

# UTTAR PRADESH TECHNICAL UNIVERSITY LUCKNOW



## SYLLABUS

# Bachelor of Hotel Management & Catering Technology (BHMCT)

4<sup>th</sup> Year (7th & 8th Semester)

(Effective from Session 2015-2016)

**Syllabus ONLY FOR for BHMCT batch(MTU) – 2012 – 7<sup>th</sup> & 8<sup>th</sup> semester ONLY**

S.No	Subject Code	Subject Name	Periods per week			Evaluation Scheme			Examination ESE	Subject Total
			L	T	P	CT	TA	Total		
1	NBHM-701	Advanced Food Production	2	1	0	15	10	25	50	75
2	NBHM-702	Advanced Food & Beverage Service	2	1	0	15	10	25	50	75
3	NBHM-703	Management Information System	2	1	0	15	10	25	50	75
4	NBHM-704	Advance Hotel Housekeeping	2	1	0	15	10	25	50	75
5	NBHM-705	Hospitality Marketing Management	3	0	0	30	20	50	100	150
Practicals										
1	NBHM-751	Advanced Food Production	0	0	8	30	20	50	75	125
2	NBHM-752	Advanced Food & Beverage Service	0	0	4	15	10	25	50	75
3	NBHM-753	Management Information System	0	0	2	15	10	25	50	75
4	NBHM-754	Advance Hotel Housekeeping	0	0	2	15	10	25	50	75
5	NBHM-755	Project Work						50	100	150
	GP 701	General Proficiency	-	-	-	-	-	50	-	50
		<b>TOTAL</b>	<b>14</b>	<b>4</b>	<b>16</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1000</b>



## **NBHM 701 ADVANCE FOOD PRODUCTION**

### **DESCRIPTION**

In this semester students gets an indepth knowledge about particular cuisine and master themselves in their respective area of Culinary Science .Kitchen management , record keeping and budgetary control are the key aspects that are taught to the students .

### **OBJECTIVES**

To provide an in-depth knowledge of purchasing and kitchen management, and also important knowledge of hot and cold desserts

### **LEARNING OUTCOME**

- a) To enable students about the managerial aspects
- b) To teach students about quality and Portion control.
- c) To master the students in particular area of culinary skill
- d) Cold Kitchen
- e) To train the students in terms of menu planning

### **COURSE CONTENT**

#### **UNIT 1**

##### **KITCHEN MANAGEMENT**

Objectives, Food preparation areas , kitchen planning and layout, kitchen organization, basic knowledge for kitchen staff, food service system, selection of supplier, purchasing, market study, receiving food, inventory management, store management, indenting, distribution of food and holding food.

## **UNIT 2**

### **QUALITY CONTROL PROCEDURE**

Cost control, quality control, portion control, waste control and budgetary control.

### **KITCHEN RECORDS AND FORMATS**

Different records, registers, vouchers, formats, tags and color-coding.

## **UNIT 3**

### **PRINCIPLES OF MENU PLANNING**

Menu planning, recipe development and conversion

### **FOOD HANDLING PROCESS**

### **DIFFERENT INTERNATIONAL CUISINES**

Basic knowledge of Chinese, Italian, Indonesian, Japanese, Mexican, Middle Eastern, Thai, Spanish and American cuisine.

## **UNIT 4**

### **BAKERY LARDER**

- Definition, function, importance, layout and planning of larder department
- Staff organization
- Cold food presentation
- ASPIC & chaudfroid
- Sandwiches and canapés
- Cold starters
- Charcuterie
- Sausages, terrines, galantines, pate, mousses
- Control of expensive commodities meat tag

### **Reference Books**

- Cinton Caesarani – Theory of Cookery
- Krishna Arora – Theory of Cookery
- Thangam Philip – Theory of Cookery II
- Jane Gregsan's – European Cookery
- Paul Bocuse – The We Professional Chef

## Web References

[www.hospitalityinfocentre.co.uk/Bakery/Pastry.htm](http://www.hospitalityinfocentre.co.uk/Bakery/Pastry.htm)

[www.angrau.ac.in/media/10844/fdst216bakeryconfectioneryproducts.pdf](http://www.angrau.ac.in/media/10844/fdst216bakeryconfectioneryproducts.pdf)

[www.textbooksonline.tn.nic.in/Books/12/Std12-Voc-FMCC-EM.pd](http://www.textbooksonline.tn.nic.in/Books/12/Std12-Voc-FMCC-EM.pd)

[www.bonappetit.com/recipes/.../salty-chocolate-chunk-cook](http://www.bonappetit.com/recipes/.../salty-chocolate-chunk-cook).

[sallysbakingaddiction.com/category/sweet-salty-recipes/](http://sallysbakingaddiction.com/category/sweet-salty-recipes/)

[en.wikipedia.org/wiki/Category:Cooking\\_techniques](http://en.wikipedia.org/wiki/Category:Cooking_techniques)

[wikieducator.org/Different\\_methods\\_of\\_cooking\\_](http://wikieducator.org/Different_methods_of_cooking_)

[https://en.wikipedia.org/wiki/Convenience\\_food](https://en.wikipedia.org/wiki/Convenience_food)

[www.thefreedictionary.com/convenience+food](http://www.thefreedictionary.com/convenience+food)

## **NBHM 751 ADVANCE FOOD PRODUCTION PRACTICALS**

<b>1. Quality Control Process</b>
<b>2. Kitchen Management</b>
<b>3. International Cuisines</b>

## **NBHM 702 ADVANCED FOOD & BEVERAGE SERVICE**

### **DESCRIPTION**

In this semester course provides students with the detailed knowledge, skills and attitude necessary to perform the duties, tasks, and steps required of Food and Beverage Service Attendant in the various food and beverage outlets.

It also provides students with sufficient knowledge to make decisions about food and wine services, styles, procedures and workflow in a hospitality environment.

### **OBJECTIVES**

To give the students and in-depth knowledge of International Banquets, Function Catering, Restaurant planning and designing, Fast food operations and management, Industrial, hospital and institutional catering services, crew liners and airlines.

### **LEARNING OUTCOME**

- a) The student will be able to know how international bookings are handled.
- b) The student will learn the various steps involved in planning and designing and how to execute and implement them.
- c) The student will be able to identify the various types of non-commercial catering establishments and their operations.
- d) The student will be able to understand the operations in various transport sectors and the prerequisites.

### **COURSE CONTENT**

#### **UNIT 1**

#### **INTERNATIONAL BANQUETS / FUNCTION CATERING**

- a. Booking Procedure
- b. Function planning, organizing & control
- c. Checklist, documentation & standard operating procedures (SOPs)

## **UNIT 2**

### **RESTAURANT PLANNING AND DESIGNING**

- a. Space utilization & management
- b. Floor plan & layout plan (on scale)
- c. Determination of lighting & Interim
- d. Designing & Decoration
- e. Planning for equipments and manpower
- f. Menu planning & SOPs

### **FAST FOOD OPERATION & MANAGEMENT**

- a. Study of Management & Indian Corporate
- b. Calculation of sales, forecasting cost & budgetary control, break-even analysis.
- c. Pick up & delivery operation & system.
- d. Designing & SOPs

## **UNIT 3**

### **INDUSTRIAL / INSTITUTIONAL, HOSPITAL CATERING SERVICES**

- a. Planning, organizing & control
- b. Determination of capacity in context with speed time & space.
- c. Menu planning & role of dietician.
- d. Cost calculation & determination of subsidy.
- e. Manpower planning.
- f. Food Handling-Bonded Area Management.

## **UNIT 4**

### **CREWLINERS & AIRLINES**

**Deck Management, Menu Planning**

**Ground Management, Tray/Trolley Set Up**

**Services on the Slip/Craft, Food Delivery System**



## **REFERENCE BOOKS**

- Cullen – Food & Beverage Manager
- Cassel – Management of Food Service Operations
- Longman – Food & Beverage Management
- Keiser & De Micco – Controlling & Analyzing Costs in Food Service Operations

## **NBHM 752 ADVANCED FOOD & BEVERAGE SERVICE - PRACTICALS**

<b>1. Table layout and services for different types of meals.</b>
<b>2. Layout and drawing of the functions prospectus and identifying its appropriate usage.</b>
<b>3. Planning of different types of buffet counters and setting the counters.</b>
<b>4. Preparation of function checklist of buffet.</b>
<b>5. Assignment on buffet menu planning.</b>

## **WEB REFERENCES**

[http://allfoodbusiness.com/restaurant\\_layout.php](http://allfoodbusiness.com/restaurant_layout.php)

<http://www.msvu.ca/en/home/programsdepartments/professionalstudies/appliedhumannutrition/becomingadietitiannutritionprofessional/roles.aspx>

<http://sybscd.blogspot.in/2012/01/hospital-catering.html>

<http://www.gobookee.net/sop-of-banquet/>

<http://www.scribd.com/doc/103584361/Banquet-Sop>

<http://www.studymode.com/subjects/a-fast-food-restaurant-operation-management-page1.html>

<http://www.virgin-atlantic.com/gb/en/the-virgin-experience/economy/sample-menu.html>

<http://www.foodservicewarehouse.com/restaurant-equipment-supply-marketing-articles/restaurant-management-and-operations/running-successful-take-out-and-delivery-services/c28002.aspx>

<http://www.scribd.com/doc/26766385/Institutional-and-Industrial-Catering>

## **NBHM 703 MANAGEMENT INFORMATION SYSTEM**

### **DESCRIPTION**

Management Information Systems are about collecting as much raw data on the exact inner workings of a business as possible: how each level of management works, how its customers interact with the business, how internal processes are used and reviewed, what staff qualifications and skills are available, as well as standard measures like day-to-day running costs, product inventory, investment, expansion and other business expenses.

### **OBJECTIVES**

Students in previous semesters have gone through the basic operations of Front Office. Now the Macro aspects of Front Office like PMS, MIS etc., will be covered in this semester. Further aspects like tariff formulation, budgetary control etc will also be dealt with, in detail.

### **LEARNING OUTCOME**

- a) Define terminology and concepts in the major areas of business.
- b) Design, develop, and implement information technology based
- c) Solutions for business problems
- d) Identify business problems, frameworks for their solutions, and use

- e) Appropriate problem, solving techniques for business problems
- f) Communicate effectively in writing, create and deliver effective oral
- g) Presentations, and contribute effectively to group discussions

## **COURSE CONTENT**

### **UNIT 1**

#### **MIS**

- Concept
- MIS design & functions
- Managing multi processor environment
- MIS Security issues
- MIS performance evaluation
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### **UNIT 2**

#### **COMPUTER BASED RESERVATION SYSTEM**

- System Global distribution system
- Intersell agencies
- CRS
- Affiliate & non affiliate system
- Property level reservation
- Reservation enquiry
- Determination of availability
- Creation of reservation record
- Maintenance of reservation record

- **Generation of reports**
- **New developments**
- **Reservation through the internet**

### **UNIT 3**

#### **PROPERTY MANAGEMENT SYSTEM INTERFACES**

- **Point of sale system (POS)**
- **Cash accounting system (CAS)**
- **CAS & PMS advantages & concerns**
- **Electronic locking system**
- **Energy management system**
- **Auxiliary guest services**
- **In room vending system**
- **Guest information system**

### **UNIT 4**

- **Budget & budgetary control**
- **Basis of charges & tariff formulation for rooms**
- **Occupancy forecasting**
- **Yield management**

#### **NBHM 753 MANAGEMENT INFORMATION SYSTEM PRACTICALS**

- **Related Formats**
- **Related Calculations & exercises**

- Collection of related business literature

#### Reference Books

- Bruce Braham – Hotel Front Office
- James A BARDI – Hotel Front Office
- D P Goel – Managing Information System

#### WEB REFERENCES

<http://www.scribd.com/doc/29919138/67/MIS-Design-and-Function>

[http://en.wikipedia.org/wiki/Global\\_Distribution\\_System](http://en.wikipedia.org/wiki/Global_Distribution_System)

<http://www.scribd.com/doc/29919138/46/Auxiliary-Guest-Services>

<http://www.preservearticles.com/2012020722902/basis-of-charging-of-a-hotel-room-rent-depends-on-the-following-factors.html>

<http://www.slideshare.net/Shantimani/tariff-plans>

[http://en.wikipedia.org/wiki/Yield\\_management](http://en.wikipedia.org/wiki/Yield_management)

<http://www.arbarr.com/bars.htm>

[http://www.europarl.europa.eu/workingpapers/tran/105/chap3\\_en.htm](http://www.europarl.europa.eu/workingpapers/tran/105/chap3_en.htm)

<http://jht.sagepub.com/content/14/2/173.abstract>

## **NBHM 704 ADVANCED ACCOMMODATION OPERATIONS**

### **DESCRIPTION**

Housekeeping is an important and integral part of the guest Experience and satisfaction. Other things such as security are Important, but what guests really want is to feel at home, to feel Comfortable.

The impact of the housekeeping function on the success of a Hotel's operations cannot be underestimated. Since large revenue for Hotel industry is generated mainly from the sale of rooms.

### **OBJECTIVES**

The aim of the syllabus is to make the students aware of:

- a) The future of accommodation industry: Growing interdependence between travel and hotel industry and franchising.
- b) Planning accommodation facilities in general and for specific needs.
- c) Developing Management skills in relation to budget, budgetary control, traffic change and occupancy forecasting.
- d) Motivational skills-as a leader, charge agent and supervisory role and involvement in working with employees.

### **LEARNING OUTCOME**

- a) Personal skills in accommodation operations and services
- b) Planning and organizing the housekeeping service
- c) Principles of design, decor and furnishing
- d) Financial control in accommodation operations and services.

## **COURSE CONTENT**

### **UNIT 1**

#### **MANAGING HOUSEKEEPING PERSONNEL**

- Documents for personal management
- Determining staff strength
- Motivating employees, performance appraisal
- Scheduling
- Time & motion studies & job analysis
- Teamwork & leadership
- Employee welfare & discipline

### **UNIT 2**

#### **PLANNING & ORGANISING IN HOUSEKEEPING**

- Area inventory list
- Frequency schedules
- Performance standards
- Productivity standards
- Inventory levels
- Standard operating procedures & manuals
- Job allocation
- Manpower planning
- Planning duty roster

### **UNIT 3**

#### **HOUSEKEEPING BUDGET**

- Concept & importance

- The budget process
- Operational & capital budget
- Housekeeping expenses
- BUDGETARY CONTROL

**UNIT 4**

**ENERGY CONSERVATION METHODS & ECO FRIENDLY CONCEPT IN HOUSEKEEPING**

- Ecotels – certification, choosing an eco friendly site hotel design & construction
- Energy conservation
- Water conservation
- Eco friendly products, amenities & processes
- Environment friendly housekeeping

**Reference Books**

- G Raghubalan – Hotel Housekeeping(Operations & Management)
- Gray & Liguon – Hotel & Motel Management & Operations
- Hawade Shobo Shinasha – Hotel Design

**NBHM 754 ADVANCED ACCOMMODATION OPERATIONS PRACTICALS**

<b>1. Designing rooms for different categories of guests</b>
<b>a. Handicapped</b>
<b>b. Children</b>
<b>c. V.I.P. etc.</b>
<b>2. Coordinate with Hotel Purchase System for ordering</b>
<b>3. Purchase, storing and inventory controls</b>
<b>4. To prepare checklist for public and non public areas</b>



<b>5. Practical training at Training hotel in Housekeeping</b>
<b>6. Revision and recompilation of previous semesters</b>

## **WEB REFERENCES**

[http://allfoodbusiness.com/restaurant\\_layout.php](http://allfoodbusiness.com/restaurant_layout.php)

<http://www.msvu.ca/en/home/programsdepartments/professionalstudies/appliedhumannutrition/becomingadietitiannutritionprofessional/roles.aspx>

<http://sybscd.blogspot.in/2012/01/hospital-catering.html>

<http://www.gobookee.net/sop-of-banquet/>

<http://www.scribd.com/doc/103584361/Banquet-Sop>

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<http://www.virgin-atlantic.com/gb/en/the-virgin-experience/economy/sample-menu.html>

<http://www.foodservicewarehouse.com/restaurant-equipment-supply-marketing-articles/restaurant-management-and-operations/running-successful-take-out-and-delivery-services/c28002.aspx>

<http://www.scribd.com/doc/26766385/Institutional-and-Industrial-Catering>

## **NBHM 705 HOSPITALITY MARKETING MANAGEMENT**

### **DESCRIPTION**

Marketing Management for the Hospitality Industry provides comprehensive coverage of marketing from both long- and short-term perspectives. Each chapter is an actual component of an overall strategic marketing model, and the book's easy-to-read, hands-on approach simplifies complex material and enables you to grasp difficult concepts quickly and completely.

### **OBJECTIVES**

- a) Introduction to the fundamental concepts of modern marketing management, especially in context of service industry.
- b) To develop insight into methods used for marketing strategy formulation, planning and administration in the hotel industry.
- c) To provide insight to the marketing strategy and planning for the hotel industry.
- d) Appreciate significance, methods of analysis of consumer needs.
- e) Provide methods of planning and control of various marketing techniques.
- f) To explain the concepts pertaining to product knowledge consumer behaviours, face to face selling, customer care.
- g) To orient about importance, basic methods, planning and control of in house selling the role of merchandising.

### **LEARNING OUTCOME**

After the course students would know

- a) How to do planning of long- and short-term marketing strategies

- b) **Specific techniques for analyzing markets**
- c) **Strategic development and administrative aspects of marketing**
- d) **Sample strategic marketing plans that clearly demonstrate how marketing strategies are applied in both the lodging and foodservice segments of the industry**

## **COURSE CONTENT**

### **UNIT 1**

#### **THE CONCEPT OF MARKETING**

**Introduction, Marketing vs. Selling – 7 ps of Marketing**

**The Customer: Wants, Needs, Perception, Buying capacity Understanding Services ad product: Characteristics of services, challenges involved in service marketing. The buying decision process.**

#### **THE HOSPITALITY MARKETING FUNCTION**

**Characteristics of Hospitality Business**

**The concept of Marketing Mix**

**Products Life Cycle**

**The hospitality products/services mix.**

### **UNIT 2**

#### **THE MARKETING PLAN**

- **Marketing Management vs. strategic Planning**
- **Requirements for a marketing plan**
- **Step or Development of a Marketing Plan**
- **The marketing budget**

#### **MANAGING THE MARKETING SYSTEM**

- **Strategic Marketing**
- **The concept of strategy**

- The concept of strategic planning
- The strategic Marketing system Strategy selection
- Problems with strategic plan
- The policy, strategy and organization for marketing meaning, purpose and methods for market survey concept of market segmentation and selection of target market, Niche marketing.
- Meaning of Internal Marketing
- Budget for and control of marketing.
- Planning, organizing & marketing for MICE (Meeting, Incentive Tours, Conferences and Events)

### UNIT 3

#### MARKET SEGMENTATION

- What is market segmentation, why segment market & Segment identification
- Segment selection
- Segment development
- Pricing
- Factors to consider when setting price
- General pricing approaches
- Pricing strategies

### UNIT 4

#### CHANNELS OF DISTRIBUTION

- Owning and Managing
- Franchising
- Consortiums
- Reservation
- Affiliations
- Representative firms
- Incentive houses

- Travel Agents
- Tour Operators
- Marketing for tourism & its Products

## **UNIT 5**

### **MARKETING COMMUNICATION AND PROMOTION**

Advertisement: types, contents, media, frequency and budget Measuring Advertisement effectiveness.

Publicity, Public Relation, Direct/Personal Selling.

E-commerce marketing.

### **SALES MAXIMIZATION WITHIN PREMISES**

Sales promotion, merchandizing, suggestive selling understanding customer behaviors

And profile & how it differs from consumer behavior and profile.

### **Reference Books**

- Robert C Lewis – Cases in Hospitality Marketing & Management
- John Roberts – Marketing for Hospitality Industry
- Dennis L Foster – Marketing Hospitality Sales & Marketing for Hotels, Motels & Resorts
- Robert D Raid – Hospitality Marketing Management

### **Web References**

<http://www.fao.org/docrep/004/w3240e/w3240e10.htm>

<http://museum-madness.blogspot.in/2011/12/marketing-communication-channels-and.html>

<http://old.nios.ac.in/Secbuscour/20.pdf>

[http://business.gov.in/manage\\_business/channels\\_distribution.php](http://business.gov.in/manage_business/channels_distribution.php)

<http://www.netmba.com/marketing/market/segmentation/>

<http://www.netmba.com/marketing/pricing/>  
<http://blacklocus.com/10-most-popular-pricing-strategies/>  
[http://www.sbdc.umb.edu/pdfs/marketing\\_plan.pdf](http://www.sbdc.umb.edu/pdfs/marketing_plan.pdf)  
<http://www.wikihow.com/Create-a-Marketing-Plan>  
<http://books.google.co.in/books>

## **NBHM 755 PROJECT WORK**

### **DESCRIPTION**

1. To provide an educational foundation for a range of Administrative and management careers in the hospitality industry.
2. To develop in the student, the ability to think logically, communicate clearly develop an eye for detail, cost consciousness and optimum utilization of time energy and materials
3. To equip the student with a thorough understanding of the administrative production skills required. Maintenance of discipline, neat & pleasant appearance, and high level of personal and job hygiene.

### **OBJECTIVE & CONTENT**

To encourage and guide students to collect statistical data for RESEARCH as methodology for tackling and solving problems related to hospitality industry. This course will also help the students to update their knowledge about the industry.

During the course the students will learn to:

- a. Identify and define a specific problem/opportunity to research.
- b. Drawing suitable methodology.
- c. Set scope/limitations of study.

- d. Design and administer suitable structured and unstructured research tools.**
  - e. Collect, edit and present primary and secondary data.**
  - f. Edit and present.**
  - g. Do analysis and to draw definite conclusions.**
  - h. Write the report in acceptable format and language.**
- For this course each student is required to select one topic of his/her choice under the guidance of a competent faculty; and take up an extensive research work.**

### **LEARNING OUTCOME**

- a) To provide skills to manage in a computerized environment and a rapidly changing IT Environment and its effect in the hospitality environment. Also to provide work ethics and adequate work habits essential for working in a team.**
- b) To develop in the students skills and personal qualities of general importance and applicability in all aspects of working life.**
- c) To acquire skill for future management roles of various types of hospitality units and being aware & conscious of social responsibilities that an organization owes to its employees & clients.**

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## **8<sup>th</sup> Semester**

### **NBHM- 801 - FOOD PRODUCTION & PATISSERIE**

#### **DESCRIPTION**

Bakery is an important section of food production which deals with cakes, breads, chocolates, desserts. Students are taught about various methods of preparations, ingredients used and the science behind baking.

#### **OBJECTIVE:**

At the end of the semester students are supposed to have developed basic knowledge of Bakery, the equipments used, ingredients, methods and various preparations.

#### **LEARNING OUTCOME**

- Students will master the art of basic desserts, breads and cakes
- Along with the understanding of bakery layout, equipments and ingredients used.
- Students would be able to judge the temperature control, dough consistency
- Students will be able to distinguish between bakery and confectionary products.

#### **COURSE CONTENT:**

##### **UNIT 1**

##### **Fundamentals of a Bakery Kitchen**

- a) Bakery Kitchen Layout,
- b) Equipments used in bakery
- c) A brief introduction of commercial flour milling process.



d) Flour Constituent in relation to baking quality.

## **UNIT-2**

### **BRIEF INSIGHT OF: -**

- a) Emulsifier, Surfactants and enzymes used in bakery products.
- b) Bakery fats.
- c) Flavors used in bakery & Confectionary.

## **UNIT 3**

### **Desserts**

- 1. Basic custards, cream and puddings
- 2. Different deserts sauces.
- 3. Soufflés and Mousses , Bavarois
- 4. Frozen Desserts – ice creams , Bombes, Sorbets and still frozen desserts
- 5. Chocolate tampering and Various chocolate desserts
- 6. Meringue
- 7. FORMULA BALANCE IN CAKE
  - a) Batter type
  - b) Foam Type
  - c) Pound
  - d) Faults in Cake Making

## **UNIT 4**

### **VARIOUS TYPES OF BASIC PASTE**

- a) Choux Paste
- b) Short Crust Paste
- c) Puff Paste
- d) Flaky Paste
- e) Hot Water Paste
- f) Danish Paste

## **NBHM-851 – Food Production & Patisserie Practical**

### **Preparation of:**

1. Puddings
2. Souffles
3. Mousse
4. Cakes
5. Various type of pastry

### **Reference Books**

- Joseph Amendol – Understanding Baking
- SC Dubey – Basic Baking
- Vimla Patel – Festival Cook Book
- Culinaria Series on various country's cuisine

### **Web References**

- [www.hospitalityinfocentre.co.uk/Bakery/Pastry.htm](http://www.hospitalityinfocentre.co.uk/Bakery/Pastry.htm)
- [www.angrau.ac.in/media/10844/fdst216bakeryconfectioneryproducts.pdf](http://www.angrau.ac.in/media/10844/fdst216bakeryconfectioneryproducts.pdf)
- [www.textbooksonline.tn.nic.in/Books/12/Std12-Voc-FMCC-EM.pd](http://www.textbooksonline.tn.nic.in/Books/12/Std12-Voc-FMCC-EM.pd)
- [www.bonappetit.com/recipes/.../salty-chocolate-chunk-cook](http://www.bonappetit.com/recipes/.../salty-chocolate-chunk-cook).
- [sallysbakingaddiction.com/category/sweet-salty-recipes/](http://sallysbakingaddiction.com/category/sweet-salty-recipes/)
- [en.wikipedia.org/wiki/Category:Cooking\\_techniques](http://en.wikipedia.org/wiki/Category:Cooking_techniques)
- [wikieducator.org/Different\\_methods\\_of\\_cooking\\_](http://wikieducator.org/Different_methods_of_cooking_)
- [https://en.wikipedia.org/wiki/Convenience\\_food](https://en.wikipedia.org/wiki/Convenience_food)

- [www.thefreedictionary.com/convenience+food](http://www.thefreedictionary.com/convenience+food)

## **NBHM 802 FOOD & BEVERAGE SERVICE**

### **DESCRIPTION**

**Spirits, liqueurs, cocktails and aperitifs are one of the most important and attractive section of food & beverage service which requires special skills and expertise. Students will be introduced to each of them and their serving methodology.**

### **OBJECTIVES:**

- a) Understanding the process of distillation of spirits and the types of stills used for the same.
- b) Understand cocktails – their preparation – presentation and service.
- c) Acquire the requisite technical skills for complete competent service of food & beverage.

### **LEARNING OUTCOME**

- a) Students will be trained in the processing and servicing of various spirits, cocktails and liqueurs.
- b) Students will be aware of the various brands , the production and Presentation
- c) Accompaniments and garnishes used with the beverages
- d) Service techniques

## **COURSE CONTENT**

### **UNIT 1**

#### **SPIRIT-**

- Definition of spirits

- Distillation process
- Source, production process, varieties, brand name and service of rum, brandy, gin, whiskey, vodka.
- Other spirits – Tequila, Absinthe, Tiquira, ouzo, slivovitz, acquavit, calvados, fenny, arrak etc.

## **UNIT 2**

### **COCKTAILS**

- Common cocktails, recipe, methods of preparations and presentation.
- Perquisites in preparing cocktails.

## **UNIT 3**

### **LIQUEURS**

History, definition, manufacture, hot methods.

Distillation, cold method, infusion, perforation aging, base spirits, sweetening.

## **UNIT 4**

### **APERITIFS**

- a) Classification
- b) Knowledge of production
- c) Varieties and service of aperitifs.

### **Reference Books**

- Dennis Lillicrap – F & B Services
- Kostagris, Porter & Thomas – The Bar & Beverage Book

### **Web References**

- <https://en.wikipedia.org/wiki/Spirit>
- [www.thefreedictionary.com/spirit](http://www.thefreedictionary.com/spirit)
- [en.wikipedia.org/wiki/Apéritif\\_and\\_digestif](http://en.wikipedia.org/wiki/Apéritif_and_digestif)
- [www.thefreedictionary.com/aperitif](http://www.thefreedictionary.com/aperitif)

- [en.wikipedia.org/wiki/Liqueur](http://en.wikipedia.org/wiki/Liqueur)
- [en.wikipedia.org/wiki/List\\_of\\_liqueurs](http://en.wikipedia.org/wiki/List_of_liqueurs)
- [en.wikipedia.org/wiki/Foodservice](http://en.wikipedia.org/wiki/Foodservice)

**NBHM - 852 FOOD & BEVERAGE SERVICE - Practical**

Revision of previous semester practical-table layout and services for various types of meals.
Beverage order taking and preparation of BOT.
Service of spirits
Demonstration / Preparation and presentation of one varieties of each stirred and shaken cocktails.

**NBHM-803 - FRONT OFFICE OPERATIONS**

**DESCRIPTION**

**Front Office Dep. is the comprehensive reception service and management department as the the guest room service as the center, that the service area including Reception, Concierge, Operator, Assistant Manager, Business Center five parts. It can provide various services, such as booking rooms, guest room allocation, inquiries, message, welcome, baggage, telephone, fax, typing and transportation arrangement etc.**

### **OBJECTIVES:**

- a) Handling of modern communication facilities.
- b) Occupancy forecasting methods.
- c) Traveling documents.
- d) Customer care policy.

### **LEARNING OUTCOME**

- a) Students will gain expertise in handling communication, occupancy forecasting and other documentation.
- b) Students gets a hand on experience with the modern communication equipments
- c) Students will know how to handle different situations that came across in day to day operations
- d) Students get in-depth knowledge about Travelling documents and travel procedures.

### **COURSE CONTENTS:**

#### **UNIT 1**

#### **HEADLINING MODERN COMMUNICATION FACILITIES**

- a) E.P.B.A.X.
- b) Fax
- c) Telex
- d) Internet (e-mail)
- e) Pagers

#### **1. HANDLING SAFETY LOCKERS**

#### **UNIT 2**

#### **HEADLINING SITUATIONS**

- a) Demeaning with guest of different personalities:-  
Fussy guest, Irate guest, timid guest, Socializing guest etc.
- b) Overbooking.
- c) Any other situations pertaining to front office.

### **UNIT 3**

#### **CUSTOMER CARE**

- a) Guest satisfaction and delight.
- b) Headlining complaints.
- c) Follow up procedures
- d) Guest history card.

#### **ACCESSING THE RESULT CUSTOMER CARE POLICY**

- a) Questionnaire
- b) Suggestion box
- c) Face to face interview
- d) Feed back

### **UNIT 4**

#### **TRAVELING DOCUMENTS**

- a) Passport
- b) Visa
- c) Credit card
- d) Travelers check

#### **Reference Books**

- Dennis L, Foster: Back Office Operations & Administration
- Sudhir Andrews: Hotel Front Office
- Colin Dix & Chris Baird: Front Operations

### **Web References**

- [www.ihmctan.edu/PDF/notes/FO/SY/CO%20&%20Settlement.doc](http://www.ihmctan.edu/PDF/notes/FO/SY/CO%20&%20Settlement.doc)
- [www.ehow.com](http://www.ehow.com) › Careers & Work
- [books.google.co.in/books?isbn=0070655707](http://books.google.co.in/books?isbn=0070655707)
- [www.ihmctan.edu/PDF/notes/FO/SY/CO%20&%20Settlement.doc](http://www.ihmctan.edu/PDF/notes/FO/SY/CO%20&%20Settlement.doc)
- [www.nab.com.au](http://www.nab.com.au) › Personal › Planning tools › Travel
- [books.google.co.in/books?isbn=0070655707](http://books.google.co.in/books?isbn=0070655707)
- [sbinfoCanada.about.com](http://sbinfoCanada.about.com) › ... › Marketing › Customer Service
- [customercare.hotels.com/](http://customercare.hotels.com/)
- [www.rameehotels.com/customer-care.html](http://www.rameehotels.com/customer-care.html)

### **NBHM-853 - FRONT OFFICE OPERATIONS - Practical**

- |  |
|--|
| a) Handling various types of inquiries.            |
| b) Message and mail handling and books filling up. |



c) Room key rack management.
d) Wake up calls.
e) Paging systems.
f) Bell desk activities during check in and check out.
g) Handling area management.
h) Handling modern communication activities.

## **NBHM-804 - ACCOMMODATION OPERATIONS**

### **DESCRIPTION**

**The main functions of housekeeping are overall cleanliness, bed making, ensuring maintenance of the building and its infrastructure, laundry, linen management, key control, pest control, safety and security of the guests as well as the infrastructure and interior decoration. All this ensure the ambience and promotes a congenial environment.**

### **OBJECTIVES:**

The syllabus continues to provide in-depth knowledge about planning and organizing of the department with emphasis on work study, duty rota and work analysis.

- a) Safety awareness, accident and first aid box.
- b) Interior decoration and horticulture which includes flower arrangement.

## **LEARNING OUTCOME**

- a) Students will be aware of Interior decoration, flower arrangements, horticulture and pest controlling being a vital part of housekeeping,
- b) Students will achieve a basic knowledge of all these sections individually.
- c) Knowledge and chemical reaction of pesticides and rodents
- d) Students will be able to handle emergency situations

## **COURSE CONTENT**

### **UNIT 1**

#### **PERSONAL QUALITIES OF HOUSEKEEPER WITH EMPHASIS ON**

- a) Emergency and demeaning with theme.
- b) Safety awareness and accident prevention.
- c) First aid box.
- d) Dealing with stick guest and sanitization.

### **UNIT 2**

#### **INTERIOR DECORATION**

- a) Colour
- b) Light and lightening system
- c) Floor and wall covering
- d) Role of accessories
- e) Window & Window Treatment
- f) Furniture

### **UNIT 3**

#### **HORTICULTURE**

- a) Living with flower
- b) Types and colors

- c) Simple ways of gardening
- d) Equipment, care pesticides
- e) Techniques of cutting flowers
- f) In-house herb garden

### **FLOWER ARRANGEMENT**

- a) Equipment and material required, knowledge of varieties of flowers and other decorative material used in flower arrangement.
- b) Purpose of flower arrangement, placement and level of placement with relevant examples.
- c) Styles and principals of flower arrangement.

## **UNIT 4**

### **a) PEST AND RODENTS CONTROL**

- 1. Definition & Types of Pests & rodents
- 2. Pests control methods

### **b) Types of Wastes & Waste Disposal Methods**

## **REFERENCE BOOKS**

- Sudhir Andrews: Hotel Housekeeping
- Joan C Branson: Hotel, Hostel & Hospital Housekeeping
- Georgi Tucker: The Professional Housekeeper
- Rose Mary & Heinemann: Housekeeping Management for Hotels
- David Allen, Hutchinson: Accommodation & Cleaning Services
- John Ambulan/Andrews: First Aid Manual

## **Web References**

- [en.wikipedia.org/wiki/Hotel\\_design](http://en.wikipedia.org/wiki/Hotel_design)
- [www.hoteldesigns.net](http://www.hoteldesigns.net)
- [www.wego.co.in](http://www.wego.co.in) › ... › Asia › India › Hotels in Kemmanagundi
- [www.bangaloremirror.com/article/.../5star-hotels'-green-way-of-life.html](http://www.bangaloremirror.com/article/.../5star-hotels'-green-way-of-life.html)
- [www.laterooms.com/en/k17199508\\_royal-horticultural-halls-hotels.aspx](http://www.laterooms.com/en/k17199508_royal-horticultural-halls-hotels.aspx)
- [www.hotelierindia.com](http://www.hotelierindia.com) › PRODUCTS & SERVICES › Hospitality Trends

**NBHM-854 - ACCOMMODATION OPERATIONS - Practicals**

1) DEALING WITH EMERGENCY
(a) Event of fire. (b) Event of fumes. (c) Event of gas leakage.
2) FIRST AID
a) Treatment for Minor and Scalds Unconsciousness, Drunkenness, Sun burn Minor wounds, Choking, Fainting shock, Nose bleeding Marine stings.
b) Dressings for minor wounds and cuts.
3) INTERIOR DECORATION
a) Making and display of different miniature of wall covering and floor covering, light arrangements using flip charts.
b) Sitting of interiors and placements of accessories.
4) HORTICULTURE

**NBHM-805 - ENGINEERING AND MAINTENANCE**

## **DESCRIPTION**

The maintenance and engineering department has been treated as a catch-all department, which literally means that if a problem is not related to food, marketing or sales, housekeeping or accounting, then it must be a maintenance and engineering responsibility. The purpose of maintenance is to increase the system availability.

The term maintenance covers the following aspects:

- a) Inspection of the item/plant/equipment/machine/system.
- b) Repair of the defects if any
- c) Minor modification in order to reduce maintenance efforts.

## **OBJECTIVE:**

To impart within student basic knowledge of hotel building, equipment used and their maintenance.

## **LEARNING OUTCOME**

- a) Students will be well versed with maintenance of hotel building and machinery
- b) Along with in depth knowledge about water management, heat, ventilation & air conditioning.
- c) Students will be well versed with the topics of energy and energy conservation
- d) Students will also be aware of safety measures used in hospitality industry

## **COURSE CONTENT**

### **UNIT 1**

#### **INTRODUCTION TO ENGINEERING AND MAINTENANCE**

- a) Definition of maintenance, types of maintenance – daily schedule, preventive, breakdown, contract and guest room maintenance.
- b) Department – function, duties and responsibilities, organization structure of hotel department.

#### **WATER AND WASTE WATER MANAGEMENT**

Water quality standards, treatment of water for hotel use, hot and cold drinking water requirement, supply and standard, waste water, disposal system

adopted and different types of traps, plumbing work, removal of hardness (water treatment), Swimming Pool Maintenance

- c) Basic knowledge of types of construction
  - Frame type and load of construction; Merits and demerits of above method
- d) Ant termite treatment.
  - Pre construction treatment; Post construction treatment
- e) Damp/water proof course-
  - Reason for dampness or leakage; Effect of dampness or leakage and remedies.

## **UNIT 2**

### **HEAT, VENTILATION, AIR CONDITIONING AND REFRIGERATION**

- a) Definition, human comfort standards and index, designing building as to control heat and heat transfer.
- b) Air conditioning systems – central ac, split, package window type, their need and periodic maintenance and cycle of air conditioning systems.
- c) Ventilation – its need and different types of ventilation.
- d) Refrigeration – types of refrigeration, their need and periodic maintenance, difference between air conditioning and refrigeration, types of refrigeration system and refrigerants, walk in coolers, deep freezers, fresh food refrigerators and chill units.

## **UNIT 3**

### **ELECTRICAL SYSTEM AND ENERGY MANAGEMENT**

- a) Electrical terms : volt, ampere, watt, kilo watt/hr, ac, dc systems, single phase and three phase, voltage drop and control, fuse and circuit breakers, electricity pricing and control, cost control.
- b) Basic Fuels: Types, Calorific value, comparison on the basis of cost
- c) Energy Conservation tips for hotel: Front Office, Housekeeping, Kitchens, Food & Beverage outlets and other areas
- d) Pollution and Pollution Control; Definition of pollution, pollutant, classification of pollution, pollution control measures.

## **UNIT 4**

### **BUILDING TRANSPORTATION**

- a) Stairs
- b) Elevators – types of elevators (Passenger elevator, Freight elevator, Cable elevator, hydraulic elevator) and basic working, maintenance of elevators
- c) Escalators – safety requirements, use and basic working
- d) Moving Walks
- e) Conveyor

### **SAFETY AND SECURITY MANAGEMENT**

- a) Safety – definition, international standards of safety, electrical shock safety, accident safety.
- b) Fire safety – types of fire, prevention of fire, type of prevention.
- c) Security – key control, security against theft, terrorist etc.

### **UNIT 5**

#### **EQUIPMENT REPLACEMENT POLICIES**

**Reasons for replacement, Types of failure mechanism of equipments,  
Methods for evaluation of replacement proposals- Break even point concept,  
Payback Period Method, Lifecycle cost method,  
Replacement of items that fails all of a sudden- Individual replacement, Group  
replacement  
Replacement of items which gradually deteriorate with time**

#### **MAINTENANCE MANAGEMENT**

- a) Administration work – inventory and loss control, property damage control.
- b) Programs – routine maintenance and preventive maintenance.

**POLLUTION CONTROL – WATER AIR NOISE  
EQUIPMENT REPLACEMENT POLICIES  
ENERGY CONSERVATION**

**Reference Books**

- Sujit Ghosal – Hotel Engineering
- Tarun K Bansal – Hotel Facility Planning

**WEB REFERENCES**

- [http://www.ahla.com/uploadedFiles/AHLA/information\\_center/emergency\\_planning\\_and\\_preparedness/EmpEmerPlanSafety-Self-Inspection.pdf](http://www.ahla.com/uploadedFiles/AHLA/information_center/emergency_planning_and_preparedness/EmpEmerPlanSafety-Self-Inspection.pdf)
- [http://www.ehow.com/list\\_6658142\\_swimming-pool-safety-checklist.html](http://www.ehow.com/list_6658142_swimming-pool-safety-checklist.html)
- <http://www.britishgas.co.uk/business/energy-made-simple/saving-energy/saving-energy-hotels.html>
- [http://www.itchotels.in/custom/Energy\\_Saving.pdf](http://www.itchotels.in/custom/Energy_Saving.pdf)
- <http://en.wikipedia.org/wiki/Pollution>
- [http://en.wikipedia.org/wiki/Central\\_Pollution\\_Control\\_Board](http://en.wikipedia.org/wiki/Central_Pollution_Control_Board)
- <https://en.wikipedia.org/wiki/Elevator>
- <http://www.seattle.gov/fire/pubEd/business/Hotel%20Fire%20Safety.pdf>
- <http://www.ignou.ac.in/upload/Unit%203-32.pdf>
- [www.hospitalityeducators.com/.../Hotel-Engineering-and-Maintenance](http://www.hospitalityeducators.com/.../Hotel-Engineering-and-Maintenance)
- [www.preservearticles.com](http://www.preservearticles.com)



## **NBHM-806 - HOTEL LAW**

### **DESCRIPTION**

Hospitality law is the body of law relating to the foodservice, travel, and lodging industries. That is, it is the body of law governing the specific nuances of [hotels](#), [restaurants](#), bars, spas, [country clubs](#), [meeting and convention planners](#), and more.

### **OBJECTIVE:**

**The aim of the course is to make the students aware of the laws and legal aspects related to hospitality industry by the end of the course the students will:**

- a) Have a brief insight into mercantile and industrial law.
- b) Have knowledge of hotel and lodging rate control laws, food legislation and purchasers rights.
- c) Know about various licenses required for operating a hotel / catering establishment.

### **LEARNING OUTCOME**

- a) Student will have a brief insight about hotel & industrial law and various legislations of food and catering establishments.
- b) Students will be aware of the Hotel & Lodging rate control laws , purchase rights
- c) Students will be aware of the various licences required in opening a hotel or catering establishment.
- d) All the legal and industrial laws are taught in detail.

### **COURSE CONTENT:**

#### **UNIT 1**

#### **INTRODUCTION TO MERCHANTILE LAW**

**Brief description of each laws: Indian contract act; definition, essential contract valid, void and void able agreements time and place of performance, contract of bailment and pledge, sales of good acts partnership act; companies act; insurance act.**

## **UNIT 2**

### **INTRODUCTION TO INDUSTRIAL LAW**

- a) Shops and establishment act with reference to hotel industry.
- b) Definition and brief description of others industrial laws: industrial dispute act; contract labour act; payment of wages; minimum wages act; provident fund etc.
- c) Employment of women and children; leave, health, safety and hygiene provision.

## **UNIT 3**

### **HOTEL AND LODGING RATES CONTROL**

- a) Definition: fair rate; hotel or lodging house; manager of hotel owner of hotel; paying guest; premises; tenant, and tenement.
- b) Appointments of controller and fixation of fair rates; revision of fair rates.
- c) No eviction to be made if fair rate paid.
- d) When owner or manager of hotel may recover possession.
- e) Penalties for defaulters.
- f) Innkeepers `s lien`.

## **UNIT 4**

### **FOOD LEGISLATION**

The central committee for food standards; central food laboratory; food inspector and their power and duties; procedure to be followed by food inspector; food analysis by purchaser; report of the public analyst; notification of the food poisonings and penalties.

## **UNIT 5**

### **PURCHASERS RIGHT**

**Guarantee and warranty**

### **STATUTORY LICENSES AND LAWS**

- a) List of licenses and permit required to operate hotel, restaurant and other catering establishments.
- b) Procedure of procurement, renewal, suspension and termination of licenses.

### **REFERENCE BOOKS**

- H L Kumar – Personnel Management in Hotel & Catering Industry
- Krishna Sethi – MP Shop & Establishment Act
- K P Srivastava – Law Relating to Prevention of Food Adulteration in India
- N D Kapoor – Handbook for Industrial Law

### **WEB REFERENCES**

- [www.educonz.com/download/law\\_audit.pdf](http://www.educonz.com/download/law_audit.pdf)
- <http://indiankanoon.org/doc/339747/>
- <http://www.access-legal.co.uk/free-legal-guides/whats-the-difference-between-a-guarantee-and-a-warranty-1314.htm>
- <http://www.saf.org/LawReviews/Mills1.htm>
- <http://mofpi.nic.in/ContentPage.aspx?CategoryId=147>
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- [http://www.cartercenter.org/resources/pdfs/health/ephti/library/lecture\\_notes/env\\_health\\_science\\_students/ln\\_occ\\_health\\_final.pdf](http://www.cartercenter.org/resources/pdfs/health/ephti/library/lecture_notes/env_health_science_students/ln_occ_health_final.pdf)

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