



बिलासपुर विश्वविद्यालय शिक्षण विभाग, बिलासपुर (छ.ग.)
में “होटल मैनेजमेन्ट एण्ड हॉस्पिटलिटी विभाग” में
बैचलर इन होटल मैनेजमेन्ट एण्ड हॉस्पिटलिटी कोर्स के अंतर्गत
सत्र 2016-17 में नियमित छात्रों के लिए लागू

सेमेस्टर पाठ्यक्रम



बैचलर इन होटल मैनेजमेन्ट एण्ड हॉस्पिटलिटी
Bachelor In Hotel Management And Hospitality

बिलासपुर विश्वविद्यालय, बिलासपुर (छ.ग.)

पुराना हाईकोर्ट भवन, गांधी चौक, बिलासपुर (छ.ग.) 495001,
फोन : 07752-220031, 220032, 220033 फैक्स 07752-260294,
ई-मेल : bilaspur.university2012@gmail.com,
वेबसाईट : www.bilaspuruniversity.ac.in

Syllabus of B.H.M.

Department of Hotel Management & Hospitality

Bilaspur University, Bilaspur (C.G.)

Handwritten signature
15/11/16

Handwritten signature
15-11-16

I Sem. Bachelor In Hotel Management and Hospitality		External	Internal	Total
1	Business Communication	25	75	100
2	Foundation Course in Food Production-I	25	75	100
3	Foundation Course in Food and Beverage Service-I	25	75	100
4	Foundation Course in Front Office-I	25	75	100
5	Principles of Food Science	25	75	100
6	Fundamental of Accountancy	25	75	100
				600
<u>II Sem. Bachelor In Hotel Management and Hospitality</u>				
1	Environmental Studies	25	75	100
2	Foundation Course in Accommodation Operation-I	25	75	100
3	Introduction to Travel and Tourism	25	75	100
4	Fundamentals of Computer	25	75	100
5	Foundation Course in Food Production-II	25	75	100
6	Foundation Course in Food & Beverage Service-II	25	75	100
				600
<u>III Sem. Bachelor In Hotel Management and Hospitality</u>				
1	Food Production Operations	25	75	100
2	Food & Beverage Service Operation	25	75	100
3	Front Office Operations	25	75	100
4	Food & Beverage Controls	25	75	100
5	Hotel Accounts	25	75	100
6	Fundamentals of Management	25	75	100
7	Food Production & Food and Beverage Service Practical's	25	75	100
				700
<u>IV Sem. Bachelor In Hotel Management and Hospitality</u>				
1	Industrial Training Report & Viva-Voce	150	450	600
<u>V Sem. Bachelor In Hotel Management and Hospitality</u>				
1	Advance Course in Food Production -I	25	75	100
2	Advanced Course in Food & Beverage Service -I	25	75	100
3	Advance Accommodation Management	25	75	100
4	Research Project	25	75	100
5	Marketing Management	25	75	100
6	Food Production & Food and Beverage Service Practical's	25	75	100
				600
<u>VI Sem. Bachelor In Hotel Management and Hospitality</u>				
1	Advanced Course in Food Production-II	25	75	100
2	Advanced Course in Food and Beverage Service-II	25	75	100
3	Rooms Division Management	25	75	100
4	Core Elective Event Management & MICE OR F & B Management	25	75	100
5	General Elective Human Resource Management OR Facility Planning	25	75	100
6	Food Production & Food and Beverage Service Practical's	25	75	100
				600

Handwritten signature
18-11-16

Handwritten signature
18/11/16

BHM-I SEMESTER

Business Communication

Unit-I:-Fundamental of Communication: Definition, Objective and importance of Communication, Process of Communication and Basic Skills of Communication- Reading, Writing, Speaking and Listening.

Unit-II:-Corporate Communication: Formal and Informal Communication, Dimension of Communication, Barriers of Communication, Qualities of a good communicator.

Unit-III:-Non-Verbal Communication and Listening Skill: Audio/Visual Communication, Non-Verbal Communication: Kinesics, Proxemics, Paralanguage, Activity: Short Classroom presentation. Intelligent Listening. Barriers of Listening and qualities of overcoming barriers

Unit-IV:-Writing Skills and Modern forms of Communication: Business correspondence, Report Writing, notice and Circulars. Mobile, E-mail, Internet and Social Sites.

Unit-V:- Self-Assessment and Effective Uses of Communication Skills: Transaction Analysis, SWOT analysis Presentation Skill-Do's and Don'ts, Extempore, Debate, Group Discussion, Personal Interview (Practical Approach)

Foundation Course in Food Production – I

Unit:I - Aims and Objectives of Cooking Food:-Classification of cooking materials and their uses: Foundation ingredients – Meaning, action of heat on carbohydrates, fats, proteins, Minerals and vitamins. Fats and oils – Meaning and examples of fats and oils. Hydrogenation of oils, uses of fats and oils. quality for shortenings. commonly used fats and oils, their sources and uses. Raising agents – Functions of raising agents. chemical raising agents and yeast. Eggs – Uses of egg in cooking. characteristics of fresh eggs. deterioration of eggs. Storage of eggs.

Unit:II - Kitchen Organization:- Classical Brigade, Modern Staffing in various Category Hotel, Role of Executive Chef Duties & Responsibilities of Various Chefs, Co-operation with other Department. General Layout of Kitchen in various organization, Layout of Receiving Areas, Layout of Storage area, Layout of service and wash - up.

Unit:III - Preparation of Ingredients:- Washing, Peeling and scraping, pairing, cutting (terms used in vegetable cutting,julienne, Brunoise, Macedoine, Jardiniere, Paysanne), grating, grinding, mashing, sieving, milling, culinary Terms.

Unit:IV - Stocks:-Meaning, uses and types of stocks, points observed while making stock, recipes for one liter of white, brown and fish stock. **Soups** - Classification with examples. **Sauces** - Meaning qualities of a good sauce, types of sauces – proprietary sauce and mother sauce. Recipe for one liter béchamel, veloute, espagnole, tomato, mayonnaise and hollandaise, Derivatives of mother sauces.

Unit:V - Methods of Cooking Food:- Roasting, Grilling, Frying, Baking, Broiling, Steaming, Stewing, Braising. Principles of each of the above, Care & Precautions to be taken with each method, Selection of food for each type of cooking

Food & Beverage Service - I

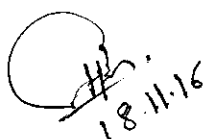
Unit-I: Introduction to The Hotel Industry:- Origin of Hotel Industry. Growth of Hotel industry in India. Attributes of Food & Beverage Service Staff. Different types of F & B Operation - Commercial, Welfare Catering & Transport Catering. Overview and key characteristics of Specialty restaurant, Coffee Shop, Banquets / Function, Room Service, Cafeteria, Grill Room, Discotheques, Bar, Night Clubs, Outdoor Catering..

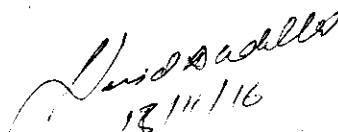
Unit-II: Staff Organization:- Organization of Food & Beverage Service Department, Staff of various F & B outlets, Coffee Shop, Specialty Restaurant, Room Service, Banquet, Bar, Attributes of an Ideal Waiter Interrelationship between F&B Service Department with other Department. Duties & Responsibilities of all Categories of F & B staff briefly

Unit-III: Restaurant Equipment's:- Crockery & Glassware, Tableware - Cutlery & Flatware - Silver & Stainless Steel Linen Furnishing & Fitting. Cleaning & up keeping of silver, Drawing of equipment with their uses, Manufacturer of all categories of equipments.

Unit-IV: Ancillary Department:- Pantry / Still Room, Plate Room / Silver Room, Hot Section, Wash Up, Linen Store. Points to be remembered while laying a table, do's and Don'ts in a restaurant, Dummy waiter and its uses during service. Methods of silver cleaning- Polivit plate method. silver dip method, quick dip method, the plate powder method.

Unit-V: Restaurant Service:- Mis -en- place, Mis - en - scene, Side board and its user, Arranging Sideboards, Basic Table laying procedures, Basic etiquette in Restaurant Service. Type of Meals-


18.11.16


18.11.16

Breakfast - Brunch - Elevenses - Lunch - Afternoon Tea - High Tea - Dinner - Supper. Eleven courses of French classical menu.

Foundation Course in Front office -I

Unit-I : Introduction To Tourism, Hospitality & Hotel Industry:- Tourism and its importance Hospitality and its origin Hotels, their evolution and growth, Brief introduction to hotel core areas with special reference to Front Office

Unit-II : Front Office Department:- Organization of Hotel Function areas, Front office hierarchy Duties and responsibilities The accommodation product - Type of guest room- as per number and size of beds, décor, Room size and view, executive floor, presidential suites. Rates – room rate, rack rate, corporate rate, commercial rate, airline rate, group rate, children rate, and package plan rate, back, government rate, weekend rate, half- day charges. Meal plans – EP, CP, AP, and MAP. The front office department – Functions and components of front office department. Organization chart of a front office department, Night Auditing.

Unit-III : Classification of Hotel:- General classification of Hotels based on Size, Location, Length of Stay, Facilities available, Clientele and their difference. Resort - Difference between Resort and typical commercial hotel. Types of facilities provided in resort.

Unit-IV: Types of Rooms:- Ordinary Room, Different between the types of rooms i.e., Single, Double, Twin, Twin Doubled, Hollywood twin bedded Room, Suites, Parlors, Studio room, Suites, Suite junior and duplex. Other types of Rooms Efficiency Room's Hospitality rooms, inter connecting rooms, Penthouse and Cabanas

Unit-V: Reservation :- Function of Reservation System, Types of Reservation, sources of Reservation - corporate "Travel Agents, Pleasure Travelers etc" Centralized Reservation system - concept in detail. Reservation process' Reservation Maintenance.

Registration:- Receiving and greeting a guest, selling Skills, Types of Registration' Flow of Registration Process and Documents generated in Registration process, Registration operation modes 'Introduction on Checkout and Settlement Processes' Guest Cycle

Principles of Food Science - I

Unit-I : Introduction - Definition, Functions of Food to Man, Classification of nutrients & foods, Energy - Calorie - definition - energy requirements for various age groups – proportionate; Distribution of calories from nutrients using food value tables - recipes. Digestion & Absorption

Unit-II: Carbohydrates Composition, classification - Functions Food Sources – Daily Requirements, excess and deficiency. Lipids Composition, Classification Functions-FoodSources Dailyrequirements, excess and deficiency. Water - Importance, water balance, deficiency and oral dehydration.

Unit-III: Proteins - Composition, Classification, Functions, Food Sources and daily requirements - excess deficiency. Vitamins & Minerals - Classification, Functions, Food Sources and daily requirements excess and deficiency.

Unit-IV : Introduction to Food Microbiology - its importance in relation to food handling, preparation and service. Food Quality, safe food handling, food adulteration and consumer education.

Unit-V: Preservation of food - principles of preservation, canning of food, high temperature – irradiation Disinfectants - Definition - Common disinfectants – uses Bacteria - Morphology - Factors affecting bacterial growth - Beneficial and Harmful effects. Yeast - Physiological factors - Economical Importance.

Moulds - Growth factors and reproduction - Beneficial and harmful effects of moulds.

Fundamentals of Accountancy

Unit 1: Meaning of Book Keeping and Accountancy, Accounting Concepts and Conventions, Accounting Standards in India, Principles of Double Entry System, Types of Account and rules of Debit and Credit. Capital & Revenue Income and Expenditure

Unit 2: Books of Original Record: Journal, Ledger and Subsidiary Books- Purchase books, Sales books, Purchase Return Books, Sales Return Books, Cash Books: Simple Cash Book, Two Column Cash Book and Three Column Cash Book.

Unit 3: Trial Balance Meaning, need, procedure of rectification of errors, types of Rectification of errors. Errors before preparing trial balance, Errors after preparing trial balance and after preparing final Accounts and their rectification.

Unit 4: Meaning & Significance of final Accounts, preparation of Trading Account, profit & loss Account & Balance Sheet of sole trading and partnership concern with adjustments

H.S.
18-11-16

David Daddallo
18/11/16

Unit-5: Depreciation-Meaning, Causes and Needs, Methods of Depreciation – Fixed Installment Method and Diminishing Balance Method, Provisions and Reserves.

BHM-II SEMESTER

Foundation Course in Food Production II

Unit: I-Basics of Food Production:

Vegetable & fruit cookery-Introduction, Classification of vegetables, Pigment and color change Effects of heat on vegetable, cuts of vegetables, Classification of fruit Uses of fruit in cookery **Stocks:** Definition of stock, Types of stock. Recipes storage of stocks, Uses of stocks, Care and Precautions in stock making. **Soups:** Classification with examples, Basic recipes, Consommé Garnishes. **Sauces:** Classification of sauces, Recipe for mother sauces, Derivatives

Unit:II - Meat Cookery:- Introduction to meat cookery, Cut of Lamb Mutton, Cuts of Beef & Veal, Cuts of Pork, **Fish Cookery:-**Introduction to fish cookery, Classification of fish with examples. Cuts of fish, Selection of fish & Shellfish, **Egg Cookery:-**Introduction to Egg Cookery, Structure of an egg, Selection of egg, Use of egg in cookery, Method of cooking egg.

Unit: III - Rice, Cereals & Pulses: Introduction, classification & identification of Cereals & Pulses, varieties of rice & other cereals. **Flour:** Types of Wheat, Types of flour, Processing of wheat: flour, uses of flour in food production cooking of flour

Unit: IV- Shortenings (Fats & Oil): Role of shortening, varieties of shortenings, Advantages & Disadvantages of using different Shortenings. Fats & oil - Types, varieties. **Raising Agents:** Classification of raising agent. Action and reactions **Sugar:** Importance of sugar, Types of sugar, cooking of various sugar

Unit:V - Milk: Introduction, Processing of milk, Pasteurization – Homogenization, Types of milk'

Cream: Introduction, Processing of cream, Types of cream

Cheese: Introduction, processing of cheese, Types of cheese, Classification of cheese' Cooking of cheese, Uses of cheese.

Foundation Course in Food and Beverage Service-II

Unit -I: The Menu: Introduction, Menu, Types Of Menu, Menu Format, Basic Principles Of Organizing Menu, 17 course French Classical Menu, points to be considered while planning a menu, sample of 2,3,4 course menu, steps in compiling the menu.

Unit-II: Breakfast: Introduction, Types Of Breakfast, Breakfast Table Setting, Menu & cover for various breakfast- continental breakfast, English Breakfast, Indian breakfast, American breakfast, Order of Service for Breakfast. Order Taking Procedure, Summary, Key Words.

Unit-III: Food - Cover, Accompaniments And Service: Food and their usual Accompaniments & cover - Horsd'oeuvre, Potage, Farineux, Poisson, Entrée, Roti, Game, Cheese, Fruits & Nuts. Accompaniment & cover for Indian dishes. Service Terminology.

Unit -IV: Service And Serving Techniques: Introduction, Types of service , Service Techniques. Order Of Serving Meals. Handling Serving Dishes And Utensils, Clearing Of Plates, General Rules To Be Observed While Serving, Laying the cover- ala carte & TDH cover set up.

Unit- V: Classification Of Non-Alcoholic Beverages: Non-Alcoholic Beverages, Coffee-Processing, roasting, preparation, methods of making coffee, faults in coffee, specialty coffee, service. Tea- manufacturing of tea, types of tea, preparation method, service. Milk based drinks- hot chocolate, milkshakes, malted drinks. Aerated beverages & juices-service, water- types & its service, Advantages of Beverages, Tea Manufacturing Process.

Foundation in Accommodation Operation-I

Unit- I: The Housekeeping Department: Introduction, Housekeeping, Functions Of Housekeeping, Organizational Structure Of Housekeeping Department, Duties And Responsibilities Of Housekeeping Staff (Qualities) - Relationship Between Housekeeping And Other Departments.

Unit- II: Rooms And Floor Practices: Knowledge Of Rooms, Rules On Guest Floor, Procedure For Entering A Guest Room Cleaning A Guest Room, Guest Room Supplies, Types Of Bed, Procedure For Cleaning Bathroom, Evening Turn Down Service, Second Service, Dirty Dozen, Babysitting, Cleaning of a Checked Out Room, Daily Cleaning of a Vacant Room, Spring Cleaning, Chamber Maid's Trolley, Key Words.

Handwritten signature
18-11-16

Handwritten signature
18/11/16

Unit- III: Cleaning Agents And Equipments: Introduction, Cleaning Agents, Types of Cleaning Agents, Selection of Cleaning Agents, Cleaning Equipments, Cleaning Equipments, Mechanical Cleaning Equipments, Selection of Equipments, Rules For Storage Of Equipments.

Unit- IV: Linen And Laundry : Introduction, Linen Room organization, activities in the linen & uniform room, Planning the linen & uniform room, linen exchange- room linen, restaurant linen, Linen par stock, Linen control. General selection criteria for fabrics, Laundry- types of laundry, Layout of laundry, Laundry equipments, Handling guest laundry, Uniform.

Unit – V: Interior Decoration- Colour, dimension of colour, Planning colour scheme for rooms, Lighting- importance & its types. Types of floor coverings. Types of carpets. Carpet and Underlay Suitability and maintenance. Ceiling- finishes, wall coverings-types of coverings. types of curtains.

Introduction to Travel and Tourism

Unit-I: Tourism Industry: Tourism phenomenon: Concept, Definition, Historical evolution and Development of Tourism Industry.

Unit- II: Significance of Tourism. social, economic cultural – Definition of travel, Traveler, Visitor, Excursionist, Tourist, Picnic, leisure and business

Unit-III: Tourism Typology and forms of tourism – International, Inbound, Outbound, inter regional, intra regional, domestic, international, national and other forms. Transport systems: Air transport, Railways, Road, Sea and waterways, Luxury Trains in India

Unit-IV: Travel Agency, role and functions. Tour operator: Types of tours, Importance of tour Operations, Major national and international tour operators, Importance and role of tourist guides. Foreign exchange: Countries and currencies

Unit-V: Tourism organization and associations: Role and function of UNWTO, ASTA, UFTAA, PATA, IATA, ITDC.

Fundamental of Computers

Unit-I: Definition and development of computer. Characteristics, Capabilities and Limitations of Computer: Types and Generation of Computer, Basic Input-Output Devices, Different types of memory, Software Concepts- System Software, Application Software, Utility Software

Unit-II: Definition and Objective of Operating System, Types of Operating System Introduction to MS Office- Creating, Opening, saving documents, Working with fonts, Bullets, Numbers, Alignment, paragraph, page layout etc. MS Excel- Creating, Opening, saving workbook, Working with Excel workbook and worksheets, Formulas and functions, charts & Graphs.

Unit-III: Making presentation with MS Power Point- Working with power point, designing presentation. Management Information System (MIS)-Definition, Role and Importance Of Management, Process of Management, Organization Structure and Theory, Strategic Management of Business

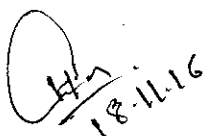
Unit-IV: Network basics, Concept of Internet, uses of Internet, DNS, Client Server, Establishing connectivity on the Internet. types of Internet providers, Working with Email, World Wide Web, Search engines and Web Browsers. Security threats

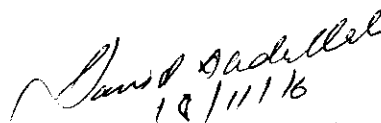
Unit V : Definition. Functions of E-Commerce. and Traditional Commerce practices v/s E-Commerce practices. Limitations of E-Commerce. types of E-Commerce: Business to Business (B). Business to Consumer (B2C) and Consumer to Consumer (C2C). Consumer to Business (C2B) Business - to - Government (B2G) . Government - to - Business (G2B) . Government - to - Citizen (G2C) . Payment System - Credit Card , Credit card payment process , Debit Card , Smart Card , E-Money , Electronic Fund Transfer

Environmental Studies

Unit-I : Natural Resources: Renewable and non Renewable Resources. Forest Resources, Water Resources. Mineral resources, Food Resources Energy Resources and Land resources. Natural resources of Chhattisgarh.

Unit II : Ecosystems: Concepts of an ecosystem, Structure and function of an ecosystem, Producers, consumers and decomposers . Energy flow in the ecosystem, Ecological succession, Food chains Food webs and ecological pyramids, Introduction , types, characteristics features, structure and function of the following ecosystem: Forest ecosystem, Grassland ecosystem, Desert Ecosystem and Aquatic Ecosystem.


18-11-16


18/11/16

Unit-III : Environmental Pollution: Definition, Causes, Effects and Control measures of Air pollution, Water Pollution Soil pollution, Nuclear Pollution and Noise Pollution. Major environmental problems in Chhattisgarh. Study of climatic changes like Global warming and acid rain, ozone layer. Solid waste management: Causes, effects and control of urban and Industrial wastes. Role of individual in control of pollution.

Unit-IV : Biodiversity and its conservation: Biodiversity-Definition and Types, Values of Biodiversity. Hot Spots of Biodiversity. Endangered and Endemic Species. Threats to biodiversity. Biodiversity of Chhattisgarh state. Conservation of biodiversity.

Unit V: Human rights and its role in society: Definition of Human rights: Indian constitution, Need for Human rights, Awareness towards Rights of an Individual , Violation of human rights-certain common social issues as examples. Measures to improve human rights awareness, Role of individuals in society for creating awareness.

BHM-III SEMESTER

Fundamentals of Management

Unit I: Introduction Concepts, Objectives, Nature Scope and significance of management Evolution of management thought-Contribution Taylor, Weber and Fayol **Unit II: Planning:** Concept, Objectives, Nature, Limitation, Process of planning, Importance, Forms, Techniques and Process of decision making.

Unit III: Organizing: Concept, Objectives, Nature of organizing, Types of Organization, Delegation of authority, Authority and responsibilities, Centralization and Decentralization Span of Control.

Unit IV: Directing: Concept, Principles & Techniques of directing and Coordination Concept of leadership-Meaning, Importance, Styles, Supervision, Motivation Communication.

Unit V: Controlling: Concept, Principles, Process and Techniques of Controlling, Relationship between planning and controlling.

Hotel Accounts

Unit-I: Introduction to Hotel & Hospitality Business: Meaning, Feature of Hotel business, Revenue and non-revenue Earning Department of Hotel Business, Hospitality Accounting Overview, Financial Statement of Hospitality Business.

Financial Statement Analysis: Objectives, Components and Importance of financial statement, Major tools of Financial Statement

Unit-II: Ratio analysis: Concept and Importance of Ratio Analysis: Classification of Ratios- Liquidity Ratios, Solvency Ratios, Turnover Ratios, and Profitability Ratios: Limitations of Ratio Analysis.

Unit III: Cash Flow Statement: Concept of Cash and Cash Flow; AS 3 Need for Preparing Cash Flow Statement. Cash from Operating Activities, Cash from Investing Activities, Cash from Financing Activities, Preparation of Cash Flow Statement- Indirect Method.

Unit IV: Cost Management: Concepts, Types of Cost, Cost-Volume-Profit Analysis: Assumption & Limitation, Break- Even Analysis: Computation of Break Even Point- Algebraic Formula Method & Graphic Method, Margin of Safety.

Unit V: Internal Control & Audit: Meaning and Definition of internal control, objectives or Purposes of Internal Control, Forms of internal control, An introduction to Internal and Statutory Audit, Distinction between Internal Audit and Statutory Audit.

Food And Beverage Controls


Unit -I: Food Cost Control

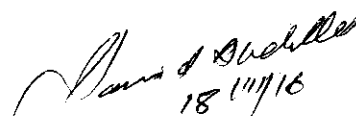
Introduction, Objectives of Food Cost Control, Obstacles to food cost control, Methodology-Phase I Basic Policy Decisions. Phase II Operational Control- Buying/Purchasing, Receiving, Storing and Issuing, Production, Sales.

Unit-II: Purchasing & receiving controls

Introduction, Responsibilities of the purchasing function, The Purchasing Procedure, Principles of Purchasing Management OR (7 RS), Delivery performance, The Purchasing of Food & Beverage, Purchase specifications for food, The Purchasing of Beverages, Purchase specifications for beverages, Receiving controls, High cost processed foods

Unit-III: Storage & Issuing Controls


18-11-16


18/11/16

Secretary

Pilferage control, Spoilage control, Job description of store personnel, Facilities, conditions and equipments to be maintained in store room, Bin Card, Issuing Control, Objectives, Types of stores received, Store timings for Issuing, physical & Perpetual Inventory.

Unit- IV: Production Control

Aims and Objectives, Volume Forecasting, Objectives of Volume forecasting, Method of Forecasting, Initial Forecast, Final Forecast, Aids to Volume Forecasting, Standard Recipes, Objectives of standard recipes, Standard Portion Size, Stand. Meals.

Unit-V: Sales Control

Objectives of sales control, Points of sale (POS), Machine system Accounting, Scope of the Control, Control of Small Business / Hotel, Sales control system, Functions of a Control System.

Front Office Operation

Unit I: Computer Application in Front Office Operation

- A. Role of information technology in the hospitality industry
- B. Factors for need of a PMS in the hotel
- C. Factors for purchase of PMS by the hotel

Unit II: Front Office (Accounting)

Accounting Fundamentals, Guest and non guest accounts, Accounting system in Non automated – (Guest weekly bill, Visitors tabular ledger) Semi automate / Fully automated

Unit III: Check Out Procedures

Guest accounts settlement Cash and credit, Indian currency and foreign currency Transfer of guest accounts, Express check out

Unit IV: Control Of Cash And Credit And Night Auditing

- A. Functions
- B. Audit procedures (Non automated, semi automated and fully automated)

Unit V: Front Office & Guest Safety And Security

- A. Importance of security systems
- B. Safe deposit
- C. Key control
- D. Emergency situations (Accident, illness, theft, fire, bomb)

Food Production Operations

Unit- I: Quantity Food Production

Equipment:-Equipment required for mass/volume feeding, Heat and cold generating equipment, care and maintenance of these equipments, Modern developments in equipment manufacture

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

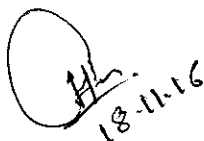
Unit –II: Northern India Cuisine – Moghlai, Avadh, (Dum Pukth), Punjabi, Kashmiri, History, Methodology, Equipment, Culinary terms – Tandoor – Make, size of Tandoor fixing, Seasoning, Preparing of Indian Breads.

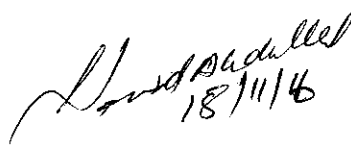
Unit –III: South Indian Cuisine – Hyderabadi, Kerala, Andhra, Tamil Nadu, Chettinad-- History, Methodology, Equipment and Culinary Terms.

Unit –IV: Eastern India Cuisine & North Eastern Cuisine – Bengal, Assam, Nagaland, Mizoram, Arunachal Pradesh etc. - History, Methodology, Equipment, Culinary Terms. Indian sweets – Paneer Chenna, Chakka, Khoya – Cooking of Indian.

Sweets – Culinary terms, **Western Cuisine:** - Gujrathi, Rajasthani, Goan, Maharastra-- History, Methodology, Equipment, Culinary terms.

Unit –V: Indenting and Planning: Principles of Indenting for volume feeding, Portion sizes of various items for different types of volume feeding, Modifying recipes for indenting for large scale catering, Practical difficulties while indenting for volume feeding Principles of planning for quantity food production with regard to Space allocation, Equipment selection, Staffing


18-11-16


18/11/16

Food & Beverage Service Operations-

Theory

Unit -I: -Introduction of Alcoholic Beverage and wines basics : Introduction and definition, Production of Alcohol, Fermentation process, Distillation process, Classification with examples: Definition & History Classification with examples, Table/Still/Natural, Sparkling, Fortified, Aromatized. Production of each classification.

Unit-II: Wines of the world and wine food harmony : Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names), France, Germany, Italy, Spain, Portugal, New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) USA, Australia, India, Chile, South Africa, Algeria, New Zealand, Food & Wine Harmony, Storage of wines, Wine terminology (English & French).

Unit- III- Beer: Introduction & Definition of Beer, Ingredients for production of beer, Production of Beer Types of Beer, Packaging, Storage, International Brands of Beer, Terminology.

Unit IV- Spirits: Introduction & Definition, Production of Spirit, Pot - still method, Patent still method. Production of: Whisky, Rum, Gin, Brandy, Vodka, Tequila.

Different Proof Spirits: American Proof, British Proof (Sikes scale), Gay Lussac (OIML Scale).

Unit V- Aperitifs & Liqueurs: Introduction and Definition, Types of Aperitifs: Vermouth (Definition, Types & Brand names), Bitters (Definition, Types & Brand names). Definition & History of Liqueurs, Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel), Popular Liqueurs (Name, colour, predominant flavour & country of origin)

BHM-IV SEMESTER

Industrial Training Report & Viva-Voce (22 Weeks)

BHM-V SEMESTER

Marketing Management

Unit-I: Marketing Concepts – Approaches to Marketing, Core concepts of marketing, Process & Functions of Marketing, **Marketing Environment**– Components of marketing environment, the changing marketing environment – Analyzing needs and trends in Macro and Micro Environment.

Unit – II: Industrial goods and services vs Consumer goods & services, Marketing Mix – Four P's, Its significance in the competitive environment

Unit – III: Market Segmentation – Basis for market segmentation of consumer goods, Industrial goods and services, Target Market Strategies : Aggregation Strategy, Focus (Single Segment) Strategy, Multiple Segment Strategy

Unit -IV : New Product Decision Process – Types of new products – Test Marketing of a new product, Packaging – Purpose, Types and New Trends in packaging, Product and Product Line – Product Mix – Product Life Cycle – Managing the product in Product Life Cycle and different strategies for each stage of the PLC.

Unit – V: Pricing: Meaning, nature and component, importance, different methods of pricing, objectives, factors affecting pricing.

Advanced Course in Food Production -I

Unit-I: Layout and equipment :- Introduction of larder work, Equipment found in larder, Layout of larder with equipment and various section, Common terms used in larder and larder control, Essentials of larder control, duties and responsibility of larder chefs.

Unit-II: Charcuterie :- Sausage (types and varieties), Casing (types and varieties), Fillings (types and varieties), Brines (type and preparation), Ham bacon and gammon (cuts n difference between them), Galantines (making n types), Mouse and mousseline (types and preparation), Chaud froid (meaning, making, types n uses), Aspic n gelle (definition, difference, making n uses).

Unit-III: Appetizers and garnishes :- Classification of appetizers n examples of appetizers, History importance of different culinary garnishes, Explanation of different garnishes.

Unit-IV: Sandwiches :- Part of sandwiches, Making of sandwiches, Storing of sandwiches, Types of sandwiches. Types of breads. Types of fillings, Spread and garnishes.

18-11-16

18/11/16

Unit-V: Uses of wine and herbs in cooking :- Ideal use of wines in cooking, Classification of herbs in cooking, Ideal use of herbs in cooking.

Accommodation Management

Unit I: Contract and Outsourcing-Defining contracts and outsourcing, when outsourced services are considered, Contract services in housekeeping, Hiring Contract providers, Contract Specification, Pricing of contracts, advantages and disadvantages of outsourcing.

Unit II: Planning Housekeeping Operations-Introduction, The Planning Process- Division of work document, Area Inventory list, Frequency Schedule, Performance standards, Productivity Standards, Equipment and operating supply Inventory level, work schedules.

Unit III: Housekeeping Control Desk- Forms, Formats, records and registers, Coordination with other departments, Handling Telephone calls, Handling difficult situations, handling room transfers.

Unit IV: Safety and Security- Introduction, Work Environment safety and Job Safety Analysis, Potential hazards in Housekeeping, Safety awareness and accident prevention, Fire prevention and fire fighting, First Aid, crime prevention, dealing with terrorism, keys and key control.

Unit V: Budgeting for Housekeeping Expenses-Types of Budget- categorized by types of Expenditure, categorized by departments involved, Categorized by flexibility of expenditure. Housekeeping expenses- operating and capital expenses, Budget planning process, Cost control in specific areas, Establishing Par Level, purchasing.

Advance Course in Food and Beverage service -1

Unit I: Bar Operations-Definition, Organisation of a bar, Responsible drinking, layout of a bar, types of bar, parts of a bar, bar stock, par stock, bar controls, cellar management, pricing of item, Opening and closing of bar.

Unit II: Buffet- Meaning of Buffet, Types of Buffet, Buffet equipment, Advantages of Buffet, Types of buffet layout, Buffet arrangement consideration, Factors affecting successful buffet, Checklist for buffet.

Unit III: Cocktails- Definition, Ingredients used in Making Cocktails, History of cocktails, Major Classification, General Classification, parts of cocktails, methods of making cocktail, Type of cocktail, cocktail recipes.

Unit IV: Food & Beverage Staff Organisation- Category of staff, Hierarchy, Job Analysis, Job Description, Job specification, Duty Roster- Advantages, steps in making Duty Roster, Few important concerns on duty roster, Duties to be performed in a coffee shop.

Unit V: Gueridon- History, Definition, General Consideration, Advantages, disadvantages, Types of Guerdon, Guerdon equipments, care & Maintenance of Equipments, Mis-en-place for Guerdon, How to take order for Guerdon?, How to serve Guerdon dish at a table?, Sequence of Guerdon service, Use of liquor in Guerdon service, How does guerdon creates impulse buying?, Preparation of various dishes on Guerdon trolley.

BHM-VI SEMESTER

Advance Course in Food Production-II (Theory)

Unit-I: International Cuisine - An Introduction

Geographic location, Historical back ground, Staple food with regional Influences, Specialties, Recipes, Equipment in relation to- Great Britain, France, Italy, Spain & Portugal, Scandinavia Germany, Middle East, Oriental, Mexico, Arabic.

Unit-II: Chinese: Introduction to Chinese foods, Historical background, Regional cooking styles, Methods of cooking, Equipment & utensils.

Unit-III: Bakery & Confectionery, Icings & Toppings, Varieties of icings, Using of Icings, Difference between icings & Toppings, Recipes, Meringues: Making of Meringues, Factors affecting the stability, Cooking Meringues, Types of Meringues, Uses of Meringues. Bread Making: Role of ingredients in bread Making, Bread Faults, Bread Improvers. Chocolate- History, Sources, Manufacture & Processing of Chocolate, Types of chocolate, Tempering of chocolate.

Unit-IV: Production Management- Kitchen Organization, Allocation of Work -Job Description, Duty Roster, Production Planning, Production Scheduling, Production Quality & Quantity Control, Forecasting & Budgeting, Yield Management.

18-11-16

18/11/16

Unit-V: French- Culinary French, Classical recipes, Historical Back ground of Classical Garnishes, Offals /Game, Larder terminology and vocabulary

Rooms Division Management (Theory)

Unit-I: Yield Management:

Concept and importance. Applicability to rooms division, Capacity management, Discount allocation, Duration control, Measurement yield, Potential high and low demand tactics, Yield management software Yield management team

Unit-II: Planning & Evaluating Front Office Operations:

Setting Room Rates (Details/Calculations thereof), Hubert Formula, Types of discounted rates corporate, rack etc. Forecasting techniques Forecasting Room availability Useful forecasting data, % of walking, % of overstaying, % of under stay, Forecast formula. Types of forecast, Sample forecast forms, Factors for evaluating front office operations.

Unit- III: Interior Decoration- elements of design Color and its role in décor –types of color schemes Windows and window treatment Lighting and lighting fixtures Floor finishes Carpets Furniture and fittings Accessories

Unit- IV: Layout Of Guest Rooms- Sizes of rooms, sizes of furniture, furniture arrangement Principles of design Refurbishing and redecoration

Unit-V: Hotel Design- Design Consideration, Attractive Appearance, Efficient Plan, Good location, Suitable material, Good workmanship Sound financing Competent Management

Facilities Planning (Theory)

Unit-I: Introduction to Facility Planning: The systematic layout planning pattern (SLP), **Planning consideration:** Flow process & Flow diagram, Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel. **Architectural Consideration** - Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas). Approximate cost of construction estimation, approximate operating areas in budget type 5 star type hotel approximate other operating areas per guest room Approximate requirement and Estimation of water/electrical load gas, ventilation

Unit-II: Energy Conservation - Necessity for energy conservation, Methods of conserving energy in different area of operation of a hotel. Developing and implementing energy conservation program for a hotel

Unit-III: Kitchen Lay Out & Design - Principles of kitchen layout and design, Areas of the various kitchens with recommended dimension Factors that affect kitchen design, Placement of equipment, Flow of workspace allocation, Kitchen equipment, manufacturers and selection, Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen) Budgeting for kitchen equipment

Unit-IV: Stores – Layout and Design: Stores layout and planning (dry, cold and bar), Various equipment of the stores. Work flow in stores

Unit-V: Project Management - Introduction to Network analysis Basic rules and procedure for network analysis C.P.M. and PERT Comparison of CPM and PERT Classroom exercises Network crashing determining crash cost. Normal cost

Food & Beverage Management

Unit-I: Menu Merchandising-Menu Control, Menu Structure, Planning, Pricing of Menus,Types of Menus, Menu as Marketing Tool, Layout, Constraints of Menu, Planning.

Unit-II: Menu Engineering- Definition and Objectives, Methods of Menu Engineering, Advantages of menu engineering.

Unit-III: Variance Analysis- Standard Cost, Standard Costing, Cost Variances, Material Variances, Labour Variances, Overhead Variance, Fixed Overhead Variance, Sales Variance, Profit Variance

Unit-IV: Inventory Control- Importance, Objective, Method, Levels and Technique, Perpetual Inventory, Monthly Inventories, Pricing of Commodities, Comparison of Physical and Perpetual Inventory

Unit-V: Breakeven Analysis- Breakeven Chart, P V Ratio, Contribution, Marginal Cost, Graphs

Handwritten signature
18/11/16

Handwritten signature
18/11/16

Event Management & MICE

Unit-I: An Introduction to MICE- Introduction, Business traveller & Leisure tourist, Infrastructure for MICE, MICE Tourism.

Unit- II: Incentives- Meaning, Concept, Motivation, Incentive planners checklist, Incentive Itinerary

Unit -III: Meetings- History, Meeting Planners, Responsibilities of meeting planners, Role of technology in meetings

Unit-IV: Conventions- Introduction, Convention Centre, Convention Management, Uncontrollable factors in Convention

Unit -V: Exhibitions- Purpose of Exhibitions, Exhibition Manager, Contractors, Sponsors, Attendees, Ten steps to trade fair success.

Human Resource Management

Unit I: Introduction: Human Resource Management- definition- importance of HRM in service, industries- Functions of HRM-Objectives of HRM

Unit-II: Human Resource Planning: Man power planning- process of man power planning, Job analysis, process of Job Analysis, Job description, Job specification, Job Design, Job enlargement, Job Enrichments.

Unit-III: Recruitment and Selection: Recruitment and selection- Selection process- Sources of recruitment- internal, external Techniques of recruitment- direct, indirect- Selection procedure- Selection test Placement and Induction

Unit-IV: Training: Training and Development- Concepts- Training Methods- Distinction between Training and Development- Organizational development- self developments-On the job training- evaluation of training effectiveness.

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

Advance Course in Food & Beverage Service-II

Unit-I: Planning & Operating Various F&B Outlet : Physical layout of functional and ancillary areas, Objective of a good layout, steps in planning, Factors to be considered while planning, Calculating space requirement, Various set ups for seating, Planning staff requirement, Menu planning, Constraints of menu planning, Selecting and planning of heavy duty and light equipment, Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc, Suppliers & manufacturers Approximate cost, Planning Décor, furnishing fixture etc.

Unit-II: Banquets : History, Types- formal, informal, semi formal, Organization of Banquet department, Duties & responsibilities, Sales, Booking procedure, Banquet menus , Banquet Protocol : Space Area requirement, Table plans/arrangement, Misc-en-place Service, Toast & Toast procedures

Unit-III: Managing Food & Beverage Outlet: Supervisory skills- Communication with others, Planning process, Technical competence, Responsibilities of supervisor, Teamwork & sharing of knowledge, Daily sequence of work activities for a supervisor, Developing efficiency-Objectives of training and development, methods of training, SOP- Parts of SOP,

Unit-IV: Kitchen Stewarding: Importance, Opportunities in kitchen stewarding, Record maintaining Machine used for cleaning and polishing Inventory

Unit-V: Food Safety & Environmental Concern: Introduction, Food poisoning, Controlling of bacterial growth Food safety activities, Hotel Waste management

HS
18-11-16

Sandesh
18/11/16