V**

**Cheese:** Preparation, types and usage of cheese in food production. Study of several international cheeses with their origin and special features.



## **Chocolate: Definition, Production and its types**

### **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





<b>Course Code</b>	<b>HM404</b>
<b>Course Title</b>	<b>Food &amp; Beverage Service ( Elective-I)</b>
<b>Type of course</b>	Theory
<b>L T P</b>	4 0 0
<b>Credits</b>	4
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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-I**

**Specialized form of service :**Lounge service, butler service, railway catering and airline services.

**Carving & Flambé service :**Flambé trolleys, sweets trolley, cooking & carving at table

#### **Unit-II**

**Bar Operations :**Types of Bar – Cocktails, Dispense, Floating / Cash bar, Area of bar – Front, Under, Back. Bar equipment, Bar stocks of alcoholic, mixers, Non- alcoholic, Perishable & dry stores. Staffing and their job description, inventory & controls systems.

#### **Unit-III**

**Banqueting :**Types of banquet, Formal & informal banqueting.

#### **Unit-IV**

**Planning an effective Design of Restaurant :** Restaurant Planning, Furniture arrangement for Restaurant, Restaurant Equipments.

#### **RECOMMENDED BOOKS**

<b>S.</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
<b>1</b>	Food and beverage service	Dennis R lillicrap & John	ELBS
<b>2</b>	Professional Food and	Brian varghese	Macmillan
<b>3</b>	Food and beverage service	Vijay dhawan	Frank brother



<b>Course Code</b>	<b>HM405</b>
<b>Course Title</b>	<b>Front Office Operations (Elective –II)</b>
<b>Type of course</b>	Theory
<b>L T P</b>	4 0 0
<b>Credits</b>	4
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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

**Different types of Report & Records:** Discrepancy Report, Night Room Report, Room Key Record ,Night Clerk's report, Message Slip, Departure Intimation Control Sheet, Different types of Cards & Vouchers, Guest Registration Card , Guest History Card, Reservation Form, Guest Folio, Cash Receipt Voucher, Allowance Voucher, Paid out voucher, Lobby Control Sheet, Local Telephone Call Voucher, Long Distance Telephone Call Voucher,

### Unit-II

Front Office Procedures for Emergencies, Lost & Found ,Fire in the Hotel, Death, Accidents, Drunken Guest, Theft, Vandalism, Damage to property by resident guest.

### Unit-III

**Basic information for front desk assistants:** Different types of rooms, Numbering of rooms & food plan, Basis of charging a guest : Tariff, Rates, Discounts & Policy, Facilities available in Hotel , Brochure & Tariff Card, Allowances, Processing allowance vouchers , Front officer cashier report ,Paid out voucher.

### Unit-IV

**Selling Techniques** Creative options, Room & Rate Assignment, Method of payment, Internal Control ,Front Office Cash Sheet , Cash Backs, The Audit



Procedure. posting the room charges. Distributing the charges, providing charge, the audit procedure.

#### 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	HM407
Course Title	House Keeping
Type of course	Theory
L T P	4 0 0
Credits	4
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-I**

**Staffing House Keeping Operation:** Prelude to staffing, Job specifications, Employee Requisition, Staffing– Housekeeping Positions .

#### **Unit-II**

**Health and safety:** Fire and personal injury ,Accidents, Prevention ,Prevention of fire, Fire emergencies, First Aid System of Guest Complaint and getting the job done.

#### **Unit-III**

##### **Swimming Pool Operation and Management**

Responsibility ,Components, Pool Sizes & Shapes,Watercloudy,Type of filter Back wash-up Cycle ,The Spa,Water Chemistry,Algae .poolEquipment,Diving Boards

#### **Unit-IV**

##### **First Aid**

Definition, Aids to be given, Burns & Scalds



## RECOMMENDED BOOKS

S.no	Name as Theory	Author	Publisher
1	Hotel housekeeping training manual	Sudheer training	Tata Mcgraw Hill
2	House Keeping Operations	R. Raghubalan	Oxford printing





<b>Course Code</b>	<b>HM421</b>
<b>Course Title</b>	<b>Hotel &amp; Business Law</b>
<b>Type of course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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-I**

**Law Relating to Hotel Guest Relationship:** definition – Paying Guest, Tenant and Tenement, Refusal of Accommodation, Innkeepers Lien.

#### **Unit-II**

**Food Legislation the Prevention of Food Adulteration Act 1954:** Definition – Adulterant Adulterated Food, Public Analyst, Central Food Laboratory. The Central Committee for food standards. Food Inspectors & Their power & duties. Notification of Food Poisoning.

#### **Unit-III**

**Labour Laws over View workmen's Compensation Act 1948:** Nature & Scope of the act Industrial Dispute Act 1947, Definition :- Industry, Industrial Dispute Lay off, Lockout, National in bunt Restaurant, Settlement.

#### **Unit-IV**

**Industrial Dispute Act 1947:** Main Provision of the Act , Essential Commodities, Main Provision of the Act , Contract of Insurance , provision of the Act , Credit Instruments, Cheque, Bill of Exchanges, promissory, Notes Travelers Cheque, Credit Cards Mercantile law A brief study of law of contract, sales of good's act and Indian partnership act.



**Licenses:** Licenses & Permits for hotels, suspension and termination of licenses.

**RECOMMENDED BOOKS**

S.no	Name as Theory	Author	Publisher
1	Hotel and Business law	Sudheer	Tata Mcgraw Hill
1	Hotel Law	Amitabh Devendra	Oxford printing





Course Code	HM422
Course Title	Business Policy & Environment
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- I

**Introduction:** Business policy and strategy, strategic planning & management, dimension of business environment (cultural, social, political, constitutional, economic, legal & technological) Environmental Analysis (Techniques of environment forecasting), Internal environment (Strength & weakness analysis).

#### Unit-II

**Framework for Policy and Strategy:** Nature of policy and strategy, strategic Management process, Role of strategic Management.

#### Unit – III

##### **Strategy Formulation & Implementation:**

Organizational mission and objectives, environmental analysis, corporate analysis, choice of strategy; strategy implementation; Non structural issues, strategy review and control.

#### Unit – IV

**Acts:** MRTP Act 1969, Securities (Regulation) Act 1956, SEBI Act & Consumer' Protection Act, 1986. Environment Protection Act, sick industrial companies (Special provision act, 1985). Government Regulation of Business Corporation; Trade Policy Reforms & Globalization, privatization process, ecology and energy issue, environmental issues and policy.



**RECOMMENDED BOOKS**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
1	"Economic Environment and business policy"	Justin Paul and Parul Gupta	Young Prentice Hall
2	"Business and the Environment"		OECD Publishing
3	"Strategic Management and Business Policy"	Appa C Rao and Parvathiswara B Rao	MGH





<b>Course Code</b>	<b>HM423</b>
<b>Course Title</b>	<b>Managerial Economics</b>
<b>Type of course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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-I

**Introduction:** Nature and Scope of Managerial Economics, Economic theory and Managerial Economics, Managerial Economist – Role & Responsibility.

### Unit-II

**Demand Analysis:** Demand Determination, Demand Distinction, Demand Forecasting, Methods of Demand Forecasting, Advertising and Sales Promotion.

### Unit-III

**Cost and Production Analysis:** Cost concepts and classification, cost output relationship, production function, cost control and cost reduction.

### Unit-IV

**Price and Output Decision Under Different Market Structure:** Price and output decision under perfect competition, price and output decision, under monopoly, price policies, price methods, pricing problems & price forecasting.

### RECOMMENDED BOOKS

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
1	Managerial Economics	Peterson	Prentice-Hall of India.
2	Managerial Economics	Mote Paul Gupta	MGH.
3	Managerial Economics	Paul G Keat, K.Y.	Young Prentice Hall



<b>Course Code</b>	<b>HM412</b>
<b>Course Title</b>	<b>Food Production (PR) (Elective-I)</b>
<b>Type of course</b>	Practical
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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**

#### **Three course menu to be formulated featuring international cuisine**

1. French
2. Oriental
3. Chinese
4. Thai
5. Italy
6. Germany
7. Spain
8. Greece
9. Mexican

#### **RECOMMENDED BOOKS**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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



<b>Course Code</b>	<b>HM413</b>
<b>Course Title</b>	<b>Food &amp; Beverage Service ( Elective-I)</b>
<b>Type of course</b>	Practical
<b>L T P</b>	4 0 0
<b>Credits</b>	4
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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

1. Flambé service
2. Cocktail Making & Serving
3. Situation Handling
4. Restaurant Management

### **RECOMMENDED BOOKS**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
1	Food and beverage service	Dennis R lillicrap & John A Cousins	ELBS
2	Professional Food and Beverage Service	Brian Varghese	Macmillan publications
3	Food and beverage service	Vijay dhawan	Frank brother
4	Food and beverage service	S.N baghchi & Anita Sharma	Aman publications
5	Food and beverage service training manual	Sudheer Andrews	Tata Mcgraw Hills
6	The waiter handbook	Grahm brown	Global books



<b>Course Code</b>	<b>HM415</b>
<b>Course Title</b>	<b>Front Office ( Elective –II)</b>
<b>Type of course</b>	Practical
<b>L T P</b>	4 0 0
<b>Credits</b>	4
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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

#### **Practical**

- 1.Dealing with Guest Problems
- 2.Hands on practice of Forecasting Techniques with forecasting room availability.
- 3.Hands on practice of handling the telephone calls.

#### **RECOMMENDED BOOKS**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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>

<b>Course Code</b>	<b>HM417</b>
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Course Title	<b>House Keeping ( Elective – II)</b>
Type of course	Practical
L T P	4 0 0
Credits	4
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

**Same as Theory**

<b>Recommended Books</b>			
<b>S. no</b>	<b>Name</b>	<b>Author</b>	<b>Publisher</b>
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



<b>Course Code</b>	<b>HM431</b>
<b>Course Title</b>	<b>Bakery</b>
<b>Type of course</b>	Practical
<b>L T P</b>	4 0 0
<b>Credits</b>	4
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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**

Decorated Cakes, Gateaux Sorbet, Parfaits

#### **RECOMMENDED BOOKS**

<b>S.</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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
6	Theory of catering	Kinton & Cessarani	ELBS
7	Professional cooking	Wayne gisslen	Le corden bleu
8	The professional pastry chef	Bo friberg	Wiley & sons



# Eighth Semester



Course Code	HM402
Course Title	Food Production (Elective-I)



Type of course	Theory
L T P	4 0 0
Credits	4
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-I

**Larder work** Cold food presentation, aspic and chaud froid, sandwiches and canapés. Cold starters (terrines, galantines, pate etc.) **American / Mexican food** fast food, evolution, franchising, growth of multinationals, Brand names, Chains, Fast food menus, products, processing and storage.

### Unit-II

**European cuisine**— History and tradition of cuisine-French, Italy and Germany. Special ingredients, equipment, tools, preparation and technology involved.

### Unit-III

Listing of accompaniments of different foods.

### Unit-IV

**Milk & milk products:** Types & uses with there origin and special features.  
**Bread Products:** Definition, Types of bread, Ingredients and Manufacturing.

### RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Modern cookery	Thangam E philip	Orient longman
2	Theory of cookery	Krishna arora	Frank brothers

Course Code	HM404
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Course Title	<b>Food &amp; Beverage Service (Elective-I)</b>
Type of course	Theory
L T P	4 0 0
Credits	4
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-I

**Specialized form of service:** Lounge service, butler service, railway catering and airline services. **Carving & Flambé service:** Flambé trolleys, sweets trolley, cooking & carving at table.

### Unit-II

#### Bar Operations

Types of Bar – Cocktails, Dispense, Floating / Cash bar, Area of bar – Front, Under, Back. Bar equipment, Bar stocks of alcoholic, mixers, Non-alcoholic, Perishable & dry stores. Staffing and their job description, inventory & controls systems.

### Unit-III

**Banqueting:** Types of banquet, Formal & informal banqueting. **Planning an effective Design of Restaurant:** Restaurant Planning, Furniture arrangement for Restaurant, Restaurant Equipment Planning.

### Unit-IV

**Restaurant Chain Property:** Brand name of restaurants: national and international.

#### RECOMMENDED BOOKS

S.	Name	Author(S)	Publisher
1	Food and beverage service	Dennis R lillicrap & John	ELBS
2	Professional Food and	Brian varghese	Macmillan
3	Food and beverage service	Vijay dhawan	Frank brother

Course Code	HM406
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Course Title	<b>Front Office (Elective-II)</b>
Type of course	Theory
L T P	4 0 0
Credits	4
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-I

**Tracking Transaction:** Cash Payments, Charge Purchases, Accounts Correction, Accounts Allowance, Cash Advance. **The Transcript:** Procedure for making a transcript, Daily sales recapitulation, Night auditor's sales recapitulation, Statement of bills exceeding limits.

### Unit-II

**Telecom equipments:** Role of telephone exchange PBX & PABX, ,Head Set & plug, cords, Junction test key, larm key. **Importance of reservation:** Reservation System, Density Chart ,Confirmation, Cancellation & amendment, Overbooking Policy, Reservation Form.

### Unit-III

**Guest Check in Procedure (arrival):** Modes of reservation ,Sources of reservation, Types of reservation, Systems of reservation, Cancellation, amendments & overbooking. **Foreign Exchange:** Foreign Currency, Passport Visa, Form FXA, FXB, FXC ,Guest Check Out Procedure ,Guest account settlement, Transfer of guest accounts, Express check out.

### Unit-IV

**Roles & Responsibilities:** General Manager, Lobby Manager, Guest Relation Executive, Bell Captain & Bell boy, Cashier ,Commissioner.



### 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	HM408
Course Title	House Keeping (Elective-II)
Type of course	Theory
L T P	4 0 0
Credits	4
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-I

**Revision of Important topics:** Cleaning Agents, Cleaning Equipments. Standard Sizes of Linen, Bed and Rooms Staffing, Laundry Equipments, Types of flooring and Wall Covering

#### Unit-II

**Material Planning: Material Budget** – capital Expenditure Budget, Operating Budget and Pre Operating Budget: **Inventory Control material Classification** – Basic application to principles of accounting, on going operations.

#### Unit-III

**Pre-operating operations** – Temporary storage, moving on the property.

#### Unit-IV

**Disposition of spares:** Material Planning – Supplies and equipments, Housekeeping Chemicals, Cleaning Supplies and Equipment, Guest Supplies.

Recommended Books			
S.no	Name	Author	Publisher
1	Hotel housekeeping training manual	Sudheer training	Tata Mcgraw Hills



Course Code	HM409
Course Title	<b>Security, safety &amp; First aid</b>
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-I**

**Safety:** Fire and its precaution, Prevention of Accident, Fire fighting systems (fire detectors, extinguishers and their maintenance)**Security** Its Importance, Organization Structure – Details of security in public area, Monitoring of Activities in public areas.

#### **Unit-II**

**Security Monitoring in Accommodation Operation Area** – Floor, Lobby & Rooms. **Security Monitoring** – Staff Utility and Back of the House Areas. Different kinds of security equipments used in Hotel Operation.

**Keys :** Used in a Hotel, Different types of Lock, Types and kinds of keys used, Issuing and handling of keys.

#### **Unit-III**

**Time Office Operations** – in and machine, records maintained, personal check., Handling of Guest Complaints, Drunkard guest, Lost& Found procedure. **First Aids :**

Definition, Importance & Rules, Duties of a First –Aid provider Selection Anatomy & functions of Eye, Ear & lungs. Pressure Points.

Respiration, Artificial Respiration, Burns and scalds.

#### **Unit-IV**

**Shock** Types, Sign & Symptoms & Treatments **Fractures**Types, signs & symptoms & treatments. Wounds & Hemorrhage **Dressings & Bandages.** Its types.



Recommended Books			
S.no	Name	Author	Publisher
1	Front Office safety & Security	Mukesh Dhankar	Tata Mcgraw Hills
2	Hotel House Keeping	R. Raghubalan	Oxford





<b>Course Code</b>	<b>HM425</b>
<b>Course Title</b>	<b>Facility Planning</b>
<b>Type of course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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-I**

**Hotel Design, Hotel Considerations:** Attractive appearance. Efficient plan, Good location, Suitable Materials, Good, workmanship, Sound financing, competent management, Evaluation of accommodation need, thumb rules, Ensuring that the hotel must combine integrated functions of housing, feeding, entertainment, rental services, maintenance & light manufacture.

#### **Unit-II**

**Planning Considerations:** Flow process & flow diagrams, Space relationship, Architectural considerations, Difference between carpet area & plinth area, approximate cost estimation, Class room exercises.

#### **Unit-III**

**Star classification of hotels:** Criteria for star classification of hotels, various licenses required for starting and running of hotel & catering services.

#### **Unit-IV**

**Room Tariff :** Factors considered for determining room tariff, method of computing room tariff. **Planning of Management areas like** General Manager's office, offices of all H.O.D's and other services related to the same like meeting room toilets etc.

<b>Recommended Books</b>			
<b>S.no</b>	<b>Name</b>	<b>Author</b>	<b>Publisher</b>
1	Hotel Facility Planning	Tarun Bansal	Oxford



<b>Course Code</b>	<b>HM426</b>
<b>Course Title</b>	Business Policy and Mangement
<b>Type of course</b>	Theory
<b>L T P</b>	3 0 0
<b>Credits</b>	3
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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 I**

**Introduction:** Business policy and strategy, strategic planning & management, dimension of business environment (cultural, social, political, constitutional, economic, legal & technological) Environmental Analysis (Techniques of environment forecasting), Internal environment(Strength & weakness analysis).

#### **Unit II**

Framework for Policy and Strategy Nature of policy and strategy, strategic Management process, Role of strategic management.

#### **Unit – III**

Strategy Formulation & Implementation Organizational mission and objectives, environmental analysis, corporate analysis, choice of strategy; strategy implementation; Non structural issues, strategy review and control.

#### **Unit – IV**

**Acts:**MRTP Act 1969, Securities (Regulation) Act 1956, SEBI Act & Consumer' Protection Act, 1986. Environment Protection Act, sick industrial companies (Special provision act, 1985).

<b>Recommended Books</b>			
<b>S.no</b>	<b>Name</b>	<b>Author</b>	<b>Publisher</b>
1	Business Policy	GV Satya Shankar	Oxford



<b>Course Code</b>	<b>HM412</b>
<b>Course Title</b>	Food Production (Practical Elective-I)
<b>Type of course</b>	Practical
<b>L T P</b>	4 0 0
<b>Credits</b>	2
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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

#### **International cuisine Menu**

Sri Lankan -2 set

Malaysian -1 set

Japanese -1 set

Italian-2 set

Spanish -1 set

Mexican -1 set

Mediterranean -1 set

American -1 set

<b>Recommended Books</b>			
<b>S.no</b>	<b>Name</b>	<b>Author</b>	<b>Publisher</b>
1	International Cuisine	Jeremy Mic Wiegh	Oxford
2	Modern Cookery	Auguste Escoffier	Mc grill



<b>Course Code</b>	<b>HM414</b>
<b>Course Title</b>	Food & Beverage Service (Practical Elective-I)
<b>Type of course</b>	Practical
<b>L T P</b>	4 0 0
<b>Credits</b>	2
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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**

- 1.Compiling brunch menu
- 2.Compiling High tea menu, laying the cover, and serving
- 3.Room service order taking
- 4.Execution of Room service order
- 5.Setting up of a trolley for different types of food
- 6.Gueridon service: Preparation of dishes on the Gueridon
- 7.Preparation of cocktails and mock tails
- 8.Service of cocktails
- 9.Preparing Function Prospectus
- 10.Attending enquiry for catering Function ( Role Play)
- 11.Function Booking ( Role Play)
- 12.Menu Planning for Functions
- 13.Various styles of table set up for various occasions
- 14.Top table and sprigs set up
- 15.Space calculations for accommodating table plan
- 16.Calculating Staff requirement

### **RECOMMENDED BOOKS**

<b>S.</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
<b>1</b>	Food and beverage service	Dennis R lillicrap & John	ELBS
<b>2</b>	Professional Food and	Brian varghese	Macmillan
<b>3</b>	Food and beverage service	Vijay dhawan	Frank brother



<b>Course Code</b>	<b>HM416</b>
<b>Course Title</b>	Front Office (Practical Elective –II)
<b>Type of course</b>	Practical
<b>L T P</b>	4 0 0
<b>Credits</b>	2
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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**

1. Handling Complaints.
2. Identification of Voucher List prepared by F.O. & sub Depts.
3. Role plays for guest check in.
4. Role plays for guest check out .
5. Format making of Check in and check out.
6. Role Play of G.R.S.
7. Role play of Front Office manger.
8. Baggage Handling system.

### **RECOMMENDED BOOKS**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
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><b>Edu. Inst</b></u>



<b>Course Code</b>	<b>HM418</b>
<b>Course Title</b>	House Keeping (Practical Elective-II)
<b>Type of course</b>	Practical
<b>L T P</b>	4 0 0
<b>Credits</b>	2
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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**

- 1.Layout of Public area.
- 2.Layout of Back area.
- 3.Role Play of House Keeping Manger.
- 4.RolePlay of Floor Manger.
- 5.Towel Setup and Designing in Guest Bathroom.
- 6.Window Cleaning.
- 7.Room Cleaning.
- 8.Bathroom Cleaning
- 9.Bed making.
- 10.Role Play of room attendant in Guest room.

### **RECOMMENDED BOOKS**

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
1	Hotel House Keeping	R. Raghubalan	Oxford



<b>Course Code</b>	<b>HM432</b>
<b>Course Title</b>	Bakery
<b>Type of course</b>	Practical
<b>L T P</b>	4 0 0
<b>Credits</b>	2
<b>Course prerequisite</b>	+2 with any stream
<b>Course Objective (CO)</b>	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**

Different kind of Icing of Cake, Topping of Cake, Pastry making, Mousse and Mussline.

<b>S. No</b>	<b>Name</b>	<b>Author(S)</b>	<b>Publisher</b>
1	Bakery & Patisserie	SC Dubey	Aman Publication