

Punjab Technical University
Scheme and Syllabus of B.Sc. Hotel Management and Catering Technology

1st Semester

Course No	Subject	L	T	P	Maximum Marks	
					Int.	Ext.
BSHM-101	Food Microbiology & Nutrition	2	-	-	40	60
BSHM-103	English Language -I	2	-	-	40	60
BSHM-105	Basics of Computer	2	-	-	40	60
BSHM-107	Food Production-I	2	-	-	40	60
BSHM-109	Food & Beverage Service – I	2	-	-	40	60
BSHM-111	Hotel House Keeping-I	2	-	-	40	60
BSHM-113	Front Office Operations-I	2	-	-	40	60
Practicals						
BSHM-115	Food Production -I	-	-	6	40	60
BSHM-117	Food & Beverage Service- I	-	-	4	40	60
BSHM-119	Hotel House Keeping-I	-	-	3	40	60
BSHM-121	Front Office Operations- I	-	-	3	40	60
BSHM-123	Basic of Computer-I	-	-	1	40	60

2nd Semester

Course No	Subject	L	T	P	Maximum Marks	
					Int.	Ext.
BSHM-102	Hygiene & Sanitation	2	-	-	40	60
BSHM-104	English Language -2	2	-	-	40	60
BSHM-106	French -I	2	-	-	40	60
BSHM-108	Food Production-2	2	-	-	40	60
BSHM-110	Food & Beverage Service – 2	2	-	-	40	60
BSHM-112	Hotel House Keeping-2	2	-	-	40	60
BSHM-114	Hotel Engineering	2	-	-	40	60
Practicals						
BSHM-116	Food Production -2	-	-	6	40	60
BSHM-118	Food & Beverage Service- 2	-	-	4	40	60
BSHM-120	Hotel House Keeping-2	-	-	3	40	60
BSHM-122	Hotel Engineering	-	-	3	40	60
BSHM-124	Basic of Computer-2	-	-	2	40	60

3rd Semester

Course No	Subject	L	T	P	Maximum Marks	
					Int.	Ext.
BSHM-201	Food Production –3	2	-	-	40	60
BSHM-203	Food & Beverage Service –3	2	-	-	40	60
BSHM-205	Front Office Operations -2	2	-	-	40	60
BSHM-207	Accommodation Operation–1	2	-	-	40	60
BSHM-209	Food & Beverage Control-1	2	-	-	40	60
BSHM-211	Hotel Accountancy-1	2	-	-	40	60
BSHM-213	Communication & Soft Skills	2	-	-	40	60
Practicals						
BSHM-215	Food Production -3 Lab	-	-	6	40	60
BSHM-217	Food & Beverage Service- 3 Lab	-	-	4	40	60
BSHM-219	Front Office Operations- 2 Lab	-	-	3	40	60
BSHM-221	Accommodation Operations-1 Lab	-	-	3	40	60

4th Semester

Course No	Subject	L	T	P	Maximum Marks	
					Appraisal	Ext.
BSHM-202	Completed WTO Sheets				100	
BSHM-204	Industrial Training Report				100	
BSHM-206	Industrial Training Log-Book				100	
BSHM-208	Industrial Training Project (Report)				100	
BSHM-210	Presentation & Viva					200
Total					400	200

5th Semester

Course No	Subject	L	T	P	Maximum Marks	
					Int.	Ext.
BSHM-301	Food Production Operations-1	2	-	-	40	60
BSHM-303	Food & Beverage Service Operations-1	2	-	-	40	60
BSHM-305	Front Office Management- 1	2	-	-	40	60
BSHM-307	Accommodation Management -1	2	-	-	40	60
BSHM-309	Food & Beverage Management -1	2	-	-	40	60
BSHM-311	Facility Planning -1	2	-	-	40	60
BSHM-313	Financial Management -1	2	-	-	40	60
BSHM-315	Strategic Management -1	2	-	-	40	60
Practicals						
BSHM-321	Food Production Operations-I	-	-	6	40	60
BSHM-323	Food & Beverage Service- Operations I	-	-	4	40	60
BSHM-325	Front Office Management– I	-	-	3	40	60
BSHM-327	House Keeping-I	-	-	3	40	60

6th Semester

Course No	Subject	L	T	P	Maximum Marks	
					Int.	Ext.
BSHM-302	Food Production Operations-2	2	-	-	40	60
BSHM-304	Food & Beverage Service Operations-2	2	-	-	40	60
BSHM-306	Front Office Management- 2	2	-	-	40	60
BSHM-308	Accommodation Management -2	2	-	-	40	60
BSHM-310	Food & Beverage Management -2	2	-	-	40	60
BSHM-312	Facility Planning -2	2	-	-	40	60
BSHM-314	Financial Management -2	2	-	-	40	60
BSHM-316	Tourism Marketing					
Practicals						
BSHM-322	Food Production Operations-I	-	-	6	40	60
BSHM-324	Food & Beverage Service- Operations I	-	-	4	40	60
BSHM-326	Front Office Management– I	-	-	3	40	60
BSHM-328	House Keeping-I	-	-	3	40	60

SEMESTER I

BSHM-101- Food Microbiology & Nutrition

Internal Marks: 40
External Marks: 60
Total Marks: 100

L T P
2 0 0

Objective: -

To ensure that the students should have the knowledge of Food microbiology, nutrition and its effect on health.

Out come :-

The student will understand the correlation between food microbiology, its importance and nutrition.

UNITS :-

- Introduction to Microbiology.
- Classification of Microbes (fungi, bacteria, yeast, mold)
- Effect of Heating- growth curve of microbial cells, thermal death time-pasteurization, sterilization and disaffection and heat resistance
- Food production based on microbiology-small scale fermentation- idli, dhokla, naan, bhaturas, yogurt, pickles.
- Industrial Preparation- cheese, vinegar, bread, alcoholic beverages. Preservation and spoilage-asepsis, removal, anaerobic, high temp., low temp. , drying, preservatives, radiation.
- Contamination of cereal and cereal products
- Preservation of vegetables and fruits
- Food spoilage- meat, fish, egg, milk, milk products
- Kinds of food products and canned food.
- Food, nutrition, nutrients.
- Food groups
- Food production and consumption trends of India
- Food constituents and carbohydrates, proteins, fat, vitamin and minerals. Sources and Requirements
- Post harvest technology: Perishable and Semi-Perishable Food Products.
- Food adulteration.
- Food laws

References :

1. Food and Nutrition – Dr. M. Swaminathan.
2. Food Microbiology – P.N.Mishra
3. Food Science – Potter & Hotchkiss.
4. Fundamentals of food and nutrition – Mudambi & Rajgopal 4th edition 2001

BSHM-103- English Language 1

Internal Marks:40
External Marks: 60
Total Marks: 100

L T P
2 0 2

OBJECTIVE : This course is designed to improve the grammar, Correct their pronunciations and improve communication skills for proper conversation.

OUTCOME : Students are expected to learn the basics of the language and refine their pronunciation and communication skills.

UNIT 1 :- Grammar

- Voice
- Narration
- Tenses
- Correction of sentences
- Singular, Pleural, Genders
- Do as directed involving ‘neither, nor’ ‘no sooner than’, transformation of sentences.

UNIT 2 :-Essay Writing (upto 500 words.)

- Topics to be given from current events, social issues.
- Topics related to the hotel industry.

UNIT 3 :- Comprehension of an unseen passage.

UNIT 4:- Paragraph writing.

- Expansion of a given idea.
- Expansion upto 250 words.

UNIT 5 :- Rapid reading

- News paper Reading.
- Magazine Reading
- Hotel Journal Reading.

BOOKS RECOMMENDED

- Wren & Martin – English Grammar.
- Hotel Journals
- Magazines.

B.SHM-105 Basics of Computer-I

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
1 0 2

Objectives:

The basic objective of the course is to introduce the students to the world of computers and computer technology. To introduce the students to the basic concepts of operating systems, Word Processing, Database, presentations & Networking

Out Come :

The student will be able to understand the basics of computers and use the windows application.

UNIT 1:- Computer fundamentals -Theory

- Information concepts and processing
- Definition
- Need , Quality and value of Information
- Data processing concepts

UNIT 2 :-Elements of a Computer System

- Definitions
- Characteristics of Computers
- Classification of Computers
- Limitations.

UNIT 3 :- Hardware Features and uses.

- Components of Computer
- Generation of Computers
- Primary and secondary storage concepts.
- Data entry devices.
- Data output devices.

UNIT 4 :- Software Concepts.

- System Software
- Application Software.
- Language Classification.
- Compilers and interpreters.

UNIT 5 :- OPERATING SYSTEM/ENVIRONMENTS-THEORY

BASICS OF MS-DOS

- Internal Commands
- External Commands

UNIT 6 :- Introduction to Windows

- GUI/ Features
- What are Windows and Windows 95
- Parts of a typical window and their functions.

BOOKS RECOMMENDED

1. Fundamental of Computers, Prentice Hall India
2. Mastering Microsoft Office, Lonnie.E.Moseley, BPB Publication

BSHM-107 Food & Beverage Production -I

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
2 0 6

Objectives:

To develop knowledge and interest in the science and art of cuisine and food fundamentals in the hotel and Catering industry. To develop skills in meal planning, preparation of basic dishes using different types of ingredients.

Out Come :

The student should be able to understand basic methods of cooking and ingredients used both in Indian and Continental Cookery

UNIT-I :- Introduction to the Art of Cookery:

- Culinary History- Development of the Culinary Art from the middle ages to modern cookery.
- modern hotel kitchen
- Nouvelle Cuisine,
- Cuisine Minceur
- Indian Regional Cuisine
- Popular International Cuisine (An Introduction) of French, Italian and Chinese Cuisine.

UNIT-2 :-

- Aims & Objectives of Cooking Food:
- Classification – Cooking Materials and their uses.
- Foundation ingredients – meaning, action of heat n carbohydrates, fats, proteins, minerals and vitamins.
- Fats and oils – meaning & examples of fats & oils, quality for shortenings, commonly used fats and oils and their sources & uses.
- Raising agent- functions of raising agents, chemical raising agents & yeast. Eggs- uses of eggs in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs.
- Salts - uses.
- Liquid- water, stock, milk, fruit juices etc. Uses of liquid.
- Flavouring & seasoning – uses & example.
- Sweetening agents - uses & examples. Thickening agent.

UNIT -3 :-

- Preparation of ingredients.
- Washing , peeling scraping, paring,
- Cutting – terms used in vegetables cutting , julienne, brunoise mecedoine, jardinière, paysanne- grating.

- Grinding. Mashing. Sieving. Milling. Steeping. centrifuging, emulsification evaporation . homogenization.
- Methods of mixing foods.

UNIT- 4 :-

- Equipment used in kitchen.
- Types of Kitchen Equipment – Diagrams, Uses, Maintenance, Criteria for Selection.

UNIT-5 :-

- Kitchen Organization.
- Main Kitchen & Satellite Kitchen
- Duties & responsibilities of each staff.
- Cooking fuels - uses & advantage of different types of cooking fuels.

UNIT – 6 :-

- Methods of Cooking.
- Methods of cooking food- transference of heat to food by radiation, conduction & convection- magnetrons waves meaning. Boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot rousing- explanations with examples.

UNIT- 7 :-

- Stocks, Glazes, Sauces and Soups
- Meaning uses and types of stocks, points observed while making stock. Recipes for 1 liter of white, brown and fish stock.
- Glazes -meaning & uses.
- Sauces -meaning, qualities of a good sauce, types of sauces -proprietary sauce and mother sauce. Recipe for 1 lit Béchamel, Veloute, Espagnole, Tomato & Hollandaise. Derivatives of mother sauces. (only name, no recipes). Recipes for known International Sauces & their uses.
- Soups -classification of soups, meaning of each type with examples.
- Basic Preparations. Mise-en-place for Bouquet Garni, mirepoix, duxelle paste, batters, marinades and gravies.

BOOKS RECOMMENDED

- Theory of Cookery – Krishna Arora.
- Modern Cookery – Thangam Philip
- Larousse Gastronomique - Montagne
- Professional Chef – Arvind Saraswat.

BSHM-109 Food & Beverage Service -I

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
2 0 4

Objectives:

To develop knowledge of the students about hotel/ restaurants organization and an understanding of the auxiliary departments, different menus, principles of table laying.

Out Come :

The student should imbibe the knowledge of Kitchen & restaurant brigade. They should have vital knowledge of auxiliary departments. They should be able to plan different menus, lay tables for different services.

UNIT-I :- Introduction to the Food and Beverage Service Industry-

- The evolution of catering industry, scope for caterers in the industry
- Relationship of the catering industry to other industries.
- Types of Catering Establishments- Sectors
- Introduction to the Food and Beverage operations.

UNIT- 2 :- Food and Beverage Service Areas in a Hotel

- Restaurants and their subdivisions, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Grill Room, Snack Bar, Executive Lounges, Business Centers and Night Club
- Back areas: Still Room, Wash-up, Hot-Plate, Plate Room, Kitchen Stewarding

UNIT –3 :- Food and Beverage Equipment

- Operating equipment, Requirements, Criteria for selection quantity and types.
- Classification of crockery/ cutlery/ glassware/ hollowware/ flatware/ special equipment upkeep and maintenance of equipment.
- Furniture
- Linen
- Disposables

UNIT-4:- Food and Beverage Service Personnel

- Staff organization- the principal staff of different types of restaurants.
- Duties & responsibilities of the service staff.
- Duties and responsibilities of service staff – Job Descriptions and Job Specifications.
- Attitude and Attributes of Food and Beverage Service Personnel - personal hygiene, punctuality, personality attitude towards guests, appearance, salesmanship, sense of urgency, customer satisfaction.
- Basic Etiquettes for catering staff.
- Interdepartmental relationship.

UNIT-5 :- Menus and Covers

- Introduction
- Cover- definition; different layouts.
- Menu Planning, considerations and constraints

- **Menu Terms**
- **Menu Design**
- **French Classical Menu**
- **Classical Foods and its Accompaniments with cover**
- **Indian Regional dishes, accompaniments and service.**

UNIT-6 :- Types of meals –

- **Breakfast – Introduction, Types, Service methods, a la carte, and TDH setups.**
- **Brunch**
- **Lunch**
- **Hi- tea**
- **Supper**
- **Dinner**
- **Elevenes and others**

UNIT – 7 :- Food and Beverage Service Methods

- **Table Service – Silver/English, Family, American, Butler/ French, Russian**
- **Self Service - Buffet and Cafeteria Service**
- **Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.**
- **Single Point Service- Takeaway, Vending, Kiosks, Food Courts, Bars, Automats**

UNIT – 8 :- Control Methods-

- **Billing methods – Duplicate and Triplicate system, KOTs and BOTs, Computerized KOTs**
- **Necessity and functions of a control system, F&B Control cycle and monitoring**
- **Food and Beverage Terminology related to the course.**

BOOKS RECOMMENDED

- **Food & Beverage service – Denis Lillicrap**
- **Food & Beverage Service – Vijay Dhawan**
- **Food & beverage Service- Rao J Suhas**

BSHM-111 Hotel Housekeeping -I

Internal Marks: 40
External marks: 60
Total Marks: 100

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2 0 4

Objectives:

To emphasise the role of housekeeping as a department in the hotel and the importance of a clean, comfortable, attractive and safe atmosphere aiming at ultimate guest satisfaction.

Out Come :

The student should be able to fix the position and the value of each housekeeping staff in the hotel organization. The Student should become familiar with the equipment and agents needed in the housekeeping department. He/She should also become through with all the practices and procedures.

UNIT-I :- Introduction

- Introduction to housekeeping department.
- Meaning, Definition & Importance of House keeping Department
- Role of House keeping in hospitality industry

UNIT- 2 :- Lay out & Organizational Structure :-

- Layout of House keeping department
- Organizational Structure of House keeping department (Small, Medium & large)
- Interdepartmental relationship(emphasis on Front office & Maintenance)
- Relevant sub section

UNIT –3 :- Staffing in House keeping Department

- Role of key personnel in House keeping department
- Job description & Job specification of House keeping staff (Executive Housekeeper, Deputy housekeeper ,Floor supervisor ,Public area supervisor ,Night supervisor ,Room attendant ,House man, Head gardener)

UNIT-4 :- Planning work of house keeping department

- Identifying Housekeeping department
- Briefing & Debriefing
- Control desk (importance ,role , coordination)
- Role of Control Desk during emergency
- Duty Rota & work schedule
- Files with format used in House keeping department

UNIT-5 :- Hotel Guest Room :-

- Types of room-definition
- Standard layout (single ,double ,twin ,suit)
- Difference between Smoking & Non Smoking room's
- Barrier free room's

- Furniture / Fixture / Fitting / Soft Furnishing /Accessories / Guest Supplies /Amenities in a guest room
- Layout corridor& floor Pantry

UNIT – 6 :- Cleaning Science

- Characteristics of good cleaning agent
- Application of cleaning agent
- Types of cleaning agent
- Cleaning products
- Cleaning equipments
- Classification and types of equipment with Diagram's (Mops , dusters , pushers, mechanical squeeze, vacuum cleaner ,shampooing machine) with their care and uses.

BOOKS RECOMMENDED

- Hotel housekeeping Training+
- + Manual – Sudhir Andrews
- Housekeeping for Hotels, Hostels and Hospitals – Grace Brigham

1) Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST).

2) Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke

3) Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).

4) The Professional Housekeeper – Tucker Schneider, VNR.

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BSHM-113 Front Office Operations -I

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
2 0 4

Objectives:

To understand the general setup of front Office in small, medium and large hotels. Planning for layout of the front office, equipment, tools etc.

Out Come :

Students should gain knowledge of various sections and functions of front office and their procedures. They should be able to Hand various tools and equipments of the front office.

UNIT-I :- Tourism

- Meaning – definition and measurement of tourism.
- Classification – recreation, leisure, adventure, sports, health etc.
- Socio – economic benefits of tourism.
- Adverse effects of tourism.
- Basic components and infrastructure.
- Itinerary, passport and visa – Basic information.

UNIT- 2 :- The Hospitality Industry

- History and development of lodging industry – International.
- History and development of lodging industry – India.
- Defining the term – Hotel.
- Reasons for travel.

UNIT –3 :- Classification of Hotels

- Based on Size, Location, and Length of Stay.
- Levels of Service, Ownerships and Affiliations.
- Referral Hotels, Franchise and management contracts.
- Chain Hotels.
- Target Markets.
- Alternate Lodging facilities.

UNIT-4 :- Organizational Structure of Hotels

- Small.
- Medium.
- Large.
- Lobby Arrangements
- Layout and equipment in use.
- Handling VIPs.
- Duty Rota and work schedules
- Uniformed Service.

UNIT-5 :- Front Office Organization

- Basic Layout and Design.
- Departmental Organizational Structure.

UNIT – 6 :- Front Office Personnel

- **Departmental Hierarchy.**
- **Attitude and Attributes and Salesmanship.**
- **Job Descriptions and Job Specifications of Front Office Personnel.**

UNIT – 7 :- Front Office Operations

- **The Front Desk- Equipments in use.**
- **The Guest Room- Types and Status Terminology.**
- **Key Controls.**
- **Tariff plans.**
- **Types of rates.**

UNIT – 8 :- Front Office responsibilities

- **Communication – internal and interdepartmental.**
- **Guest services – basic information.**
- **Guest history – maintenance and importance.**
- **Relationship marketing.**
- **Emergency situations.**

BOOKS RECOMMENDED

- **Front Office Training Manual – Sudhir Andrews**
- **Managing Front Office Operations – Kasavana & Brooks**
- **Front Office – Operations and Management – Ahmed Ismail(Thomson Delmar)**
- **Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.**
- **Front Office operations – Colin Dix & Chris Baird**

BSHM-115 Food Production –I Lab

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
0 0 6

Objectives:

Out Come:

Practical schedule:

- **Proper usage of a Kitchen Knife and Hand Tools.**
- **Understanding the usage of small equipment.**
- **Basic Hygiene practices to be observed in the Kitchen.**
- **Safety practices to be observed in the kitchen : First Aid for cuts and burns.**
- **Identification of Raw Materials.**
- **Demonstration of Cooking Methods.**
- **Basic cuts of Vegetables.- Julienna, Jardinière, Mognonette, Dices,Cubes, Macedoine, Paysanne, Shred, Concasse, Mirepoix. Blanching of Tomatoes, Vegetables.**
- **Basic Stock preparations.- White, Brown and Fish stock.**
- **Egg Cookery including Classical Preparations – Boiled, Fried, Poached, Omlette, En Cocotte.**
- **Basic sauce preparations and commonly used derivatives.- Bechemel, Mayonnaise, Tomato, Hollandaise, Veloute.**
- **Preparation of basic continental cookery – stews, sauces, soups.**
- **Basic Continental Dishes based on Vegetables and Meats.**
- **Preparation of three course simple Indian menus.(simple 3-4 course menus)**

BSHM-117 Food & Beverage Service –I Lab

Internal Marks: 40
External marks: 60
Total Marks: 100
Objectives:

L T P
0 0 4

Out Come :

Practical Schedule:

- **Service Grooming and Restaurant Etiquettes.**
- **Mis-en- place and Mis-en-scene**
- **Identification of equipments**
- **Food and Beverage service sequence**
- **Water pouring and seating a guest.**
- **Laying and relaying of Tablecloth**
- **Napkin folds**
- **Carrying a Salver or Tray**
- **Rules for laying table - Laying covers as per menus**
- **TDH and A la carte cover Layout**
- **Handling service gear**
- **Carrying plates, Glasses and other Equipments**
- **Clearing an ashtray**
- **Crumbing, Clearance and presentation of bill**
- **Sideboard setup**
- **Silver service**
- **American service**
- **Situation handling**
- **Breakfast table lay-up**
- **Restaurant reservation system**
- **Hostess desk functions**
- **Order taking – writing a food KOT, writing a BOT**

BSHM-119 Hotel House Keeping –I Lab

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
0 0 3

Objectives:

Out Come :

Practical Schedule:

- **Guest Room Layout**
- **Identification of cleaning agents**
- **Identification of cleaning equipment / cleaning cloths (types & uses)**
- **General cleaning**
- **Glass cleaning**
- **Shoe polishing**
- **Silver Polish**
- **Brass Polish**
- **Washroom Cleaning**

BSCHM-127 Front Office Operations

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
0 0 4

Objectives:

Out Come :

Practical Schedule

- **Basic Manners and Attributes for Front Office Operations.**
- **Communication Skills – verbal and non verbal.**
- **Preparation and study of Countries – Capitals & Currency, Airlines & Flag charts, Credit Cards, Travel Agencies etc.**
- **Telecommunication Skills.**
- **Forms & formats related to Front office.**
- **Hotel visits – WTO sheets.**
- **Identification of equipment, work structure and stationery.**
- **Procedure of taking reservations – in person and on telephones.**
- **Converting enquiry into valid reservations.**
- **Role play – Check-in / Check – out / Walk-in / FIT / GIT / etc; VIP / CIP / H.G etc..**
- **Suggestive selling.**

BSHM-123 Basics of Computer

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
0 0 4

Objectives:

Out Come :
Practical Schedule

WINDOWS OPERATIONS –PRACTICAL

- **Creating Folders**
- **Creating Shortcuts**
- **Copying Files/ Folders**
- **Renaming Files/Folders.**
- **Deleting Files.**
- **Exploring Windows.**
- **Quick Menus.**

MS-OFFICE 97

MS-WORD-PRACTICAL

CREATING A DOCUMENT

- **Entering text.**
- **Saving The Document**
- **Editing the document already saved to the disk.**
- **Getting around the document.**
- **Find and replace operations.**
- **Printing the document.**

FORMATTING A DOCUMENT

- **Justifying paragraphs.**
- **Changing paragraph indents.**
- **Setting Tabs and margins.**
- **Formatting pages and documents.**
- **Using bullets and Numbering.**
- **Headers and Footers**
- **Pegination.**

SPECIAL EFFECTS

- **Print Special effects eg. Bold, underline, superscripts, subscripts.**
- **Changing Fonts.**
- **Changing Case.**

CUT,COPY AND PASTE OPERATION

- **Marking Blocks.**
- **Copying and pasting a block**
- **Cutting and pasting a block**
- **Deleting a block**

- **Formatting a Block**
- **Using Find and replace in a block**

USING MS-WORD TOOLS

- **Spelling and Grammar.**
- **Mail/ Merge**
- **Printing envelopes and labels.**

TABLES

- **Create**
- **Delete**
- **Format.**

GRAPHICS

- **Inserting clip arts.**
- **Symbols (Borders/Shading)**
- **Word Art.**

PRINT OPTIONS

- **Previewing the documents.**
- **Printing the whole document**
- **Printing a selected Page.**
- **Printing a selected set**
- **Printing several Documents**
- **Printing more than one copies.**

SEMESTER 2

BSHM-102- Hygiene & Sanitation

Internal Marks:40
External Marks: 60
Total Marks: 100

L T P
2 0 0

OBJECTIVES :- To understand the scope of Hygiene, in the Hotel and Catering industry and emphasize the maintenance of clean & healthy condition to reduce contamination of food.

OUTCOME :- To make the student understand the principles of Hygiene and sanitation and to make them aware about the various precautions to be followed while handling food

UNIT – 1 :- Importance of Hygiene :-

- The place of hygiene in the catering industry
- Personal hygiene for staff members in the food production areas and those coming in contact with the guest.

UNIT – 2 :- Proper care and hygiene :-

- **Meaning of food poisoning in food & water**
- **Borne disease**
- **Moulds**
- **Yeast**

UNIT – 3 :- Bacteria & transfer of bacteria.

UNIT -4:- Food sanitation :-

UNIT – 5 :- Hygienic food handling

- **High Risk Foods**
- **Preventing Contamination**
- **Temperatures Control**
- **Storage of food**
- **Food hygiene regulations.**

UNIT 6 :- Cleaning methods :-

- **Design of premises and equipment in the kitchen**
- **Cleaning and Disinfection**
- **Cleaning Agents**
- **Water Detergents**
- **Abrasives**
- **Disinfectants etc.**
- **Cleaning schedules**
- **PEST Control**
- **Waste Disposal**

BOOKS RECOMMENDED

- **Food Hygiene for Food Handlers – Trickett Jill.**
- **The Science of Catering – J A Stretch & H A Southgate**
- **Success in Principals of Catering – Michael Colleer & Colin Sussams**

BSHM-104- English Language 2

Internal Marks:40
External Marks: 60
Total Marks: 100

L T P
2 0 0

OBJECTIVE : This course is designed to improve the grammar, Correct their pronunciations and improve communication skills for proper conversation in the hospitality industry.

OUTCOME : Students are expected to learn the basic use of the language and refine their pronunciation and communication skills as per the requirement of the hospitality industry.

UNIT 1 :- Grammar

- Voice
- Narration
- Articles
- Punctuation
- Correction of sentences (common errors)
- Transformation of Sentences
- Do as directed..
- Idioms and –Proverbs

UNIT 2 :-Essay Writing (upto 500 words.)

- Topics to be given from current events, social issues.
- Topics related to the hotel industry.

UNIT 3 :- Comprehension of an unseen passage.

UNIT 4:- Paragraph writing / Story Construction

- Expansion of a given idea.
- Expansion upto 350 words.

UNIT 5 :- Basic Conversation.(Hospitality Industry)

- Telephone Handling
- Guest Conversation

UNIT 6 :- Rapid reading of Jane Austin’s “ Pride and Prejudice”

- Plot analysis
- Characterisation

UNIT 7 :- Reading

- News paper Reading.
- Magazine Reading
- Hotel Journal Reading.

BOOKS RECOMMENDED

- Wren & Martin – English Grammar.
- Pride and Prejudice – Jane Austin

- Hotel Journals
- Magazines.

BSHM-106- French - 1

Internal Marks:40
External Marks: 60
Total Marks: 100

L T P
2 0 0

OBJECTIVE : To enable the students to write simple sentences in French, to translate simple sentences from French to English and from English to French. To converse in simple language in French.

OUTCOME : The student will have full knowledge of the basic grammatical structures of the French language. They should be able to read and translate information regarding time, weather, directions, shopping, food etc.

UNIT – 1 :- Alphabets of French

- Pronunciation
- Phonetics
- Vocabulary of simple words

UNIT – 2 :- Nouns

- Nouns (commonly used in day to day life)
- Importance of Gender & Number in French nouns
- Usage of articles- Definite, Indefinite, Partitive & Contracted.

UNIT – 3 :- Adjectives

- Their rules of matching the nouns in number and gender.
- Qualitative Adjective- their placement (before & after nouns)
- Demonstrative and possessive Adjectives.
- Adjectives of colour and nationality.

UNIT – 4 :- Pronouns

- Pronoun – personal and adverbial
- Placement of pronouns

UNIT – 5 :- Sentences

- Simple sentences (grammatically correct)
- Do as directed
- Fill ups with appropriate nouns, adjectives and pronouns

UNIT – 6 :- Translation

- Translation of simple sentences from English to French
- Translation of simple sentences from French to English

UNIT – 7 :-

- Numbers- Ordinal, Cardinal
- Days of the week and Months of the year
- Time and date

- Seasons

BOOKS RECOMMENDED

- Apprends les Français – Publisher Saraswati House New Delhi.
- La Langue et La civilisation Françaises – G Mauger
- English French Dictionary – Orient Longman.

BSCHM-108- Food Production - 2

Internal Marks:40
External Marks: 60
Total Marks: 100

L T P
2 0 0

OBJECTIVE :- To develop knowledge and interest in the science and art of Indian cuisine with emphasis on different regional cuisine, Indian spices, masalas, ethnic eating traditions and Indian Cooking.

OUT COME :- The students should have full knowledge of regional cuisine of India. They should be able to prepare menus for various food outlets.

UNIT –I :- Food commodities

- Classification with examples and uses in Cookery –
- Game- meaning- types with examples
- Fruits- kinds with examples.
- Nuts- names of nuts commonly used in cooking.
- Cream- types, description and their uses.
- Yogurt- types
- Cereals- types and uses.
- Pulses used in Indian cooking
- Herbs- uses of herbs
- Spices & condiments- uses of different spices and condiments
- Coloring and Flavoring Agents: Name, Types and Uses.

UNIT-2 :- Basic Indian Masalas & Gravies-

- Garam masala, pulao masala, curry powder, sambhar powder, rasam powder, chaat masala, tandoori marination white, red, green and yellow gravies.

UNIT-3 :- Indian Regional Cuisine:

- A detailed study on North and South Indian Regional Cuisine: Goa, Kashmir, Andhra Pradesh, Karnataka, Tamil Nadu, Bengal, Assam, Gujarat, Punjab, Rajasthan etc., as regarding ingredients used, traditional preparation methods, utensils and accompaniments.

UNIT –4 :- Meat Cookery:

- Fish -classification with examples selection & cuts of fish, cooking of fish.
- Poultry- selection of poultry classification bases on size, uses of each type.
- Butchery -selection, cuts size and uses of lamb, mutton, beef, veal & pork
- Bacon, Ham, Gammon and Steaks -Description of steaks from sirloin & fillet.

UNIT-5 :- Vegetable Cookery:

- Vegetables -classification of vegetables, importance of vegetables in diet, cooking of vegetables.
- Retention of color, flavor, and nutrients while cooking.
- Potatoes - styles of presenting potatoes and their description.
- Storage -Principles of Vegetable Storage.

UNIT-6 :- Quantity Food Production:

- Introduction to Large scale commercial cooking.
- Layout of a large kitchen, staff hierarchy and production workflows.

BSHM-110- Food & Beverage Service - 2

Internal Marks:40
External Marks: 60
Total Marks: 100

L T P
2 0 0

OBJECTIVE :- To develop knowledge in students about various alcoholic beverages their history, manufacturing, classification, storage and service. To give the knowledge of room service also..

OUT COME :- The students should be well versed with different wines, alcoholic beverages. They should know the manufacturing process, classification, storage and service. They should also know about room service.

UNIT-1 :- Room Service

- Introduction, General principles, loopholes and pitfalls to be avoided
- Cycle of service, scheduling and staffing
- Room service menu planning
- Forms and formats.
- Order taking, thumb rules,
- Telephone etiquettes, noting orders, suggestive selling and breakfast cards.
- Layout and setup of common meals, use of technology for better room service
- Time management – lead time from order taking to clearance

UNIT –2 :- Types of Beverages

- Classification

UNIT – 3 :- Alcoholic Beverages-

- Introduction, definition and classification of wines
- Classification
- Viticulture and viticulture methods
- Vinification – Still, Sparkling, Aromatized and Fortified wines
- Vine diseases
- Wines – France, Italy, Spain, Portugal, South Africa, Australia, India and California
- Food and wine harmony
- Wine glasses and equipment
- Storage and service of wine

UNIT-4 :- Beers

- Introduction
- Ingredients used
- Production
- Types and Brands, Indian and international
- Service of bottled, canned and draught beers.

UNIT-5 :- Other Fermented and Brewed Beverages

- Sake
- Cider
- Perry
- Alcohol free wines.

UNIT – 6 :- Table Cheeses

- Introduction
- Types
- Production
- Brands and Service
- Storage

BSHM-112- Hotel House Keeping - 2

Internal Marks:40
External Marks: 60
Total Marks: 100

L T P
2 0 0

OBJECTIVE :-

OUT COME :-

UNIT 1 :- Housekeeping Supervision

- Importance of Inspection
- Checklist for Inspection
- Typical Areas usually neglected where special attention is required.
- Self Supervision Techniques for Cleaning Staff
- Degree of Discretion / Delegation to Cleaning Staff

Unit 2 :- Linen / Uniform / Tailor Room

- Layout
- Types of Linen, Sizes, and Linen Exchange Procedure
- Selection of Linen
- Storage Facilities and Conditions
- Par Stock : Factors affecting Par Stock, Calculation of Par Stock
- Discard Management
- Linen Inventory System
- Uniform Designing : Importance, Types, Characteristics, Selection, Par Stock
- Function of Tailor Room
- Managing Inventory
- Par level of linen, uniform, guest loan items, machines & equipment, cleaning supplies & guest supplies
- Indenting from stores.

UNIT-3 :- Cleaning Procedure & frequency schedules

GUEST ROOM

- Prepare to clean
- Clean the guest room (bed making)
- Replenishment of Supplies & linen
- Inspection
- Deep cleaning
- Second service
- Turn down service

PUBLIC AREA

- Lobby, Lounge, Corridors, Pool area, Elevators, Health club, F&B outlet, Office areas.
- V.I.P Handling

UNIT- 4 :- Special Cleaning Programme

- Daily, Weekly, Fortnightly and Monthly Cleaning
- Routine cleaning, spring cleaning, deep Cleaning.

UNIT-5 :- Floor Operations

- Rules on the Guest Floor
- Key Handling Procedure - types of keys(grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys), computerized key cards, key control register- issuing, return, changing of lock, key belts, unusual occurrences.
- Cleaning of Different Types of Floor Surfaces
- Special Services - baby sitting, second service, freshen up service, valet service

UNIT-6 :- Care and Cleaning of Metals

- Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless Steel, Types of tarnish, cleaning agents and methods used.

BSHM-114- Hotel Engineering

Internal Marks:40
External Marks: 60
Total Marks: 100

L T P
2 0 2

OBJECTIVE :-
OUT COME :-

UNIT-I :- Hotel Maintenance Management

- **Introduction & Scope in Hotels**
- **Classification and Types**
- **Maintenance Programmes.**

UNIT-2 :- Engineering Department

- **Organization & Setup of the Department**
- **The Staff – Duties and Responsibilities**
- **Requirement of Engineering Workshops.**

UNIT –3 :- Fuels

- **Types of Fuels available**
- **Gases**
- **Precautions while using them - Heat Parts, BTU, Thermal & Calorific values**
- **Calculation of heat requirements, Fuel Requirement**
- **Principle of Bunsen burner**
- **Construction of an Industrial Gas Range: Parts & Functions, striking back, causes and remedies of problems.**

UNIT-4 :- Electricity:

- **Meaning and use,**
- **Advantage as a type of energy, conductors and non conductors,**
- **Meaning of ampere, volt, ohm and their relationship, ohm's law,**
- **AC & DC- their differences, advantages and disadvantages, signs and signals, closed and open circuits, causes and dangers, importance of earthing.**
- **General layout of circuits including service entrance, distribution panel boards, calculation of power requirements, meter reading and bin calculations.**

UNIT-5 :- Water Management System

- **Sources of water and its quality**
- **Methods of removal of hardness, description of cold water**
- **Supply from mains and wells, calculations of water requirements and capacity of storage, systems.**

UNIT – 6 :- Sanitary Systems

- **Sinks, basins**
- **Water closet, bidets and their fittings**
- **Use of water traps and water seals, water pipes and soil pipes**
- **Inspection chambers- blockages and leakages and their remedies.**

UNIT – 7 :- Refrigeration

- **Principle uses of refrigeration in hotel and catering industries**

- Basic scientific principles
- Different types of refrigeration systems and refrigerants
- Walk in coolers and freezers, care and maintenance of these systems.

UNIT – 8 :- Air-conditioning

- Classification, Types of systems, Layout of AC Plant.
- Condition for comfort Air movement, humidity control, ventilation.
- How to select a suitable air-conditioning system.

UNIT –9 :- Transport Systems

- Passenger elevators, freight elevators
- Dumb waiters
- Escalators and side walks - their operation and maintenance.

UNIT – 10 :- Fire Prevention & Protection.

- Different types of fires
- Fire alarms
- Different types of extinguishers.
- Fire hazards.

RECOMMENDED BOOKS

Textbook of Hotel Maintenance – N.C.Goyal & K.C.Goyal

BSHM-116 Food Production - 2

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
0 0 6

Objectives:

Out Come :

Practical Schedule

UNIT 1 :- Regional Cookery

To formulate 20 sets of menus form the following dishes and to include more dishes from from respective regions

- Awadh
- Bengal
- Goa
- Gujrat
- Hyderabad
- Kashmiri
- Maharastra
- Punjabi
- Rajasthan
- South India(Tamilnadu,karnatka,Kerla)

UNIT 2 :- Bakery

- Simple Breads :- Bread rolls, loaf.

- **Simple Cakes :-** Sponge, Genoise, Fatless, Swiss roll, Fruit cake, Rich Cake Madiera Cake.
- **Pastry :-** Short crust (Jam Tarts, Turn overs), Laminated (Palmiers, Khara Biscuit), Danish Pastry, Choux Pastry (Eclairs, Profit rolls)
- **Simple cookies :-** Nan Khatai, Golden Goodies, Melting moments, Swiss tarts, tri colour Biscuits, Chocolate chips Biscuits, chocolate cream fingers, bachelors buttons.

BSHM-118 Food & Beverage Service – 2

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
0 0 4

Objectives:

Out Come :

Practical Schedule:

- **Room service tray and trolley lay – up and service**
- **Room service amenities, Set-up in rooms**
- **Functional and floor layouts for room service**
- **Conducting briefing and de-briefing for F&B Outlets**
- **Beverage order-taking**
- **Service of Beer, Sake, and Other fermented and brewed beverages**
- **Service of sparkling, aromatized, fortified, still wines.**
- **Table set-up with wines on the menu**

BSHM-120 Hotel House Keeping - 2

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
0 0 3

Objectives:

Out Come :

Practical Schedule

- **Identification of Cleaning Equipments (Manual and Mechanical)**
- **Scrubbing – Polishing – Wiping – Washing – Rinsing - Swabbing – Sweeping – Mopping –Brushing – Buffing**
- **Handling Different Types of Fabrics**
- **Use of Abrasives, Polishes / Chemical Agents**
- **Room Attendant Trolley / Maid’s Cart**
- **Bed Making**
- **Turndown Service**
- **Cleaning of Guestroom**
- **Cleaning of Public Area**
- **Brass Polishing / Silver Polishing**
- **Cleaning of Guestroom**
- **Cleaning of Public Area**

- **Forms and Formats related**

BSHM-122 HOTEL ENGINEERING

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
0 0 3

Practical Schedule :

- Study of Different Electric Components
- Study of Fuel and switches
- Study of Different types of wiring systems
- Replacement and measurement (AC & DC) use of multimeter for voltage and current.
- Study of different types of taps.
- Study of Hot and cold water supply.
- Study of Oven and its maintenance.
- Study of Toaster
- Study of various parts of refrigerator and its maintenance.
- Study of various parts of Air Conditioner and its maintenance..

BSHM-124 Basic of Computers - 2

Internal Marks: 40
External marks: 60
Total Marks: 100

L T P
0 0 2

Objectives:

Out Come :

Practical Schedule

MS-EXCEL-PRACTICAL

- **How to use Excel**
- **Starting Excel**
- **Parts of Excel screen**
- **Parts of the worksheet**
- **Navigating in a worksheet**
- **Getting to know mouse pointer shapes**
- **Internet and e-mail practical**

SEMESTER - 3

BSHM 201 FOOD PRODUCTION III

Internal Marks: 40

L T P

External Marks: 60

2 0 0

QUANTITY FOOD PRODUCTION

EQUIPMENT

- A. Equipment required for mass/volume feeding**
- B. Heating and Cooling equipment**
- C. Care and maintenance of this equipment**
- D. Modern developments in equipment manufacture**

MENU PLANNING

- A. Basic principles of menu planning-recapitulation**
- B. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units**
- C. Planning menus for School/ College students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport facilities, cruise lines, airlines, railway**
- D. Nutritional factors for the above**

INDENTING

- Principles of Indenting for volume feeding**
- Portion sizes of various items for different types of volume feeding**
- Modifying recipes for indenting for large scale catering**
- Practical difficulties while indenting for volume feeding**

PLANNING

- Principles of planning for quantity food production with regard to**
- Space allocation**
- Equipment selection**
- Staffing**

VOLUME FEEDING

- A. Institutional and industrial Catering**
 - Types of Institutional & Industrial Catering**
 - Problems associated with this type of catering**
 - Scope for development and growth**
- B. Hospital Catering**
 - Highlights of Hospital Catering for patients, staff, visitors**
 - Diet menus and nutritional requirements**
- C. Off Premises Catering**
 - Reasons for growth and development**
 - Menu Planning and Theme Parties**
 - Concept of a Central Production Unit**

Problems associated with off-premises catering

D. Mobile Catering

Characteristics of Rail, Airline (Flight Kitchens and Sea Catering),

Branches of Mobile Catering

E. Quantity Purchase & Storage

Introduction to purchasing

Purchasing system

Purchase specification

Purchasing techniques

Storage

REFERENCE BOOKS

- 1. Quantity Food Production**
- 2. Taste of India**
- 3. Flavours of India**
- 4. Heritage of India**
- 5. Prashad**
- 6. Cooking Delights of the Maharajas**

BSHM-203 FOOD & BEVERAGE SERVICE-III

Internal Marks: 40

L T P

External Marks: 60

2 0 0

UNIT-I

Non- Alcoholic Beverages

- Classification**
- Hot Beverages- Types, Production and Service**
- Cold Beverages- Types, Production and Service**

BEER

Introduction & Definition

Types of Beer

Production of Beer

Storage

PRACTIAL

Service of

- Bottled & Canned Beers**
- Draught Beers**

SPIRITS

Introduction & Definition

Production of Spirit

Pot-still method

Patent still method

Production of

- **Whisky**
- **Rum**
- **Gin**
- **Brandy**
- **Vodka**
- **Tequilla**

Different Proof Spirits

Gay – Lussac

APERITIFS

A. Introduction and Definition

Different types of Aperitifs

LIQUEURS

Definition & History

Production of Liqueurs

Name of Liqueurs and country of origin & Predominant flavour

Service

BSHM-205 FRONT OFFICE OPERATION II

Internal Marks: 40

L T P

External Marks: 60

2 0 0

COMPUTER APPLICATION IN FRONT OFFICE OPERATION

A. Fidelio

B. Amadeus

FRONT OFFICE (ACCOUNTING)

A. Guest accounts settlement

- **Cash and credit**
- **Indian currency and foreign currency**
- **Transfer of guest accounts**
- **Express check out**

CONTROL OF CASH AND CREDIT NIGHT AUDITING

A. Functions

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

FRONT OFFICE AND GUEST SAFETY AND SECURITY

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

FRENCH

- A. Expressions de politesse et les commander et Expressions d' encouragement**
- B. Basic conversation related to Front Office activities such as Reservation (personal and telephonic) Reception (Doorman, Bell Boys, Receptionist etc.) Cleaning of Room & Change of Room etc.**

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATIONS SYSTEM

- 1. How to make a reservation**
- 2. How to create and update quest profiles**
- 3. How to update quest folio**
- 4. How to print quest folio**
- 5. How to make sharer reservation**
- 6. How to feed remarks in guest history**
- 7. How to add a sharer**
- 8. How to make add on reservation**
- 9. How to amend a reservation**
- How to cancel a reservation**
- How to make group reservation**
- How to make a room change on the system**
- How to log on cashier code**
- How to close a bank at the end of each shift**
- How to put a routing instruction**
- How to process charges in**
- How to process a quest check out**
- How to check out a folio**
- How to process deposit for arriving guest**
- How to process deposit for in house guest**
- How to check room rate variance report**
- How to process part settlements**
- How to tally allowance for the day at night**
- How to tally paid outs for the day at night**
- How to tally fore**

BSHM-207 ACCOMMODATION OPERATION-I

Internal Marks: 40

L T P

External Marks: 60

2 0 0

LAUNDARY

- A. Commercial and On-site Laundry**
- B. Flow process of Industrial Laundering-OPL**
- C. Stages in the Wash Cycle**
- D. Laundry Equipment and Machines**
- E. Layout of the Laundry**
- F. Laundry Agents**
- G. Dry Cleaning**
- H. Guest Laundry/Valet service**
- I. Stain removal**

FLOWER APPANGEMENT

- A. Flower arrangement in Hotels**
- B. Equipment and material required for flower arrangement**
- C. Conditioning of Plant material**
- D. Styles of flower arrangement**
- E. Principles of design as applied to flower arrangement**

INDOOR PLANTS

Selection and care

**ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING
DEPARTMENT**

- A. Reporting Staff placement**
- B. Room Occupancy Report**
- C. Guest Room Inspection**
- D. Entering Checklists, Floor register, Work Orders, Log Sheet**
- E. Lost and Found register and Enquiry File**
- F. Maid's Report and Housekeeper's Report**
- G. Handover Records**
- H. Guest's Special Requests Register**
- I. Record of Special Cleaning**
- J. Call Register**
- K. VIP Lists**

INTER DEPARTMENTAL RELATIONSHIP

- A. With Front Office**
- B. With maintenance**
- C. With Security**

- D. With Stores
- E. With Accounts
- F. With Personnel
- G. Use of Computers in House Keeping department

BSHM 209 FOOD & BEVERAGE CONTRLO-1

Internal Marks: 40

L T P

External Marks: 60

2 0 0

FOOD COST CONTROL

- A. Introduction to Cost Control
- B. Define Cost Control
- C. The Objectives and Advantages of Cost Control
- D. Basic costing
- E. Food costing

FOOD CONTROL CYCLE

- A. Purchasing control
- B. Aims of Purchasing Policy
- C. Job description of Purchase Manager/Personnel
- D. Types of Food Purchase
- E. Quality Purchasing
- F. Food Quality Factors for different commodities
- G. Definition of yield
- H. Test to arrive at standard yield
- I. Definition of Standard Purchase Specification
- J. Advantages of Standard Yield and Standard Purchase Specification
- K. Purchasing Procedure
- L. Different Methods of Food Purchasing
- M. Sources of Supply
- N. Purchasing by Contract
- O. Periodical Purchasing
- P. Open Market Purchasing
- Q. Standing Order Purchasing
- R. Centralised Purchasing
- S. Methods of Purchasing in Hotels
- T. Purchase Order Forms
- U. Ordering Cost
- V. Carrying Cost
- W. Economic Order Quantity
- X. Practical Problems

RECEIVING CONTROL

- A. Aims of Receiving**
- B. Job Description of Receiving Clerk/Personnel**
- C. Equipment required for receiving**
- D. Documents by the Supplier (including format)**
- E. Delivery Notes**
- F. Bills/Invoices**
- G. Credit Notes**
- H. Statement**
- I. Records maintained in the Receiving Department**
- J. Goods Received Book**
- K. Daily Receiving Report**
- L. Meat Tags**
- M. Receiving Procedure**
- N. Blind Receiving**
- O. Assessing the performance and efficiency of receiving Department**
- P. Frauds in the Receiving Department**
- Q. Hygiene and cleanliness of area**

STORING & ISSUING CONTROL

- A. Storing Control**
- B. Aim of Store Control**
- C. Job Description of Food Store Room Clerk/personnel**
- D. Storing Control**
- E. Conditions of facilities and equipment**
- F. Arrangements of Food**
- G. Location of Storage Facilities**
- H. Security**
- I. Stock control**
- J. Two types of food received – direct stores (Perishables/nonperishable)**
- K. Stock Records Maintained Bin Cards (Stock Record Cards/Books)**
- L. Issuing Control**
- M. Requisitions**
- N. Transfer Notes**
- O. Perpetual Inventory Method**
- P. Monthly Inventory/Stock Taking**
- Q. Pricing of Commodities**
- R. Stock taking and comparison of actual physical inventory and Book value**
- S. Stock levels**
- T. Practical Problems**
- U. Hygiene & Cleanliness of area**

PRODUCTION CONTROL

- A. Aims and Objectives
- B. Forecasting
- C. Fixing of Standards

Definition of Standards (Quality & Quantity)

Standard Recipe (Definition, Objectives and various tests)

Standard Portion Size (definition, Objectives and equipments used)

Standard Portion Cost (Objectives & Cost Cards)

- D. Computation of Staff meals

SALES CONTROL

- A. Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price
- B. Matching costs with sales
- C. Billing procedure – cash and credit sales
- D. Cashier's Sales summary sheet

BSHM-211 HOTEL ACCOUNTACY

Internal Marks: 40

L T P

External Marks: 60

2 0 0

TRIAL BALANCE

- A. Meaning
- B. Methods
- C. Advantages
- D. Limitation
- E. Practicals

FINAL ACCOUNTS

- A. Meaning
 - B. Procedure for preparation of Final Accounts
 - C. Difference between Trading Accounts, Profit, Loss Accounts and Balance Sheet
- Adjustments (Only four)
- Closing Stock
- Pre-paid Expenses
- Outstanding Expenses
- Depreciation

UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS

- A. Introduction to Uniform system of accounts
- B. Contents of the Income Statement C:\WINDOWS\hinhem.scr
- C. Practical Problems
- D. Contents of the Balance Sheet (under uniform system)

- E. Practical problems
- F. Departmental Income Statements and Expense Statements (Schedules 1 to 16)

G. Practical problems

INTERNAL CONTROL

- A. Definition and objectives of Internal Control
- B. Characteristics of Internal Control
- C. Implementation and Review of Internal Control

INTERNAL AUDIT AND STATUTORY AUDIT

- A. An Introduction to Internal And Statutory Audit
- B. Distinction between Internal Audit and Statutory Audit
- C. Implementation And Review of Internal audit

DEPARTMENTAL ACCOUNTING

- A. An introduction to departmental accounting
- B. Allocation and apportionment of expenses
- C. Advantages of allocation
- D. Draw-backs of allocation
- E. Basis of allocation
- F. Practical problems

BSHM-213 COMMUNICATION AND SOFT SKILLS

Internal Marks: 40
External Marks: 60

L T P

2 0 0

UNIT-I

Essentials of Grammar:

- **Parts of speech**
- **Vocabulary Building**
- **Phonetics**

UNIT-II

Office Management:

- **Writing Business letters: Quotation, Orders, Enquiry, Complaint, Circular Memorandum**
- **Receipt and Dispatch of Mail**
- **Filing Systems**
- **Classification of Mail**
- **Role & Function of Correspondence**

UNIT-III

Letter & resume Writing:

- **Practice of writing various types of Letters-Formal / Informal emphasizing the following elements:**
- **Importance and Function**
- **Drafting the Applications**
- **Elements of Structure**

Preparing the Resume emphasizing the following:

- **Do's & Don'ts of Resume**
- **Helpful Hints**

UNIT-IV

Presentation Skills Emphasizing the:

- **Importance of Presentation Skills**
- **Capturing Data**
- **Voice & Picture Integration**
- **Guidelines to make Presentation Interesting**
- **Body Language**
- **Voice Modulation**
- **Audience Awareness**
- **Presentation Plan**
- **Visual Aids**
- **Forms of Layout**
- **Styles of Presentation**

UNIT-V (For Internal Assessment)

Interview Preparation:

- **Types of Interview**
- **Preparing for the Interviews**
- **Attending the Interview**
- **Interview Process**
- **Employers Expectations**
- **General Etiquette**
- **Dressing Sense**
- **Postures & Gesture**

UNIT-VI (For Internal Assessment)

Group discussion & Presentation:

- **Definition**
- **Process**
- **Guidelines**
- **Helpful Expressions**
- **Evaluation**

(Note: Every student shall be given 15 minutes of presentation time & 45 minutes of discussion on his/her presentation.)

Reference Books:

1. Business Communication-K.K. Sinha.
2. Business Communication-Pal & Koriahalli
3. Basic Grammar- Wren & Martin

BSHM-215 FOOD PRODUCTION III Lab

Internal Marks: 40

L T P

External Marks: 60

0 0 6

To formulate 20 seats of menus from the following dishes and to include more dishes from the respective regions.

- Awadh
- Bengal
- Goa
- Hyderabad
- Maharashtra
- South India (Tamilnadu, Karnataka, Kerala)

BSHM-217 FOOD AND BEVERAGE SERVICE III Lab

Internal Marks: 40

L T P

External Marks: 60

0 0 4

Service of Spirits (Whisky, Vodka, Rum, Gin, Brandy & Tequila)

Service of different types of Aperitifs

Service of Liqueurs

REGIONAL CUISINE-PRACTICAL

- A. Menu Writing of Regional dishes**
- B. Table Laying of Regional dishes**
- C. Service of Regional dishes**

BSHM-219 FRONT OFFICE OPERATIONS II Lab

Internal Marks: 40
External Marks: 60

L T P

0 0 3

01 Hands on practices of computer application (Hotel Management System) related to Front Office procedures such as Reservation, Registration, Guest History, Telephones, Housekeeping, Daily transaction) Front Office accounting procedures Manual accounting Machine accounting Payable, Accounts Receivable, Guest History, Yield Management Role Play Situation Handling

BSHM-221 ACCOMMODATION OPERATIONS PRACTICAL

Internal Marks: 40
External Marks: 60

L T P

0 0 3

01 Layout of Linen and Uniform Room/Laundry
02 Laundry Machinery and Equipment
03 Stain Removal
04 Flower Arrangement
05 Selection and Designing of Uniforms

4th Semester

Course No	Subject	L	T	P	Maximum Marks	
					Appraisal	Ext.
BSHM-202	Completed WTO sheets				100	
BSHM-204	Industrial Training Report				100	
BSHM-206	Industrial Training Log-Book				100	
BSHM-208	Industrial Training Project (report)				100	
BSHM-210	presentation & Viva				-	200

Total					400	200

SEMESTER-5
BSHM 301 FOOD PRODUCTION- I

Internal Marks: 40

L T P

External Marks: 60

2 0 0

1. LAYOUT & EQUIPMENT

- A. Introduction of Larder Work**
- B. Definition**
- C. Equipment found in the larder**
- D. Layout of a typical larder with equipment and various sections**

2. TERMA & LARDER CONTROL

- A. Common terms used in the Larder and Larder control**
- B. Essentials of Larder Control**
- C. Importance of Larder Control**
- D. Devising Larder Control Systems**
- E. Leasing with other Departments**
- F. Yield Testing**

3. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF

- A. Functions of the Larder**
- B. Hierarchy of Larder Staff**
- C. Sections of the Larder**
- D. Duties & Responsibilities of larder Chef**

CHARCUTIERIE

1. SAUSAGE

- A. Introduction to charcuterie**
- B. Sausage – Types & Varieties**
- C. Casings – Types & Varieties**
- D. Fillings – Types & Varieties**
- E. Additives & Preservatives**

2. FORCEMEATS

- A. Types of forcemeats**
- B. Preparation of forcemeats**
- C. Uses of forcemeats**

3. BRINES, CURES & MARINADE

- A. Types of Brines**
- B. Preparation of Brines**
- C. Methods of Curing**
- D. Types of Marinades**
- E. Uses of Marinades**

- F. Difference between Brines, Cures & Marinades
- 4. **HAM, BACON & GAMMON**
 - A. Cuts of Ham, Bacon & Gammon
 - B. Differences between Ham, Bacon & Gammon
 - C. Processing of Ham & Bacon
 - D. Green Bacon
 - E. Uses of different cuts
- 5. **GALANTINES**
 - A. Making of galantines
 - B. Types of Galantine
 - C. Ballotines
- 6. **PATES**
 - A. Types of Pate
 - B. Pate de foie gras
 - C. Making of Pate
 - D. Commercial pate and Pate Maison
 - E. Truffle – sources, Cultivation and uses and Types of truffle
- 7. **MOUSE & MOUSSELINE**
 - Types of mousse
 - Preparation of mousse
 - Preparation of mousseline
 - Difference between mousse and mousseline
- 8. **CHAUD FROID**
 - Meaning of Chaud froid
 - Making of Chaud froid & Precautions
 - Types of Chaud froid
 - Uses of Chaud froid
- 9. **ASPIC & GELEE**
 - A. Definition of Aspic and Gelee
 - B. difference between the two
 - C. Making of Aspic and Gelee
 - D. Uses of Aspic and Gelee
- 10. **QUENELLES, PARFAITS, ROULADES**
 - Preparation of Quenelles, Parfaits and Roulades
- 11. **NON EDIBLE DISPLAYS**
 - A. Ice carvings
 - B. Tallow Sculpture
 - C. Fruit & Vegetable Displays
 - D. Salt dough
 - E. Pastillage
 - F. Jelly Logo
 - G. Thermoacol work

APPETIZERS & GARNISHES

- A. Classification of Appetizers**
- B. Examples of Appetizers**
- C. Historic importance of culinary garnishes**
- D. Explanation of different Garnishes**

SANDWICHES

- A. Parts of Sandwiches**
- B. Types of Bread**
- C. types of filling-classification**
- D. Spreads & Garnishes**
- E. Types of Sandwiches**
- F. Making of Sandwiches**
- G. Storing of Sandwiches**

USE OF WINE AND HERBS IN COOKING

- A. Ideal uses of wine in cooking**
- B. Classification of herbs**
- C. Ideal uses of herbs in cooking**

CHINESE

- A. Introduction to Chinese Foods**
- B. Historical background**
- C. regional cooking styles**
- D. Methods of cooking**
- E. Equipment & utensils**

FRENCH

- A. Culinary French**
 - B. Classical recipes (recettes classique)**
 - C. Historical background of classical garnishes**
 - D. Offals/Game**
 - E. Larder terminology and vocabulary**
- Note: should be taught alongwith the relevant topics**

BSHM-303 FOOD & BEVERAGE SERVICE OPERATIONS-1

Internal Marks:40

L T P

External Marks:60

2 0 0

PLANNING & OPERATING VERIOUS F&B OUTLET

- A. Physical layout of functional and ancillary areas**
- B. Objective of a good layout**
- C. Steps in planning**
- D. Factors to be considered while planning**
- E. Calculating space requirement**
- F. Various set ups for seating**
- G. Planning staff requirement**
- H. Menu planning**
- I. Constraints of menu planning**
- J. Selecting and planning of heavy duty and light equipment**
- K. Requirement of quantities of equipment required like crockery, Glassware, steel of silver etc.**
- L. Suppliers & manufacturers**
- M. Approximate cost**
- N. Planning Décor, furnishing fixture etc**

F&B STAFF ORGANISATION

- A. Categories of staff**
- B. Hierarchy**
- C. Job description and specification**
- D. Duty roaster**

MANAGING F&B OUTLET

- A. Supervisory skills**
- B. Developing efficiency**

C. Standard Operating Procedure

FUNCTION CATERING

1. BANQUETS

- A. History**
- B. Types**
- C. Organization of Banquet department**
- D. Duties & responsibilities**
- E. Sales**
- F. Booking procedure**

G. Banquet menus

2. BANQUETS PROTOCOL

- A. Space Area requirement**
- B. Table plans/arrangement**
- C. Misc-en-place**
- D. Service**
- E. Toasting**

3. INFORMAL BANQUET

- A. Reception**
- B. Cocktail parties**
- C. Convention**
- D. Seminar**
- E. Exhibition**
- F. Fashion shows**
- G. Trade Fair**
- H. wedding**
- I. Outdoor catering**

FUNCTION CATERING BUFFETS

- A. Introduction**
- C. Area requirement**
- E. Sequence of food**
- G. Types of Buffet**
- I. Sit down**
- K. Breakfast Buffets**
- M. Supplies**
- B. Factor to plan buffets**
- D. Planning and organization**
- F. Menu planning**
- H. Display**
- J. fork, Finger, Cold Buffet**
- L. Equipment**
- N. Check list**

BSHM-305 FRONT OFFICE MANAGEMENT-1

Internal Marks: 40

L T P

External Marks: 60

2 0 0

PLANNING & EVALUATING FRONT OFFICE OPERATIONS

- A. Forecasting techniques**
- B. Forecasting Room availability**
- C. Useful forecasting data**
 - % of walking**
 - % of overstaying**
 - % of under stay**
- D. Forecast formula**
- E. Sample forecast forms**

BUDGETING

- A. Making of front office budget planning**
- B. Factors affecting budget**
- C. Capital operation budget for front office**
- D. Refining Budgets**
- E. Forecasting room revenue**

COMPUTER APPLICATION IN FRONT OFFICE OPERATION

- A. Fidelio / IDS / Shawman**
- B. Amadeus**

FRENCH

Conversation with guests, Providing information to guest about the hotel, city, sight seeing, car rentals, historical places, banks, airlines, travel agents, shopping centers and worship places etc.

Departure (Cashier, Bills Section and Bell Desk)

BSHM-307 ACCOMMODATION MANAGEMENT-1

Internal Marks: 40

L T P

External Marks: 60

2 0 0

PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT

- A. Area inventory list**
- B. frequency Schedules**
- C. Performance and Productivity standards**
- D. Time and Motion study in House Keeping operations**
- E. Standard Operating manuals – Job procedures**
- F. Job allocation and work schedules**
- G. Calculating staff strengths & Planning duty rosters, teamwork and leadership in House Keeping**
- H. training in HKD, devising training programmes for HK staff**
- I. Inventory level for non recycled items**
- J. Budget and budgetary controls**
- K. The budget process**
- L. Planning capital budget**
- M. Planning operation budget**
- N. Operating budget – controlling expenses – income statement**
- O. Purchasing systems – methods of buying**
- P. Stock records – issuing and control**

HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS

CONTRACT SERVICES

- A. Types of contract services**
- B. Guidelines for hiring contract services**
- C. Advantages & disadvantages of contract services**

SAFETY AND SECURITY

- A. Safety awareness and accident prevention**
- B. Fire safety and fire fighting**
- C. Crime prevention and dealing with emergency situation**

ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS

BSHM-309 FOOD & BEVERAGE MANAGEMENT-1

Internal Marks: 40

L T P

External Marks: 60

2 0 0

COST DYNAMICS

- A. Elements of Cost**
- B. Classification of Cost**

SALES CONCEPTS

- A. Various Sales Concept**
- B. Uses of Sales Concept**

INVENTORY CONTROL

- A. Importance**
- B. Objective**
- C. Method**
- D. Levels and Technique**
- E. Perpetual Inventory**
- F. Monthly Inventory**
- G. Pricing of Commodities**
- H. Comparison of Physical and Perpetual Inventory**

BEVERAGE CONTROL

- A. Purchasing**
- B. Receiving**
- C. Storing**
- D. Issuing**
- E. Production Control**
- F. Standard Recipe**
- G. Standard Portion Size Bar frauds**
- H. Bar Frauds**
- I. Books maintained**
- J. Beverage Control**

SALES CONTROL

- A. Procedure of Cash Control**
- B. Machine System**
- C. ECR**
- D. NCR**
- E. Preset Machines**
- F. POS**
- G. Reports**
- H. Thefts**
- I. Cash Handling**

BUDGETARY CONTROL

- A. Define Budget**

- B. Define Budgetary control**
- C. Objectives**
- D. Frame Work**
- E. Key Factors**
- F. Type of Budget**
- G. Budgetary Control**

BSHM-311 FACILITY PLANNING-1

Internal Marks: 40

L T P

External Marks: 60

2 0 0

HOTEL DESIGN

- **Design consideration**
- **Attractive Appearance**
- **Efficient Plan**
- **Good location**
- **Suitable material**
- **Good workmanship**
- **Sound financing**
- **Competent Management**

FACILITIES PLANNING 02

The systematic layout planning pattern (SLP)

Planning consideration

- A. Flow process & Flow diagram**
- B. Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel Architectural consideration**
- A. Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas)**
- B. Approximate cost of construction estimation**
- C. Approximate operating areas in budget type/ 5 star type hotel approximate other operating areas per guest room**
- D. Approximate requirement and Estimation of water/electrical load gas, ventilation.**

STAR CLASSIFICATION OF HOTEL

Criteria for star classification of hotel

(Five, four, three, two, one & heritage)

KITCHEN

- A. Equipment requirement for commercial kitchen Heating- gas/electrical Cooling (for various catering establishment)**
- B. Developing specification for various Kitchen equipments**
- C. Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities)**

KITCHEN LAY OUT & DESIGN

- A. Principles of kitchen layout and design**
- B. Areas of the various kitchens with recommended dimension**
- C. Factors that affect kitchen design**
- D. Placement of equipment**
- E. Flow of work**
- F. Space allocation**
- G. Kitchen equipment, manufacturers and selection**
- H. Layout of commercial kitchen (types, drawing a layout Of Commercial kitchen**
- I. Budgeting for kitchen equipment**

BSHM-313 FINANCIAL MANAGEMENT-1

Internal Marks: 40

L T P

External Marks: 60

2 0 0

FINANCIAL MANAGEMENT MEANING & SCOPE

- A. Meaning of business finance**
- B. Meaning of financial management**
- C. Objectives of financial management**

FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION

- A. Meaning and types of financial statements**
- B. Techniques of financial analysis**
- C. Limitations of financial analysis**
- D. Practical problems**

RATIO ANALYSIS

- A. Meaning of ratio**
- B. Classification of ratios**
- C. Profitability ratios**

- D. Turnover ratios**
- E. Financial ratios**
- F. Du Pent Control Chart**
- G. Practical Problems**

FUNDS FLOW ANALYSIS

- A. Meaning of funds flow statement**
- B. Uses of funds flow statement**
- C. Preparation of funds flow statement**
- D. Treatment of provision for taxation and proposed dividends (as non-current liabilities)**
- E. Practical problems**

BSHM-315 STRATEGIC MANAGEMENT-1

Internal Marks: 40
External Marks: 60

L T P
2 0 0

ORGANISATIONAL STRATEGY

A. MISSION

Mission Statement Elements and its importance

B. OBJECTIVES

Necessity OF FORMAL OBJECTIVES, OBJECTIVE Vs Goal

C. STRATEGY

DEVELOPING STRATEGIES

- **Adaptive Search – Intuition search – Strategic factors – Picking Niches**
- **Entrepreneurial Approach**

ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS

A. NEED FOR ENVIRONMENTAL ANALYSIS

B. KEY ENVIRONMENTAL VARIABLE FACTORS

C. OPPORTUNITIES AND THREATS

Internal resource analysis

D. FUNCTIONAL AREAS RESOURCE DEVELOPMENT MATRIX

E. STRENGTHS AND WEAKNESSES

Marketing, Finance, Production, Personnel, Organization

STRATEGY FORMULATION

A. STRATEGY (GENERAL) ALTERNATIVES

Stability Strategies, expansion Strategies, Retrench Strategies, Combination Strategies

B. COMBINATION STRATEGIES

Forward integration, backward integration, Horizontal integration, Market penetration, Market development, Product development, concentric diversification, Conglomerate diversification Horizontal diversification, Joint Venture, Retrenchment, Divestiture, Liquidation, Combination

STRATEGIC ANALYSIS AND CHOICE (ALLOCATION OF RESOURCES)

A. FACTORS INFLUENCING CHOICE

Strategy formulation

B. INPUT STAGE

Internal factor evaluation matrix, External factor evaluation matrix, Competitive profile matrix

C. MATCHING STAGE

Threats opportunities – weaknesses – strengths matrix (TOWS)

Strategic position and action evaluation matrix (SPACE)

Boston consulting group matrix (BCGM)

Internal – External matrix

Grand strategic Planning matrix (QSPM)

POLICIES INFUNCTIONAL AREAS

A. POLICY

C. PERSONNEL POLICIES

E. MARKETING POLICIES

POLICIES

B. PRODUCT POLICIES

D. FINANCIAL POLICIES

F. PUBLIC RELATION

STRATEGIC IMPLEMENTATION REVIEW AND EVALUATION

A. MCKINSEY 7-S FRAMEWORK

B. LEADERSHIP AND MANAGEMENT STYLE

C. STRATEGY REVIEW AND EVALUATION

Review underlying bases of Strategy

Measure Organizational Performance

Take corrective actions

BSHM-321 FOOD PRODUCTION OPERATIONS -1 LAB

Internal Marks: 40

L T P

External Marks: 60

0 0 6

Three course menus to be formulated featuring International Cuisines

01 FRENCH

02 ORIENTAL

a) Chinese

b) Thai

SUGGESTED MENUS

FRENCH

MENU 01

**Consomme Carmen
Poulet Saute Chasseur
Pommes Loretta
Haricots Verts
Salade de Betterave
Brioche
Baba au Rhum**

MENU 02

**Bisque D'ecrevisse
Escalope De Veau viennoise
Pommes Batailles
Courge Provencale
Epinards au Gratin**

MENU 03

**Crème Du Barry
Darne De Saumon Grile
Sauce paloise
Pommes Fondant
Pettis Pois A La Flamande
French Bread
Tarte Tartin**

MENU 04

**Veloute Dame Blanche
Cote De Porc Charcuterie
Pommes De Terre A La
Crème
Carottes Glace Au Gingembre
Salade Verte**

MENU 05

**Harlequin Bread
Choclote Cream Puffs
Cabbage Chowder
Poulet A La Rex**

MENU 06	Pommes Marguises Ratatouille Slade De Carottes Et Celeris Clover Leaf Bread Savarin Des Fruits Barquettes Assortis Stroganoff De Boeuf Pommes Persilles Salade De Chou-cru Garlic Rolls
MENU 07	Crepe Suzette Duchesse Nantua Poulet Maryland Croquette Potatoes Slade Nicoise
MENU 08	Brown Bread Pate Des Pommes Knomeskies Filet De Sols Walweska Pommes lyonnaise Funghi Marirati Bread Sticks
MENU 09 Jambon	Souffle ;Milanaise Vol- Au-Vent-De Volaille Et
MENU 10	Homard Thermidor Salade Waldorf Vienna rolls Mousse Au Chocolate Crabe En Coquille Quiche En Coquille Quiche Lorraine Salade de Viande Pommes Parisienne Foccacia Crème Brulee
CHINESE MENU 01	Prawn Ball soup Fried Wantons Sweet & Sour Pork
MENU 02	Hakka Noodles Hot & Sour soup

MENU 03

**Beans Sichwan
Stir Fried Chicken & Peppers
Chinese Fried Rice
Sweet Corn Soup
Shao Mai
Tung-Po Mutton**

MENU 04

**Yangchow Fried Rice
Wanton Soup
Spring Rolls
Stir Fried Beef & Celery
Chow Mein**

MENU 05

**Prawns in Garlic Sauce
Fish Szechwan
Hot & Sour Cabbage
Steamed Noodles**

**BAKERY & PATISSERIE PRACTICAL
MUST INCLUDE**

- **Decorated Cakes**
- **Gateaux**
- **International Breads**
- **Sorbets, Parfaits**
- **Hot/Cold Desserts**

BSHM-323 FOOD & BEVERAGE SERVICE OPERATIONS -1 LAB

Internal Marks: 40

L T P

External Marks: 60

0 0 4

- 1. Making of Duty Roster and writing job description & specification**
- 2. Supervising F & B outlets**
- 3. Calculation of Space for banquets, Banquet Menu & Service.**

BSHM-325 FRONT OFFICE MANAGEMENT -1 LAB

Internal Marks: 40

L T P

External Marks: 60

0 0 3

Hands on practice of computer application (Hotel Management System) related to front office procedures such as (night audit, income audit, SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S. No.	Topic
01	HMS Training-Hot Function keys
02	How to put message
03	Hot to put a locator
04	How to check in a first time guest
05	How to check in an existing reservation
06	How to check in a day use
07	How to issue a new key
08	How to verify key
09	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
13	How to programme keys continuously
14	How to programme one key for two rooms
15	Hot to re-programme a key
16	How to make a reservation
17	How to create and update quest profiles
18	How to update quest folio
19	How to print guest folio
20	How to make sharer reservation
21	How to feed remarks in quest history

22	How to add a sharer
23	How to make add on reservation
24	How to amend a reservation
25	How to cancel a reservation
26	How to make group reservation
27	How to make a room change on the system

BSHM-327 HOUSE KEEPING -1 LAB

Internal Marks: 40	L T P
External Marks: 60	0 0 3

01 First Aid

A. First aid kit

Dealing with emergency situation

02 Special Decorations

03 Layout of a guest room

04 Team cleaning

05 Devising training modules/standard operating procedures/inspection check lists

SEMESTER-6

BSHM-302 FOOD PRODUCTION OPERATIONS-II

Internal Marks:40	L T P
External marks:60	2 0 0

INTERNATIONAL CUISINE

A. Geographic location

B. Historical background

C. Staple food with regional influences

D. Specialties

E. Recipes

F. Equipment in relation to:

Great Britain, France, Italy, Spain & Portugal, Scandinavia, Germany, Middle East, Oriental, Mexican, Arabic

CHINESE

A. Introduction to Chinese foods

B. Historical Background

C. Regional cooking styles

D. Methods of cooking

E. Equipment & utensils

BAKERY & CONFECTIONERY

I. ICINGS & TOPPINGS

A. Varieties of icings

B. Using of Icings

C. Difference between icings & Toppings

D. Recipes

II FROZEN DESSERTS

- A. Types and classification of frozen desserts**
- B. Ice creams-Definitions**
- C. Methods of preparation**
- D. Additives and preservatives used in Ice-cream manufacture**

III. MERINGUES

- A. Making of Meringues**
- B. Factors affecting the stability**
- C. Cooking Meringues**
- D. Types of Meringues**
- E. Uses of Meringues**

IV. BREAD MAKING

- A. Role of ingredients in bread making**
- B. Bread Faults**
- C. Bread Improvers**

V. CHOCOLATE

- A. History**
- B. Sources**
- C. Manufacture & Processing of Chocolate**
- D. Types of chocolate**
- E. Tempering of chocolate**
- F. Cocoa butter, white chocolate and its applications**

PRODUCTION MANAGEMENT

- A. Kitchen organization**
- B. Allocation of Work-Job Description, Duty Roasters**
- C. Production Planning**
- D. Production Scheduling**
- E. Production Quality & Quantity Control**
- F. Forecasting Budgeting**
- G. Yield Management**

PRODUCT & RESEARCH DEVELOPMENT

- A. Testing new equipment**
- B. Developing new recipes**
- C. Food Trails**
- D. Organoleptic & Sensory Evaluation**

FRENCH

Culinary French

Classical recipes (recettes classique)

Historical Background of Classical Garnishes

Offal's/Game

Larder terminology and vocabulary

Note: Should be taught along with the relevant topics

BSHM-304 FOOD & BEVERAGE SERVICE OPERATION -II

Internal Marks: 40

L T P

External Marks: 60

2 0 0

GUERIDON SERVICE

- | | |
|--|-------------------------------------|
| A. History of gueridon | B. Definition |
| C. General consideration of operation | D. Advantages Dis-advantages |
| E. Types of trolleys | |
| F. Factor to create impulse, Buying – Trolley, open kitchen | |
| G. Gueridon equipment | H. Gueridon ingredients |

BAR OPERATIONS

- | | |
|--|--------------------------------------|
| A. Types of Bar, Cocktail, Dispense | B. Area of Bar |
| C. Front Bar | D. Back Bar |
| E. Under Bar (Speed Rack, Garnish Container, Ice well etc.) | |
| F. Bar Stock | G. Bar Control |
| H. Bar Staffing | I. Opening and closing duties |

COCKTAILS & MIXED DRINKS

- | | |
|---|--------------------------|
| A. Definition and History | B. Classification |
| C. Recipe, Preparation and Service of Popular Cocktails | |
| Martini-Dry & Sweet | |
| Manhattan – Dry & sweet | |
| Dubonnet, Roy-Roy, Bronx, Whit Lady, Pink Lady, Side Car, Alexandra, John Collins, Noggs | |
| - Champagne Cocktail – Between the Sheets | |
| - Baiquire | |
| - Bloody Mary | |
| Screw Driver | |
| - Tequilla Sunrise | |
| - Gin-Sling | |
| - Planters Punch | |
| - Singapore Sling | |
| - Pinacolada | |
| - Rusty Nail- | |
| B & B | |
| -Black Russian | |
| Margarita | |
| -Gimlet – Dry & Sweet- | |
| Cuba Libre | |
| - Whisky Sour – | |
| Blue Lagoon | |
| - Harvey Wall Banger – | |

- Bombay cocktail

KITCHEN STEWARDING

- A. Importance
- B. Opportunities in kitchen stewarding
- C. Record maintaining
- D. Machine used for cleaning and polishing
- E. Inventory

BSHM-306 FRONT OFFICE MANAGEMENT -II

Internal Marks: 40

L T P

External Marks: 60

2 0 0

YIELD MANAGAMENT

- A. Concept and importance
- B. Applicability to rooms division
 - Capacity management
 - Discount allocation
 - Duration control
- C. Measurement yield
- D. Potential high and low demand tactics
- E. Yield management software
- F. Yield management team

BSHM-308 ACCOMMODATION MANAGEMENT -II

Internal Marks: 40

L T P

External Marks: 60

2 0 0

INTERIOR DECORATION

- A. Elements of design
- B. Colour and its role in décor-types of colour schemes
- C. Windows and window treatment
- D. Lighting and lighting fixtures
- E. Floor finisher
- F. Carpets
- G. Furniture and fittings
- H. Accessories

LAYOUR OF GUEST ROOMS

- A. Sizes of rooms, sizes of furniture, furniture arrangement
- B. Principles of design
- C. Refurbishing and redecoration

NEW PROPERTY COUNTDOWN

BSHM-310 FOOD & BEVERAGE MANAGEMENT -II

Internal Marks: 40

L T P

External Marks: 60

2 0 0

VARIANCE ANALYSIS

- A. Standard cost**
- B. Standard Costing**
- C. Cost Variances**
- D. Material Variances**
- E. Labor Variances**
- F. Overhead Variances**
- G. Fixed Overhead Variance**
- H. Sales Variance**
- I. Profit Variance**

BREAKEVEN ANALYSIS

- A. Breakeven Chart**
- B. P V Ratio**
- C. Contribution**
- D. Marginal Cost**
- E. Graphs**

MENU MERCHANDISING

- A. Menu Control**
- B. Menu Structure**
- C. Planning**
- D. Pricing Of Menus**
- E. Types of Menus**
- F. Menu as Marketing Tool**
- G. Layout**
- H. Constraints of Menu Planning**

MENU ENGINEERING

- A. Definition and Objectives**
- B. Methods**
- C. Advantages**

MIS

- A. Reports**

- B. Calculation of actual cost**
- C. Daily Food Cost**
- D. Monthly Food Cost**
- E. Statistical Revenue Reports**
- F. Cumulative and non-cumulative**

BSHM-312 FACILITY PLANNING -II

Internal Marks: 40

L T P

External Marks: 60

2 0 0

KITCHEN STEWARDING LAYOUT AND DESIGN

- A. Importance of kitchen stewarding**
- B. Kitchen stewarding department layout and design**
- C. Equipment found in kitchen stewarding department**

STORES- LAYOUT AND DESIGN

- A. Necessity for energy conservation**
- B. Methods of conserving energy in different area of operation of a hotel**
- C. Developing and implementing energy conservation program for a hotel**

CAR PARKING

Calculation of car park area for different types of hotels

PROJECT MANAGEMENT

- A. Introduction to Network analysis**
- B. Basic rules and procedure for network analysis**
- C. C.P.M and PERT**
- D. Comparison of CPM and PERT**
- E. Classroom exercises**
- F. Network crashing determining crash cost, normal cost**

BSHM-314 FINANCIAL MANAGEMENT – II

Internal Marks: 40
External Marks: 60

L T P
2 0 0

CASH FLOW ANALYSIS

- A. Meaning of cash flow statement**
- B. Preparation of cash flow statement**
- C. Difference between cash flow and funds flow analysis**
- D. Practical problems**

FINANCIAL PLANNING MEANING & SCOPE

- A. Meaning of Financial planning**
- B. Meaning of Financial plan**
- C. Capitalization**
- D. Practical problems**

CAPITAL EXPENDITURE

- A. Meaning of Capital structure**
- B. Factors determining capital structure**
- C. Point of indifference**
- D. Practical problems**

WORKING CAPITAL MANAGEMENT

- A. Concept of working capital**
- B. Factors determining working capital needs**
- C. Over trading and under trading**

BASICS OF CAPITAL BUDGETING

- A. Importance of Capital budgeting**
- B. Capital budgeting appraising methods**
- C. Payback period**
- D. Average rate of return**
- E. Net present value**
- F. Profitability index**
- G. Internal rate of return**
- H. Practical problems**

BSHM-316 TOURISM MARKETING

Internal Marks: 40
External Marks: 60

L T P
2 0 0

This course familiarizes the students with Marketing concepts, techniques and skills as required in the marketing of tourism products and attractions

Block-1	Understanding Entrepreneurship and Management
Unit1	Introduction to Tourism Marketing-Approaches, Relevance
and role	Unit2 Market Segmentation
Unit3	Tourism Markets: International and Domestic
Block-2	Market Analysis
Unit4	Marketing Research
Unit5	Competitive Analysis and strategies
Unit6	Forecasting for Tourism and its Products
Unit7	Role of Technology in tourism marketing
Block-3	Developmental role of marketing
Unit8	Role of Public organization
Unit9	Role of Local Bodies
Unit10	Role of NGOs
Unit11	Socially Responsible Marketing
Unit12	Social Marketing
Block-4	Marketing Mix
Unit13	Product Designing
Unit14	Pricing Strategies
Unit15	Promotion Strategies
Unit16	Distribution Strategies
Unit17	The Fifth P: People, Process and Physical Evidence
Block-5	Marketing Mix: Specific Situations
Unit18	Familiarization tours
Unit19	Seasonal Marketing
Unit20	Tourism Fairs and Travel Markets
Block-6	Destination Marketing
Unit21	Regions, Cities, Leisure Spots
Unit22	Events, Activities, Individuals
Unit23	Shopping, Education and Culture
Unit24	Marketing Local Food

BSHM-322 FOOD PRODUCTION-1 LAB

Internal Marks: 40

L T P

External Marks: 60

0 0 6

Three course menus to be formulated featuring International Cuisines

SPAIN	INTERNATIONAL Gazpacho Pollo En Pepitoria Paella Fritata De Patata Pastel De Mazaana
ITALY	Minestrone Ravioli Arabeata Fettocine Carbonara Pollo Alla Cacciatore Medanzane Parmigiane Grissini Tiramisu
GERMANY	Linsensuppe Sauerbaaten Spatzale German Potato Salad Pumpernicklr Apfel Strudel
U.K.	Scotch Broth Roast Beef Yorkshire Pudding Glazed carrots & Turnips Roast Potato Yorkshire Pudding Crust Bread
GREECE	Soupe Avogolemenu Moussaka A La Greque Dolmas Tzaziki Baklave Harlequin Bread
DEMONSTRATION OF Charcuterie	Galantines Pate Terrines Mousselines

BSHM-324 FOOD & BEVERAGE SERVICE OPERATIONS-II LAB

Internal Marks: 40 **L T P**

External Marks: 60 **0 0 4**

Preparing items on Gueridon trolley

Crepe Suzette **Banana au Rhum**

Peach Flambe **Rum Omlette**

Steak Diane **Papper Steak**

Designing and setting the bar

Preparation of Cocktails

BSHM-326 FRONT OFFICE MANAGEMENT-1 LAB

Internal Marks: 40 **L T P**

External Marks: 60 **0 0 3**

SUGGESTIVE LIS OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

1. How to log on cashier code
2. How to close a bank at the end of each shift
3. How to put a routing instruction
4. How to process charges
5. How to process a guest check out
6. How to check out a folio
7. How to process deposit for arriving guest
8. How to process deposit for in house guest
9. How to check room rate variance report
10. How to process part settlements
11. How to tally allowance for the day at night
12. How to tally allowance for the day at night
13. How to tally forex for the day at night
14. How to pre-register a guest
15. How to handle extension of guest stay
16. Handle deposit and check ins with voucher
17. How to post payment
18. How to print checked out guest folio
19. Check out using foreign currency
20. Handle settlement of city ledger balance
21. Handle payment for room only to Travel Agents
22. Handle of banquet event deposits
23. How to prepare for sudden system shutdown
24. How to checkout standing batch totals

25. How to do a credit check report
26. How to process late charges on third party
27. How to process late charges to credit card
28. How to check out during system shut down
29. Handling part settlements for long staying guest
30. How to handle paymaster folios
31. How to handle bills on hold

BSHM-328 HOUSE KEEPING-1 LAB

Internal Marks: 40

L T P

External Marks: 60

0 0 3

Team Cleaning

Devising training modules/standard operating procedures/inspection check lists