

# UTTAR PRADESH TECHNICAL UNIVERSITY LUCKNOW



## SYLLABUS

# Bachelor of Hotel Management & Catering Technology (BHMCT)

3<sup>rd</sup> Year (V & VI Semester)

(Effective from Session 2015-2016)

**U.P. Technical University, Lucknow**  
**Scheme of Examination for Bachelor of Hotel Management & Catering Technology (BHMCT) – V Semester**

S. No.	Subject Code	Subject Name	Periods per Week			Evaluation Scheme			Examination	Subject Total
						Sessional				
						CT	TA	Total		
1.	HMCT-501	Food Production & Patisserie -V	3	1	0	15	10	25	50	<b>75</b>
2.	HMCT-502	Food & beverage Services-V	3	1	0	15	10	25	50	<b>75</b>
3.	HMCT-503	Front Office Operations-V	3	1	0	15	10	25	50	<b>75</b>
4.	HMCT-504	Hotel Housekeeping-V	3	1	0	15	10	25	50	<b>75</b>
5.	HMCT-505	F & B Management	3	1	0	30	20	50	100	<b>150</b>
6.	HMCT-506	Hotel Facility Planning	3	1	0	30	20	50	100	<b>150</b>
		<b>PRACTICAL</b>	--	--	--	--	--	--	---	---
7	HMCT-551	Food Production & Patisserie -V	0	0	8	30	20	50	75	<b>125</b>
8	HMCT-552	Food & beverage Services-V	0	0	4	15	10	25	50	<b>75</b>
9	HMCT-553	Front Office Operations-V	0	0	2	15	10	25	50	<b>75</b>
10	HMCT-554	Hotel Housekeeping-V	0	0	2	15	10	25	50	<b>75</b>
11	GP-501	General Proficiency	--	--	--	--	--	50	---	<b>50</b>
		<b>Total</b>	<b>18</b>	<b>6</b>	<b>16</b>	--	--	--	---	<b>1000</b>

TA – Teacher Assessment

CT- Class Test

ESE- End Semester Examination

L/ T/ P – Lecture/ Tutorial/ Practical

**Note:** Duration of ESE shall be 3 (Three) Hrs. for subjects carrying 100 Marks & 2 (Two) Hrs. for subjects carrying 50 marks.

## Uttar Pradesh Technical University, Lucknow

### Scheme of Examination for Bachelor of Hotel Management & Catering Technology (BHMCT) VIth – Semester

S. No.	Subject Code	Subject Name	Periods			Evaluation Scheme			Examination	Subject Total
						Sessional				
			Theory	L	T	P	CT	TA	Total	
1.	XXXX	XXXXXX	00	00	00	00	00	00	0	<b>0</b>
2.	XXXX	XXXXXX	00	00	00	00	00	00	0	<b>0</b>
3.	XXXX	XXXXXX	00	00	00	00	00	00	0	<b>0</b>
4.	XXXX	XXXXXX	00	00	00	00	00	00	0	<b>0</b>
5.	XXXX	XXXXXX	00	00	00	00	00	00	0	<b>0</b>
6.	XXXX	XXXXXX	00	00	00	00	00	00	0	<b>0</b>
		<b>Industrial Training</b>								
1.	HMCT- 651	Internal Viva Voce	00	00	00	00	00	00	500	<b>500</b>
2.	HMCT - 652	External Viva Voce	00	00	00	00	00	00	500	<b>500</b>
		<b>Total</b>	00	00	00	-	-	-		<b>1000</b>

TA – Teacher Assessment

CT- Class Test

ESE-End Semester Examination

**Note:** There will be no End Semester Examination Papers for Theory, but only External and Internal Viva-voce.

## **HMCT-501--FOOD PRODUCTION & PATISSERIE-V**

**OBJECTIVE:** - At the end of the semester the student should: -

- a) Be able to conceptualize the management and functioning of Quantity Kitchen.
- b) Insight of fast food.
- c) Acquire the requisite technical skills in Banquet menus and cooking.
- d) Knowledge about Airline and cruise liner meal planning.

### **COURSE CONTENT**

#### **UNIT 1**

##### **QUANTITY FOOD PRODUCTION**

- a. Introduction to large scale commercial cooking
- b. Objective, technique & Equipments
- c. contract catering
- d. Industrial catering
- e. Institutional catering
- f. Layout of Large quantity kitchen
- g. staff hierarchy

#### **UNIT 2**

##### **BANQUET MENUS**

- a. Planning
- b. Indenting & costing
- c. Forecasting
- d. Recipes
- e. Pre-preparation and cooking techniques.

##### **AIRLINE AND CRUISE LINER MEAL PLANNING**

- a. Cooking techniques
- b. Equipments used
- c. Menus and presentation of food.
- d. Cook chill system
- e. Cook freeze system

#### **UNIT 3**

##### **CONVENIENCE FOOD AND FAST FOOD**

- a. Characteristics
- b. Types -Indian and western
- c. Menu examples
- d. Role of convenience food in fast food operations
- e. Advantages and disadvantages of convenience food
- f. Labor and cost saving aspect.

## **UNIT 4**

### **SANDWICHES, ROLLS, BURGERS, PIZZAS, HOTDOGS, FOOT LONGS**

- a. Types
- b. Preparation
- c. Selection of spreads
- d. Various fillings
- e. Presentation style
- f. Appropriate garnishes & accompaniments.

### **HMCT- 551 PRACTICALS**

Menus of western / Indian /oriental/ethnic courses in context to Quantity cooking.  
Preparation of Sandwiches, rolls, burgers, pizzas, hotdogs and foot longs.

### **TEXT READING**

Thangam Philip - Theory of cookery-II

Jane Gregsan's – European cookery

Charmine Slolomon – The complete Asian cookery

Christes Schamalas - Garnishing

Paul bocuse – The We professional chef

Victor Ceserani- Kitchen Landerwork.

# **HMCT-502-- FOOD & BEVERAGE SERVICE-V**

## **COURSE CONTENTS**

### **UNIT 1**

#### **GUERIDON SERVICE:**

- a) History of gueridon
- b) Definition and term gueridon
- c) General points to be considered while doing gueridon
- d) Advantages and disadvantages of gueridon services
- e) Gueridon equipments and ingredients
- f) Method of service of common gueridon preparations

### **UNIT 2**

#### **BUFFET MANAGERMENTS**

- a) Introduction
- b) Types of Buffet
- c) Table layout and configuration
- d) Clothing and dressing the buffet table
- e) Display and decoration
- f) Types and limitations of food to be served
- g) Mis-en-place
- h) Checklist and its proper supervision
- i) Food & Beverage control-its application and buffet management

### **UNIT 3**

#### **BANQUET MANAGEMENT AND FUNCTION CATERING**

- a) History of banquets; types of banquets (formal and informal)
- b) Organization of Banquet Department
- c) Function selling-menus
- d) Facilities available
- e) Sitting plans-theatre, class room and formal
- f) Contract/Memorandum
- g) Weekly and daily
- h) Formal Gatherings
- i) Name Cards
- j) Seating Plans
- k) Mis-en-place
- l) Service
- m) Toasting and sequencing of events
- n) Banqueting exercises
- o) Case studies in banqueting
- p) Informal gathering
- q) Reception
- r) Cocktail parties
- s) Seminars
- t) Exhibitions

- u) Fashion shows
- v) Trade Fairs
- w) Wedding
- x) Organizing Theme functions

#### **UNIT 4**

##### **OUTDOOR CATERING/OFF PREMISES CATERING**

- a) Introduction; who could be an out door caterer; infrastructure; licenses; on site facilities; employees
- b) Equipments-preparation, transportation and service equipments
- c) Establishment suppliers
- d) Food purchase storage and handling
- e) Peripherals and special effects
- f) Pricing-finding cost, pricing techniques
- g) Menu Balancing
- h) Selling-telephone techniques, price quotation, booking, client meeting, meeting review, letter of agreement, follow up

##### **BUSINESS EVENT MANAGEMENT**

- a) Types of Business Events-workshop, seminar, conference sales meet, lunch etc
- b) Understanding facility needs for business event plan
- c) Operation and management of business event
- d) Follow up and retaining client

##### **HMCT-552 PRACTICALS**

1. Table layout and services for different types of meals
2. Beverage order taking and preparation of BOTs
3. Gueridon Service
4. Preparation and service of Banana Flambé and Crepe Suzette
5. Layout and drawing of the functions prospectus and identifying its appropriate usage
6. Planning of different types of buffet counters and setting the counters
7. Preparation of function checklist of buffet
8. Assignment on buffet menu planning
9. Planning the table layouts of different types of banquet function
10. Seating plans of different Banquets. Preparation of charts, Name cards etc.
11. Food and beverage-how to serve in banquets
12. Assignments: a) Checklist for conference and other parties b) Menu planning for State Banquets
13. To visit Hotels for Buffet Banquet and business events

##### **TEXT READINGS**

Jaffrey T Clarke  
 Dennis R Lilicrap  
 Matt A Casdo  
 Michael M Coltman

Table and Bar  
 Food and Beverage Service  
 Food and Beverage Service  
 Beverage Management

# **HMCT- 503--FRONT OFFICE OPERATIONS-V**

## **OBJECTIVES**

- a. Explain the basic Front Office accounting functions and methods of account settlements and check out procedure
- b. Illustrate Foreign Exchange Encashment procedure
- c. Summarize starting and ending of shift procedures for cashiers
- d. Making the students aware of Safety Lockers Management
- e. Present Assertive Communications Approaches and customer care.

## **COURSE CONTENT**

### **UNIT 1**

#### **CHECK-OUT PROCEDURE**

Information to concerned Departments

#### **MAINTAINING MASTER FOLIO AND MANAGING PROBLEMS THERIN**

- a. Vertical tabular ledger
- b. City Ledger
- c. Departmental Bills
- d. Paid-out vouchers
- e. Miscellaneous charges voucher
- f. Allowances
- g. Advance
- h. Discounts
- i. Computerized Systems
- j. Problems handling

### **UNIT 2**

#### **PREPERATION OF BILL FOR CHECKING OUT GUESTS**

#### **RECEIVING PAYMENTS (SETTLING BILLS)**

- a. Cash
- b. Credit Card
- c. Bill to Company
- d. Travel Agent Voucher
- e. Travelers Cheques

### **UNIT 3**

#### **FOREIGN EXCHANGE ENCASHMENT PROCEDURE**

- a. Authorized agencies
- b. Licenses and documents used
- c. Different currencies and their-FOREX RATES
- d. Category of guests entitled



## **UNIT4**

### **SAFETY LOCKERS**

- a. House Rules
- b. Operational Procedures

### **STARTING AND ENDING WORK SHIFT OF FRONT OFFICE CASH**

Procedures and reports

### **HMCT - 553-PRACTICALS**

1. Familiarization of various documents used in cashiers desk: VTL, Paid outs, Vouchers, Miscellaneous Charge Voucher, Other Documents
2. Preparation of Bills
3. Checking Out Guests and accepting payments
4. FOREX encashment procedure
5. Operating Safety Lockers
6. Starting and Ending work shift at Front Office Cash
7. Handling situations
8. Computerized billing system

# **HMCT-504-HOTEL HOUSE KEEPING-V**

## **COURSE CONTENT**

### **UNIT 1: PLANNING AND ORGANISING HOUSEKEEPING DEPARTMENT**

- a. Physical Survey
- b. Specification
- c. Work Study
- d. Work Schedule
- e. Duty Rotas

#### **The philosophy of work analysis and improvement**

- a. What is work analysis
- b. Simple questions can uncover serious problems

### **PURCHASING PROCEDURES**

- a. Purchasing arrangements
- b. Purchasing Cycle

### **UNIT 2: STORE AND STOCK CONTROL**

- a. Store room control
- b. Inventory and requisitions
- c. Par Stock
- d. Stock taking
- e. Inventory control

### **RENOVATION OF ROOMS**

Floors, Refurbishing, furniture and interior decoration etc.

### **UNIT 3: CONTRACT CLEANING**

- a. Different jobs that can be given on contract.
- b. Methods of pricing
- c. Advantages and disadvantages

VARIABLES OF OPENING A HOUSEKEEPING DEPARTMENT IN A NEW HOTEL  
REQUIREMENT/MANAGEMENT OF NON-COMMERCIAL ACCOMMODATION SERVICE;

### **UNIT 4: CRISIS MANAGEMENT**

- a. During facility breakdown
- b. Security aspects
- c. Loss prevention

### **MANAGERIAL HANDLING OF THE VIPS, CIPS AND TRAVEL AGENT GROUPS CLASSIFICATION PROCEDURE OF HOTELS**

Procedures and norms, gradation.

## **HMCT-554 PRACTICALS**

1. Preparing guest rooms and checking through check lists
2. Cleaning and upkeep of Public Areas
3. Preparing rooms for special occasions/guests/VIP/CIP/Travel Agent guests
4. To co-ordinate with hotel for learning purchase, storing and inventory control system

# **HMCT-505--FOOD AND BEVERAGE MANAGEMENT**

## **OBJECTIVE**

To develop optimum level of knowledge and skills in the students so as they are capable to independently manage various F&B service outlets in Hospitality Industry also to make them aware of cost controls, sales analysis

## **COURSE CONTENT**

### **UNIT 1**

#### **SPECIALISED FORMS OF FOOD AND BEVERAGE SERVICE**

Introduction to specialized service-Floor/Room Service/ Trolley service, Butler Service, Lounge Service, Hospital Service, Travel Service (Airlines and Railways), Brunch Service, Hi Tea/Evening Tea Service, Buffet Service and Gueridon Service.

### **UNIT 2**

#### **FOOD AND BEVERAGE COST CONTROL SYSTEMS**

Determining the cost, food cost percentage, evaluating food cost result, food cost control, and beverage cost control.

#### **FOOD AND BEVERAGE PURCHASING AND INVENTORY**

Food and beverage purchasing, food and beverage inventory, food and beverage receiving and storage, food inventory control, beverage inventory control.

### **UNIT 3**

#### **FOOD AND BEVERAGE CONTROL IN SERVICE**

K.O.T control system, F&B control cycle, making bills, cash handling, theft control system, F&B control records and formats.

### **UNIT 4**

#### **FOOD AND BEVERAGE PROMOTIONS**

Décor and furnishing, fixtures and fittings, equipments, layout of service area, advertising identifying the media, promoting festivals, promoting room service, up selling, telephone selling, suggestive selling

### **UNIT 5**

#### **LATEST OF INDUSTRY**

Different type of latest managements, latest systems in Food and Beverage service, latest equipments, latest computer programs, latest trends in Food and Beverage outlets, latest Training needs and procedures, Latest career development

## **TEXT READING**

Levinson	Food and Beverage Operations
Lillycrap	Food and Beverage Service
Chand-Tara	Hotel and Restaurant Management
Cullen	Food and Beverage Manager
Cassel	Management of Food Service Operation
Longman	Food and Beverage Management

# **HMCT-506—HOTEL FACILITY PLANNING**

## **UNIT-I**

### **HOTEL DESIGN**

#### **Design Consideration:**

- Attractive Appearance
- Efficient Plan
- Good Location
- Suitable Material
- Suitable Workmanship
- Sound Financing
- Competent Management

b. Evaluation of accommodation needs thumb rules.

c. Ensuring that the hotel must combine the integrated function of housing, feeding, entertainment, rentals, services, and maintenance and light manufacturers.

## **UNIT-2**

### **FACILITIES PLANNING**

- a. The systematic layout planning pattern(SLP); Planning Consideration.
- b. Flow process and flow diagram.
- c. Procedure for determining space, ways of determining space requirements space relationship.
- d. Architectural consideration.
- e. Difference between carpet area and plinth area.
- f. Approximate cost of construction estimation.
- g. Approximate operating areas in budget type/5 star type hotel. Approximate other operating areas per guest room.
- h. Approximate water/electrical load requirement-estimation.

## **UNIT-3**

### **STAR CLASSIFICATION OF HOTEL**

- a. Guidelines of Architectural feature, facilities and service in star category Hotel, Heritage and Apartment Hotel by Ministry of Tourism, Govt. of India.
- b. Criteria for star classification of Hotel.
- c. Criteria for classification of Heritage Hotel.
- d. Criteria for classification of apartment Hotel.
- e. Hotel evaluation sheet for awarding category.

## **UNIT-4**

### **PLANNING FOR FOOD AND BEVERAGE OUTLETS**

- a. Equipment requirement for commercial kitchen and Restaurant.
- b. Specification of different equipments.
- c. Layout of commercial kitchen and F&B outlets.
- d. Planning of various supporting services: Kitchen stewarding, Storage Facilities.

## **UNIT-5**

### **PROJECT MANAGEMENT**

- a. Network analysis.
- b. Basic rules and procedure for network analysis.
- c. Defination, scope, merits & demerits of CPM & PERT.
- d. Comparison of CPM and PERT
- e. Network crashing, determining crash cost, normal cost.
- f. Classroom experiences.

## VI-Semester

**There will be no theory papers in this Semester and students will have to go for mandatory Industrial training in any 3-5 stars Hotel. At the end of Semester, Students will be judged on the basis of performance, feedback from the Hotel , the IT report & log book submitted to the Institute.**

### **INDUSTRIAL TRAINING SCHEME (20 Weeks)**

1) Exposure to Industrial Training is an integral part of the 3<sup>rd</sup> year curriculum. The 20 weeks industrial training would be divided in the four key areas of Food Production, Food & Beverage Service, Accommodation Operations & Front Office Operations.

2) For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. **A hard copy of the report along with log book will have to be submitted to the panel. This report will consist of detailed information about the property and its various departments (all major and minor detail about the outlet).**

3) A log book is to be maintained for attendance and duties performed on each day. The duties and responsibilities should be mentioned for each day on a single page. For off day, the page should be left blank mentioning OFF-DAY.

3) Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the Hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.