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

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### SEMESTER-VIII

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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-Buffet & 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 – 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 - Boby George
- Food & Beverage Service - Manoj Yadav
INTRODUCTION TO HOSPITALITY INDUSTRY (IHI) 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
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
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.

Refrence books
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, Brunioise, Dices, Macedoine, Payssane, Mirepoix 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. Practising Mis- En –Scene activities
4. Practising 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. Practicing 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 Practicing 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, Elevenses 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
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
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
11. Front Office Procedures, Social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann
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 :
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
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.


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
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) Liaison
   (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 (Anglettre, Allemande, Espagne, Inde, etc.)

3. VOCABULARY & COMPREHENSION
   (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
Breakfast Rolls: Muffins, Crescent roll, 2 Buns, 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.