

Program Syllabus Booklet

**Bachelor of Science in Hospitality and Hotel
Management**

(B.Sc. HHM- 206)



Session: 2016-17

**Institute of Hotel Management
Guru Kashi University, Talwandi Sabo**



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GKU



B.Sc. in Hospitality & Hotel Management

A degree in Hospitality & Hotel Management equips the students with the requisite skills, knowledge, and attitude essential to efficiently perform supervisory responsibilities in this lucrative industry.

Institute of Hotel Management focuses on the process, delivery, and management of wide-ranging perspectives of global hospitality services and operations. Through this program, (Students) you will gain the ability to identify and understand the key issues faced by the personnel, as well as evaluation of alternative approaches to manage the diverse areas of the industry. In-depth laboratory practices and global exposure help acquire our student skill standards desired by allied departments of the industry. The advent of globalization has made this industry vast growing, and hotels are ready to employ more and more budding professionals.





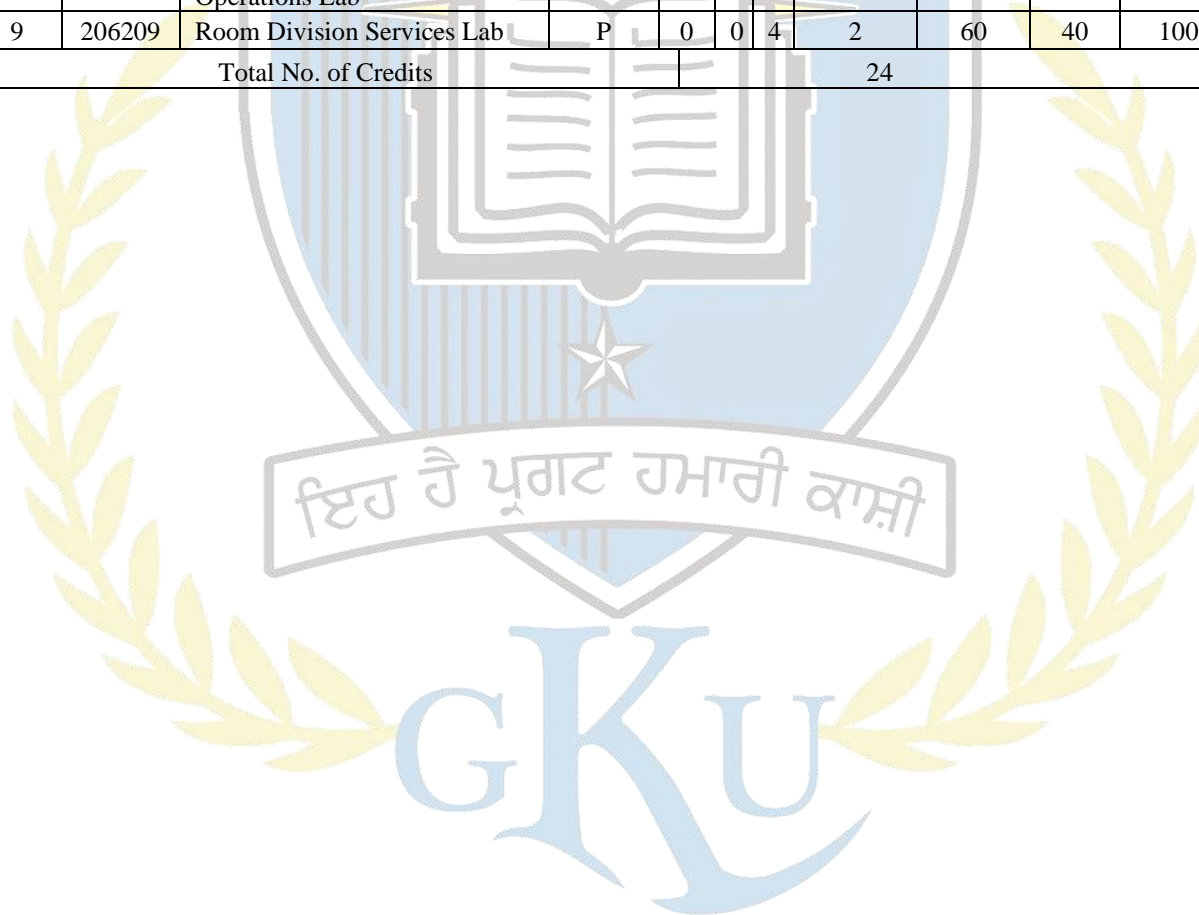
Study Scheme											
Semester: 1st											
Sr. No	Course Code	Course Name	Type of Course	(Hours Per Week)			No. of Credits	Internal Marks	External Marks	Total Marks	
				T/P	L	T					P
1	206101	Basic Food Production	T	2	0	0	2	50	50	100	
2	206102	Food and Beverages Service	T	2	0	0	2	50	50	100	
3	206103	Basic Rooms Division	T	2	0	0	2	50	50	100	
4	206104	Computer Fundamentals	T	2	0	0	2	50	50	100	
5	206105	Catering Science-I	T	4	0	0	4	50	50	100	
6	206106	Communication Skills-I	T	2	2	0	4	50	50	100	
7	206107	Basic Food Production Lab	P	0	0	4	2	60	40	100	
8	206108	Food and Beverages Service Lab	P	0	0	4	2	60	40	100	
9	206109	Basic Rooms Division Lab	P	0	0	4	2	60	40	100	
10	206110	Computer Fundamentals Lab	P	0	0	4	2	60	40	100	
Total No. of Credits							24				

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Semester: 2 nd											
Sr. No	Course Code	Course Name	Type of Course T/P	(Hours Per Week)			No. of Credits	Internal Marks	External Marks	Total Marks	
				L	T	P					
1	206201	Food Production Principles	T	2	0	0	2	50	50	100	
2	206202	Food and Beverages Operations	T	3	0	0	3	50	50	100	
3	206203	Room Division Services	T	3	0	0	3	50	50	100	
4	206204	Travel and Tourism	T	3	0	0	3	50	50	100	
5	206205	Catering Science-II	T	4	0	0	4	50	50	100	
6	206206	Communication Skill II	T	3	0	0	3	50	50	100	
7	206207	Food Production Principles Lab	P	0	0	4	2	60	40	100	
8	206208	Food and Beverages Operations Lab	P	0	0	4	2	60	40	100	
9	206209	Room Division Services Lab	P	0	0	4	2	60	40	100	
Total No. of Credits							24				





Semester: 3rd										
Sr. No	Course Code	Course Name	Type of Course T/P	(Hours Per Week)			No. of Credits	Internal Marks	External Marks	Total Marks
				L	T	P				
1	206301	Industrial Training	NA	0	0	0	20	500	500	1000
Total No. of Credits				20						





Semester: 4th											
Sr. No	Course Code	Course Name	Type of Course T/P	(Hours Per Week)			No. of Credits	Internal Marks	External Marks	Total Marks	
				L	T	P					
1	A100302	Environment Studies	T	3	0	0	3	50	50	100	
2	206401	Quality Food Production	T	2	0	0	2	50	50	100	
3	206402	Beverage Services	T	4	0	0	4	50	50	100	
4	206403	Accommodation Services	T	4	0	0	4	50	50	100	
5	206404	Hotel Engineering	T	4	0	0	4	50	50	100	
6	206405	Basic Principles of Accounting	T	4	0	0	4	50	50	100	
7	206406	Quality Food Production Lab	P	0	0	4	2	60	40	100	
8	206407	Beverage Services Lab	P	0	0	4	2	60	40	100	
9	206408	Accommodation Services Lab	P	0	0	4	2	60	40	100	
Total No. of Credits							24				

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Semester: 5th											
Sr. No	Course Code	Course Name	Type of Course T/P	(Hours Per Week)			No. of Credits	Internal Marks	External Marks	Total Marks	
				L	T	P					
1	206501	Specialized Food Production	T	2	0	0	2	50	50	100	
2	206502	Food & Beverage Services & Management	T	4	0	0	4	50	50	100	
3	206503	Accommodation Operations	T	4	0	0	4	50	50	100	
4	206504	Hotel Accounting	T	4	0	0	4	50	50	100	
5	206505	Marketing Management	T	4	0	0	4	50	50	100	
7	206506	Specialized Food Production Lab	P	0	0	4	2	60	40	100	
8	206507	Food & Beverage Services & Management Lab	P	0	0	4	2	60	40	100	
9	206508	Accommodation Operations Lab	P	0	0	4	2	60	40	100	
Total No. of Credits							24				

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Semester: 6th										
Sr. No	Course Code	Course Name	Type of Course T/P	(Hours Per Week)			No. of Credits	Internal Marks	External Marks	Total Marks
				L	T	P				
1	206601	Specialized Food Production	T	2	0	0	2	50	50	100
2	206602	Specialized Food Services & Management	T	4	0	0	4	50	50	100
3	206603	Specialized Accommodation Management	T	4	0	0	4	50	50	100
4	206604	Total Quality Management	T	2	0	0	2	50	50	100
5	206605	Major Project	P	0	0	4	2	50	50	100
7	206606	Specialized Food Production Lab	P	0	0	4	2	60	40	100
8	206607	Specialized Food Services & Management Lab	P	0	0	4	2	60	40	100
9	206608	Specialized Accommodation Management Lab	P	0	0	4	2	60	40	100
10	206609	Total Quality Management Lab	P	0	0	4	2	60	40	100
Total No. of Credits							22			

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Course Name: Basic Food Preparation

Course Code: 206101

Semester: 1st

Credits -2

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2 0 0

Course Content

Unit 1

Introduction to professional cookery, Origin of modern cookery practices, Factors influencing eating habits, Essentials of continental food preparation, essentials of India food preparation, hygiene & safe practices in handling food, aims & objectives of cooking food

Organization structure in the kitchen, types of establishments, classical kitchen bridge(English) for a five star & three star hotel, duties & responsibilities of executive chef & various chefs, co-ordination with other allied departments e.g. stores, purchases, accounts, service, housekeeping, etc.

cooking utensils & small equipment's classification- knives, kitchen tools, electric food preparation equipment's, refrigeration equipment, food holding equipment's, hot plates & heated cupboards, properties, advantages & disadvantages of various materials used in tools & equipment, precautions and care in handling & maintenance of equipment

Unit 2

Fuels used in the kitchen, heat transfer principles, classification, types, advantages & disadvantages Safety precautions. professional attributes attitude towards your job, personal hygiene, uniforms, care for your own health & safety, safety practices & procedures, accidents, types, nature, classification, preventive measures for each type of accident, reporting accidents, first-aid-meaning, importance and basic rules, fire prevention

Unit 3

● **Commodities used in the catering Industry**

Relations of the classification with food groups studied, introduction to commodities in terms of sources, types, nature, uses, processing, by-products, market forms available, modes of packing, local market rate, storage principles & nutritive value for commodities and effect of heat and other factors on cooking. (For the following :)



- **Cereals & pulses**

Wheat, rice, & other millets in the region, Bengal gram, green gram, red gram, Soya beans, kidney bean, double beans, locally available cereals and pulses

- **Sweeteners**

Sugar, honey, jiggery, & artificial sweeteners

- **Fats & oils**

Butter, oil, lard, suet, tallow, hydrogenated fat, bread spreads

- **Dairy products**

Milk, cream, cheese, curd

- **Vegetables, Eggs, Spices**

Types of vegetables-root, stem, leafy, flowery, Types of fruits-fresh, dried, and canned, Types of eggs, spices, herbs, condiments and seasonings.

(Used in western & Indian cooking)

Unit 4

Pigments in foods

Types of pigments in vegetables, fruits and animals products effect of heat, acid, alkali, oxidation & metal on pigments, precautions for enhancing & retention of floor.

References:-

- Arora K. (January 2008). *Theory of Cookery*. Frank Brothers.
- Philip. Thangam E. (June 2018). *Modern Cookery*. Orient Blackswan Private Limited.
- Bali.Parvinder S. (April 2014). *Food Production Operations*.Oxford University Press.
- Aggarwal. D.K. (2006). *Kitchen Equipment & Design*.Aman Publications. New Delhi.

E-References:-

- <https://www.youtube.com/watch?v=u4urr09oNwA>
- https://www.youtube.com/watch?v=x22aJo_FpVI
- <https://hmhub.me/classification-of-soup-with-examples/>

Course Name: Food and Beverage Services

Course Code: 206102

Semester: 1st



Course Content

Unit 1

The food & beverage service Industry

Introduction to the food & beverage Industry, Classification of catering establishments (commercial & non-commercial), Introduction to food & beverage operations (types of F & B outlets)

Foods & beverage service areas in a hotel

restaurant, coffee shop, room services, bars, banquets, snack bar, executive Lounges, business centers, Discotheques & Night Clubs

Unit 2

Food & beverage service equipment

Types & usage of equipment- Furniture, chinaware, silverware & glassware, linen, disposables, Special equipment, Care & maintenance

Food & beverage service personnel

Food & beverage service organization structure- Job descriptions & job specifications attitudes & attributes of food & beverage personnel, competencies, Basic etiquettes, Interdepartmental relationship

Unit 3

Types of food & beverage service

Mis-en-place & Mis-en-scene, Table service-English/silver, American, French, Russian, Self-service- buffet & cafeteria, Specialized service- gueridon, tray, trolley, lounge, room etc. Single point service- take away, vending, kiosks, food courts & bars, automats

Types of meals

Breakfast- Introduction, types, service methods, Brunch, Lunch, Hi-Tea, Dinner, Supper

Unit 4

Menu knowledge

Introduction Types- Ala Carte & Table D'hote, Menu planning, considerations and constraints Menu terms, Classical terms, Classical French Menu, Classical foods & its accompaniments with Cover.



References:-

- NegiSingh Mahendra. (November 2019). *Training Manual for Food and Beverage Services*. Dreamtech Press.
- Singaravelavan.(June 2016).*Food And Beverage Services*. Oxford University Press. Second Edition.
- Bagchi S.N.(January 2006). *Textbook of Food and Beverage Service*. Aman Publications. 3rd Edition.
- Grahm Brown (March 2002). *The Waiter Handbook*. Publisher. Global Books & Subscription Services New Delhi.

E-References:-

- <https://www.youtube.com/watch?v=Ez4sAaoSjOc&t=149s>
- <https://www.youtube.com/watch?v=yu7nSustunI>
- <https://www.ihmnotes.in/firstyrnotes.html>

Course Name: Basic Rooms Division

Course Code: 206103

Semester: 1st

Credits -2

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Course Content

Unit 1

Introduction to housekeeping

Importance & functions of housekeeping, Guest satisfaction and repeat business, Housekeeping areas- Front-of-the-house and Back-of-the-areas, guest rooms, Public areas, maids room, indoor and outdoor areas

Co-ordination with other departments

Departments like front office, engineering, F & B, kitchen, security, purchase, HRD, accounts

Layout of housekeeping departments

Sections of the housekeeping departments, their functions and layout

Unit 2



Organization of housekeeping department

Hierarchy in large, medium & small hotels, Attributes of staff, Job description and job specifications

Guest rooms

Types Amenities & facilities for standard & VIP guest rooms

Cleaning equipment's

Classification, use, care & maintenance, Selection & purchase criteria

Cleaning agents

Classification, use, care and storage, Distribution & control Selection criteria

Unit 3

Introduction to hospitality Industry

The term 'Hotel', evolution & development of hospitality Industry and tourism, famous hotels worldwide. Classification of hotels (based on various categories like size, location, clientele, length of stay, facilities, ownership) Organizational chart of hotels (large, medium, small)

Front office department

Sections and layout of front office, Organizational chart of front office department (small, medium and large hotels)

Duties and responsibilities of various staff

Attributes of front office personnel, Co-ordination of front office with other departments of the hotels, Equipment's used (manual and automated)

Unit 4

Room types & tariffs

Types of rooms, Food/meals plans, Types of rooms rates (Rack, FIT, crew, group, corporate, weekend etc.)

Role of front office

Key control and key handling procedures, Mail and message handling, Paging and luggage handling, Rules of the house (for guest and staff), Black list, Bell desk and concierge

References:-

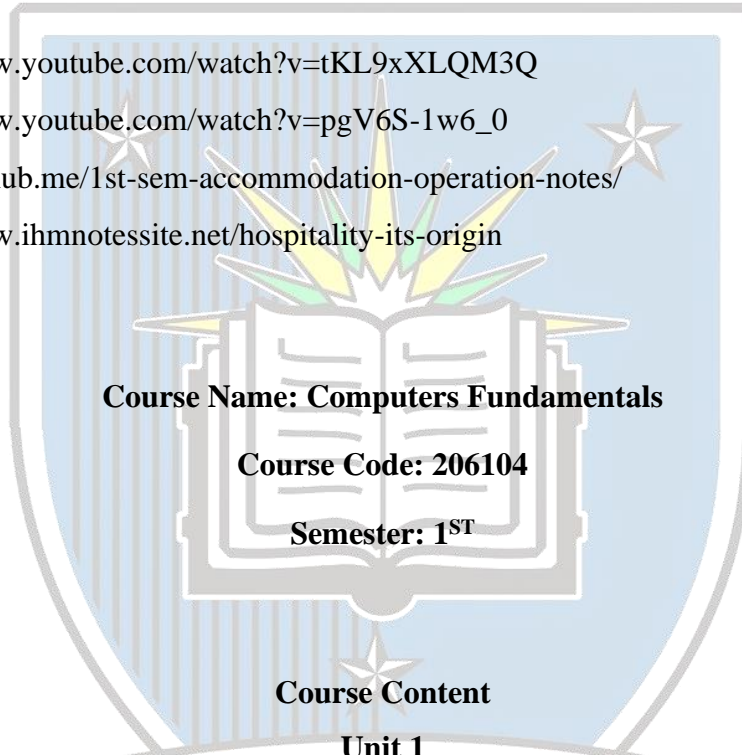
- Stallworth Shelia. January (2019). *Housekeeping Book*. Independently Published.
- Andrews. (July 2017). *Hotel Housekeeping A training Manual*. 3rd Edition. MHE Publisher.



- GangulyPralay.(January 2019).*Housekeeping Management in Hotel and Service Industry*. Wiley India.
- Negi Singh Deepak.Verma Dr. Shiv Mohan.(January 2020). *Fundamentals of Hotel*. Bharti Publications.

E-References:-

- <https://www.youtube.com/watch?v=tKL9xXLQM3Q>
- https://www.youtube.com/watch?v=pgV6S-1w6_0
- <https://hmhub.me/1st-sem-accommodation-operation-notes/>
- <https://www.ihmnotessite.net/hospitality-its-origin>



Credits -2

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Course Content

Unit 1

Computer fundamentals

Features of computer system, Block diagram Hardware input & output devices, CPU, RAM, ROM, Software- System, application S/W, Networks-LAN, MAN, WAN, Topologies, Viruses Types, precautions

Windows

Features, Terminologies-Desktop, windows, wallpaper, icons, file, folder etc. Windows explorer- (Assignment with file, folder) Accessories- Paint, notepad, calculator

DOS (Disk operating system)

Introduction, features, Internal commands- DIR, CLS, VER, VOL, DATE, TIME, COPY, TYPE, REN, DEL, CD, MD, RD) External commands- FORMAT, ATTRIB, SCANDISK, TREE, MORE, EDIT etc.

Unit 2

MS-WORD



File commands, print, page setup, Editing- cut, copy, paste, find, replace etc. Formatting commands- fonts, bullets, borders, columns tabs, indents, Tables, auto text, auto correct

Mail merge, Hyperlinks

MS-EXCEL

Features, auto fill, custom lists etc. Cell reference- relative & absolute (S) Formulae, functions (Math/stats, text, date, IF) Charts- types, parts of the chart Databases (create, sort, auto filter, subtotal)

MS-POWERPOINT

Slide layout, Clip art, organizational chart, graphs, Tables Custom animation, slide timings

Unit 3

INTERNET/E-MAILS

History, Pre-requisites for internet, role of modem. Service- emailing, chatting, surfing, blog. Search engines, browsers, dial up, domains. Broadband, concepts of web upload, download, Threats- spyware, adware, SPAM

E-COMMERCE AND ERP CONCEPTS

Concepts of B-to-B, B-to-C. ERP concept, SAP concepts

Unit 4

DBMS concepts- (Data base management systems) Definition- DBMS, table, data types, record, fields

MS-ACCESS Table creation, fields, data types Primary key concept Add, edit, delete records Forms, simple query

References:-

- Chauhan. S.Saxena. A.& Gupta K. (2006). *Fundamentals of Computer*. NP.Laxmi Publications.
- Sinha. Pradeep Kumar & Sinha.Priti.(2007). *Computer Fundamentals*. New Delhi. BPB Publication.
- Stallings. William. (2007).*Computer Networking with Internet Protocols and Technology*. Delhi. Pearson Education.

E-References:-

- <https://www.youtube.com/watch?v=yHIIp25ryow>



- <https://www.ihmnotes.in/assets/Docs/Sem-1/Comp/10INTRODUCTION%20TO%20WINDOWS.pdf>
- <https://www.ihmnotes.in/assets/Docs/Sem-1/Comp/7SOFTWARE%20CONCEPTS.pdf>

Course Name: Catering Science -I

Course Code: 206105

Semester: 1st

Credits -4

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Course Content

Unit 1

Importance of hygiene in the catering industry

Introduction Definitions- hygiene & sanitation Significance of hygiene & sanitation in the food industry

Food microbiology

Classification & morphology of micro-organisms, Factors affecting growth of micro-organisms Control of micro-organisms in relation to food preservation Harmful and useful micro-organisms in the food industry Role of micro-organisms in the production of fermented food, dairy products, bakery products, alcoholic beverages & vinegar

Food & water borne illnesses

Food poisoning & food infection, common intestinal parasites (definitions, sources of contamination of food, mode of transmission of food borne illness, control of food borne illness) Non-bacterial metal poisoning Natural toxins present in food.

Unit 2

Food protection

Hygiene storage- dry, refrigerated & freezer storage & protective display, Danger zone, Food spoilage- detection and prevention, Food contamination & spoilage due to kitchen pests, Cross contamination

Personal hygiene

Necessity of personnel hygiene, Health of staff Sanitary practices, Protective clothing,



Importance of rest, recreation and exercise

Food science concepts

Basic S.I. units of length, area, volume, weight, Temperature (conversion of Celsius scale to Fahrenheit scale), Definitions of density & relative density P^h - definition & its relevance in food industry. Undesirable browning & its prevention, examples of desirable browning in food preparations. Important terminologies (definitions & relevance) boiling point, boiling under pressure, melting point, smoking point, flash point, surface tension, osmosis, humidity, evaporation, sol, gel, emulsion & foam.

Unit 3

Food additives

Definition, types & their limitations as per PFA Act.

Regulatory agencies

Food standards in India Common food adulterants and simple tests to detect food adulterants in milk, sugar, turmeric, chilli powder, tea, coffee, semolina flour, ghee, butter, margarine & oil. Hazard analysis & critical control points (HACCP) Importance, definition & usage of HACCP

References:-

- Robinson. C.H. Lawlar. M.R. Chenoweth W.L. and Garwick A.E. (1986). *Normal and Therapeutic Nutrition*. Macmillan Publishing Co.
- Swaminathan. M.S. (1985). *Essentials of Food and Nutrition VI: Fundamental Aspects VII Applied aspects*.
- Hughes. O. Bennion. M. (1970). *Introductory foods*. Macmillan Company.
- Williams. S.R. (1989). *Nutrition and Diet Therapy*. C.V. Mosby Co.

E-References:-

- https://www.youtube.com/watch?v=SsEdU6zv_hI
- https://www.youtube.com/watch?v=XCDlgb_gefg
- https://ddb5a128-b08b-44fa-861f-54761b5fd5c4.filesusr.com/ugd/31086a_68d425caf89b43f3ae6bda337e086f14.pdf

Course Name: Communication Skills-I

Course Code: 206106



Semester: 1ST

Credits - 4

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2 2 0**

Course Contents

Unit 1

Basic language skills: Grammar and usage

The ability to fill in the blanks, correct errors, choose correct forms out of alternative choice, joins clauses, rewrite sentences as directed and replace indicated sections with single words/opposites/synonyms. To be assessed through paragraphs or sentences

Comprehension of an unseen passage

This should apply to the following

An understanding of the passage in question, A grasp of general languages skills and issue with references to words and usage within the passage and The power of short independent composition based on themes and issues raised in the passage.

Passages are to be taken from literacy/scientific/technical writing as well as from the fields of journalism/management/commerce.

One passage is to be given. The length of the passage should be about 250 to 300 words.

Question frames should be in the accordance to the objectives stated.

Phonology and pronunciation

This will involve training in sounds and correct pronunciation.

Unit 2

Official correspondence

Official correspondence includes:

- (a) Enquires, complaints and replies; representations.
- (b) Letters of application for jobs.
- (c) Letters to the editor and social appeals in the form of letters/pamphlets.

Interpretation of short unseen literacy prose pieces (fiction and non-fiction)

The piece should conform to the practice of simple modern English. They should cover range of authors, subjects and contexts. In all cases, the language should be easy to understand by the general body of students.

Unit 3



Types of logical structure

Based on analysis, agriculture and classification. Comparison and contrast and cause and effect relationship.

Exemplification, definition. Statement- elaboration: expanding points into paragraphs. Listing, chronological patterning process.

Repetition, general specific, specific general

Principles of editing

Punctuation, substitution of words, restructuring of sentences, re-organizing sentence sequence in a paragraph, use if link words and principles of coherence and cohesion.

Summary writing

This is to create an awareness in students regarding the organization of material the points and sub-points, the logical connection between these point. This will include making students aware of the notions of the “main idea”, with a view of training them to shorten the material, to capture the essence and present it in a precise manner

References:-

- Hanna. M. and Wilson. G. (1998)4th edition.*Communicating in Business and Professional Settings*.New York. McGraw-Hill.
- Lesikar. R/ Flatley. M.(2002).10th edition.*Basic Business Communication. Skills for Empowering the Internet Generation*. Willy publication.
- Rai.U./ Rai. S. M.(1998).10th*Business Communication*. Himalaya Publication.
- Sharma. R. C/ Mohan. K. 3rd edition. *Business Correspondence & Report Writing*. MWM Publication.

E-References:-

- <https://www.youtube.com/watch?v=b0QGdg87OxI>
- <https://www.youtube.com/watch?v=AEwmts9MqGs>
- <https://www.ihmnotes.in/assets/Docs/Sem-2/Communication-done/Ch-1%20Business%20communication.pdf>

Course Name: Basic Food Preparation (LAB)

Course Code: 206107

Semester: 1st



Credits -2

L T P
0 0 4

Course Content

List of Practical

1. It is recommended that demonstrations be conducted in the initial stages to make the students familiar with the following:-
Introduction to various tools and their usage
Introduction to various commodities (Physical characteristics, weight & volume conversion, yield testing, etc.)
Food pre-preparation methods
Basic Indian masalas & gravies (Dry & wet)
2. Minimum 15 individual practical's consisting of 70% Indian & 30% continental menus be accomplished, over and above the demonstration mentioned in 1 above.
Practical's examination be conducted to Indian menus consisting of a meat, vegetables, rice, and sweet preparation.

Course Name: Food & Beverages Services (LAB)

Course Code: 206108

Semester: 1st

Credits -2

L T P
0 0 4

Course Contents

Note: glossary of terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

List of Practical's

1. Restaurant etiquette
2. Restaurant hygiene Practices
3. Mis-en-palace & mis-en-scene
4. Identification of equipment's
5. Laying & relaying of table cloth
6. Rules of laying a table
7. Carrying a Salvar/Tray



8. Service of water
9. Handling the service gear
10. Carrying plates, glasses & other equipment's
11. Clearing an Ashtray
12. Situations like spillage
13. Setting of table d'hote & A La Carte covers
14. Breakfast table lay-out & service (Indian, American, English, Continental)
15. Crumbing, clearing, presenting the bill

Course Name: Basic Rooms Divisions (Lab)

Course Code: 206109

Semester: 1st

Credits -2

L T P
0 0 4

Course Content

List of Practical: Part-1

1. Introduction to the housekeeping department
2. To prepare a list of cleaning equipment's
3. Study of cleaning agents
4. Introduction to guest room and supplies & placement
5. Sweeping and mopping- dry, wet
6. Polishing of laminated surfaces
7. Polishing of brass articles
8. Polishing of EPNS articles
9. Polishing of copper articles
10. Cleaning of glass surfaces
11. Cleaning of oil painted surfaces
12. Cleaning of plastic painted surfaces
13. Mansion polishing
14. Vacuum cleaning
15. Bed making



16. Cleaning of different floor finishes & use of floor scrubbing machine

List of Practical: Part-2

17. Telephone etiquettes and telephone handling
18. Handling room keys (issuing, receiving, missing keys, computerized key cards)
19. Handling guest mail (of guests who have checked out, in house and expected)
20. Handling messages and paging for guests
21. Luggage handling (along with left luggage procedure)
22. Handling guest enquiries
23. Handling guests who are blacklisted
24. Situations on basis of charging
25. Bell desk activities

Course Name: Computer Fundamentals (Lab)

Course Code: 206110

Semester: 1st

Credits -2

L T P
0 0 4

Course Content

1. Computer fundamentals

Features of computer system

Block diagram

Hardware input & output devices, CPU, RAM, ROM

Software- System, application S/W

Networks-LAN, MAN, WAN, Topologies

Viruses- Types, precautions

2. Windows

Features

Terminologies-Desktop, windows, wallpaper, icons, file, folder etc.

Windows explorer- (Assignment with file, folder)



Accessories- Paint, notepad, calculator

3. DOS (Disk operating system)

Introduction, features

Internal commands- DIR, CLS, VER, VOL, DATE, TIME, COPY, TYPE, REN, DEL, CD, MD, RD)

External commands- FORMAT, ATTRIB, SCANDISK, TREE, MORE, EDIT etc.

Wildcards (question mark? asterisk*)

4. MS-WORD

File commands, print, page setup

Editing- cut, copy, paste, find, replace etc.

Formatting commands- fonts, bullets, borders, columns tabs, indents

Tables, auto text, auto correct

Mail merge

Hyperlinks

5. MS-EXCEL

Features, auto fill, custom lists etc.

Cell reference- relative & absolute (S)

Formulae, functions (Math/stats, text, date, IF)

Charts- types, parts of the chart

Databases (create, sort, auto filter, subtotal)

6. MS-POWERPOINT

Slide layout, slide t.

Clip art, organizational chart, graphs, Tables

Custom animation, slide timings

7. INTERNET/E-MAILS

History

Pre-requisites for internet, role of modem

Service- emailing, chatting, surfing, blog

Search engines, browsers, dial up, domains



Broadband, concepts of web upload, download

Threats- spyware, adware, SPAM

8. E-COMMERCE AND ERP CONCEPTS

Concepts of B-to-B, B-to-C

ERP concept, SAP concepts

9. DBMS concepts- (Data base management systems)

Definition- DBMS, table, data types, record, fields

10. MS-ACCESS

Table creation, fields, and data types

Primary key concept

Add, edit, and delete records

Forms, simple query

Course Name: Food Preparation Principles

Course Code: 206201

Semester: 2nd

Credits -2

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Course Content

Unit 1

Introduction to methods of cooking

Cooking as applied to all commodities studied in SEM 1. Classification & salient features of various cooking methods. Temperature precautions. Equipment's used their care & maintenance.

Moist methods of cooking

Steaming with pressure & without pressure, Braising, Poaching, Boiling

Dry methods of cooking

Baking, Roasting, Grilling, Tandoor

Frying

Types of frying medium, Sautéing, Shallow frying, Deep-frying

Combining the methods, Pressure frying

Microwave cooking



Advantages & disadvantages

Stocks

Definitions & uses of stocks Classification, Rules of stock making Recipes of 1 litre of various stocks (white, brown, fish and vegetable), Glazes & Aspic Storage Care

Unit 2

Sauces

Classification & uses of sauces, Composition, Thickening agents Recipes of mother sauces Finishing of sauces (reducing, straining, de-glazing, enriching and seasoning) precautions & rectification, handling & storage Derivatives (five each) Pan gravies Flavored butters

Soups

Aim of soup making Classification of soups-cream, puree, veloute, chowder, consommé, national soups

Unit 3

Texture, Accompaniments & Garnishes

Importance & characteristics, Factors affecting textures in food Desirable & non-desirable textures with examples, Difference between accompaniments & garnishes

Introduction to bakery & confectionery

Definition, Principles of baking, Bakery equipment's (small & large) Formulas & measurements, Physical & chemical changes during baking

Unit 4

Characteristics functions of ingredients in bakery & confectionery

Flour, shortening agents, sweetening agents, raising agents, dairy products, eggs, Sunday, materials

Yeast dough's (fermented goods)

Role of ingredients

Types- (rich/lean)

Methods of bread making

Stages in bread making

Faults and remedies, bread disease, bread improvers

References:-

- Singh Vikas.(2011).*Text Book Of food Production BTK*.Aman Publication. New Delhi.



- Bali.Parvinder S.(September 2017).*Quantity Food Production Operations and Indian Cuisine*. Oxford University Press.
- Folsom.LeRoi A. (January 1974).*The Professional Chef*. Boston CBI Pub.
- Arora K. (January 2008). *Theory of Cookery*. Frank Brothers.

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- <https://www.youtube.com/watch?v=6o26lsNkGWY&list=PLePZkc8xXRSboE23TTDSXuITFk6UA014D&index=16>
- <https://www.ihmnotes.in/assets/Docs/Sem-2/Food%20Production/UNIT%201,%20SOUPS.pdf>
- <https://www.ihmnotes.in/assets/Docs/Sem-2/Food%20Production/Unit-3%20Meat.pdf>

Course Name: Food and Beverages Operation

Course Code: 206202

Semester: 2nd

Credits -3

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Course Content

Unit 1

Room service/In room dining service

Introduction, general principles, Cycle of service, scheduling and staffing, Forms & formats

Order taking, suggestive selling, breakfast cards Time management- lead time from order taking to clearance

Buffets

Definition Types of buffets, Buffets equipment's and tables setup

Unit 2

Control methods

Necessity and functions of a control system billing methods-duplicate & triplicate system, KOTs & BOTs computerized KOTs (kitchen order ticket, beverage order ticket) Flow chart of KOT

Presentation of bill



Non-Alcoholic beverages

Classification, Hot beverages- types, service, Cold beverages- types, service

Unit 3

Alcoholic beverages

Definition, Classification of alcoholic beverages Fermentation process

Beers

Introductions Ingredients used

Production

Types and brands- Indian and International Other fermented and brewed beverages- sake, cider, Perry

References:-

- Andrews Sudhir.(1 July 2017).*Food And Beverage Services. A Training Manual / 3rd Edition*.McGraw Hill Education. Third Edition.
- Kant Jay Prakash.(1 January 2015). *Food & Beverage. Management And Cost Control*. AmanPublication.
- George Bobby And Chatterjee Sandeep.(1 August 2008). *Food & Beverage Service And Management*.Jaico Publishing House. First Edition.
- Bansal Tarun K. (1 September 2019). *Food And Beverage. Operations To Management*. Dreamtech Press.

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- <https://www.ihmnotes.in/firstyrnotes.html>

Course Name: Room Division Services

Course Code: 206203

Semester: 2nd

Credits -3

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Course Contents

Unit 1

Cleaning routine of housekeeping department



General principles of cleaning, Work routine for floor supervisors and chamber maids Rules of the floor

Cleaning routine of guest rooms

Daily cleaning of occupied, departure, vacant, under repair & VIP rooms, Evening service & second service procedures Weekly/periodic cleaning- special cleaning tasks to be carried out Spring cleaning procedures

Cleaning routine of public areas

Areas to be maintained daily, weekly and spring-cleaning procedures for various public areas such as lobby/lounge, restaurants, bar, banquet halls, swimming pool, elevators and staircase & corridors.

Unit 2

Key control

Computerized keys, Manual keys, Key control procedures

Control desk

Importance of control desk, Records maintained, Functions performed by C.D.

Housekeeping supervision

Importance of supervision, Checklist for inspection, Dirty dozen Lost and found Procedure for guest article

Unit 3

Reservation

Importance of guest cycle (various stages, sectional staff in contact during each stage), Modes and sources of reservation Procedure for taking reservations (reservations form, conventional chart, density chart, booking diary with their detailed working and formats) Computerized system (CRS, instant reservation) Types of reservation (guaranteed, confirmed, groups, fit) Procedure for amendments, cancellation and overbooking

Pre-Arrival Procedures

Pre-Arrival activities (preparing and arrival list, notification etc.) Procedures for VIP arrival Procedures for group arrival (special arrangements, meal coupons, etc.)

Guest Arrival

Types of registration (registers, loose leaf, registration cards) Receiving guests Arrival procedures for various categories of guests (foreigners along with C-forms, with confirmed



reservation) Notification of guest arrival Criteria for taking advance (walk-ins, scanty baggage etc.)

Unit 4

Guest stay

Rooming a guest (introduction to the hotel facilities, orientation of the room), Procedure for room change Safe deposit procedure, Assisting guest with all possible information and help (medical etc.)

Guest departure

Departure notification, Task performed at bell desk, cashier/reception, and Express check outs
Late check outs and charges

Methods of payment

Credit card handling, Traveler cheques, personal checks handling cash Indian, foreigner currency, Other methods of payments (travel agent, bill to company etc.)

References:-

- Hasani Keshav. (January 2020). *Major Topic in Housekeeping*. Blue Rose Publishers.
- Rai Shaliendra. (January 2020). *Hotel Housekeeping Operations*. Orange Book Publication.
- Raghubalan .G. (August 2018). *Hotel Housekeeping Operations and Management*. 2nd Edition. Oxford University.
- Institute Good housekeeping. (October 2013). *The Good Housekeeping Christmas Cookbook*. Sterling.

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- <https://www.youtube.com/watch?v=etBq6xj4yho>
- <https://www.youtube.com/watch?v=m3oTx5KHGls>
- <https://www.ihmnotessite.net/2-accomodation>

Course Name: Travel & Tourism

Course Code: 206204

Semester: 2nd

Credits - 3

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Course Content

Unit 1

The tourism phenomenon

Definition- tourism; tourist; visitor; excursionist; domestic; international; inbound; out band; destination Growth of tourism/evolution/history of tourism & present status of tourism in India

Thomas cook grand circular tour

Constituents of tourism industry

Primary constituents, Secondary constituents the 4A's of tourism- attraction, accessibility, accommodation, amenities. Career opportunities for tourism professional

Infrastructure of tourism

Role of transport in tourism Modes of transport- road, rail, air, sea Types of accommodation- main & supplementary

Unit 2

Types of Tourism

Types of tourism: various motivator's holiday, social & cultural, MICE religious, VFR (visiting friends and relatives) sports, political, health, senior citizen sustainable tourism Alternative tourism: Eco tourism, agro rural tourism

The impact of tourism

Economic impact- employment generation, foreign exchange earnings, multiplier effect, leakage, infrastructure development Social, culture & political impact- standard of living, passport to peace, international understanding, social integration, regional growth, national integration Environment impact- tourism pollution & control, wild life & bird sanctuaries & their protection for tourist industry

Unit 3

The tourism organizations

Objectives, role & function of government organizations: DOT, ITDC, MTDC, ASI, TFCL Domestic organizations: TAAI, FHRAI, IATO International organizations: WTO, IATA, PATA NGO: role of NGO in making responsible tourists

The Travel agency

Meaning & definition of travel agent Types of travel agent: retail & wholesale Functions of travel agent

Provisions of travel information

- Ticketing
- Itinerary preparation
- Planning & costing
- Settling of accounts
- Liaisons with service providers
- Role of travel agent in promotion of tourism

The Tour operator

Meaning & definition Types of tour operator: inbound, outbound & domestic Tour packaging- definition, components of a tour package

Types packaging tour:

- Independent tour
- Inclusive tour
- Escorted tour
- Business tour

Guide & escorts- their role and function qualities required to be a guide or escort

Unit 4

Travel formalities & regulations Passport- definitions, issuing authority, types of passport, requirements for passport Visa- definition, issuing authority, types of visa, requirements for visa, Health regulation- vaccination, health insurance, Economic regulation- foreigner exchange

Itinerary planning

Definition, steps to plan a tour, route map, transport booking, accommodation reservation, food facilities, local guide/escort, climate/seasonality, shopping & cultural show, costing.

References:-

- Negi Jag Mohan (2001). *Travel agency & our operation concepts & principles*. Kanishka publishes. distributors.
- Bhatia A.K. (1996). *International tourism- fundamentals & practices*. Sterling publishers private limited.
- Goswami B. K. & Ravendran G. (2003). *A textbox of India tourism*. Anand publications Pvt. Ltd.
- Singh Ratandeep. (1999). *Dynamics of modern tourism*. Kanishka publishers.



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- <https://www.youtube.com/watch?v=AQ-o7S4hdNA>
- https://nios.ac.in/media/documents/tourism_337_courseE/337_Tourism_Eng/337_Tourism_Eng_L3.pdf

Credits - 4

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4 0 0

Course Name: CATERING SCIENCE-II

Course Code: 206205

Semester: 4th

Course Content

Unit 1

INTRODUCTION TO TERMINOLOGIES

Food, Nutrient, Empty, Calories, Health, Malnutrition, Edible portion of food, Balanced diet.

CARBOHYDRATES

Definition, Composition, Classification, Food sources (Good and poor sources) Functions in human body, Recommended daily allowance in India (RDA), Importance of fiber, Effect of deficiency & excess intake, Effect of heat on carbohydrates.

PROTEIN

Definition, Composition, Essential and non- essential amino acids, Protein quality (only Concept), Concept of Supplementary value of protein, Food source (good and poor source), RDA (Adolescents and adults), Effect of deficiency, Effect of heat on proteins, Functions.

FATS AND OILS

Definition, Composition, Saturated and Unsaturated fatty acids, Hydrogenation of oil, Cholesterol (a brief note), Food sources of (fat, Oil, Saturated fatty acid, Unsaturated fatty acid, cholesterol), Rancidity of oil, (Concept and prevention), RDA (Adolescents and adults), Effect of deficiency & Excess functions.

VITAMINS

Definition, Classification



Fat Soluble Vitamins (A, D, E, K) – Functions, Food Sources, RDA (Adolescents and adults),
Name of the deficiency disease and symptoms.

Unit 2

MINERALS

Calcium, Iron, Iodine- Classifications, Functions, RDA (Adolescents and adults), and Rich food sources, Deficiency disease and its symptoms. Sodium Chloride – Importance and Limitations, Food Sources

WATER AND ITS IMPORTANCE TO HEALTH

Water balance, Dietary Sources, Dehydration and Oedema.

BASIC FIVE FOOD GROUPS

Foods included in each group, serving size of foods under each group

Unit 3

BALANCED DIET (USING BASIC 5 FOOD GROUPS)

Menu Planning for a day's diet for adolescents and adults, Vegetarian and Non Vegetarian, Importance of avoiding fast/junk foods.

IMPORTANCE FOODS TO BE AVOIDED AND RECOMMENDED FOR:

Diabetes Mellitus, Heart related diseases (Cardio, Vascular), Peptic Ulcer, Jaundice, Kidney disease, Fever and infection, Diarrhea and Constipation.

References:-

- Robinson. Lawlar. C. H. M. R. Chenoweth W.L. and Garwick A.E. (1986). *Normal and Therapeutic Nutrition*. Macmillan Publishing Co.
- Swaminathan. M.S. (1985). *Essentials of Food and Nutrition VI. Fundamental Aspects VII Applied Aspects*. Ganesh & Co.
- Hughes. O. Bennion. M. (1970). *Introductory foods*. Macmillan Company.

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- https://www.youtube.com/watch?v=5zgDbG_nPsg
- <https://www.ihmnotes.in/assets/Docs/Sem-1/NU/UNIT%204%20Vitamin%20&%20Minrals.pdf>



Course Name: Communication Skill -II

Course Code: 206206

Semester: 2nd

Credits - 3

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Course Content

Unit 1

Communication in Today's World

- (a) Basic Principles of Communication: Introduction and definition and of communication importance of communication.
- (b) Nature of Communication: Communication is perception- Communication is exception- communication differ from information communication.
- (c) Types of communication: verbal communication & Nonverbal communication.
- (d) Communication barriers: problems in sending and transmission-problems in reception and comprehension-dealing with communication barriers.
- (e) Distortion in communication-methods of reducing distortion.
- (f) Communication in the modern technology era: Telephone- Teleconferencing and video conferencing – fax communication-Email-Blogs-Social network services/

Verbal and Non Verbal Communication

- (a) Defining verbal and nonverbal communication
- (b) Verbal Communication: Tone – Pitch – Volume – Speed – Emphasis Pronunciation voice control and appeal, Articulation and delivery, Telephone etiquettes, Restaurant and hotel English.
- (c) Kinesics of body language-eye contact-facial gestures-gestures with arms and hands- hand movement- touch – handshakes – postures – style of walking- other movements
- (d) Effective Listening: Barrier of effective listening- guidelines for better listening (Listening for content, critical listening, empathetic listening, attentive listening)
- (e) Interpersonal skills: Building positive, relationship-giving praise dealing.

Unit 2

Written Communication skills

Note making, writing a log book, Letter of enquiry, Complaint, apology, appreciation, etc.

Report Writing

Committee reports, newspaper reports and activity report.

Presentation: Introduction, Planning and Content



- (a) What is the presentation – need for presentation –Type of presentation (Informative, Persuasive, Goodwill presentation)
- (b) Classification of presentation- Making good presentation-ingredients of a good presentation (content-preparation-delivery)
- (c) Planning a presentation – understanding the audience- Research – closing/ conclusion – opening/introduction-sequencing idea and actions.

Content creation:

Creating effective content –collective matter for presentation – condensing –keep it smile- use of examples- selecting a title – use of mini summaries –thing to avoid

Unit 3

Structuring a Presentation

- (a) Parts of presentation – introduction/opening – body of the presentation – concluding the presentation.
- (b) Visuals: Approach to visuals-content –clarity layout.
- (c) Fonts and color: Suggested font sizes-styles- things to avoid- selection of color-background and foreground combination.

Delivery of presentation

- (a) Location and equipment: Location and lighting –Room layout- Equipment and their right use.
- (b) Sitting arrangements in the lecture hall.
- (c) Checking for visibility on the screen.
- (d) Checking for the disturbances during presentation.
- (e) Methods of receiving feedback

References:-

- Wagen. Lynn Vander. (2001). *Communication, Tourism & Hospitality*. Hospitality Press Pvt. Ltd.
- Promodini Varma. (2006). *Fluency in English Part II*. Oxford University Press.
- Kumar S. P. (2002). *Language. Literature and Creativity*. Orient Blackswan Pvt Ltd. New Delhi.
- Gauri Dr. Mishra. Ranjana Dr. Kaul. Brati Dr. Biswas. (1998).*Language through Literature*. Primus Books.

E-References:-

- <https://www.youtube.com/watch?v=akfatVK5h3Y>
- <https://www.youtube.com/watch?v=yqyZwm6QDWI>
- <https://hmhub.me/communication-models/>



Course Name: Food Preparation Principles Lab

Course Code: 206207

Semester: 2nd

Credits - 2

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Course Content

List of Practical

Use of different cooking methods basic stocks, soups & sauces

Minimum 24 individual practical be accomplished consisting of 50% continental menus with breads.

30% Indian menus

20% breakfast menus (Indian & continental)

Practical examination: To be conducted on a basic continental menu (consisting of soup, meat, potato, salad & cold sweet.

Course Name: Food and Beverage Operations Lab

Course Code: 206208

Semester: 2nd

Credits2

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Course Contents

List of practical

Revision of practical from the first semester

1. Sideboard organization
2. Taking an order-food & making a KOT
3. Napkin folds
4. Points to be remembered while setting a cover and during service
5. Silver service (Hors D'oeuvre-(classical Hors D'oeuvre service to coffee)
6. Service of hot & cold non-alcoholic beverages
7. Indian cuisine-accompaniments & service



8. Service of beer(bottled, canned and draft)
9. Exercise for planning different menus
10. Room service-tray and trolley layup, breakfast hanger & service procedure
11. Minibar-format and operational procedures

Credits - 2

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List of practical:

1. Equipping maids carte/trolley
2. Bed making-day/evening
3. Daily cleaning of guest rooms-departure, occupied and vacant
4. Weekly/spring cleaning
5. Daily cleaning of public areas
6. Weekly cleaning of public areas
7. Cleaning routine restaurants/Administrative Offices/staircases & elevators/exterior areas
8. Inspection records- check list
9. Monogramming
10. Mending, sewing machine
11. Linen inventory- stock taking
12. Identification and construction of- plain, basket, figured, weaves, pile satin, twill and sateen.

Course Name: Room Division Services Lab

Course Code: 206209

Semester: 2nd

Course Contents

GKU

Course Name: Industrial Training

Course Code: 206301

Semester: 3rd

Credits – 20

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Course Contents

EVALUATION OF STUDENTS FOR PROFESSIONAL TRAINING:

Professional training will have 1000 marks. Out of which 500 marks will be awarded by the organization where placed for practical/professional training and 500 marks are for (Board) external examination. The criteria for internal assessment will be as under:

Criteria for internal assessment by Weight age organization where placed (%) for practical/professional training

- Attendance/Punctuality 10%.
- Proficiency in Organizing Departmental Task 30%.
- Preparation of portfolio based on day to day work done in various department 20%.
- Initiative/responsibility exhibited 10%.
- Interpersonal relations 10%.
- Behavior/attitude 10%.
- Maintenance of equipment and work place 10%.

GENERAL GUIDELINES:

- a) The students are expected to prepare practical record book as per given list of the experiments. Besides, they can also add other experiments as well.
- b) External examiner along with internal faculty should evaluate the student's performance through viva voice/spotting/performance and synopsis:

Course Name: Environment Studies

Course Code: A100302

Semester: 4th

Credits -3

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Course Content

Unit 1

The Multidisciplinary nature of environmental studies

Definition, scope and importance (2 Lectures) Need for public awareness.

Unit 2

Natural Resources:

Renewable and non-renewable resources:

Natural resources and associated problems.

- a) Forest resources: Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forests and tribal people.
- b) Water resources: Use and over-Utilization of surface and ground water, floods, drought,

conflicts and water, dams-benefits and problems.

c) Mineral resources: Use and exploitation, environmental effects of extracting and using mineral resources, case studies.

d) Food resources: World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies.

e) Energy resources: Growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources. Case studies.

f) Land resources: Land as a resource, land degradation, man induced landslides, soil erosion and desertification.

- Role of an individual in conservation of natural resources.
- Equitable use of resources for sustainable lifestyles

Unit 3

Ecosystems

- Concept of an ecosystem.
- Structure and function of an ecosystem.
- Producers, consumers and decomposers.
- Energy flow in the ecosystem.
- Ecological succession.
- Food chains, food webs and ecological pyramids.
- Introduction, types, characteristic features, structure and function of the following ecosystem:-
 - a. Forest ecosystem
 - b. Grassland ecosystem
 - c. Desert ecosystem
 - d. Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

Unit 4

Biodiversity and its conservation

- Introduction – Definition: genetic, species and ecosystem diversity.
- Biogeographical classification of India
- Value of biodiversity: consumptive use, productive use, social, ethical, aesthetic and option values
- Biodiversity at global, National and local levels.
- India as a mega-diversity nation
- Hot-spots of biodiversity.
- Threats to biodiversity: habitat loss, poaching of wildlife, man-wildlife conflicts.
- Endangered and endemic species of India
- Conservation of biodiversity: In-situ conservation of biodiversity

Unit 5



Environmental Pollution

Definition

- Causes, effects and control measures of:-

- a. Air pollution
- b. Water pollution
- c. Soil pollution
- d. Marine pollution
- e. Noise pollution
- f. Thermal pollution
- g. Nuclear hazards

- ill-effects of fireworks
- Solid waste Management: Causes, effects and control measures of urban and industrial wastes.
- Role of an individual in prevention of pollution.
- Pollution case studies.
- Disaster management: floods, earthquake, cyclone and landslides.

Unit 6

Social Issues and the Environment

- From Unsustainable to Sustainable development
- Urban problems related to energy
- Water conservation, rain water harvesting, watershed management
- Resettlement and rehabilitation of people; its problems and concerns. Case studies.
- Environmental ethics: Issues and possible solutions.
- Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust. Case studies.
- Wasteland reclamation.
- Consumerism and waste products.
- Environment Protection Act.
- Air (Prevention and Control of Pollution) Act.
- Water (Prevention and control of Pollution) Act
- Wildlife Protection Act
- Forest Conservation Act
- Issues involved in enforcement of environmental legislation

Unit 7

Human Population and the Environment

- Population growth, variation among nations.
- Population explosion – Family Welfare Programme.
- Environment and human health.
- Human Rights.
- Value Education.
- HIV / AIDS



- Women and Child Welfare.
- Role of Information Technology in Environment and human health.
- Case Studies

Unit 8

Field work

- Visit to a local area to document environmental and river forest grassland Hill Mountain.
- Visit to a local polluted site – Urban / Rural / Industrial / Agricultural
- Study of common plants, insects, birds.
- Study of simple ecosystems-pond, river, hill slopes, etc. (Field work Equal to 5 lecture hours)

References:-

- Agarwal. K. C. (2001). *Environment Biology*. Nidi Publ. Ltd. Bikaner.
- Jadhav. H & Bhosale. V.M. (1995). *Environment Protection and Laws* Himalaya Pub House. Delhi 284p.
- Rao M. N. & Datta A.K. (1987). *Waste Water Treatment* Oxford & IBH Publ. Co. Pvt. Ltd. 45p.

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Course Name: Quantity Food Preparation

Course Code: 206401

Semester: 4th

Credits -2

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Course Content

Unit 1

QUANTITY FOOD PRODUCTION EQUIPMENT

Equipment required for mass/volume feeding, Heat and cold generating equipment, Care and maintenance of this equipment, Modern developments in equipment manufacture

MENU PLANNING

Basic principles of menu planning – recapitulation, Points to consider in menu planning for



various volume feeding, Outlets such as Industrial, Institutional, Mobile Catering Units

Planning menus for

School/college students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, 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

Unit 2

VOLUME FEEDING

Institutional and Industrial Catering

- Types of Institutional & Industrial Catering
- Problems associated with this type of catering
- Scope for development and growth

Hospital Catering

- Highlights of Hospital Catering for patients, staff, visitors
- Diet menus and nutritional requirements

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

Quantity Purchase & Storage

- Introduction to purchasing
- Purchasing system
- Purchase specifications
- Purchasing techniques
- Storage

Unit 3

REGIONAL INDIAN CUISINE

- Introduction to Regional Indian Cuisine
- Heritage of Indian Cuisine
- Factors that affect eating habits in different parts of the country
- Cuisine and its highlights of different states/regions/communities to be discussed under:
- Geographic location
- Historical background



- Seasonal availability
- Special equipment
- Staple diets

References:-

- Bali. Parvinder S. September (2017). *Quantity Food Production Operations and Indian Cuisine*. Oxford University Press.
- Knight John B. Kotschevar Lendal H. December (1988). *Quantity Food Production. Planning, and Management*. John Wiley & Sons.
- Chaini Susanta. January (2014). *Quantity Food Production and Operations with Glimpses of Indian Cuisine*. Shroff Publishers & Distributors Pvt. Ltd.

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- <https://www.youtube.com/watch?v=TPpvooLJhiM>
- <https://hmhub.me/off-premises-catering/>
- <https://hmhub.me/indenting-in-quantity-food-kitchen/>

Course Name: Beverage Services

Course Code: 206402

Semester: 4th

Credits -4

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Course Content

Unit 1

ALCOHOLIC BEVERAGE

Introduction and definition, Production of Alcohol, Fermentation process , Distillation process, Classification with examples

DISPENSE BAR

Introduction and definition, Bar layout – physical layout of bar, Bar stock – alcohol & nonalcoholic beverages, Bar equipment

WINES

Definition & History, Classification with examples, Table/Still/Natural, Sparkling, Fortified, Aromatized, Production of each classification, Old World wines (Principal wine regions, wine laws, grape varieties, (production and brand names)

France, Germany, Italy, Spain, Portugal, New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names)



USA, Australia, India, Chile, South Africa, Algeria, New Zealand Food & Wine Harmony,
Storage of wines, Wine terminology (English & French)

Unit 2

BEER

Introduction & Definition, Types of Beer, Production of Beer, Storage

SPIRITS

Introduction & Definition, Production of Spirit, Pot-still method, Patent still method, Production of Whisky, Rum, Gin, Brandy, Vodka, Tequilla, Different Proof Spirits, American Proof, British Proof (Sikes scale) Gay Lussac (OIML Scale)

APERITIFS

Introduction and Definition, Types of Aperitifs, Vermouth (Definition, Types & Brand names) Bitters (Definition, Types & Brand names)

Unit 3

LIQUEURS

Definition & History, Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel), Popular Liqueurs (Name, colour, predominant flavor & country of origin)

References:-

- Fearn David A. (1 June 1973). *Food And Beverage Management*. Butterworth-Heinemann Ltd.
- Lillicrap D.R. Robert Smith John Cousins. (31 August 2011). *Food And Beverage Management*. Goodfellow Publishers Limited. 3rd Edition.
- Negi Jagmohan. Manohar Gaurav (3 October 2011). *Food and Beverage Management*. Himalaya Publishing House.
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- https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_tutorial.pdf

Course Name: Accommodation Services

Course Code: 206403



Semester: 4th

Credits -4

L T P
4 0 0

Course Content

Unit 1

COMPUTER APPLICATION IN FRONT OFFICE OPEATION

Role of information technology in the hospitality industry, Factors for need of a PMS in the hotel, Factors for purchase of PMS by the hotel, Introduction to Fidelio & Amadeus

FRONT OFFICE (ACCOUNTING)

Accounting Fundamentals, Guest and non-guest accounts, Accounting system, Non automated – Guest weekly bill, Visitors tabular ledger, Semi-automated, Fully automated

Unit 2

CHECK OUT PROCEDURES

Guest accounts settlement, Cash and credit, Indian currency and foreign currency, Transfer of guest accounts, Express check out

Unit 3

NIGHT AUDITING

Functions, Audit procedures (None automated, semi-automated and fully automated)

FRONT OFFICE & GUEST SAFETY AND SECURITY

Importance of security systems, Safe deposit, Key control, Emergency situations (Accident, illness, theft, fire, bomb)

References:-

- Ismail Ahmed (2001). *Front Office operations and management*. Delmar Cengage Learning.
- Bhatnagar S. K. (January 2006). *Front office Operation Management* Frank Brothers
- Bardi James A. (November 2010). *Hotel Front Office Management*. Wiley International
- Baker Sue, HuytonJermy. (2000). *Principles of Front Office Operations*. Publisher. Thomson Learning.
- Kasavana Michael L. Cahill John J. (February 1992). *Managing Computers in Hospitality Industry*. Educational Institute of the Amer Hotel.

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- <https://www.youtube.com/watch?v=V1e9BlstfWI>
- https://www.youtube.com/watch?v=hZ_jSZ8mQDs



Course Name: Hotel Engineering

Course Code: 206404

Semester: 4th

Credits - 4

**L T P
4 0 0**

Course Contents

UNIT -1

- Maintenance & Replacement Policy
- Importance of maintenance dept. In hotel industry
- Organization of maintenance dept. In 3/4/5 Star hotel.
- Duties & Responsibility of Chief. Engg. Of a Hotel
- Types of maintenance with example of each
- Advantages & Disadvantages
- Maintenance Chart: for
- Swimming pool
- Kitchen
- Reasons for replacement of equipment's
- Replacement factors
- Economic replace of equipment
- Contract of maintenance Definition & Procedure, Types, Advantages & Disadvantages
- Refrigeration
- Definition, Pressure, Energy, Heat, Temperature, Specific heat, Sensible and latent heat, Relative humidity, DBT, WBT.
- Block diagram and function of Bioler, Condenser, Compressor, Evaporator, Heat Exchanger
- Unit of refrigeration
- Vapour compression Refrigeration system (Block diagram)
- Absorption refrigeration system (Block diagram)
- Domestic Refrigerator, defrosting, need, Methods, Maintenance of refrigerator
- Refrigerant types, Properties of good refrigerant
- Ammonia as a refrigerant
- Air-Conditioning
- Factors affecting comfort AC (supply of oxygen, removal of heat & moisture proper air circulation, pure air)
- Factors affecting on AC Load, Types of AC systems Central AC, Unitary AC : AC equipment : Air Filter, Humidifier, Dehumidifier, Window AC walk in freezer, Cold storage

UNIT – 2

- Air Pollution
- Sources
- Control-Collectors, Filters
- Govt. Stipulated conditions for air pollution
- Water Pollution
- Water pollution sources in hotels
- Control Methods
- Govt. Stipulated conditions for water pollution Waste Disposal
- Waste Handling equipment – (Shredders, Compactors, Transportation separation)
- Controlling methods (recycled material, land filling, heat recovery by incineration)
- Noise Pollution Control
- Source of noise in hotel & its unit
- Introductory control methods
- Govt. Stipulated conditions for noise pollution
- Environmental Degradation, Global warming and methods of conservation. Concept of recycling.

UNIT- 3

- Water and Sanitation
- Water purification methods
- Methods of water softening (Ion exchange, Zeolite process)
- Cold and hot water distribution system
- Various plumbing fixtures
- Types of sanitary traps and their applications
- Types of water closets and flushing
- Fuels and Electricity
- Methods of heat transfer
- Units of heat
- Solid, Liquid, Gas, Electricity, Biogas, Fuels
- Importance of earthing
- Safety devices such as fuse, circuits breaker
- Methods of lighting (Direct, Indirect)
- Types of electric supply (single phase, three phase)
- Calculation of electricity bill

UNIT - 4

- Energy Conservation
- Importance of energy conservation
- Simple methods of energy conservation
- Developing energy conservation program for hotel
- Use of solar energy for various activities



- Safety in hotel Industry
- Classification of fire symbols
- Methods and types of fire extinguishers
- Fire detectors alarm
- Various security system for hotel(key control, Door , valuable guest)

References:-

- Goyal N.C. & Goyal K.C. (2008). *Textbook of Hotel Maintenance*. Standard Publishers Distributor.
- Gupta R.C. (2012). *Hotel Engineering*. Aman Publication. Delhi.
- Ghosal Sujit. (1998). *Hotel Engineering*. Oxford University Press.

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- <https://www.youtube.com/watch?v=BoNSiBvNHuc>
- https://www.youtube.com/watch?v=0FTxzpV_Nek
- <https://www.ihmnotes.in/assets/Docs/Sem-1/HE/unit%20%20Fule%20and%20gas.pdf>

Course Name: Basic Principles of Accounting

Course Code: 206405

Semester: 4th

Credits -4

L	T	P
4	0	0

Course Content

Unit 1

UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS

Introduction to Uniform system of accounts, Contents of the Income Statement, Practical Problems, Contents of the Balance Sheet (under uniform system), Practical problems, Departmental Income Statements and Expense statements (Schedules 1 to 16), Practical problem

INTERNAL CONTROL

Definition and objectives of Internal Control, Characteristics of Internal Control, Implementation and Review of Internal Control

Unit 2



INTERNAL AUDIT AND STATUTORY AUDIT

An introduction to Internal and Statutory Audit, Distinction between Internal Audit and Statutory Audit, Implementation and Review of internal audit.

DEPARTMENTAL ACCOUNTING

An introduction to departmental accounting, Allocation and apportionment of expenses, Advantages of allocation, Draw-backs of allocation, Basis of allocation, Practical problems

References:-

- Ozi A.D. Cunha & Gleson O. D. Cunha. 2014. *HOTEL ACCOUNTING & FINANCIAL CONTROL*. Dicky. S. Enterprize. Mumbai.
- David Alexander. Christopher Nobes. *Financial accounting.an international introduction*. Wiley Publication.
- Bierman. H. (2011). *Financial and Management Accounting. An Introduction*. Mac Millian. New York.

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- <https://www.youtube.com/watch?v=7eVouQwp1CQ>
- <https://hmhub.me/uniform-system-accounts-hotels/>
- https://ddb5a128-b08b-44fa-861f-54761b5fd5c4.filesusr.com/ugd/31086a_b9773658819c49b5929d91347f721c6e.pdf

Course Name: Quality Food Preparation (Lab)

Course Code: 206406

Semester: 4th

Credits - 2

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Course Contents

MENU 01

- Awadh
- Bengal
- Goa
- Gujarat



- Hyderabad
- Kashmiri
- Maharastra
- Punjabi
- Rajasthan
- South India (Tamilnadu, Karnataka, Kerala)

MENU 02

- Moong Dal Khichdee
- PatraniMacchi
- Tomato Saar
- Tilgul Chapatti
- Amti
- Basundi
- AWADH

MENU 03

- YakhniPulao
- MughlaiParatha
- Gosht Do Piazza
- Badin Jaan

Course Name: Beverage Services (Lab)

Course Code: 206407

Semester: 4th

Credits - 2

L	T	P
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Course Contents

01 Dispense Bar – Organizing Mise-en-place

- Task-01 Wine service equipment
- Task-02 Beer service equipment
- Task-03 Cocktail bar equipment
- Task-04 Liqueur / Wine Trolley
- Task-05 Bar stock - alcoholic & non-alcoholic beverages
- Task-06 Bar accompaniments & garnishes
- Task-07 Bar accessories & disposables



02 Service of Wines

- Task-01 Service of Red Wine
- Task-02 Service of White/Rose Wine
- Task-03 Service of Sparkling Wines
- Task-04 Service of Fortified Wines
- Task-05 Service of Aromatized Wines
- Task-06 Service of Cider, Perry & Sake

03 Service of Aperitifs

- Task-01 Service of Bitters
- Task-02 Service of Vermouths

04 Service of Beer

- Task-01 Service of Bottled & canned Beers
- Task-02 Service of Draught Beers

05 Service of Spirits

- Task-01 Service styles – neat/on-the-rocks/with appropriate mixers
- Task-02 Service of Whisky
- Task-03 Service of Vodka
- Task-04 Service of Rum
- Task-05 Service of Gin
- Task-06 Service of Brandy
- Task-07 Service of Tequila

Course Name: Accommodation Services (Lab)

Course Code: 206408

Semester: 4th

Credits - 2

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Course Content

A. as Hands on practice of computer applications related to Front Office procedures such

- Reservation,
- Registration,
- Guest History,
- Telephones,



- Housekeeping,
- Daily transactions

B. Front office accounting procedures

- Manual accounting o Machine accounting
- Payable, Accounts Receivable, Guest History, Yield Management

SUGGESTIVE LIST OF TASKS FOR ACCOMMODATION OPERATION SYSTEM

- Hot function keys
- Create and update guest profiles
- Send confirmation letters
- Print registration cards
- Make FIT reservation & group reservation
- Make an Add-on reservation
- Amend a reservation
- Cancel a reservation-with deposit and without deposit
- Log onto cahier code

Process a reservation deposit

Course Name: Specialized Food Preparation - I

Course Code: 206501

Semester: 5th

Credits - 2

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2	0	0

Course Contents
UNIT-1

LARDER

LAYOUT & EQUIPMENT

- Introduction of Larder Work
- Definition
- Equipment found in the larder
- Layout of a typical larder with equipment and various sections

TERMS & LARDER CONTROL

- Common terms used in the Larder and Larder control
- Essentials of Larder Control
- Importance of Larder Control
- Devising Larder Control Systems



- Leasing with other Departments
- Yield Testing

DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF

- Functions of the Larder
- Hierarchy of Larder Staff
- Sections of the Larder
- Duties & Responsibilities of larder Chef

CHARCUTIERIE

SAUSAGE

- Introduction to charcuterie
- Sausage – Types & Varieties
- Casings – Types & Varieties
- Fillings – Types & Varieties
- Additives & Preservatives

FORCEMEATS

- Types of forcemeats
- Preparation of forcemeats
- Uses of forcemeats

BRINES, CURES & MARINADES

- Types of Brines
- Preparation of Brines

HAM, BACON & GAMMON

- Cuts of Ham, Bacon & Gammon.
- Differences between Ham, Bacon & Gammon
- Processing of Ham & Bacon
- Green Bacon
- Uses of different cuts

GALANTINES

- Making of galantines
- Types of Galantine
- Ballotines

UNIT-3

PATES

- Types of Pate
- Pate de foiegras



- Making of Pate
- Commercial pate and Pate Maison
- Truffle – sources, Cultivation and uses and Types of truffle.

CHAUD FROID

- Meaning of Chaudfroid
- Making of chaudfroid & Precautions
- Types of chaudfroid
- Uses of chaudfroid

ASPIC & GELEE

- Definition of Aspic and Gelee
- Difference between the two
- Making of Aspic and Gelee
- Uses of Aspic and Gelee

References:

- Philip. Thangam E. (June 2018). *Modern Cookery*. Orient Blackswan Private Limited.
- Arora K. (2008). *Theory of Catering*. Hodder Education Publisher.
- Kinton Ronald. Ceserani Victor. Foskett David. (April 2000). *Practical Cookery*. Hodder Education.
- Bode W. K. H. Leto M. J. June 2006. *The Larder Chef. Food Preparation and Presentation*. A Butterworth-Heinemann.
- Budgen June. (February 1988). *The Book of Garnishes*. HP Trade.

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- https://www.youtube.com/watch?v=s6S_9bk5HF0&list=PLePZkc8xXRSabOydjUEeSXy1-kIKMr3QN&index=5
- <https://www.ihmnotes.in/assets/Docs/Sem-5/FOOD%20PRODUCTION/Ch-1%20LARDER.pdf>

Course Name: Food and Beverage Services & Management

Course Code: 206502

Semester: 5th



Credits - 4

L T P
4 0 0

Course Contents

UNIT-1

INFORMAL BANQUET

- Reception
- Cocktail parties
- Convention
- Seminar
- Exhibition
- Fashion shows
- Trade Fair
- Wedding
- Outdoor catering

UNIT-2

FUNCTION CATERING BUFFETS

- Introduction
- Factors to plan buffets
- Area requirement
- Planning and organization
- Sequence of food
- Menu planning
- Types of Buffet
- Display
- Sit down
- Fork, Finger, Cold Buffet
- Breakfast Buffets
- Equipment
- Supplies
- Check list

UNIT-3

GUERIDON SERVICE

- History of gueridon
- Definition
- General consideration of operations
- Advantages & Dis-advantages
- Types of trolleys
- Factor to create impulse, Buying – Trolley, open kitchen
- Gueridon equipment
- Gueridon ingredients

References:

- Fuller John (1983). *Modern restaurant service*. London Hutchinson.
- Deegan Alan. Brown Graham. And Hepner Karon 2 march 1998. *Introduction to Food and Beverage Service*. Longman.
- Kivela Jaksa(1st December 1994). *Menu Planning for the Hospitality Industry*. Hospitality Press.
- Walker John. (21 September 2007). *The Restaurant. From Concept to Operation*. e5. Wiley publication.

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- <https://www.youtube.com/watch?v=MBo-ybrzLLs>
- <https://www.ihmnotes.in/thirdyrnotes.html>

Course Name: Accommodation Operation

Course Code: 206503

Semester: 5th

Credits - 4

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4	0	0

Course Contents

UNIT-1

PLANNING & EVALUATING FRONT OFFICE OPERATIONS



- Setting Room Rates (Details/Calculations thereof)
- Hubbart Formula, market condition approach & Thumb Rule
- Types of discounted rates – corporate, rack etc.
- Forecasting techniques
- Forecasting Room availability
- Useful forecasting data
- % of walking
- % of overstay
- % of under stay
- Forecast formula
- Types of forecast
- Sample forecast forms
- Factors for evaluating front office operations

BUDGETING

- Types of budget & budget cycle
- Making front office budget
- Factors affecting budget planning
- Capital & operations budget for front office
- Refining budgets, budgetary control
- Forecasting room revenue
- Advantages & Disadvantages of budgeting

UNIT-2

PROPERTY MANAGEMENT SYSTEM

- Fidelio / IDS / Shawman
- Amadeus

Accommodation Operations –II

PLANNING AND ORGANISING THE HOUSEKEEPING DEPARTMENT

- Area inventory list
- Frequency schedules
- Performance and Productivity standards



- Time and Motion study in Housekeeping operations
- Standard Operating manuals – Job procedures
- Job allocation and work schedules
- Calculating staff strengths & Planning duty rosters, teamwork and leadership in Housekeeping
- Training in HKD, devising training programmes for HK staff Inventory level for non-recycled items
- Budget and budgetary controls
- The budget process
- Planning capital budget
- Planning operation budget
- Operating budget – controlling expenses – income statement
- Purchasing systems – methods of buying
- Stock records – issuing and control

UNIT-3

HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS

CONTRACT SERVICES

- Types of contract services
- Guidelines for hiring contract services
- Advantages & disadvantages of contract services

ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS

References:

- Kasavana Michael L. Cahill John J. (February 1992). Managing Computers in Hospitality Industry. Educational Institute of the Amer Hotel.
- Bhatnagar S. K. (January 2006). Front office Operation Management. Frank Brothers.
- Bhakta Anutosh. (August 2011). *Professional Hotel Front Office Management*. McGraw Hill Education.



- Andrews. Sudhir.(1985).*Housekeeping Training Manual*. Tata Mcgraw. Hill Publication Company.
- Branson. Joan C. Lennox. Margret. Elst. (1988). *Hotel Hostel and Hospital Housekeeping*. Wiley & Sons.

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- <https://www.ihmnotes.in/assets/Docs/Sem-5/Front%20Office%20Management/Ch-1%20PLANNING%20AND%20EVALUATING%20OPERATIO.pdf>
- https://ddb5a128-b08b-44fa-861f-54761b5fd5c4.filesusr.com/ugd/31086a_672068c1535740b1aa656ff4ca1baaa6.pdf

Course Name: Hotel Accounting

Course Code: 206504

Semester: 5th

Credits - 4

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4 0 0

Course Content

UNIT-1

FINANCIAL MANAGEMENT MEANING & SCOPE

- Meaning of business finance
- Meaning of financial management
- Objectives of financial management

FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION

- Meaning and types of financial statements
- Techniques of financial analysis
- Limitations of financial analysis
- Practical problems

UNIT-2

RATIO ANALYSIS

- Meaning of ratio
- Classification of ratios
- Profitability ratios
- Turnover ratios



- Financial ratios
- Du Pent Control Chart
- Practical Problems

FUNDS FLOW ANALYSIS

- Meaning of funds flow statement
- Uses of funds flow statement
- Preparation of funds flow statement
- Treatment of provision for taxation and proposed dividends (as non-current liabilities)
- Practical problems

UNIT-3

CASH FLOW ANALYSIS

- Meaning of cash flow statement
- Preparation of cash flow statement
- Difference between cash flow and funds flow analysis

References:

- Pandey. I.M. (2015). *Financial Management*. Vikas Publishing. New Delhi.
- Khan. M.Y. (2002). *Financial Management*. Tata Mc. Grand Hill Publishing Co. Ltd. New Delhi.
- Sharma. R.K. and Shashi K. Gupta. (2013). *Management Accounting*. Kalyani Publisher. Ludhiana.

E-References:-

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- <https://www.youtube.com/watch?v=-gt9GmzaMgE>
- <https://www.ihmnotes.in/assets/Docs/Sem-2/Accounts-done/Ch-5%20Cash%20Book.pdf>

Course Name: Marketing Management

Course Code: 206505

Semester: 5th

Credits - 4

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Course Content



UNIT-1

Organizational Strategy Mission

- Mission Statement Elements and its importance

OBJECTIVES

- Necessity of formal objectives
- Objective Vs Goal

STRATEGY

DEVELOPING STRATEGIES

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

UNIT-2

ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS

- NEED FOR ENVIRONMENTAL ANALYSIS
- KEY ENVIRONMENTAL VARIABLE FACTORS
- OPPORTUNITIES AND THREATS

STRENGTHS AND WEAKNESSES

- Marketing
- Finance
- Production
- Personnel
- Organization

UNIT-3

STRATEGY FORMULATION

STRATEGY (GENERAL) ALTERNATIVES

- Stability Strategies
- Expansion Strategies
- Retrench Strategies
- Combination Strategies

References:

- Ghuman. Karminder & K. Aswathappa (2012). *Management. Concept. Practice & Case.* Tata McGraw. Hill. New Delhi.



- Kase. F. L. and Rasonu. J.E. (2000). *Organization and Management. A System and Contingency Approach*. McGraw Hill Book Company. New York.
- Chandra Bose (2010). *Principles of Management & Administration*. Prentice Hall of India.
- Koontz & Wrihrich (2005). *Essential of Management*. Tata Mc Graw. Hill Publishing Co. Ltd.

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- <https://www.youtube.com/watch?v=ThZFTtBqk1o>
- <https://www.e-acadjournal.org/pdf/article-17-2-7.pdf>
- <https://www.revfine.com/hotel-marketing-strategies/>

Course Name: Specialized Food Preparation - I (Lab)

Course Code: 206506

Semester: 5th

Credits - 2

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Course Content

MENU 01

- Consommé Carmen
- Poulet Sauté Chasseur
- Pommes Loretta
- Haricots Verts

MENU 02

- Bisque D'écresse
- Escalope De Veauviennoise
- Pommes Batailles
- Epinards au Gratin

MENU 03

- Crème Du Barry
- Darne De Saumon Grille
- Sauce paloise
- Pommes Fondant
- PetitsPois A La Flamande



MENU 04

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

MENU 05

- Cabbage Chowder
- Poulet A La Rex
- Pommes Marguises
- Ratatouille

MENU 06

- Barquettes Assortis
- Stroganoff De Boeuf
- Pommes Persilles
- Riz Pilaf

MENU 07

- Duchesse Nantua
- Poulet Maryland
- Croquette Potatoes
- Banana fritters
- Corn gallets

MENU 08

- Kromeskies
- Filet De Sols Walweska
- Pommes Lyonnaise
- Funghi Marirati

MENU 09

- Vol-Au-Vent De Volaille Et Jambon
- Poulet a la kiev
- Creamy Mashed Potatoes
- Butter tossed green peas

MENU 10

- Quiche Lorraine
- Roast Lamb
- Mint sauce



GKU



➤ Pommes Parisienne

Course Name: Food and Beverage Services & Management (Lab)

Course Code: 206507

Semester: 5th

Credits - 2

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0 0 4**

Course Content

01 Planning & Operating Food & Beverage Outlets

Class room Exercise

- Developing Hypothetical Business Model of Food & Beverage Outlets
- Case study of Food & Beverage outlets - Hotels & Restaurants

02 Function Catering – Banquets

- Planning & organizing Formal & Informal Banquets
- Planning & organizing Outdoor caterings

03 Function Catering – Buffets

- Planning & organizing various types of Buffet

04 Gueridon Service

- Organizing Mise-en-place for Gueridon Service
- Dishes involving work on the Gueridon
- Task-01 Crepe suzette
- Task-02 Banana au Rhum
- Task-03 Peach Flambe
- Task-04 Rum Omelette
- Task-05 Steak Diane
- Task-06 Pepper Steak

05 Kitchen Stewarding

- Using & operating Machines
- Exercise – physical inventory

Course Name: Accommodation Operations (Lab)

Course Code: 206508



Semester: 5th

Credits - 2

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Course Content

- HMS Training – Hot Function keys
- How to put message
- How to put a locator
- How to check in a first time guest
- How to check in an existing reservation
- How to check in a day use
- How to issue a new key
- How to verify key
- How to cancel a key
- How to issue a duplicate key
- How to extend a key
- How to print and prepare registration cards for arrivals
- How to programme keys continuously
- How to programme one key for two rooms
- How to re-programme a key
- How to make a reservation
- How to create and update guest profiles
- How to update guest folio
- How to print guest folio
- How to make sharer reservation

Course Name: Specialized Food Preparation - II

Course Code: 206601

Semester: 6th

Credits - 2

L T P
2 0 0

Course Content

UNIT:1

INTERNATIONAL CUISINE

- Introduction to Chinese foods



- Historical background
- Regional cooking styles
- Methods of cooking
- Equipment & utensils

BAKERY & CONFECTIONERY

- Varieties of icings
- Using of Icings
- Difference between icings & Toppings
- Recipes

UNIT: 2

FROZEN DESSERTS

- Types and classification of Frozen desserts
- Ice-creams – Definitions
- Methods of preparation
- Additives and preservatives used in Ice-cream manufacture

MERINGUES

- Making of Meringues
- Factors affecting the stability
- Cooking Meringues
- Types of Meringues
- Uses of Meringues

UNIT: 3

CHOCOLATE

- History
- Sources
- Manufacture & Processing of Chocolate
- Types of chocolate
- Tempering of chocolate
- Cocoa butter, white chocolate and its applications

PRODUCTION MANAGEMENT

- Kitchen Organization
- Allocation of Work - Job Description, Duty Rosters
- Production Planning
- Production Scheduling
- Production Quality & Quality Control
- Forecasting & Budgeting
- Yield Management



PRODUCT & RESEARCH DEVELOPMENT

- Testing new equipment,
- Developing new recipes
- Food Trails
- Organoleptic & Sensory Evaluation

References:-

- Bali. Parvinder S. (May 2012). International Cuisine and Food Production Management. Oxford University Press.
- Knight John B. Kotschevar Lendal H. December (1988). *Quantity Food Production, Planning and Management*. John Wiley & Sons.
- Philip. Thangam E. (June 2018). Modern Cookery. Orient Blackswan Private Limited.
- Folsom. LeRoi A. (January 1974). *The Professional Chef*. Boston CBI Pub.

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- <https://www.youtube.com/watch?v=RS4B9i-vc-M>
- <https://hmhub.me/international-cuisine/>
- <https://hmhub.me/production-planning/>

Course Name: Specialized Food Services & Management

Course Code: 206602

Semester: 6th

Credits - 4

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Course Content

UNIT-1

FOOD & BEVERAGE STAFF ORGANISATION

- Categories of staff
- Hierarchy
- Job description and specification
- Duty roaster

UNIT-2

MANAGING FOOD & BEVERAGE OUTLET

- Supervisory skills
- Developing efficiency
- Standard Operating Procedure

UNIT-3

BAR OPERATIONS

- Types of Bar
- Cocktail
- Dispense
- Area of Bar
- Front Bar
- Back Bar
- Under Bar (Speed Rack, Garnish Container, Ice well etc.)
- Bar Stock
- Bar Control
- Bar Staffing
- Opening and closing duties

UNIT-4

COCKTAILS & MIXED DRINKS

- Definition and History
- Classification
- Recipe, Preparation and Service of Popular Cocktails
- Martini – Dry & Sweet
- Manhattan – Dry & Sweet
- Dubonnet
- Roy-Roy
- Bronx
- White Lady
- Pink Lady
- Side Car
- Bacardi
- Alexandra
- John Collins
- Tom Collins
- Gin FIZZ
- Champagne Cocktail

References:

- THOMAS CHRIS. And Katsigris Costas. (March 1999). *Design and Equipment for Restaurants and Foodservice*. wiley Publisher.
- Walton Stuart. (September 2001). *The World Encyclopedia of Wine*. Lorenz Books.
- Dhawan, Vijay (2008). *Food & Beverage Service*. Frank Brothers & Company Pvt Ltd.
- Singaravelavan. R. (2016). *Food and Beverage Service*. New Delhi. Oxford University Press.

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Course Name: Specialized Accommodation Management

Course Code: 206603

Semester: 6th

Credits-4

L T P
4 0 0

Course Content

UNIT-1

YIELD MANAGEMENT

- Concept and importance
- Applicability to rooms division
- Capacity management
- Discount allocation
- Duration control
- Measurement yield
- Potential high and low demand tactics
- Yield management software
- Yield management team

UNIT -2

TIMESHARE & VACATION OWNERSHIP

- Definition and types of timeshare options
- Difficulties faced in marketing timeshare business
- Advantages & disadvantages of timeshare business
- Exchange companies -Resort Condominium International, Intervals International
- How to improve the timeshare / referral/condominium concept in India- Government's role/industry role

UNIT -3

FRENCH

- Conversation with guests
- Providing information to guest about the hotel, city, sightseeing, car rentals, historical places, banks, airlines, travel agents, shopping
- Centres and worship places etc.
- Departure (Cashier, Bills Section and Bell Desk)

References:

- Dix Colin. Baird Chris. (August 1997). *Front Office Operations*. Longman.



- Bhatnagar S. K. (January 2006). Front office Operation Management. Frank Brothers.
- Kasavana Michael L. Cahill John J. (February 1992). "Managing Computers in Hospitality Industry. Educational Institute of the Amer Hotel.
- Bhattacharya S. (2005). French for Hotel management and tourism industry. Frank Bros. and Co.

E-References:

- https://www.youtube.com/watch?v=hSKcld_yHZw
- <https://www.youtube.com/watch?v=Rm0fsCdg0mY>
- <https://www.ihmnotessite.net/timeshare>

Course Name: Total Quality Management

Course Code: 206604

Semester: 6th

Credits - 2

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Course Content

UNIT-1

COST DYNAMICS

- Elements of Cost
- Classification of Cost

UNIT-2

SALES CONCEPTS

- Various Sales Concept
- Uses of Sales Concept

UNIT-3

INVENTORY CONTROL

- Importance
- Objective
- Method
- Levels and Technique
- Perpetual Inventory
- Monthly Inventory
- Pricing of Commodities
- Comparison of Physical and Perpetual Inventory



UNIT-4

BEVERAGE CONTROL

- Purchasing
- Receiving
- Storing
- Issuing
- Production Control
- Standard Recipe
- Standard Portion Size
- Bar Frauds
- Books maintained
- Beverage Control

UNIT-5

SALES CONTROL

- Procedure of Cash Control
- Machine System
- ECR
- NCR
- Preset Machines
- POS
- Reports
- Thefts
- Cash Handling

UNIT-6

VARIANCE ANALYSIS

- Standard Cost
- Standard Costing
- Cost Variances
- Material Variances
- Labour Variances
- Overhead Variance
- Fixed Overhead Variance
- Sales Variance
- Profit Variance

UNIT-7

BREAKEVEN ANALYSIS

Breakeven Chart

- P V Ratio
- Contribution
- Marginal Cost
- Graphs

References:-



- Bagad V.S. (2008). *Total Quality Management* by Technical Publications.
- Rajaram S. (2001). *Total Quality Management*. Dreamtech Press.
- Shridhara Bhat K. (2003). *Total Quality Management – Text and Cases*, Himalaya Publishing House.
- Dale H. Besterfield et al. *Total Quality Management*. Pearson Education.

E-References:-

- https://www.youtube.com/watch?v=wOEkc3O_Q_Y
- <https://www.youtube.com/watch?v=piwFiLz2roM>
- <https://hospitalitynu.blogspot.com/2012/07/variance-analysis.html>

Course Name: Major Project

Course Code: 206605

Semester: 6th

Credits - 2

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Course Content

Major Project Work aims at developing innovative skills in the students whereby they apply in totality the knowledge and skills gained through the course work in the solution of particular problem or by undertaking a project. The aim of this course is to enable students to develop their hospitality skills and practices. Under professional oversight, students will utilize contextually-appropriate behaviours, tools, techniques and/or dispositions. Each student shall prepare a Project Report on the topic based on the Hospitality Industry under the guidance of an internal teacher and submit the same to the Mentor. Only on the basis of a certificate of the internal examiner concerned that the project report has been satisfactorily completed, would the student be allowed to appear for the viva-voce of the Sixth Semester. The Project Report will be assessed by a panel of examiners comprising of one external examiner and one internal examiner.

CONTENT FOR THE PROJECT WORK:

Sr. No.	Particulars
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1	Cover Page
2	Title Page
3	Certificate
4	Acknowledgment
5	Synopsis
6	Index (Table of Contents)
7	Project Content: Page No., Introduction (Aims & Objectives, History, Primary Data, Explanation of Terms), Research Methodology (Methods adopted for collecting Data), Questionnaires, Interview, Mails etc., Data Analysis & Data Interpretation (Data is depicted with the help of Bar Chart, pie Chart, Graphs, Statistical formulae and interpreted), Conclusions and Limitations, Suggestions / Amendments
8	Annexure
9	Bibliography (List of Reference Books)
10	Questionnaire (Blank Format)

Course Name: Specialized Food Preparation - II (Lab)

Course Code: 206606

Semester: 6th

Credits - 2

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Course Content

CHINESE

MENU 01

- Prawn Ball Soup
- Fried Wantons
- Sweet & Sour Pork
- Hakka Noddles

MENU 02

- Hot & Sour soup



- Beans Sichwan
- Stir Fried Chicken & Peppers
- Chinese Fried Rice

MENU 03

- Sweet Corn Soup
- Shao Mai
- Tung-Po Mutton
- Yangchow Fried Rice

MENU 04

- Wanton Soup
- Spring Rolls
- Stir Fried Beef & Celery
- Chow Mein

MENU 05

- Prawns in Garlic Sauce
- Fish Szechwan
- Hot & Sour Cabbage
- Steamed Noddles

INTERNATIONAL SPAIN

MENU 06

- Gazpacho
- PolloEnPepitoria
- Paella
- Fritata De Patata
- Pastel De Mazaana

ITALY

MENU 07

- Minestrone
- Ravioli Arabeata
- FettocineCarbonara
- PolloAlla Cacciatore
- MedanzaneParmigiane

GERMANY

MENU 08

- Linsensuppe



- Sauerbaaten
- Spatzale
- German Potato Salad

U.K.

MENU 09

- Scotch Broth
- Roast Beef
- Yorkshire Pudding
- Glazed Carrots & Turnips
- Roast Potato

GREECE

MENU 10

- SoupeAvogolemeno
- Moussaka A La Greque
- Dolmas
- Tzaziki

DEMONSTRATION OF

- Charcuterie Galantines
- Pate
- Terrines
- Mousselines

Course Name: Specialized Food Services & Management (Lab)

Course Code: 206607

Semester: 6th

Credits - 2

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Course Content

01 F&B Staff Organization Classroom Exercise (Case Study method)

- Developing Organization Structure of various Food & Beverage Outlets
- Determination of Staff requirements in all categories
- Making Duty Roster
- Preparing Job Description & Specification



02 Supervisory Skills

- Conducting Briefing & Debriefing
- Restaurant, Bar, Banquets & Special events
- Drafting Standard Operating Systems (SOPs) for various F & B Outlets
- Supervising Food & Beverage operations
- Preparing Restaurant Log

03 Bar Operations

- Designing & Setting the bar
- Preparation & Service of Cocktail & Mixed Drinks

Course Name: Specialized Accommodation Management (Lab)

Course Code: 206608

Semester: 6th

Credits - 2

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Course Content

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

- How to put a locator
- How to check in a first time guest
- How to check in an existing reservation
- How to check in a day use
- How to issue a new key
- How to verify key
- How to cancel a key
- How to issue a duplicate key
- How to extend a key
- How to print and prepare registration cards for arrivals
- How to programme keys continuously
- How to programme one key for two rooms
- How to re-programme a key
- How to make a reservation
- How to create and update guest profiles
- How to update guest folio
- How to print guest folio



- How to make sharer reservation
- How to feed remarks in guest history
- How to add a sharer
- How to make add on reservation
- 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
- How to process a guest 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 forex for the day at night
- How to pre-register a guest
- How to handle extension of guest stay
- Handle deposit and check ins with voucher
- How to post payment
- How to print checked out guest folio
- Check out using foreign currency
- Handle settlement of city ledger balance
- Handle payment for room only to Travel Agents
- Handle of banquet event deposits
- How to prepare for sudden system shutdown
- How to checkout standing batch totals
- How to do a credit check report
- How to process late charges on third party
- How to process late charges to credit card
- How to check out during system shut down



- Handling part settlements for long staying guest
- How to handle paymaster folios
- How to handle bills on hold

Course Name: Total Quality Management Lab

Course Code: 206609

Semester: 6th

Credits - 2

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Course Content

- INVENTORY CONTROL
- BEVERAGE CONTROL
- SALES CONTROL
- VARIANCE ANALYSIS
- BREAK-EVEN ANALYSIS

Total Number of Course:	48
Number of theory Course:	30
Number of Practical Course:	18
Total number of Credits:	138

Attendance Requirements

A student shall have to attend 75% of the scheduled periods in each course in a semester; otherwise he / she shall not be allowed to appear in that course in the University examination and shall be detained in the course(s). The University may condone attendance shortage in special circumstances (as specified by the Guru Kashi University authorities). A student detained in the course(s) would be allowed to appear in the subsequent university examination(s) only on having completed the attendance in the program, when the program is offered in a regular semester(s) or otherwise as per the rules.

Assessment of a course

Each course shall be assessed out of 100 marks. The distribution of these 100 marks is given in subsequent sub sections (as applicable).

		Internal (50)				External (50)	Total
Components	Attendance	Assignment			MST1	MST2	ETE
		A1	A2	Quiz			
Weightage	10	10	10	10	30	30	50
Average Weightage	10	10	10	10	30	30	100

Passing Criteria

The students have to pass both in internal and external examinations. The minimum passing marks to clear in examination is 40% of the total marks.