

KAZI NAZRUL UNIVERSITY



SYLLABUS

BACHELOR OF HOTEL MANAGEMENT

UNDER CHOICE BASED CREDIT SYSTEM

(As per NEP 2020)

2023-24

SEMESTER-I

Course Name: Foundation Course in Food Production-I
Course Code: BHMMJ101; Course Type: Major; Course Details: MJC-1
L-T-P: 2 -0 -6; Course Credit: 5
Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination-35;
Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-15 & End Semester Examination-35

Course Objective:

This course introduces all the fundamentals of working in a professional kitchen while maintaining safe and hygienic cooking practices.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand the basic operations of a professional kitchen concerning safety procedures and hygiene.
- Identify different types of equipment and their safety operating procedures and know the various kinds of modern cooking equipment and their uses in the kitchen.
- Familiarize with various cooking methods concerning taste and texture and to know the utensils and equipment used in various cooking methods
- Comprehend various types of stocks, and sauces; to know their preparation, storage criteria and their uses in the kitchen.

Course Contents:

Unit: 1

Professional Kitchen & Cooking: - Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts(Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes;coordination of kitchen with other departments.

Unit:2

Kitchen Equipments, Fuels & Safety: Kitchen Equipments, Classification, Description, Usage, Upkeep and Storage, different companies and suppliers for kitchen equipments, along with their price and catalogs, HACCP specification on professional kitchen equipment Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; Basic First Aid- Burns, Scalds, Cuts

Unit 3

Ingredients used in cooking: Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt,

Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen

Unit 4

Stocks, Sauces, Soups and Salads: Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, dressings, emerging trends, premix food concept, use, price, variation, costing, different companies and their strategy.

Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment-15 and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]

Practical

1. Understanding Personal Hygiene & Kitchen Hygiene
2. Grooming for Professional Kitchen – Do's & Don't's
3. Understanding kitchen Layouts.
4. Familiarisation with kitchen equipments and tools
5. Fuels – Their usage and precautions
6. Kitchen First Aid
7. Handling Fire
8. Familiarization, identification of commonly used ingredients in kitchen
9. Preparation of Stocks, Mother Sauces and at least two derivatives each.
10. Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups,
11. Bisques, Cold Soups, Chowders and others)

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
 - Cooking Essentials for the New Professional Chef
 - Food Production Operations: Parvinder S Bali, Oxford University Press
 - Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
 - Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
 - Practical Cookery By Kinton & Cessarani
 - Practical Professional Cookery By Kauffman & Cracknell
 - Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
 - Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
 - The Professional Chef: Le Rol A. Polsom
 - Theory of Catering By Kinton & Cessarani
 - Theory of Cookery By K Arora, Publisher: Frank Brothers
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Course Name: Foundation Course in Food and Beverage Service-I
Course Code: BHMMJ102; Course Type: Major; Course Details: MJC-2
L-T-P: 2 -0 -6; Course Credit: 5
Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination-35;
Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-15 & End Semester Examination-35

Course Objective:

This course provides comprehensive knowledge and develops technical skills in the fundamental aspects of food and beverage service operations in the hotel industry.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Demonstrate knowledge of key functional areas of food and beverage operations.
- Examine the suitability of different methods of food and beverage service to manage customer expectations.
- Inculcate the knowledge of F&B Management.
- identify, use and care for various tools and equipment used in the Food and Beverage Department

Course Contents:

Unit 1

Food and Beverage Services: - Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarization with their Layouts(Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria), Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments, F&B Management - Introduction, Objectives of F&B Management, Responsibilities of F&B Management, Constraints to F&B Management, Basic Policies -financial, marketing and catering, Control & Performance Measurement, Material Management - Introduction, concepts,

Unit 2

Food Service Equipments, Fuels & Safety: Food Service Equipments, Classification, Description, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures, Fuel – Types, Usage and Precautions while Food Service. Fire, Safety & Emergency Procedures – Introduction, Types and handling fires and dealing with emergencies.

Unit 3

Food Service -1: Table Crockery, Cutlery, Glassware (Bar Glassware not included) Condiments, Sweeteners, Menu – Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Napkin Folding (At least Ten Types), Receiving and Greeting the Guests.

Unit 4

Food Service-II : Introduction, Classification of Services, Usage and Service Methods, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station, Functions performed while holding a station, Method and procedure of taking a guest order, emerging trends in Food Services and salient features.

Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment -15 and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]

Practical

1. Understanding Personal Hygiene & Food Service Hygiene
 2. Grooming for Professional Food Service – Do's & Don't's
 3. Understanding Food Service Outlets.
 4. Familiarisation with Food Service equipments and tools
 5. Fuels –Their usage and precautions while dealing with them in F&B Outlets
 6. Handling Fire and Emergency Procedures
 7. Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F&B Outlets
 8. Services of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques,
 9. Cold Soups, Chowders and others)
 10. Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus.
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Suggested Reading:

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS
 - Food & Beverage Service Management – Brian Varghes
 - Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill.
 - Food & Beverage Service Lillicrap & Cousins, ELBS
 - Introduction F & B Service- Brown, Heppner & Deegan
 - Menu Planning- Jaks Kivela, Hospitality Press
 - Modern Restaurant Service- John Fuller, Hutchinson
 - Professional Food & Beverage Service Management – Brian Varghese
 - The Restaurant (From Concept to Operation)
 - The Waiter Handbook By Grahm Brown
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Course Name: Foundation Course in Accommodation and Front Office -I
Course Code: BHMMN101; Course Type: Minor; Course Details: MNC-1
L-T-P: 3 -0 -2; Course Credit: 5

Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination- 35; Practical [50]:
Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-15 & End Semester Examination-35

Course Objective:

This course provides an overview of the duties and responsibilities of the staff in the Front Office and House Keeping Department and its areas of work, the growth and development of the hotel industry in India and abroad, their facilities, and security procedures, different types of hotels, rooms and staff specifications.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Classify and identify various hotel chains of the world
- Recognize the different function areas of the hotel.
- Identify various guest accommodation and services.
- Describe various duties and responsibilities of front office personal.

Course Contents:

Unit 1

Accommodation Sector: - Introduction, Concept, and its importance; Types & classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Organisation Structure of Hotels; Origin, growth and development of Hotel Sector in India.(ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton,Marriott, Hyatt

Unit 2

The Guest Accommodation: Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room amenities, supplies and services, Floors, Room Name List Patterns, Guest Elevators, Floor Pantries, Guest Safety on Floors, Guest Safety Procedures during Fire, emergencies

Unit 3

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

Unit 4

Hotel Housekeeping: Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role' of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department, Hygiene and Grooming Standards of Housekeeping Personnel, Modern terms for Housekeeping personnel in different brands

Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment -15 and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]

Practical

1. Understanding Personal Hygiene Grooming Standards
2. Understanding Layouts of Front Office and Housekeeping.
3. Familiarisation with equipments and tools
4. Rooms layout and standard supplies. (Amenities)
5. DO'S and Don'ts for new entrants/employees in the front office
6. Hotel terminology

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
 - Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
 - Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
 - Housekeeping and Front Office – Jones
 - Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
 - The Professional Housekeeper – Tucker Schneider,; Wiley Publications
 - Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
 - Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
 - Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
 - Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
 - Front Office Operations – Colin Dix & Chris Baird.
 - Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
 - Managing Front Office Operations By Kasvan & Brooks
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Course Name: Principles of Management
Course Code: BHMMMD101; Course Type: MD; Course Details: MDC-1
L-T-P: 3 -0 -0; Course Credit: 3
Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination- 35;

Theory [50]: Continuous Assessment-15 & End Semester Examination-35

Course Objective

The objective of the course is to familiarize the learner with extant and emerging management theories and practices for reflective and holistic thinking on management principles and practices.

Course Learning Outcomes

After completing the course, the student shall be able to:

CO1: understand the evolution of management and apprehend its effect on future managers.

CO2: analyze how organizations adapt to an uncertain environment and decipher decision making techniques managers use to influence and control the internal environment.

CO3: comprehend the changes happening in organization structure over time.

CO4: analyze the relationship amongst functions of management i.e. planning, organizing, directing and controlling.

CO5: appreciate the changing dynamics of management practice.

Course Contents:

Unit-I:

Nature, Scope and Process of Management: Concept of Management, Role and Importance of Management, Functions and Levels of Management, Management – A Science and an Art; Distinction between Management and Administration, Classification of Managerial Functions.

Unit-II:

Evolution of Management Thought: Early Contributors to Management Thoughts; Scientific Management, Administrative Theory of Management.

Unit-III:

Planning and Organizing: Features of Planning, Importance, Steps, Types. Decision-making; Formal and Informal Organizations, Organization Structure: Line and staff, Committee Organization, Project Organization, Matrix Organization(Overview), Delegation of Authority, Centralization and decentralization, Departmentalization: Concept and Types, Span of Management.

Unit-IV:

Staffing and Directions: Features of staffing, elements of staffing; Concept of Direction, Supervision, Leadership; Functions and Importance, Formal and Informal Leadership, Qualities of a Good Leader, Leadership Styles.

Unit-V: Coordination and Control:

Concept of Coordination, Features of Coordination; Control- Nature of Control, Relationship between Planning and Control, Elements of control system.

Suggested Readings:

- Essentials of Management: Weihrich and Koontz, et al, Tata McGraw Hill.
- Management: Stoner J and Freeman RE, Prentice-Hall.
- Management: Daft, RL, Thomson.
- Management-Text & Cases: V.S.P Rao & Hari Krishna, Excel Books.
- Principles of Management: Ramaswami, T, Himalaya Publishing.
- Management: Robbins, SP, Prentice Hall.

Course Name: English/MIL Communication**Course Code: See Pool; Course Type: AE; Course Details: AEC-1****L-T-P: 4-0-0; Course Credit: 4****Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination-35**

Theory [50]: Continuous Assessment-15 & End Semester Examination-35

Common Syllabus to be provided by the University

Course Name: Foreign Language Skills - I (French)
Course Code: BHMSE101; Course Type: SE; Course Details: SEC-1
L-T-P: 2 -1 -0; Course Credit: 3
Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination- 35;

Course Objective:

The course is aimed at developing French language skills in hospitality students.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand Pronunciation of French alphabets & counting.
- Give their Self Introduction in French.
- Make Simple translation from English to French.
- Make Conversation in French by different Role-plays.

Course Contents:

- Unit - 1:** Pronunciation - The Alphabet - The Accents; 'Formules de politesse'; The numbers: Cardinal– Ordinal; Time (only 24 hr clock); Weights & Measures; The subjective pronouns; Auxiliary verbs : etre and avoir
- Unit - 2:** Self introduction; presenting and introducing other person; Name of vegetables and fruits; Conjugation of first group of verbs; Days of the week; Months of the year; Date; The definite and indefinite articles
- Unit - 3:** Name of the Countries and their Nationalities; Conjugation of second group of verbs; Adjectives of place; Preposition of place; Describing a place (your city/ tourist place)
- Unit - 4 :** Vocabulary describing family; Describe your family; Name of dairy products and Cereals; Negation; Conjugation of irregular verbs : venir, aller; Demonstrative Adjectives
Simple translation

(Oral)

Role-playing of different situations, Understanding questions, Conversation, Picture composition

Suggested Readings:

- Larousse compact Dictionary: French-English/ English-French
- Conjugaison - Le Robert & Nathan
- Larousse French Grammar
- Grammaire Collection "Le Nouvel Entraînez vous" level debutant
- Parlez à l'hôtel by A. Talukdar
- A Votre Service 1
- French for Hotel and Tourism Industry by S.Bhattacharya
- Jumelage 1 by Manjiri Khandekar and Roopa Luktuke
- Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav

SEMESTER-II

Course Name: Foundation Course in Food Production-II

Course Code: BHMMJ201; Course Type: Major; Course Details: MJC-3

L-T-P: 2 -0 -6; Course Credit: 5

Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination-35;

Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-15 & End Semester Examination-35

Course Objective:

This course gives an insight into the fundamental processes used in cooking with egg, meat, fish and vegetable cookery.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Learn methods of cooking applied in the kitchen
- Understand egg cookery, poultry, and meat cookery.
- Comprehend fish and seafood cookery.
- Recognize vegetable cuts and cooking vegetables.

Course Contents:

Unit 1

Methods of Cooking: Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Frying, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and other such media. HACCP Standards and Professional Kitchens, Use of different cooking method in different kitchen (as QSR, Cloud, flight kitchen, train kitchen), Ingredients used in cooking- Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen

Unit 2

Eggs, Poultry and Meat: Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for seafood. Meat: Characteristics, selection and grading, Classification (Bovines, Ovines and Swines), Categories, Cuts of Meat, Storage and handling.

Unit 3

Vegetable, Cuts & Cookery: Introduction, Vegetables, Pigment and Colour Changes, Effect of Heat on vegetables, Cuts of Vegetables, nutritional and hygiene aspects. Some Indian Cuts on vegetables:

Broccoli, Cabbage, Potatoes, Onions, Spinach, Cucumber, Tomatoes, avocado. Beetroot, French Beans, Gourd, Bottle Gourd, Pumpkin, Okra, Colocasia, Spinach, Carrot, Turnips

Unit 4

Food Cost & menu planning: Introduction to food cost, concept of costing in food production, use of different cost in food production, introduction to menu planning, different types of menu, use of menu, yield management, process of implementation of yield management. Forecasting and Budgeting, Production planning and Scheduling, Production Quality and Quantity Control, Yield Management, , Food cost control, waste management

Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment -15 and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]

Practical

1. Understanding Methods of Cooking & HACCP Standards
2. Cooking in Professional Kitchen – Do's & Don't's
3. Understanding Eggs and their simple Breakfast Preparations ;Preparation of:
 - Hard & soft boiled eggs.
 - Fried eggs.
 - Poached eggs.
 - Scrambled eggs.
 - Omelet's (Plain, Spanish, Stuffed)
4. Familiarisation with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking
5. Vegetables –Their usage and cooking precautions
6. Cuts of vegetables
 - Julienne
 - Jardiniere
 - Dices
 - Cubes
 - Macedoine
 - Paysanne
 - Shredding
 - Mire- poix
7. Blanching of Tomatoes and Capsicum.
8. Cooking vegetables:
9. Boiling (potatoes, peas)
10. Frying (Aubergine, Potatoes)
11. Steaming (Cabbage)
12. Braising (Potatoes)
13. Braising (Onions, cabbage)
14. Simple Vegetable and Meat Cookery
15. Identification of types of rice varieties & pulses.
16. Simple preparation of Boiled rice (Draining & Absorption) method.
17. Fired rice.
18. Simple dal preparation
19. Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris.
20. Simple Breakfast Preparations:
21. Preparation of Puri/ Bhaji, Allo Paratha, Chola Bhatura,

22. Preparation of Continental Breakfast

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
 - Cooking Essentials for the New Professional Chef
 - Food Production Operations: Parvinder S Bali, Oxford University Press
 - Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
 - Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
 - Practical Cookery By Kinton & Cessarani
 - Practical Professional Cookery By Kauffman & Cracknell
 - Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
 - Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
 - The Professional Chef: Le Rol A. Polsom
 - Theory of Catering By Kinton & Cessarani
 - Theory of Cookery By K Arora, Publisher: Frank Brothers
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Course Name: Foundation Course in Food and Beverage Service-II

Course Code: BHMMJ202; Course Type: Major; Course Details: MJC-4

L-T-P: 4 -0 -4; Course Credit: 6

Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination-35;

Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-15 & End Semester Examination-35

Course Objective:

This course focuses on providing information about non-alcoholic beverages and mocktails & understanding widely used commodities like Tea, Coffee, Juices and shakes.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand the classifications of Beverage and their importance with the standards of serving the same.
- Prepare various beverage menus for different occasions keeping in mind the standards of menu making.
- Understand the process of food and beverage control through various forms and formats used in restaurants.
- Establish the coordination of Food & Beverage with Other Departments.

Course Contents:

Unit 1

Non Alcoholic Beverages & Mocktails: Introduction, Types (Tea, Coffee, Juices, Aerated Beverages, Shakes) Descriptions with detailed inputs, their origin, varieties, popular brands, presentation and service tools and techniques. Mocktails – Introduction, Types, Brief Descriptions, Preparation and Service Techniques

Unit 2

Coffee Shop & Breakfast Service: Introduction, Coffee Shop, Layout, Structure, Breakfast: Concept, Types & classification, Breakfast services in Hotels, Preparation for Breakfast Services, Mise-en-place and Mise-en-scene, arrangement and setting up of tables/ trays, Functions performed while on Breakfast service, Method and procedure of taking a guest order, emerging trends in Breakfast Services and salient features.

Unit 3

Food and Beverage Services in Restaurants: - Introduction, Concept of Restaurant, Types of Restaurants, their salient features; Set up of Restaurants and their Layouts, Restaurant Teams Organisational Structure, Service equipment used and its maintenance, Coordination with housekeeping for soil linen exchange, Theme and Specialty Restaurants, Celebrity Restaurants, F&B

Business pockets in the city, How to get business for the company, Scope of Entrepreneurship in F&B services.

Unit 4

Room Service/ In Room Dining: Introduction, Concept of Room Service/ In Room Dining, Their Salient Features, Understanding Guest expectations in Room Service, Room Service Equipments, Set up of Trays & Trolleys, Upkeep and Storage, Service Tools, Clearance, Presentation of Bills, Room Service Dos & Don'ts. Mini Bar Management in Guest Rooms, Guest Interaction – Have and Have not's, Packages for Functions, how to sell and how to make package.

Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment -15 and Viva-10] & End Semester Examination-20 [Experiment-15 and Viva-5]

Practical

1. Understanding Non Alcoholic Beverages, Types & Service Techniques
2. Guest Interactions while on Food Service – Do's & Don't's
3. Understanding Mocktails, Their Presentation and Services (At least ten types of Mocktails)
4. Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests.
5. Familiarisation with Food Service in Restaurants (Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests)
6. Restaurant Services – Their salient features, Table Layouts, Presenting Menus, precautions while dealing with guests, Commitments with guests, Food Pickup Procedures, Clearance and Dishwashing Procedures
7. Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment, Importance of Menu Knowledge for Order-taking (RSOT functions/procedures), Food Pickup Procedure, Room service Layout Knowledge, Laying of trays for various orders, Pantry Elevator Operations, Clearance Procedure in Dishwashing area, Room service Inventories and store requisitions

Suggested Reading:

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousines. Publisher: ELBS
 - Food & Beverage Service – Sudhir Andrews, Tata Mc Graw Hill.
 - Food & Beverage Service Lillicrap & Cousins, ELBS
 - Introduction F & B Service- Brown, Heppner & Deegan
 - Modern Restaurant Service- John Fuller, Hutchinson
 - Professional Food & Beverage Service Management – Brian Varghese
 - The Restaurant (From Concept to Operation)
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Course Name: Foundation Course in Accommodation and Front Office-II

Course Code: BHMMN201; Course Type: Minor; Course Details: MNC-2

L-T-P: 3 -0 -4; Course Credit: 5

Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination-35;

Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-15 & End Semester Examination-35

Course Objective:

This course help to understand front office operations and equipment, cleaning equipment and their uses, filling up of front office forms and formats, welcoming the guest, and guest room services.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Acquire knowledge about cleaning agents and cleaning equipment.
- know about the different types of reports, formats & keys used in the hotels.
- Get the knowledge regarding the various equipment used in front office and the reservation process.
- Learn about the process of cleaning the guest rooms.

Course Contents:

Unit 1

Cleaning Science: Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, cleaning products (Domestic and Industrial), Brand study of Cleaning agents and equipment, Price review, Placing tender and choosing suppliers of cleaning agents, Cleaning Equipment: Types of Equipment, Operating Principles, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal, Brand study on Floor finishes and Price review.

Unit 2

Housekeeping Procedures: Cleaning Schedules, Cleaning Methods, Briefing, Debriefing, Proceeding for Days work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from Stores, Housekeeping control desk: Importance, Role, Co-ordination, checklist, key control. Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest Requests, General operations of control desk.

Unit 3

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

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

Unit 4

The Guest Room Servicing: Cleaning of Guest Rooms & Bathrooms: Daily cleaning of (Occupied/ Departure/ Vacant/ Under Maintenance/VIP rooms (Systematic Procedures), Special Cleaning, Weekly Cleaning /Spring Cleaning, Evening service/ Turn Down Service, System & procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, Use of Maids Cart & Caddy, Guest room maintenance cost calculation.

**Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment and Viva-10] &
End Semester Examination-20 [Experiment -15 and Viva-5]**

Practical

1. Identification and familiarization with cleaning equipments and agents.
2. Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.
3. Develop an understanding about basic Housekeeping procedures like Briefing, De Briefing, dealing with Lost & Found, Key Control, Forms & Registers at Control desk of Housekeeping
4. Identification and familiarisation with front desk equipments and Performa's.
5. Skill to handle front desk operations i.e guest reservations, guest arrival (FIT and groups) including baggage handling
6. Skills to handle to telephones at the reception- receive/ record messages.
7. Skills to handle guest departure (fits and groups)
8. Preparation and study of countries, capitals, currencies, airlines and flags chart
9. Role play:
 - a. At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bell boy
 - b. At the Front Desk: Guest arriving; greeting & offering welcome drink and guest interactions.
 - c. Servicing of guestrooms, placing/ replacing guest supplies and soiled linen

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks

Course Name: Accountancy
Course Code: BHMMD201; Course Type: MD; Course Details:
MDC-2
L-T-P: 3-0-0; Course Credit: 3
Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination-35

Theory [50]: Continuous Assessment-15 & End Semester Examination-35

Course Objective:

The objective of the course is to introduce students to the fundamental accounting instruments, categories, bookkeeping process, financial statements, accounting regulations and international financial reporting standards.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand the basic terminology , need and purpose of accounting for hospitality industry
- Use specific accounting terminology in interpretation of accounting data connected with specific needs of management in the hospitality industry companies
- Apply the principles of the balance equation when recording data in the general ledger, as well as in the process of preparing financial statements.
- Understand the role of Computers in Hospitality Accounting.

Course Contents:

Unit 1

Accounting: Business Transaction and Basic Terminology, Need to Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles – Concepts and Conventions.

Unit 2

Account Records: Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books – Cash, Sales & Purchase books, Bank Reconciliation statement.

Unit 3

Financial Statement: Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem,

Unit 4

Depreciation Reserves and Provisions – Meaning, basic Methods, Computer Application- Preparation of Records and Financial Statements

Suggested Readings:

- Hospitality Management Accounting, Michael M Coltman
- Hotel Accountancy & Finance – S.P. Jain & K.L. Narang, Kalyani Publisher Ludhiana

- Hospitality Accounting – Publisher: Prentia Hall Upper Sadde, River NewJersey
 - Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons
 - Accounting in Hotel & Catering Industry – Richard Kotas- International Textbook Company
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Course Name: Environment Studies

Course Code: VAC201; Course Type: VAC; Course Details: VAC-1

L-T-P: 4 -0-0; Course Credit: 4

Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination-35

Theory [50]: Continuous Assessment-15 & End Semester Examination-35

Common Syllabus to be provided by the University

Course Name: Foreign Language Skills – II (French)
Course Code: BHMSE201; Course Type: SE; Course Details: SEC-2
L-T-P: 2 -1 -0; Course Credit: 3
Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination-35;

Course Objective:

The course is aimed at developing French terminology used in the hospitality industry.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand various French terminologies used in hotel business.
- Get better understanding of French wines and French classical menus.
- Make Simple translation from English to French.
- Make Conversation in French by different Role-plays.

Course Contents:

- Unit-1 :** Restaurant Brigade; Hotplate language and terminology; Name of herbs and spices; Plural of Nouns; Possessive adjectives; Conversation basic: Introducing each other, Short Guest Interactions.
- Unit-2 :** Kitchen Brigade; Name of Meat, Poultry and Game; Conjugation of irregular verbs : partir, faire, prendre, sortir, voir, vouloir, pouvoir; The interrogation with <est-ce que, qu'est-ce que et qui est-ce> ; Conversation basic : In the restaurant (how to place/take order, billing etc.)
- Unit- 3 :** Name of French wines , French cheese and seasonings ; Reading a wine lable ; The recent past tense ; The immediate future tense ; Conversation basic: hotel room reservation (to make/cancel the reservation)
- Unit - 4:** The French Classical Menu with classic - examples of each course; Hot plate language and terminology; Interrogation; Conversation basic: Making/Cancelling a reservation (in train/on flight)

(Oral)

Role-playing of different situations, Understanding questions, Conversation, Picture composition

Suggested Readings:

- Larousse compact Dictionary: French-English/ English-French
- Larousse French Grammar
- Grammaire Collection "Le Nouvel Entraînez vous" level debutant
- Parlez à l'hôtel by A. Talukdar
- French for Hotel and Torism Industry by S.Bhattacharya
- Jumelage 1 by Manjiri Khandekar and Roopa Luktuke
- Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav