

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

**LUCKNOW**



**Study & Evaluation Scheme with Syllabus**  
**for**  
**Second Year Bachelor of Hotel Management &**  
**Catering Technology (BHMCT)**

**On**  
**Choice Based Credit System**  
**(Effective from the Session: 2017-18)**

**2<sup>nd</sup> Year III-SEMESTER**

S. No.	Subject Code	Subject Name	L-T-P	ESE Marks	Sessional		Total	Credit
					CT	TA		
1.	RVE301	Universal Human Values & Professional Ethics	3-0-0	70	20	10	100	3
2.	RAS302	Environment & Ecology	3-0-0	70	20	10	100	3
3.	RHM301	Food Production-III	3-1-0	70	20	10	100	4
4.	RHM302	Food And Beverage Service-III	3-1-0	70	20	10	100	4
5.	RHM303	Front Office-III	2-1-0	70	20	10	100	3
6.	RHM304	House Keeping-III	2-1-0	70	20	10	100	3
7.	RHM351	Food Production-III Lab	0-0-4	50	30	20	100	1
8.	RHM352	Food And Beverage Service-III Lab	0-0-2	50	30	20	100	1
9.	RHM353	Front Office-III Lab	0-0-2	50	30	20	100	1
10.	RHM354	House Keeping-III Lab	0-0-2	50	30	20	100	1
Total							1000	24

**CT:** Class Test

**TA:** Teacher Assessment

**L/T/P:** Lecture/ Tutorial/ Practical

**2<sup>nd</sup> Year IV-SEMESTER**

S. No.	Subject Code	Subject Name	L-T-P	ESE Marks	Sessional		Total	Credit
					CT	TA		
1.	RHM451	Practical Industrial Training		600		400	1000	20
Total							1000	20

**CT:** Class Test

**TA:** Teacher Assessment

**L/T/P:** Lecture/ Tutorial/ Practical

## **RHM301: FOOD PRODUCTION-III**

**OBJECTIVE:** To provide an in depth knowledge of various food preparations, apart from this to make various culinary preparations out of

1. Meat,
2. Poultry,
3. Games, Fish etc.

### **UNIT-I**

**Meat Cookery:** Meat: Characteristics, selection and grading, Classification (Bovines, Ovines and Swines) Categories

**Lamb & Beef:** Types of meats used in cookery, Cuts of meats i.e.( beef, lamb), purchasing and quality grading, factors that gives meat a good quality, handling, knowledge of offal's & other edible parts, food value, storage, Butchering Procedure, Rigor Mortis, application & cooking methods, Smoking Procedure

**PORK:** Cuts, food value, purchasing, butchering procedure, **Processed Meat**-Ham, Bacon, Sausages, Salami

### **UNIT-II**

**Poultry And Egg Cookery:**

**Poultry And Game:** Introduction, Classification, Selection Criteria, Cuts of Poultry, Yield and simple Indian preparations.

**Eggs:** Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs

### **UNIT-III**

**Fish Cooking:** 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 fish.

### **UNIT-IV**

**Food Commodity:**

**Cereals:** Sources, variety of cereals, uses, storage.

**Fats & Oils:** Sources, types (animal and vegetable fats), uses, storage, Hydrogenization and rancidity

**Herbs And Spices, Condiments:** used in cookery.

**References:**

1. Krishna Arora: Theory of Cookery
2. Thangam E. Phillip: Modern Cookery
3. Jane Grigson: The Book of Ingredients
4. J. Inder S. Kalra: Prasad Cooking
5. Lerol A. Polsom: The Professional Chef
6. Cinton Cesarane: Theory of catering

## **RHM302: FOOD & BEVERAGE SERVICE-III**

### **OBJECTIVE:**

Understand the alcoholic beverages and its broad categories:

- a) Brewing process
- b) Viticulture and Vinification.
- c) Understand different types of Wines, Their classification storage & services.

Know about the different wine producing countries, their specialty wine and the wine quality laws governing the major wine producing countries

### **UNIT-I**

**Alcoholic Beverages:** Introduction, Definition of alcoholic beverages and classification

**Fermentation:** Definition, Process & Uses.

### **UNIT-II**

**Beer:** History, Definition and types, Ingredients used in beer making,

**Brewing Process:** Bottom fermentation; Top fermentation. Beer faults, Care and Storage of beer. Beer terminology.

### **UNIT-III**

**Wine:** History, definition and classification of wine ,Viticulture seasons, Quality of soil and of area of production. Types & Composition of grapes and its effect on the nature of wine, wine makers' Calendar, and wine diseases Wine making Methods-Table (Red, White, Rose), Fortified- Sherry & Port, Sparkling Wine, Characteristic of wine, still, sweet, dry, vintage & non-vintage, Care and Storage of wine, Wine Terminology.

### **UNIT-IV**

**Wines of France:** Different regions, their geographical composition and climate, grape varieties and characteristic of wines from each region. Special reference of Champagne, its origin, grape varieties and production.

**Wines of Other Countries:** Italy, Germany, America, Australia, Newzeland, California, Chilli & India. Wine of Spain with special reference to sherry (in detail). Wine of Portugal with special reference to port & Madeira, Marsala.

**Wine Quality Laws:** France, Germany, Italy, Portugal and Spain

**Foods and Wine Harmony:** In relation to all courses of French classical menu.

### **References:**

1. Sudhir Andrews: F & B Service Trg. Manual
2. Denni R. Lillicrap: F & B Service
3. Deepanshu, Gupta Nitin & Gaurav: Lexicon of hospitality
4. Coltsman: Introduction to F&B Service

## **RHM303: FRONT OFFICE-III**

### **OBJECTIVE:**

Students should learn about:

- a) Handling guest mails, messages and guest enquires.
- b) Describe room change procedure and Out Door Area management.
- c) Outline the tasks performed at bell desk.

### **UNIT-I**

#### **Guest Information Management:**

Guest Information Handling, Handling guest mails and message procedure, Business centre facilities and functions.

### **UNIT II**

#### **Front Desk Functions:**

Room key management, Self check-in, Web check-in, Wake up calls and do not disturb requests, Guest visitors handling, Paging system.

### **UNIT III**

**Room Change Procedure and Bell Desk Functions:** Meaning and procedures for room change, Live move and dead move, Room change formats.

**Bell Desk Management:** Activities and procedures at the time of: Check in, Check out. and Left luggage procedure, Travel desk services, Concierge services, Other activities & Formats used at Bell Desk.

### **UNIT-IV**

**Hotel Porch Operations Management:** Car parking–self and valet parking, Public addresses System, Duties of doorman/ parking attendant. Hire a car procedure. Airport representative, guest pickup and drop services.

### **References:**

1. Dennis L Foster: Back Office operation & Administration.
2. Sudhir Andrews: Hotel Front Office.
3. Bruce Braham: Hotel Front Office.
4. Casavana: Front Office Management.

## RHM304: HOUSEKEEPING-III

### OBJECTIVE:

By the end of this course the students will have knowledge about the following:

1. Hotel Linen room procedure, care and maintenance of Linen.
2. Sewing and uniform room procedures, care and maintenance.
3. Laundry- Importance and principles, equipments, layout, flow process and finishes.
4. Stain removal – methods and aids.
5. Fabrics - origin, characteristics, classification and usage in hotel industry.
6. Yarns and their types.

### UNIT-I

**Fibers And Fabrics:** Definition, Origin, Classification, Characteristics of different fibers– Cotton, Linen, Silk, Polyester, Nylon, Acrylic. **Yarns:** Types.

**Finishes:** Designing, sizing, deguming, weighting, scouring, calendaring, decatizing, Tentering, shearing. Flocking, sanforisation mercerization, napping. Bleaching, Dyeing, Printing, Singeing.

### UNIT-II

**Hotel Linen And Linen Room:** Classification: Room linen, F&B linen, miscellaneous linen. Selection criteria & stock requirements, Par Stock.

**Linen Room:** Location, Equipment and Standard Operating Procedures, Storage & section: Care of linen and Stocktaking, Marking & Monogramming. Functioning.

### UNIT-III

**Laundry:** The Concept, Importance, Organisation Structure, Key Roles & People, Functions of a Laundry, Professional Laundry Set Up, Linen Room, Uniform Room, Tailor Room, Setups & Functions, Equipments Used in laundry, Their Salient Features, Laundry Chemicals, Laundry Do's and Dont's, On Premises Laundry, Off Premises Laundry, Commencing the Day's Work - Briefing, De Briefing, Day Schedules.

**Managing Guest Laundry:** Valet Services: Collecting Guest laundry and returns, Do's and Dont's, Handling guests Linens,

**Stain Removal:** Different types of stains, Cleaning methods, Specific Cleaning Agents, Chemicals and detergents.

Care for color and delicate fabrics..

### UNIT-IV

**Sewing Room:** Activities and area provided. Equipments and Standard Operating Procedures

**Uniform Room:** Purpose of uniforms. No. of sets issuing procedure & exchange of uniform.

Designing a uniform. Layout and planning of the uniform room.

### References:

1. Joan C. Branson: Hotel, Hotel & Hospital Housekeeping.
2. Georgira Tucker: The Professional Housekeeper.
3. Rose Mary & Heinemann: Housekeeping Management for hotels.
4. David Allen, Hutchinson: Accommodation & cleaning services

### **RHM351: FOOD PRODUCTION-III Lab**

1. Dishes with accompaniments & sauces.
2. Meat, poultry, Egg & fish dishes (Continental).
3. Butchering process of meat, poultry.
4. Familiarization with commodities and their uses in kitchen with the help of simple dishes preparation indicating their uses

### **RHM352: FOOD & BEVERAGE SERVICE-III LAB**

- Beverage order taking and preparation of BOT.
- Familiarization with the glassware, equipments and tools required in relation to Beer & wine services.

#### **Service of Wine**

- a) Order taking procedure
- b) Service sequence, serving temperature
  - Services of red wine, white wine, champagne with all the courses. Decanting
  - Designing of beer/ wine list

#### **Service Of Beer**

- a) Service of Beer: Draught Beer, Bottled beer
- b) Order Taking Procedure
  - Service Sequence, Equipments used.

#### **Assignments:**

1. Preparing Charts
  - Different regions of France and their characteristics of wine.
  - Regions and characteristics wine of two other countries.
2. Collection of Labels
  - At least five wines & Beers (Indian & International).

### **RHM353: FRONT OFFICE-III LAB**

1. Handling various types of enquires and providing information at the front desk information section.
2. Message and mail handling procedures.
3. Bell desk activities at the time of:
  - Check-in,
  - Check-out,
  - Room change
4. Electronic Key Handling System

### **RHM354: HOUSEKEEPING-III LAB**

1. Layout of Linen and Uniform Room/Laundry
2. Laundry Machinery and Equipment
3. Stain Removal
4. Selection and Designing of Uniforms
5. Visit to a professional Laundry

## **RHM451: PRACTICAL INDUSTRIAL TRAINING**

### **Training Schedule:**

Students will undergo training In all major departments of the Hotel. The industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. Academic Credits **for training shall be based on following:**

### **Log books and attendance, Appraisals, Report and presentation, as applicable:**

All trainees must ensure that the log books and appraisals are signed by the departmental/sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) Should be make. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed.

The Training Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

**Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:**

1. Logbook
2. Appraisal
3. A copy of the training certificate.
4. IT Report in all four Departments.
5. Power Point presentation on a CD, based on the training report.