

UTTARAKHAND TECHNICAL UNIVERSITY, DEHRADUN
BHMCT-Proposed Semester System
Course Curriculum and Syllabus

	SEMESTER 1	SEMESTER 2	SEMESTER 3	SEMESTER 4
THEORY				
1	F.P. Foundation-I BHM 101	F.P. Foundation- II BHM 201	F.P. Operations- I BHM 301	F.P. Operations- II BHM 401
2	F&B S Foundation-II BHM 102	F&B S Foundation II BHM 202	F&B Operations-I BHM 302	F&B Operations-II BHM 402
3	Intro. to Hospitality industry BHM 103	Foundation Course in Front office BHM 203	Front Office Operation BHM 303	House Keeping Operations-II BHM 403
4	Hygiene & Sanitation BHM 104	Foundation Course in House Keeping BHM 204	House Keeping Operations-I BHM 304	Food & Beverage Control BHM 404
5	Application of Computers BHM 105	Food Science & Nutrition BHM 205	Basic Accounts BHM 305	Hotel Accounts BHM 405
6	Communication BHM 106	Basic French BHM 206	Facility Planning BHM 306	Business Communication BHM 406

PRACTICAL/ PROJECT	SEMESTER 1	SEMESTER 2	SEMESTER 3	SEMESTER 4
1	FP-I BHM 107	FP-II BHM 207	FP-III BHM 307	FP-IV BHM 407
2	F&BS-I BHM 108	F&BS-II BHM 208	F&BS-III BHM 308	F&BS-IV BHM 408
3	Computers BHM 109	FO -I BHM 209	FO-II BHM 309	HK-III BHM 409
4	PDP-I BHM 110	HK-I BHM 210	HK-II BHM 310	PDP-2 BHM 410

SEMESTER 5	SEMESTER 6	SEMESTER 7	SEMESTER 8
Industrial Training -22 weeks	Advanced Food Production BHM 601	Elective –I BHM 701	Professional Elective-I BHM 801
	Advanced F&B Service BHM 602	Elective-II BHM 702	Professional Elective-II BHM 802
	Front Office Management BHM 603	Fundamental of Hospitality Sales & Marketing BHM 703	Organization Behaviour BHM 803
	Research Methodology BHM 604	Hospitality Law BHM 704	Environment Science BHM 804
	Introduction to Mgt. BHM 605	Financial Management BHM 705	Hotel Safety and Security BHM 805
	Hotel Information System BHM 606	Human Resource Management BHM 706	

PRACTICAL/ PROJECT/ TRAINING	SEMESTER 5	SEMESTER 6	SEMESTER 7	SEMESTER 8
1	IT Report , Presentation & Viva –voce BHM 501	FP-V BHM 607	Elective-I BHM 707	Professional Elective-I BHM 806
2		F&BS-V BHM 608	Elective-II BHM 708	Professional Elective-II BHM 807
3		FO-III BHM 609	Project-I	Project –II BHM 808
4		Personality Development-3 BHM 610		

LTP AND EVALUATION SCHEME

SEMESTER-1

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-101	Food Production Foundation-I	4	30	70	100
2	BHM-102	Food & Beverage Service Foundation-I	4	30	70	100
3	BHM-103	Introduction to Hospitality Industry	4	30	70	100
4	BHM-104	Hygiene & Sanitation	4	30	70	100
5	BHM-105	Application of Computers	3	30	70	100
6	BHM-106	Communication Skills	4	30	70	100
7	BHM-107	Food Production Practical-I	4	50	100	150
8	BHM-108	Food & Beverage Service Practical-I	3	50	100	150
9	BHM-109	Computers Operation Practical	2	50	50	100
10	BHM-110	PDP Practical -I	4	50	50	100
11		General Proficiency				50
	TOTAL		36	380	720	1150

SEMESTER-II

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-201	Food Production Foundation-II	4	30	70	100
2	BHM-202	Food & Beverage Service Foundation-II	4	30	70	100
3	BHM-203	Foundation Course in Front office	4	30	70	100
4	BHM-204	Foundation Course in House Keeping	4	30	70	100
5	BHM-205	Food Science & Nutrition	3	30	70	100
6	BHM-206	Basic French	4	30	70	100
7	BHM-207	Food Production Practical-II	4	50	100	150
8	BHM-208	Food & Beverage Service Practical-II	4	50	100	150
9	BHM-209	Front Office Practical-I	2	50	50	100
10	BHM-210	House Keeping Practical-I	3	50	50	100
11		General Proficiency				50
	TOTAL		36	380	720	1150

SEMESTER-III

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-301	Food Production Operations- I	4	30	70	100
2	BHM-302	Food & Beverage Operations-I	4	30	70	100
3	BHM-303	Front Office Operation	4	30	70	100
4	BHM-304	House Keeping Operations-I	4	30	70	100
5	BHM-305	Basic Accounts	3	30	70	100
6	BHM-306	Facility Planning	4	30	70	100
7	BHM-307	Food Production Practical-III	4	50	100	150
8	BHM-308	Food & Beverage Service Practical-III	4	50	100	150
9	BHM-309	Front Office Operations Practical -II	2	50	50	100
10	BHM-310	House Keeping Practical-II	3	50	50	100
11		General Proficiency				50
	TOTAL		36	380	720	1150

SEMESTER-IV

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-401	Food Production Operations- II	4	30	70	100
2	BHM-402	Food & Beverage Operations-II	4	30	70	100
3	BHM-403	House Keeping Operations-II	4	30	70	100
4	BHM-404	Food & Beverage Control	4	30	70	100
5	BHM-405	Hotel Accounts	3	30	70	100
6	BHM-406	Business Communication	4	30	70	100
7	BHM-407	Food Production Practical-IV	4	50	100	150
8	BHM-408	Food & Beverage Service Practical-IV	4	50	100	150
9	BHM-409	House Keeping Practical-III	2	50	50	100
10	BHM-410	PDP Practical-II	3	50	50	100
11		General Proficiency				50
	TOTAL		36	380	720	1150

SEMESTER-V

NO	SUBJECT CODE	SUBJECT	Weeks Per semester	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-501	Industrial Training	22			
		Report , Log Book, Attendance Presentation & Viva -Voce		100	150	250
2		General Proficiency				50
	TOTAL		22 weeks	100	150	300

SEMESTER VI

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-601	Advanced Food Production	4	30	70	100
2	BHM-602	Advanced F&B Service	4	30	70	100
3	BHM-603	Front Office Management	4	30	70	100
4	BHM-604	Research Methodology	4	30	70	100
5	BHM-605	Introduction to Management	3	30	70	100
6	BHM-606	Hotel Information System	4	30	70	100
7	BHM-607	Food Production Practical-V	4	50	100	150
8	BHM-608	Food & Beverage Service Practical-V	4	50	100	150
9	BHM-609	Front Office Practical-III	2	50	50	100
10	BHM-610	PDP Practical-III	3	50	50	100
11		General Proficiency				50
	TOTAL		36	380	720	1150

SEMESTER-VII

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-701	Elective –I	4	30	70	100
2	BHM-702	Elective-II	4	30	70	100
3	BHM-703	Fundamental of Hospitality Sales & Marketing	4	30	70	100
4	BHM-704	Hospitality Law	4	30	70	100
5	BHM-705	Financial Management	3	30	70	100
6	BHM-706	Human Resource Management	3	30	70	100
7	BHM-707	Elective -I Practical	4	50	100	150
8	BHM-708	Elective-II Practical	4	50	100	150
9	BHM-709	Project-1	2	50	100	150
10		General Proficiency				50
	TOTAL		32	330	720	1100

SEMESTER-VIII

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-801	Professional Elective-I	4	30	70	100
2	BHM-802	Professional Elective-II	4	30	70	100
3	BHM-803	Organization Behaviour	3	30	70	100
4	BHM-804	Environment Science	3	30	70	100
5	BHM-805	Hotel Safety and Security	3	30	70	100
6	BHM-806	Professional Elective-I Practical	4	50	100	150
7	BHM-807	Professional Elective-II Practical	4	50	100	150
8	BHM-808	Project –II BHM 808	3	100	100	150
9		General Proficiency				50
	TOTAL		28	350	650	1000

SEMESTER-I

FOOD PRODUCTION FOUNDATION – I (BHM –101)

1. Introduction to the art of cookery

Culinary history-Development of the culinary art from the middle ages to modern cookery, Introduction to Modern hotel kitchen- Understanding various operational areas of kitchen, Basic introduction to Nouvelle Cuisine, Indian, French, Italian, Chinese. General Characteristics, Menu terms, Names of the some popular Dishes, Herbs and spices used.

2. Aims and objectives of cooking food

Objective and Importance of cooking food, Heat transfer methods, Principles of a balanced and a healthy diet, Effect of heat on food (Proteins, carbohydrate, fats etc.)

3. Food Commodities

Classification, Cereals, pulses, vegetables, fruits, eggs, Flour, Salt, Sugar, Fat, Cheese, Thickening and Binding agents, Leavening agents- their characteristics and their uses in cookery.

4. Methods of cooking

Classifications, principles, equipment required, methods of cooking, advanced methods- Microwave, Induction, Infra red based etc.

5. Kitchen Equipment

Different types of the kitchen equipment and its classification, different types of special equipment, heat generating, refrigeration, kitchen machinery, storage tables, hand tools, weighing and measuring, pot wash, diagrams, uses, maintenance, criteria for selection.

6. Conversion tables: American, British measures and its equivalents

Glossary related to above topics.

Books recommended :

Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS

Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS

Theory of Cookery, Mrs. K.Arora, Frank Brothers

Herrings Dictionary of Classical & Modern Cookery, Walter Bickel

Chef Manual of Kitchen Management, Fuller, John

The Professional Chef (4th edition), Le Rol A.Polsom

The Book of Ingredients, Jane Grigson

Indian Food, K.T.Achaya, Oxford

FOOD & BEVERAGE SERVICE FOUNDATION –I (BHM 102)

Theory:

1. The Food & Beverage Service Industry:

Introduction to the Food & Beverage Industry
Classification and various sectors of Catering Industry

2. Introduction to F & B Service operations:

Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Room, Snack Bar, executive lounges, business centres & Night Clubs, Bistro, Pubs, Kiosks, Casinos, Fast Foods, Take away, Buffet Restaurants, etc.

3 F & B Service Tools, Equipment and Furnishings:

Classification Various Tools and Equipments,
Usage of Equipment,
Types, Sizes and usage of Furniture, Linen, Napkins, Chinaware, Silverware, Glassware & Disposables,
Special & Other Equipment, Tools and Furnishings - PDA's, Electronic Pourers, Tray Jacks, Electronic chillers, Coffee plungers, Bar Guns, Induction Warmers, Mats, Runners, Props, other new concepts of modern furnishings,
Care and maintenance.

4. Food & Beverage Service Personnel:

Basic Etiquettes for Catering staff, Attitude & Attributes of a Food & Beverage personnel and competencies,
Food & Beverage Service Organization,
Job Descriptions & Job Specifications of F& B Service Staff,
Interdepartmental Coordination.

5. Mise-en- Scene and Mise-en- place: In F& B operations/outlets

6. Food & Beverage Service Methods:

Table Service-Silver/English, Family, American/Pre plated, Butler/French, Russian
Self Service-Buffer & Cafeteria Specialized Service-Gueridon, ,Trolley,Lounge, Room, etc., Single Point Service-Take Away, Vending, Kiosks, Food Courts & Bars, Automats

7. Food & Beverage Terminology related to the inputs of the semester

Reference Books:

Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill
Food & Beverage Service –Lillicrap & Cousins, ELBS
Modern Restaurant Service –John Fuller, Hutchinson
Food & Beverage Service Management-Brian Varghese
Introduction F& B Service-Brown, Heppner & Deegan
Professional Food & Beverage Service Management –Brian Varghese
Food & Beverage Service- Bobby George
Food & Beverage Service- Manoj Yadav

INTRODUCTION TO HOSPITALITY INDUSTRY (IH) BHM 103

1. HOSPITALITY INDUSTRY – PROFILE

Meaning & definition, Historical evolution & development, Hospitality as an industry, Inter relation with tourism industry and its sectors, Contribution to Indian and global economy.

2. HOSPITALITY PRODUCTS & SERVICES

Hospitality accommodation- the various types Structured and non structured accommodations- Hotels, Resorts, Condominiums, Guest Houses, Bread and Break fast outlets etc.,
Food & Beverage facilities- Structured and Non structured,
Ancillary services- Spa, Health Club, Recreational facilities, Shopping Arcades etc.
Support services-Transport, Guides, Travel desk, Banking, Insurance etc.
Hospitality and Tourism Organisations- WTO, FHRAI, IH&RA, IATA, PATA, DOT, etc.

3. HOSPITALITY DISTRIBUTION CHANNELS

Meaning & definition, Functions & levels of distribution channels,
Major hospitality distribution channels – Travel agents, Tour operators, Consortia and reservation system, Global Distribution System (GDS), Internet.

4. CURRENT SCENARIO

Major players in the industry –5 in India and 5 worldwide,
Present trends in industry,
Emerging markets,
Impact of international and national events,
Latest technology in Industry.

5. Types of Ownership and Hotel Classification:

Various forms of ownership- Franchise, Chain Concept, Time Share, Management Contract
Classification of Hotels: Norms and Standards, Procedure, Classification/ Types
Classifying bodies.

6. Terminology used for above topics.

Suggested Text Books & References

1. Hotels for Tourism Development, Dr. J.M.S. Negi, Metropolitan Book Co. (P) Ltd., New Delhi.
2. Dynamics of Tourism, R.N. Kaul, Sterling Publishing Pvt. Ltd., New Delhi.
3. International Tourism, A.K. Bhatia, Sterling Publishing Pvt. Ltd., New Delhi
4. Hotel Front Office Management, James A. Bardi, Van Nostrand Reinholdn New York.
5. Marketing Management, Philip Kotler, Prentice-Hall of India, New Delhi.

HYGIENE AND SANITATION (H&S) BHM 104

1 INTRODUCTION TO HYGIENE:

Practices of personal hygiene and health habits. Safety at work Place

2. SANITATION REGULATIONS AND STANDARDS

Introduction,

Regulatory bodies and regulations

Control of Food Quality

3. SANITARY PRACTICES

Sanitary procedures,

Use of cleaners and sanitizers in maintaining safe production and service environments.

Cleaning methods, Design of premises and equipment in the kitchen,

Cleaning and Disinfection, Manual & Automatic Dish Washing.

4. FOOD HANDLING:

Hygienic food handling,

High Risk Foods, Preventing Contamination,

Temperatures Control,

Disposal of food waste and garbage in production areas, ware washing areas and external pick-up areas

Describe signs of spoiled, unsafe and unacceptable food.

Safe temperatures for cooking, holding, cooling and reheating foods.

5.HACCP:

Key components of the HACCP,

Principles and ways of applying them to the professional foodservice kitchen.

Application of HACCP

6. FIRST AID

Safe and appropriate use of basic first aid techniques for employees and customers.

REFERENCES:

Food Hygiene and Sanitation- S.Roday

Food Safety by Bhat & Rao

Safe Food Handling by Jacob M.

PFA Rules

HACCP-A practical approach - Sara Mortimore & Carol Wallace Chapman & Hall

Food Service Sanitation Manuals applicable in Catering industry in India

APPLICATION OF COMPUTERS (AOC) BHM 105

1. INTRODUCTION TO COMPUTERS

What is a computer, Components of a computer system, generation of computers, storage devices, CD ROM's, Pen Drives, other external storage devices.

2. OPERATING SYSTEMS

Introduction, Functions, types, Components, - DOS, Windows, Linux etc.

3. INTRODUCTION TO DBMS

Understanding Data, Data types, Advantages, Creating a database, Searching, Sorting, Indexing, overview of MS Access.

4. WORD PROCESSING, SPREAD SHEETS AND PRESENTATIONS

What is Word Processing, Features of MS WORD, Editing Commands and Mail merge. Understanding spreadsheet, Features, Formulae and functions. If Statement, preparing sample worksheets,
Different graphs,
Features of POWER POINT, Preparing a presentation
Preparing an Organization chart

5. INTRODUCTION TO INTERNET

What is Internet, Network, Network of Networks, WWW, Search Engines, e-mail, websites, Introduction

Reference books

Fundamental of Computers, V.Rajaraman, Prentice Hall India

Mastering Microsoft Office, Lonnie E. Moseley & David M. Boodey, BPB Publication

COMMUNICATION SKILLS (COMM) BHM 106

1. Language and communication

Need, purpose, nature, models

Process of communication and various factors of communication

Barriers to communication and overcoming these barriers

Non-verbal communication, signs, symbols and body language, language as a sign system, eye-contact, facial expressions and posture.

Communication in Hospitality organisation and its effects on performance

2. Remedial English

Common errors and their correction in English usage with emphasis tense sequence, use of prepositions, phrasal verbs, reference and dictionary skills.

Expressing the same idea/thought unit in different ways

3. Skills of written English

Note making and developing notes into drafts – rewriting of drafts. The use of cohesive devices

Correspondence : letters to Class teacher, Principal, Industry,

Writing bio-data, applications, complaint

Precis writing

4. Oral skills (listening and speaking) for effective communication

Note taking, preparing summaries and abstracts for oral presentation

Restaurant and Hotel English, polite and effective enquiries and responses

Addressing a group, essential qualities of a good speaker and listener

Pronunciations, stress, accent, common phonetic difficulties, use of telephone.

Reference books

Bhaskar, W.W.S., and Prabhu, N.S.. “English through reading”, MacMillan, 1978

D’Souza Eunice and Shahani, G., “Communication Skills in English”, Noble Publishing, 1977

FOOD PRODUCTION PRACTICAL – BHM 107

Practical

Familiarisation and Understanding the usage of equipment and tools

Proper usage of a kitchen knife and hand tools

Familiarisation, identification of commonly used raw material: For commodities listed in theory.

Basic hygiene practices to be observed in the kitchen

First aid for cuts & burns

Safety practices to be observed in the kitchen

Demonstration of cooking methods – two items of preparation of each method:

Boiling: Potato and Rice

Poaching: Fish and Egg

Steaming: Rice, Pudding

Blanching: Vegetable

Stewing: Mutton and Vegetable stew

Frying: Fritters, Patties

Sautéing: Vegetable

Roasting: Potato and Vegetable roast

Grilling: Grilled Vegetable and Fish

Braising: Chicken

Broiling: Breads, Spices

Baking: Potato and vegetable

Micro waving: Rice and Vegetable

Basic cuts of vegetables , Julienne, Jardinière, Brunoise, Dices, Macedoine, Payssane, Mire poix etc.

Basic stock preparations: White and Brown

Egg cookery including 5 classical preparations

Food & Beverage Service – I (BHM 108)

Practical:

1. Restaurant Etiquettes
2. Restaurant Hygiene practices
3. Practicising Mis- En –Scene activities
4. Practicising Mis- En –Place activities
5. Identification of Tools, Equipments, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc.
6. Care and Maintenance of various Tools, Equipments, Flatware's, Hollowware's etc.
7. Side board Organization
8. Laying & Relaying of Table cloth
9. Practicising 7 to 10 Napkin folds
10. Rules for Laying a Basic Cover
11. Carrying a Salver/Tray
12. Service of Water
13. Handling the Service Gear
14. Carrying Plates, Glasses & other Equipments
15. Clearing an Ashtray
16. Handling precautions.

APPLICATION OF COMPUTERS (AOC-I) BHM 109

PRACTICALS

1. Operating and Connecting the computer with other devices
2. Practicing MS-OFFICE- MS WORD,MS EXCEL, MS POWERPOINT
3. Basics of Developing a Web Page
4. INTERNET USAGE- Using Internet, Creating a mail ID, Using E-Mail
5. Basics of Practicising the internet safety.

PERSONALITY DEVELOPMENT PRACTICES-1 (BHM 110)

Understanding Elements of Personality, Advantages and Disadvantages.

Personality Enrichment

Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body Language –use and misuse,

Personality Development Strategies

Developing Communication Skills- Writing phrases,

Practicing routine dialogues between –Friends (one to one, Group), Teachers, developing class room participation.

Presentation Skills- Dressing for presentation, Preparing short notes, Using PPT..

Public Speaking, Debate, Extempore, Leaders speech , importance and art of ‘Small Talk’ before serious delivery.

Interpersonal Skills

Dealing with seniors, colleagues, juniors, teachers etc. at work place, Art of good Conversation, Art of Intelligent Listening.

Telephone conversation

Thumb rules, voice modulation, tone, do’s & don’ts, manners and accent.

SEMESTER -2

FOOD PRODUCTION FOUNDATION – II -BHM 201

Kitchen Organization layout and hierarchy

Kitchen layout and functions, receiving area, storage area, cold butchery, and vegetable mise-en-place area, cold kitchen, hot kitchen, garde manger, bakery and confectionery. The classical and new kitchen brigade, duties and responsibilities and job description of the kitchen personnel.

Basic preparations

Mise-en-place of all the basic preparations soups, sauces, roux, aspic, glaze, bouquet garni, mirepoix, d'uxelle, pastes masala, batters, doughs, marinades and gravies.

Soups and Sauces

Definition and Classification of soups, principles, garnishes, accompaniments, International soups. Sauces definition and classification, mother sauce, thickening agents used in a sauce, rectification of faulty sauces, derivatives and their usage.

Breakfast

International and Indian menus, preparations, traditional / classical items,

Basic bakery and confectionery.

Principles of baking, uses of different types of oven, role of ingredients used and menu examples, ingredient proportions, various mixes, methods and temperature variations.

Introduction to meats:

Types of meats, Poultry, Game, Seafood, freshwater fish, understanding basic usage and cooking principle.

Basic culinary terms-Indian and Western / International.

Reference Books :

Art of Indian Cookery, Rocky Mohan, Roli
Prasad – Cooking with Masters, J. Inder Singh Kalra, Allied
Modern Cookery (Vol-I) For Teaching & Trade, Philip E.Thangam, Orient Longman
Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn
The Complete Guide to the Art of Modern Cookery, Escoffier

FOOD & BEVERAGE SERVICE OPERATION –I (BHM 202)

Theory:

1. Types of Meals

Breakfast-Introduction, Types, Service Methods, a la carte and TDH set ups
Brunch, Lunch, Hi –Tea, Dinner, Supper, Eleveses and others

2. Types of Menu:

Introduction
Types-Ala Carte & Table D’hote
Menu Planning, considerations and constraints, Menu Terms
Menu Design
French Classical Menu- 11 , 13 and 17 courses separately
Classical Foods & its Accompaniments with Cover
Indian regional dishes, accompaniments and service

3. Order taking , Service and Billing:

Handling Table reservation
KOTs & BOTs Duplicate & Triplicate System, Computerised K.O.T’s
Sequence of Food Service
Table Clearing Process
Billing Methods, Payment methods and Cash Handling

4. Non – Alcoholic Beverages

Definition and Classification
Hot Beverages-Types- Different types of Tea and Coffee, Cocoa, Hot Chocolate, Preparation and Service
Cold Beverages-Types- Cold Coffee, Shakes, Mock tails, Juices, Syrups, Aerated Drinks, Preparation and Service

5. Customer care and Handling Situations:

Unavailability of Table/reservation
Wrong Order Taking, Handling Unavailability of Food items
Handling Special Requests
Order Delays, Spillages, Return Food
Lost and found properties
Illness
Drunken Guest, Un expectable appearance of Guest
Dealing with children and Infants
Handling Handicaps, Old age guest, Customer with communication difficulties

6. Food & Beverage Terminology related to the inputs of the semester

Reference Books:

1. Food & Beverage Service Training Manual-Sudhir Andrews,
2. Food & Beverage Service –Lillicrap & Cousins
3. Modern Restaurant Service –John Fuller
4. Food & Beverage Service Management-Brian Varghese
5. Professional Food & Beverage Service Management –Brian
6. Food Service Operations – Peter Jones & Cassel
7. Menu planning-Jaksa Kivela, Hospitality Press
8. The Restaurant (From Concept to Operation)-Lipinski
9. F& B Service- M. Yadav
10. F&B Service- Bobby George

FOUNDATION COURSE IN FRONT OFFICE (FFO) BHM 203

1. Introduction to Front office

Front office operations –
Different SECTIONS
The various ancillary areas.
Layout of Front Office

2. Front office Organisation

Organisation chart, staffing, scheduling, work shifts,
Job specifications & job descriptions of Front office personnel

3. The Guest:

Defining Guest, Types of Guest and their basic requirements – FIT, Business travellers, GIT, Special Interest Tours, domestic, foreigners

The Guest Cycle

4. Front Office Operations

Front office systems
Front office forms
The front desk
Front office equipments
Telecommunication
Introduction to Property management systems

5. The Accommodation Product

Need for hotel product brochures, tariff cards
Types of guest rooms and suites, executive floors or club floor concept
Types of room rates, basis for charging room rates,
Various plans and Packages – Types, needs and use of such plans and Packages- CVGR, Meal Plans, Corporate Plans etc.

6. Terminologies and Abbreviations related to above topics.

Reference Books :

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi, VNR
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews, Tata McGraw Hill
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell
7. Effective Front Office Operation, Michael Kasavana, CBI-VNR
8. A Manual of Hotel Reception, J.R.S.Beavis & S.Medlik, Heinemann Professional
9. Accommodation Operation – Front Office, Colin Dix, Pitman
10. Principles of Hotel Front Office Operations , Sue Baker& Jeremy Huyton, Continuum
11. Front Office Procedures, Social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann

FOUNDATION COURSE IN HOTEL HOUSEKEEPING (FHK) BHM 204

1. INTRODUCTION:

Meaning and definition· Importance of Housekeeping
Responsibility of the Housekeeping department, A career in the Housekeeping department

2. HOUSEKEEPING DEPARTMENT

Organizational framework of the Department (Large/Medium/Small Hotel and Other areas of House keeping operations)

Role of Key Personnel in Housekeeping

Job Description and Job Specification of staff in the department

Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper

Inter departmental Co-ordination with more emphasis on Front office and the Maintenance department

3. HOUSEKEEPING PROCEDURES

Briefing, Debriefing, Gate pass

Indenting from stores· Inventory of Housekeeping Items

House keeping control desk, Importance, Role, Co-ordination, check list, key control

Handling Lost and Found

Forms, Formats and registers used in the Control Desk

Handling of Guest queries, problem, request

General operations of control desk, Role of control desk during Emergency

4. THE HOTEL GUEST ROOM

Layout of guest room (Types)

Layout of corridor and floor pantry

Types of guest rooms

Furniture/Fixtures/Fittings/Soft Furnishings/Accessories/Guest Supplies/Amenities in a guest room (to be dealt in brief only)

5. CLEANING SCIENCE

Characteristics of a good cleaning agent

PH scale and cleaning agent with their application

Types of cleaning agent

Cleaning products (Domestic and Industrial)

6. CLEANING EQUIPMENT

Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual) Storage, Upkeep, Maintenance of equipment

7. CARE AND CLEANING OF DIFFERENT SURFACES

Metal, Glass, Leather, Rexine, Ceramic, Wood, Wall and floor covering

Stain Removal

8. GLOSSARY OF TERMS (with reference to above topics)

Reference books :

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann

5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

FOOD SCIENCE & NUTRITION (FS &N) BHM 205

1. Introduction : Food & its relation to health, Objectives in the study of nutrition
2. Major Nutrients : Their characteristics, functions, metabolism, food sources, deficiencies, Carbohydrates, Lipids, Proteins, Vitamins & Minerals
3. Classification of raw materials into food groups : Cereals, Pulses, Milk & milk products, milk borne disease pasteurization and boiling preservation of milk, Eggs, Meat varieties, preservatives, cooking poultry white and red meat, Fish, cooking, disease produced by fish, Fruit & Vegetables, Nuts & dried fruits, Sweet foods & sweetening agents, Spices & condiments, emulsions, colloids, flavour and browning.
4. Effect of Heat on Food: Effect of cooking on- Nutritive value of food, Pigments and texture. Method of retention of Nutrients.
5. Water : Definition, Dietary sources (visible, invisible), functions of water, role of water in maintaining health (water balance).
6. Balanced Diet / Menu planning: Definition, importance of balanced diet, RDA for various nutrients – age, gender, physiological state, planning of nutritionally balanced meals based upon the three food group system, factors affecting meal planning, critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning, calculation of nutritive value of dishes/ meals. Basics of In-valid cookery and therapeutic diets.

Books for reference

Clinical dietetics & nutrition – F. P. Anita

Food science chemistry & experimental foods – Dr. M Swaminathan

Normal and therapeutic nutrition – H. Robinson

Microbiology – Anna K Joshna

Food & Nutrition – Dr. M. Swaminathan

A text book of Bio chemistry – A. V. S. S. Rama Rao

Catering Management an integrated approach Mohinseth, Surjeet Mulhan

Food facts & principles – Manay & Shalakshara Swamy

Food science – Sumathi Mudambi

Nutritive value of Indian foods. Indian Council of Medical Research

Fundamentals of food and nutrition, Mudambi & Rajgopal 4th edition 2001

Principles of Food Technology by P.J.Fellows

BASIC FRENCH (BHM 206)

1. INTRODUCTION TO FRENCH GRAMMAR

- (i) The alphabets
- (ii) Use of Capital letter
- (iii) The accents in French
- (iv) Liason
- (v) The Vowels & consonant
- (vi) Elision

2. THE ARTICLES

- (i) Le, La, Les; un, une, des and their usage with common nouns e.g. the table, the chair, a wall, a window etc.
- (ii) Counting Numbers Ordinal & Cardinal: 1-100; 1st-100th.
- (iii) Common adjectives – e.g. Grand/Petit/Haut/Bas etc.
- (iv) Conjugation (Affirmative and Negative) –er ending regular verbs + the verbs être and avoir (present indicative tense). The verb ‘aller’; boire; server, faire, prendre, finir, voir, lire, dire.
- (v) The days of the seasons, weeks & months of the year in French.
- (vi) Les professions (le médecin etc.); les noms de pays (Angleterre, Allemande, Espagne, Inde, etc.)

3. VOCBULARY & COMPREHENSION

- (i) Dialogue: Ordering breakfast; translation of French menu terms.
- (ii) Common greetings and frequently used phrases (Short phrases).
- (iii) Learning complaint handling in French
- (iv) Writing short phrases. Comprehensive & translation
 - 1. Between 2 persons
 - 2. Meals (Le repas)

4. AU RECEPTION

Translation & comprehension - Front Office , reception – conversation, practicing various French terms.

5. AU RESTAURANT

Basic Conversation, practicing basic French terms

REFERENCES:

Cours de langue et de civilization francaise- G. Mauger
Parlez a l hotel – A.Talukdar
French for Hotel Management: Bhattacharya

FOOD PRODUCTION PRACTICAL – II (BHM 207)

Practical

Basic Mother sauces preparations and 2 commonly used derivatives

Preparation of traditional / classical Indian, English and continental breakfast dishes:

Poori Bhaji with Raita and pickle.

Stuffed paranthas with curd/ chutney and pickle

Poha and Upma,

English:

Egg to order (Boiled, Poached, Scrambled etc.)

Hash Brown, Baked and Glazed Vegetables

Toasts

Porridge, Cereal flakes

Break fast Rolls: Muffins, Crescent roll, 2Buns, 2 Breads, Brioche, Bread sticks

Tea/ Coffee

Preparation of basic continental cookery-stews, soups, and basic fish preparations:

Stews: Fricassee, Navarin Printainnaire, Rogout,

Soups: 3 Consommé, 2 Crème, 2 Puree, 1 Broth, 1 Bouillon, 3 International soups, 1 cold soup

FOOD & BEVERAGE SERVICE – II (BHM 208)

Practical:

1. Writing a Menu in French & its Equivalent in English
2. Breakfast Table Lay-up.
3. TDH & A la Carte Cover
4. Restaurant Reservation System
5. Receiving the guests
6. Sequence of Service
7. Taking an Order of Food & Making a KO T.
8. Table Service
9. Clearing, Crumbing, Presenting the bill
10. Service of Cold & Hot - Non Alcoholic Beverages

FRONT OFFICE PRACTICAL-1 (FOP- 1) BHM 209

- 1) Front Office Communication –
Verbal- Practicing Reception Dialogues,
Handling Informative queries,
Briefing Tariff card to Guest,
Handing – Taking overs.
Non verbal – Preparing Telephonic Transmittal slips,
Preparing paging messages,
Handling Guest messages.
Preparing routine log books,
Writing and recording complaints,
- 2) Preparation and study of countries:
Capitals, currencies , airlines and flags chart
- 3) Telecommunication skills – telephonic situation handling
- 4) Practicing filling of Forms and formats
- 5) Identification of equipment, work structure and stationery
- 6) Basic manners and grooming standards required for Front Office operation

HOUSEKEEPING PRACTICAL – I (HKP –I) BHM 210

Familiarisation of Guest Room Layout

Identification of Guest Room Amenities and preparing check list

Identification of cleaning equipment – Manual & mechanical

Cleaning of different surfaces

Stain removal

Practical involving following activities- Scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping, brushing, buffing

Practical activities involving usage of cloths and their types, abrasives, polishes, chemical agents and commercially available products.