

**DR. A.P.J. ABDUL KALAM TECHNICAL UNIVERSITY  
LUCKNOW**



**Evaluation Scheme & Syllabus**

**for**

**Bachelor of Hotel Management**

**First Year**

**(BHMCT)**

**On**

**Choice Based Credit System**

**(Effective from the Session: 2016-17)**

## FIRST SEMESTER

S. No	Subject Code	Subject Name	L-T-P	Th./Lab Marks (ESE)	Sessional		Total	Credit
					Test	Assign/Att.		
1	RHM-101	FOOD PRODUCTION-I	3--1--0	70	20	10	100	4
2	RHM -102	FOOD AND BEVERAGE SERVICE -I	3--1--0	70	20	10	100	4
3	RHM-103	FRONT OFFICE -I	3--1--0	70	20	10	100	4
4	RHM -104	HOUSEKEEPING -I	3--0--0	70	20	10	100	3
5	RHM - 105	BUSINESS COMMUNICATION	2--0--0	70	20	10	100	2
6	RHM-106	INTRODUCTION TO HOSPITALITY INDUSTRY	2--0--0	70	20	10	100	2
		PRACTICAL						
7	RHM-151	FOOD PRODUCTION-I	0--0--4	50		50	100	2
8	RHM-152	FOOD AND BEVERAGE SERVICE -I	0--0--2	50		50	100	1
9	RHM-153	FRONT OFFICE -I	0--0--2	50		50	100	1
10	RHM-154	HOUSE KEEPING -I	0--0--2	50		50	100	1
	<b>TOTAL</b>						1000	24

ESE- End Semester Examination

L/ T/ P – Lecture/ Tutorial/ Practical

Note: Duration of ESE shall be 3 (Three) Hrs. for all Theory Subjects

## SECOND SEMESTER

S. No	Subject Code	Subject Name	L-T-P	Th./Lab Marks (ESE)	Sessional		Total	Credit
					Test	Assign/Att.		
1	RHM-201	FOOD PRODUCTION-II	3--1--0	70	20	10	100	4
2	RHM-202	FOOD AND BEVERAGE SERVICE -II	3--1--0	70	20	10	100	4
3	RHM-203	FRONT OFFICE -II	3--1--0	70	20	10	100	4
4	RHM-204	HOUSE KEEPING -II	3--0--0	70	20	10	100	3
5	RHM-205	NUTRITION	2--0--0	70	20	10	100	2
6	RHM-206	FRENCH	2--0--0	70	20	10	100	2
		PRACTICAL						
7	RHM-251	FOOD PRODUCTION-II	0--0--4	50		50	100	2
8	RHM-252	FOOD AND BEVERAGE SERVICE -II	0--0--2	50		50	100	1
9	RHM-253	FRONT OFFICE -II	0--0--2	50		50	100	1
10	RHM-254	HOUSE KEEPING -II	0--0--2	50		50	100	1
		TOTAL					1000	24

ESE- End Semester Examination

L/ T/ P – Lecture/ Tutorial/ Practical

Note: Duration of ESE shall be 3 (Three) Hrs. for all Theory Subjects

## FOOD PRODUCTION - I (RHM -101)

**OBJECTIVE:-** At the end of the course the students should:

Know the history of cooking, its modern developments and develop brief idea of Professional Cookery; Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene; Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and Kitchen equipments; Have through knowledge of methods of cooking and understanding raw materials. Know in detail about Indian cuisine.

<b>UNIT - 1</b>	<p><b>Professional Kitchen &amp; Cooking: -Culinary history and origin of modern cookery</b> Introduction, Definition, and its importance; Personal &amp; Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts(Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, <b>Classical Kitchen Brigade</b>, , Modern Staffing in various hotels, Duties &amp; Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments</p>
<b>UNIT – 2</b>	<p><b>KITCHEN EQUIPMENTS :</b> Kitchen Equipments, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care &amp; Maintenance, Workstations, Safety Procedures</p>
<b>UNIT – 3</b>	<p><b>BASIC METHODS OF COOKERY:</b> Modes of Heat Transfer ,Various methods of Cooking: Definition, Rules, Associated Terms, Moist Methods: Boiling, Poaching, Steaming, Stewing, Braising. Dry Methods: Frying, Grilling, Roasting, Broiling, Baking. Modern Methods</p>
<b>UNIT - 4</b>	<p><b>UNDERSTANDING RAW MATERIALS:</b> Understanding of common ingredients classification and available forms, Uses and storage Salt, Liquids, sweetening, Fats, and Oils, Raising or Leavening agents. Thickening and binding agents, Flavorings and seasoning.</p> <p><b>STOCKS &amp; SAUCES :</b> Stocks: Introduction, Classification, Usage, Preparation Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce .</p>

### FOOD PRODUCTION -I (RHM -151) PRACTICALS

<ul style="list-style-type: none"> <li>➤ Understanding Personal Hygiene &amp; Kitchen Hygiene</li> <li>➤ Grooming for Professional Kitchen – Do’s &amp; Don’t’s</li> <li>➤ Understanding kitchen Layouts.</li> <li>➤ Familiarization with kitchen equipments and tools</li> <li>➤ Fuels –Their usage and precautions</li> <li>➤ Kitchen First Aid</li> <li>➤ Handling Fire</li> <li>➤ Familiarization, identification of commonly used ingredients in kitchen</li> <li>➤ Preparation of Stocks, Mother Sauces and at least two derivatives each.</li> </ul>	<p>Cuts of vegetables □</p> <ul style="list-style-type: none"> <li>● Julienne</li> <li>● Jardinière</li> <li>● Dices</li> <li>● Cubes</li> <li>● Macedoine</li> <li>● Paysanne</li> <li>● Shredding</li> <li>● Mire- poix</li> </ul>
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**References:-**

**Theory Of Cookery – Krishna Arora**  
**Modern Cookery – Thangam E. Phillip**  
**Jane Grigson : The Book of Ingredients**  
**J. Inder S. Kalra : Prasad Cooking**  
**Lerol A. Polsom : The Professional Chef**

**FOOD & BEVERAGE SERVICE -I  
(RHM -102)**

**OBJECTIVE:-** By the end of the semester the students should be able to:

Develop an -insight -into the growth of catering Industry. In the world from medieval period till recent times. Understand the different components of the catering industry) the functions of various departments of a hotel, and their relationship with Food & Beverage service department, in order to acquire professional competence at basic levels in the principles of Food service and its related activities. Understand the role of F & B department its functions and staffing. Understand different non-alcoholic beverages with their preparation and services.

<b>UNIT - 1</b>	<b>Food and Beverage Services:</b> - 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.
<b>UNIT – 2</b>	<b>Food Service Equipments :</b> Food Service Equipments, Classification, Description, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures Table Crockery, Cutlery, Glassware (Bar Glassware not included) care and maintenance of equipments, disposables Condiments, Sweeteners,
<b>UNIT – 3</b>	<b>MENU –</b> Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Napkin Folding (At least Ten Types), Receiving and Greeting the Guests. <b>Ancillary department –</b> Pantry, still room, plate room, hot plate, wash kitchen stewarding
<b>UNIT - 4</b>	<b>Food Service- :</b> 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

**FOOD & BEVERAGE SERVICE –I  
(RHM -152)  
PRACTICALS**

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| <ul style="list-style-type: none"> <li>v Understanding Personal Hygiene &amp; Food Service Hygiene</li> <li>v Grooming for Professional Food Service – Do’s &amp; Don’ts</li> <li>v Familiarization with Food Service equipments and tools</li> <li>v Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F&amp;B Outlets</li> </ul> | <ul style="list-style-type: none"> <li>v Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus.</li> <li>v Understanding Food Service Outlets</li> </ul> |
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**References:-**

- Sudhir Andrews: F & B Service Trg. Manual
- Denni R. Lillicrap: F & B Service
- John Walleg: Professional Restaurant Service
- Brian Varghese: Professional F& B Service Management
- Deepanshu, Gupta Nitin & Gaurav : Lexicon of hospitality
- Brown, Heppner & Deegan: Introduction to F&B Service

**FRONT OFFICE -I**  
**(RHM -103)**

**OBJECTIVE:-** The Student will be aware and get knowledge about:  
Classification and categorization of Hotels and its Evolution. - With Diagrams Duties & responsibilities of the staff in the different sections. Identify Market segment. Types of rooms, food plan, Tariff and room rent. Importance, Modes, Tools of reservation.

<b>UNIT - 1</b>	<p><b>INTRODUCTION TO FRONT OFFICE</b> Introduction to front office as an department. Importance and role of front office . Functions of front office ,Types of hotel rooms ,Attributes of front office staff members .Duties and Responsibilities of front office staff</p>
<b>UNIT – 2</b>	<p><b>LAYOUT OF FRONT OFFICE DAPARTMENT</b> <b>Front Office Layout</b> -Sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra- department coordination. Equipments and front office systems ,</p>
<b>UNIT – 3</b>	<p><b>FRONT OFFICE ORGANIZATION AND OPERATIONS:</b> Organization structure of Front Office of small /medium and large hotels . Front desk operations &amp; functions, Equipments handling 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,</p>
<b>UNIT - 4</b>	<p><b>RESERVATION OPERATIONS:</b> Meaning of reservation ,Importance of reservation section ,Types of reservation ,Modes and sources of reservation. Different channels of reservation .Tools of reservation .Systems of reservation-Hotel diary system, Whitney system , computerized system .reservation amendment and cancellation procedure. Group reservation</p>

**FRONT OFFICE -I**  
**(RHM -153)**  
**PRACTICALS**

1. Receiving telephone calls.
2. Familiarization of reservation tools.
3. Receiving reservation requests.
4. Finding room availability on Advance letting chart, updating it
5. Finding room availability on Density Control chart, updating it
6. Updating Hotel diary and preparation of movement list.
7. Handling Cancellation and Amendments.

**References:-**

Dennis L. Foster: Back Office Operation & Admn.  
Dennis L. Foster: Front Office Operation & Admn  
Sudhir Andrews: Hotel Front Office

**HOUSEKEEPING - I  
 (RHM -104)**

**OBJECTIVE:-** The students will get knowledge about  
 Organization, function of Housekeeping department and its Different sections.  
 Housekeeping coordination with different departments, Procedure of cleaning different status of room.  
 Cleaning equipments and cleaning agent. Lost and found procedure in the control.

<b>UNIT - 1</b>	<p><b>Hotel Housekeeping:</b>                  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</p>
<b>UNIT – 2</b>	<p><b>ROOM SERVICING:</b> Cleaning of Guest Rooms &amp; 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 &amp; procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, Use of Maids Cart &amp; Caddy.</p>
<b>UNIT – 3</b>	<p><b>ROUTINE SERVICES:</b>                  Cleaning of Check out room ,Cleaning of Occupied Room, Cleaning of Vacant Room., Evening service</p>
<b>UNIT - 4</b>	<p><b>CLEANING EQUIPMENT:</b>                  General considerations &amp; selections ,Classification &amp; Types of equipments, Floor trolley, Vacuum Cleaner etc.                  Method of use &amp; mechanism for each type ,Care &amp; maintenance.  <b>CLEANING AGENTS:</b>                  General criteria for selection ,Classification</p>

**HOUSEKEEPING –I (RHM -154)  
 PRACTICALS**

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|---|---|
| <p>1) Introduction, identification, uses and care of hand tools, cleaning Equipments and cleaning agents<br/>                 (Paste chart / drawing as applicable)</p> <p>2) Basic cleaning procedure in Guest room:<br/>                 Check-out room, Occupied room<br/>                 Vacant room, Evening service.</p> | <p>3) Procedure for Bed making:<br/>                 Day Bed<br/>                 Night Bed</p> |
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**References:-**  
 Sudhir Andrews: Hotel Housekeeping  
 Joan C. Branson: Hotel, Hostel & Hospital Housekeeping  
 Georgia Tucker: The Professional Housekeeper  
 Rose Mary & Heinemann: Housekeeping Management for Hotels

**BUSINESS COMMUNICATION  
(RHM -105)**

**OBJECTIVE:-** By the end of the course the students should:

- Understand constituents of technical written communication.
- Understand the Value of Communication for better human relations in day to day life.
- Understand the Importance and observance of social skills and Etiquettes in various occasions
- Understand the various forms of verbal and Nonverbal, Formal and Informal communications.
- Build and use Business Vocabulary.

<b>UNIT - 1</b>	<b>COMMUNICATION:-</b> Nature of communication, Process of communication, Types of communication(verbal and non verbal ),Importance of communication, Different forms of communication ,Barriers to communication causes , Linguistic Barriers, Psychological Barriers , Interpersonal Barriers, Cultural Barriers , Physical Barriers , Organizational Barriers
<b>UNIT – 2</b>	<b>CONSTITUENTS OF TECHNICAL WRITTEN COMMUNICATION</b> Word & Phrases, Word formation, synonyms & Antonyms, Homophones, Vocabulary of 500 to 1000 new words, requisites of sentence construction, Paragraph Development, Techniques & Method- Inductive, Deductive, Spatial, Linear, Chronological etc, The art of Condensation- Various Steps.
<b>UNIT – 3</b>	<b>FORMAL VERBAL COMMUNICATION:</b> Group discussion, Interview, Extempore, Business negotiation, Public speaking, Meeting, Toasting, Counseling, Business presentation ,Oral Presentation, Power point Presentation
<b>UNIT - 4</b>	<b>SOCIAL SKILLS FOR MANAGERS:</b> Update of Etiquettes a Manager should observe in various formal and informal Situations; The Knowledge of Body language. <b>BUSINESS VOCABULARY BUILDING AND USAGE</b> Essay Writing Comprehensions Précis , Writing Elocution ,Telephone Etiquettes

**References:-**

- Murphy & Peck: Effective Business Communication
- Manroe and Ebninged: Speech Communication
- Himshreet and Baty: Business Communication
- Richard E. Cable: Public relation and Communication
- C.B. Gupta: Office Language
- Alien Pease: Body Language



**INTRODUCTION TO HOSPITALITY INDUSTRY  
(RHM -106)**

**OBJECTIVE:-** The objective of this course is:

To impart a systematic and fundamental knowledge about growth and functions of hospitality industry.

To explain the hospitality distribution channels.

To establish significance, processes involved in the Industry

<b>UNIT - 1</b>	<p><b>HOSPITALITY INDUSTRY- A PROFILE:</b>  Meaning &amp; Definition, Historical Evolution &amp; Development of Hospitality Industry, Hotel Guest, Type of hotel guest, types of hotel rooms, hotel banquets and ball rooms ,major contributors to hospitality industry ,Hotel organization :-  1) Hotel revenue center  2) Hotel cost center  3) Organizational structures –Small , Medium ,Large ,Very Large Hotels</p>
<b>UNIT – 2</b>	<p><b>THE LODGING INDUSTRY</b>  Concept, and its importance; definition of the hotel Types &amp; Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Organization 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</p>
<b>UNIT – 3</b>	<p><b>HOSPITALITY DISTRIBUTION CHANNELS:</b>  Meaning &amp; Definition, Functions &amp; Levels of Distribution channels, Major Hospitality Distribution Channels – Travel agents, Tour operators, Consortia &amp; Reservation System, Global Distribution System (GDS), and Internet.</p>
<b>UNIT - 4</b>	<p><b>INTRODUCTION TO TRAVEL AND TOURISM INDUSTRY</b>  Over view of Travel &amp; Tourism Industry, Interrelationships within Travel, Tourism &amp; Hospitality Industry, Components of Travel &amp; travel trends. Role of Tour operators &amp; Travel agents. Major Players of Travel &amp; Tour Operations.</p>

**References:-**

Wherich & Koontz : Principles of Management

L. M. Prasad : introduction to management concept Tripathi & Reddy :

A K Bhatia : International Management

R N Kaul : Dynamics of Tourism

Robert lewis & Richard Chambers : Marketing Leadership in Hospitality

**FOOD PRODUCTION - II**  
**(RHM -201)**

**OBJECTIVE:-** During the course the students should:

Learn about the various commodities required for food production, their market forms, selection, storage and use. Understand the fundamentals of menu planning & standard recipes. Enhance the basic culinary skills.

<b>UNIT - 1</b>	<b>MENU PLANNING &amp; RECIPE FORMULATION:</b> Menu Planning: Factors affecting menu planning , Standard Recipes: Definition, Format, writing and costing.
<b>UNIT – 2</b>	<b>BREAKFAST COOKERY</b> English, American, Indian -regional Breakfast , Eggs, cereals, rolls and other breakfast varieties
<b>UNIT – 3</b>	<b>COMMODITIES</b> MILK AND MILK PRODUCTS: Composition of milk, storage, types of milk, cream, Butter, curd CHEESE Production of cheese, types of cheese, Cheese varieties from different countries. VEGETABLES: Classification, selection , FRUITS: Classification, selection
<b>UNIT - 4</b>	<b>SOUPS AND SALADS :-</b> Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, dressings,

**FOOD PRODUCTION -II (RHM -251)**  
**PRACTICALS**

- 1) Various Breakfasts preparations
- 2) Kitchen First Aid
- 3) Handling Fire
- 4) Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)

**References:-**

Theory Of Cookery – Krishna Arora  
Modern Cookery – Thangam E. Phillip  
Jane Grigson : The Book of Ingredients  
J. Inder S. Kalra : Prasad Cooking  
Lerol A. Polsom : The Professional Chef

**FOOD & BEVERAGE SERVICE -II  
(RHM -202)**

**OBJECTIVE:-** By the end of the semester the students should be able to:

Understand various restaurant services. Understand type of meal and menu. Develop knowledge of the restaurant control system. Understand the processing manufacturing and service of cigar and cigarettes. Acquire the requisite technical skills for competent service of Food & Beverage.

<b>UNIT - 1</b>	<b>Food and Beverage Services in Restaurants:</b> - Introduction, Concept of Restaurant, Types of Restaurants, their salient features; Set up of Restaurants and their Layouts, Restaurant Teams Organizational Structure, Modern Staffing in various hotels, Method and procedure of receiving guests, taking guest orders, Service equipment used and its maintenance, Coordination with housekeeping for soil linen exchange, Physical inventory monthly of crockery, cutlery, linen etc., Equipment, furniture and fixtures used in the restaurant and their use and maintenance, Theme and Speciality Restaurants, Celebrity
<b>UNIT – 2</b>	<b>Coffee Shop &amp; Breakfast Service:</b> 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
<b>UNIT – 3</b>	<b>Room Service/ In Room Dinning:</b> Introduction, Concept of Room Service/ In Room Dinning, 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.
<b>UNIT - 4</b>	<b>Non Alcoholic Beverages &amp; Mocktails:</b> 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

**FOOD & BEVERAGE SERVICE –I  
(RHM -252)  
PRACTICALS**

<ol style="list-style-type: none"> <li>1. Understanding Non Alcoholic Beverages, Types &amp; Service Techniques</li> <li>2. Guest Interactions while on Food Service – Do's &amp; Don'ts</li> <li>3. Understanding Mocktails, Their Presentation and Services ( At least ten types of Mocktails)</li> <li>4. Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance &amp; Acknowledging guests.</li> <li>5. Familiarization with Food Service in Restaurants (Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/residential guests)</li> </ol>	<ol style="list-style-type: none"> <li>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</li> <li>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</li> </ol>
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**References:-**

Sudhir Andrews: F & B Service Trg. Manual  
Denni R. Lillicrap: F & B Service

John Walleg: Professional Restaurant Service  
 Deepanshu, Gupta Nitin & Gaurav : Lexicon of hospitality  
 Brian Varghese: Professional F& B Service Management  
 Brown, Heppner & Deegan: Introduction to F&B Service

**FRONT OFFICE - II  
(RHM -203)**

**OBJECTIVE:-** The objective is to make students aware of:

- a. Registration, its types, importance and aspect.
- b. The components of registration process for individual guest, foreigners and VIP's.
- c. A proper systematic way of sorting a shift and hand over a night audit.

<b>UNIT - 1</b>	<b>GUEST REGISTRATION AND CHECK IN PROCEDURE</b> Meaning of registration. Importance of registration ,The check in procedure for individuals ,Pre arrival activities ,On arrival and post arrival . Guest registration documents. Luggage handling at the time of arrival. Room selling techniques
<b>UNIT – 2</b>	<b>HANDLING GROUP ARRIVALS:</b> Meaning of a group and Types of groups. Group check in procedure. Pre arrival procedures. Welcoming and handling of check-in at the time of actual check-in. Post arrival activities will reference to group types.
<b>UNIT – 3</b>	<b>THE CHECKOUT PROCEDURES</b> The Guest Departure and Post Departure Services at Front Desk: The guest accounting, the guest ledgers, city ledger, tips and advances, front office cash sheet, paid out, bank net receipts, over and shorts, settlement of bills, credit card handling, handling vouchers of – room rate, food sales, laundry, other guest services, miscellaneous charges, credit security measures , cash and credit control, express check out, early and late check outs, group departures, post departure courtesy services
<b>UNIT - 4</b>	<b>FRONT OFFICE SHIFT OPERATIONS</b> Starting of work shift and regular task during the shift VIP movement in hotel shift Ending work shift and shift handover procedure General assistance and concierge service

**FRONT OFFICE -II (RHM -253)  
PRACTICALS**

1. Greeting and receiving the guest.
2. Registration procedure of guests: walk-in, reserved.
3. Allotment of rooms and handing over keys.
4. Post arrival activities at the reception.
5. Check-in procedures for foreigners.
6. Check-in procedures for VIP.
7. Group check-in.
8. Statistical methods.
9. Shift hand over procedures.  
 Planning for following days arrival and departures.

**References:-**

Dennis L. Foster: Back Office Operation & Admn.

Dennis L. Foster: Front Office Operation & Admn  
 Sudhir Andrews: Hotel Front Office  
 Colin Dix & Chirs Baird: Front Opretions  
 Kasavana & Brooks: Managing Front office Opretions

**HOUSEKEEPING - II  
 (RHM -204)**

**OBJECTIVE:-** To complete the student experience of all housekeeping routines including:  
 a. Students will get the knowledge about the public area cleaning task.  
 b. Floors – types of floor finishes, methods of cleaning.  
 c. Knowledge about wall finishes, their types, uses and cleaning wall covering.  
 d. Daily routine of the housekeeping department including clerical job of the Housekeeping.  
 e. Learn about inspection of guest room.  
 Cleaning and care of metals: Brass, silver etc. and their compositions

<b>UNIT - 1</b>	<p><b>Cleaning of Public Areas:</b>          Cleaning of Public Areas: Cleaning Process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/ bar/ banquet Halls/ Administration offices/ Lifts and Elevators/ Staircase/ back areas/ Front areas/ Corridor),</p> <p><b>FLOOR FINISHES:</b>          Classification and characteristics: Hard and soft floor finishes methods of cleaning.</p> <p><b>WALL FINISHES:</b>          Different wall finishes in rooms, public and back areas, Wall papers: Uses, merits and demerits.</p>
<b>UNIT – 2</b>	<p>Pest Control: Types of pests, Control procedures, methods Safeguarding Assets: Concerns for safety and security in Housekeeping operations.          Concept of Safeguarding assets.Types of waste and waste disposal method .</p>
<b>UNIT – 3</b>	<p><b>DAILY ROUTINES &amp; SYSTEMS OF HOUSEKEEPING DEPARTMENT:</b>          Control Desk Activities.          Staff Allocation, Duty Roasters. Key Co-ordination areas</p> <p><b>RECORDS AND FORMATS MAINTAINED IN THE HOUSEKEEPING DEPARTMENT.</b></p>
<b>UNIT - 4</b>	<p><b>GUEST ROOM INSPECTION – CHECK-LIST          COMPOSITION, CARE AND CLEANING OF:</b>          Metals, glass, leather, plastic, ceramic and wood.</p>

**HOUSEKEEPING -II (RHM -254)  
 PRACTICALS**

<p><b>1. Basic cleaning procedure in guest room:</b>          a. Check-out room.          b. Occupied room. c. Vacant room.          d. Evening service.          e. Clerical jobs to undertaken in the above cases.</p> <p><b>2. Public area cleaning programmed:</b>          a. Regular (Daily)          b. Periodical (Weekly)          c. Special (spring)</p>	<p><b>3. Floor polishing and finishing:</b>          a. Different stones like granite, marble, sand stone and other hard surfaces. b. Wooden          c Different metals e.g. brass silver and E.P.N.S., stainless steel, copper, iron etc.          d. Glass e. Plastic f. Leather g. Ceramic</p> <p><b>4. Guest room inspection: Check-list</b></p>
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**References:-**  
 Sudhir Andrews: Hotel Housekeeping

Joan C. Branson: Hotel, Hostel & Hospital Housekeeping  
 Georgia Tucker: The Professional Housekeeper  
 Rose Mary & Heinemann: Housekeeping Management for Hotels  
 Devid Allen, Hutchinson: Accommodation & Cleaning Services

## NUTRITION (RHM -205)

**OBJECTIVE:-** This course is designed to acquaint the students with the basic concept of nutrition which will finally provide support to their knowledge about Food & its preparations. By the end of the semester the students should be able to: Know the importance of food and nutrition. Understand the role of various nutrients in our body. Conceptualize the fundamental of balance diet. Know the effect of storage, pre-preparation and cooking on nutrients. Use the knowledge of nutrition for retention of nutrients while preparation of food and during menu planning.

<b>UNIT - 1</b>	<p><b>INTRODUCTION TO NUTRITION:</b>          Definition of Nutrition; Importance and scope; the various nutrients.</p> <p><b>FOOD AND OUR BODY:</b>          Role of food in our life; recommended dietary intakes (RDI), Calorific value of food; The five food groups;</p>
<b>UNIT – 2</b>	<p><b>ROLE OF NUTRIENTS IN OUR BODY-I:</b>          a. Carbohydrates: Classification, functions, Deficiency and excess of carbohydrates, sources.          b. Fats: Classification of Fats, Functions, deficiency &amp; excess of Fat; sources.          Proteins: essential amino acids, classification of protein, functions of proteins, systems of protein Deficiency, Protein energy malnutrition (P.E.M.), Sources of protein.</p>
<b>UNIT – 3</b>	<p><b>ROLE OF NUTRIENTS IN OUR BODY – II:</b>          Vitamins: Classification of vitamins function deficiency &amp; excess and sources of all vitamins</p> <p><b>ROLE OF NUTRIENTS IN OUR BODY – III:</b>          a. Minerals: Classification, Sources and functions &amp; deficiency of various minerals – Iron, Calcium, Iodine, Sulphur, Potassium, Phosphorous, Sodium, Zinc etc. (elementary study only). Water: Functions, sources &amp; diseases.</p>
<b>UNIT - 4</b>	<p><b>BALANCED DIET:</b>          Concept of balanced diet          Menu planning-Definition, aim &amp; importance Menu planning for specific requirements viz. infants, children, adolescent, adult man &amp; women; nutritional requirements during specific conditions viz, pregnancy, lactation &amp; old age.</p> <p><b>EFFECT ON NUTRIENTS WHILE:</b>          a. Storage.          b. Pre-preparation.          c. Cooking.</p> <p><b>Measures to be taken to prevent nutrient loss during cooking</b></p>

**References:-**

Fundamentals of Food & Nutrition: Mudaambi & Raajgopal  
 Normal & Therapeutic Nutrition: H. Robinsson  
 Clinical Dietics & Nutrition: F.P Aanita

**FRENCH**  
**(RHM -206)**

**OBJECTIVE:-**

This course is designed to acquaint the students with the basic concept of French language which will finally provide support to their knowledge about French Terms of Food & Beverage

<b>UNIT - 1</b>	<b>GRAMMAR:</b> 1) Nouns 2) Indefinite articles 3) Definite articles 4) Prepositions 5) Negation 6) Interrogatives 7) Irregular verbs (Present tense) : être 8) Regular verbs (Present tense): -er 9) Expressions : c'est, ce sont, il y a. 10) Imperative mood 11) Contracted Articles
<b>UNIT – 2</b>	Vocabulary: 1) Alphabet 2) Days 3) Months 4) Colours 5) Numbers 0 to 100 (Ordinal, cardinal) 6) Parts of the face and body 7) Clothes 8) Fruits and vegetables 9) Festivals
<b>UNIT – 3</b>	Communicative skills: 1) How to greet 2) Self Introduction
<b>UNIT - 4</b>	Menu Terminology, Beverage Terminology – Alcoholic, Non Alcoholic

**References:-**

Nouvel en Échanges, 3rd Revised edition, 2012: Neelima Raddi & Anjali Paranjpye.  
Lexicon of Hospitality. 2010, Deepanshu, Gupta Nitin & Gaurav