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## **Syllabi and Course Structure**

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

# **BHH101 - FOUNDATION COURSE IN FOOD PRODUCTION – I (THEORY)**

**MAXIMUM MARKS: 100**

<b>S.No.</b>	<b>Topic</b>
<b>01</b>	<b>INTRODUCTION TO COOKERY</b>
	A. Levels of skills and experiences
	B. Attitudes and behaviour in the kitchen
	C. Personal hygiene
	D. Uniforms & protective clothing
	E. Safety procedure in handling equipment
<b>02</b>	<b>CULINARY HISTORY</b>
	A. Origin of modern cookery
<b>01</b>	Introduction only
<b>03</b>	<b>HIERARCHY AREA OF DEPARTMENT AND KITCHEN</b>
	A. Classical Brigade
	B. Modern staffing in various category hotels
	C. Roles of executive chef
	D. Duties and responsibilities of various chefs
	E. Co-operation with other departments
<b>04</b>	<b>CULINARY TERMS</b>
	A. List of culinary (common and basic) terms
	B. Explanation with examples
<b>05</b>	<b>AIMS &amp; OBJECTS OF COOKING FOOD</b>
	A. Aims and objectives of cooking food
	B. Various textures
	C. Various consistencies
	D. Techniques used in pre-preparation
	E. Techniques used in preparation
<b>06</b>	<b>BASIC PRINCIPLES OF FOOD PRODUCTION - I</b>
	<b>i) VEGETABLE AND FRUIT COOKERY</b>
	A. Introduction – classification of vegetables
	B. Pigments and colour changes
	C. Effects of heat on vegetables
	D. Cuts of vegetables
	E. Classification of fruits
	F. Uses of fruit in cookery
	G. Salads and salad dressings
	<b>ii) STOCKS</b>
	A. Definition of stock
	B. Types of stock
	C. Preparation of stock
	D. Recipes
	E. Storage of stocks
	F. Uses of stocks
	G. Care and precautions
	<b>iii) SAUCES</b>
	A. Classification of sauces
	B. Recipes for mother sauces
	C. Storage & precautions
<b>07</b>	<b>METHODS OF COOKING FOOD</b>

- A. Roasting
- B. Grilling
- C. Frying
- D. Baking
- E. Broiling
- F. Poaching
- G. Boiling
- Principles of each of the above
- Care and precautions to be taken
- Selection of food for each type of cooking

#### 08 **SOUPS**

- A. Classification with examples
- B. Basic recipes of Consommé with 10 Garnishes

#### 09 **EGG COOKERY**

- A. Introduction to egg cookery
- B. Structure of an egg
- C. Selection of egg
- D. Uses of egg in cookery

#### 10 **COMMODITIES:**

##### i) **Shortenings (Fats & Oils)**

- A. Role of Shortenings
- B. Varieties of Shortenings
- C. Advantages and Disadvantages of using various Shortenings
- D. Fats & Oil – Types, varieties

##### ii) **Raising Agents**

- A. Classification of Raising Agents
- B. Role of Raising Agents
- C. Actions and Reactions

##### iii) **Thickening Agents**

- A. Classification of thickening agents
- B. Role of Thickening agents

##### iv) **Sugar**

- A. Importance of Sugar
- B. Types of Sugar
- C. Cooking of Sugar – various

### **BHH-151 FOUNDATION COURSE IN FOOD PRODUCTION – I (PRACTICALS)**

#### **PART 'A' - COOKERY**

**MAXIMUM MARKS: 100**

#### **S.No**

#### **Topic**

- 1 i) Equipments - Identification, Description, Uses & handling
- ii) Hygiene - Kitchen etiquettes, Practices & knife handling
- iii) Safety and security in kitchen
- 2 i) Vegetables - classification
- ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix
- iii) Preparation of salad dressings
- 3 Identification and Selection of Ingredients - Qualitative and quantitative measures. Market survey/tour 04

- 4 i) Basic Cooking methods and pre-preparations
- ii) Blanching of Tomatoes and Capsicum
- iii) Preparation of concasse
- iv) Boiling (potatoes, Beans, Cauliflower, etc)
- v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc.
- vi) Braising - Onions, Leeks, Cabbage
- vii) Starch cooking (Rice, Pasta, Potatoes)
- 5 i) Stocks - Types of stocks (White and Brown stock)

- ii) Fish stock
- iii) Emergency stock
- iv) Fungi stock

#### 6 Sauces - Basic mother sauces

- Béchamel
- Espagnole
- Veloute
- Hollandaise
- Mayonnaise
- Tomato

#### 7 Egg cookery - Preparation of variety of egg dishes

- Boiled ( Soft & Hard)
- Fried ( Sunny side up, Single fried, Bull's Eye, Double fried)
- Poaches
- Scrambled
- Omelette (Plain, Stuffed, Spanish)
- En cocotte (eggs Benedict)

#### 8 Demonstration & Preparation of simple menu

#### 9 Simple Salads & Soups:

- Cole slaw,
- Potato salad,
- Beet root salad,
- Green salad,
- Fruit salad,
- Consommé

#### Simple Egg preparations:

- Scotch egg,
- Assorted omelletes,
- Oeuf Florentine
- Oeuf Benedict
- Oeuf Farci
- Oeuf Portugese
- Oeuf Deur Mayonnaise

#### Simple potato preparations

- Baked potatoes
- Mashed potatoes
- French fries
- Roasted potatoes
- Boiled potatoes
- Lyonnaise potatoes
- Allumettes

#### Vegetable preparations

- Boiled vegetables
- Glazed vegetables
- Fried vegetables
- Stewed vegetables.

## **PART 'B' - BAKERY & PATISSERIE**

**MAXIMUM MARKS: 100**

### **S.No**

### **Topic**

1 Equipment's

- Identification
- Uses and handling

Ingredients - Qualitative and quantitative measures

### **2 BREAD MAKING**

- Demonstration & Preparation of Simple and enriched bread recipes
- Bread Loaf (White and Brown)
- Bread Rolls (Various shapes)
- French Bread
- Brioche

### **3 SIMPLE CAKES**

- Demonstration & Preparation of Simple and enriched Cakes, recipes
- Sponge, Genoise, Fatless, Swiss roll
- Fruit Cake
- Rich Cakes
- Dundee
- Madeira

### **4 SIMPLE COOKIES**

- Demonstration and Preparation of simple cookies like
- Nan Khatai
- Golden Goodies
- Melting moments
- Swiss tart
- Tri colour biscuits
- Chocolate chip
- Cookies
- Chocolate Cream Fingers
- Bachelor Buttons.

### **5 HOT / COLD DESSERTS**

- Caramel Custard,
- Bread and Butter Pudding
- Queen of Pudding
- Soufflé – Lemon / Pineapple
- Mousse (Chocolate Coffee)
- Bavaroise
- Diplomat Pudding
- Apricot Pudding
- Steamed Pudding - Albert Pudding, Cabinet Pudding.

**BHH103- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I  
(THEORY)**

**MAXIMUM MARKS:**

**100**

**S.No. Topic**

**01 THE HOTEL & CATERING INDUSTRY**

- A. Introduction to the Hotel Industry and Growth of the hotel Industry in India
- B. Role of Catering establishment in the travel/tourism industry
- C. Types of F&B operations
- D. Classification of Commercial, Residential/Non-residential
- E. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc.
- F. Structure of the catering industry - a brief description of each

**02 DEPARTMENTAL ORGANISATION & STAFFING**

- A. Organisation of F&B department of hotel
- B. Principal staff of various types of F&B operations
- C. French terms related to F&B staff
- D. Duties & responsibilities of F&B staff
- E. Attributes of a waiter
- F. Inter-departmental relationships (Within F&B and other department)

**03 I FOOD SERVICE AREAS (F & B OUTLETS)**

- A. Specialty Restaurants
- B. Coffee Shop
- C. Cafeteria
- D. Fast Food (Quick Service Restaurants)
- E. Grill Room
- F. Banquets
- G. Bar
- H. Vending Machines
- I. Discotheque

**II ANCILLIARY DEPARTMENTS**

- A. Pantry
- B. Food pick-up area
- C. Store
- D. Linen room
- E. Kitchen stewarding

**04 F & B SERVICE EQUIPMENT**

Familiarization & Selection factors of:

- Cutlery
- Crockery
- Glassware
- Flatware
- Hollowware
- All other equipment used in F&B Service
- French terms related to the above

**05 NON-ALCOHOLIC BEVERAGES**

Classification (Nourishing, Stimulating and Refreshing beverages)

- A. Tea
  - Origin & Manufacture
  - Types & Brands
- B. Coffee
  - Origin & Manufacture
  - Types & Brands
- C. Juices and Soft Drinks
- D. Cocoa & Malted Beverages
  - Origin & Manufacture

**BHH-153 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I  
(PRACTICAL)**

**HOURS ALLOTTED: 60 MAXIMUM MARKS: 100**

**S.No Topic Hours**

- 01 Food Service areas – Induction & Profile of the areas 04
- 02 Ancillary F&B Service areas – Induction & Profile of the areas 04
- 03 Familiarization of F&B Service equipment 08
- 04 Care & Maintenance of F&B Service equipment 04
- 05 Cleaning / polishing of EPNS items by:
  - Plate Powder method
  - Polivit method
  - Silver Dip method
  - Burnishing Machine

**06 Basic Technical Skills**

- Task-01: Holding Service Spoon & Fork
- Task-02: Carrying a Tray / Salver
- Task-03: Laying a Table Cloth
- Task-04: Changing a Table Cloth during service
- Task-05: Placing meal plates & Clearing soiled plates
- Task-06: Stocking Sideboard
- Task-07: Service of Water
- Task-08: Using Service Plate & Crumbing Down
- Task-09: Napkin Folds
- Task-10: Changing dirty ashtray
- Task-11: Cleaning & polishing glassware
- 07 Tea – Preparation & Service 04
- 08 Coffee - Preparation & Service 04
- 09 Juices & Soft Drinks - Preparation & Service
  - Mocktails
  - Juices, Soft drinks, Mineral water, Tonic water
- 10 Cocoa & Malted Beverages – Preparation & Service 04

**BHH105 FOUNDATION COURSE IN ACCOMMODATION OPERATIONS–  
I(THEORY)**

**MAXIMUM MARKS: 100**

**S.No. Topic**

- 01 **THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION**  
Role of Housekeeping in Guest Satisfaction and Repeat Business
- 02 **ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT**
  - A. Hierarchy in small, medium, large and chain hotels

- B. Identifying Housekeeping Responsibilities
- C. Personality Traits of housekeeping Management Personnel.
- D. Duties and Responsibilities of Housekeeping staff
- E. Layout of the Housekeeping Department**

### **03 CLEANING ORGANISATION**

- A. Principles of cleaning, hygiene and safety factors in cleaning
- B. Methods of organising cleaning
- C. Frequency of cleaning daily, periodic, special
- D. Design features that simplify cleaning
- E. Use and care of Equipment

### **04 CLEANING AGENTS**

- A. General Criteria for selection
- B. Classification
- C. Polishes
- D. Floor seats
- E. Use, care and Storage
- F. Distribution and Controls
- G. Use of Eco-friendly products in Housekeeping

### **05 COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES**

- A. Metals
- B. Glass
- C. Leather, Leatherites, Rexines
- D. Plastic
- E. Ceramics
- F. Wood
- G. Wall finishes
- H. Floor finishes**

### **06 INTER DEPARTMENTAL RELATIONSHIP**

- A. With Front Office
- B. With Maintenance
- C. With Security
- D. With Stores
- E. With Accounts
- F. With Personnel
- G. Use of Computers in House Keeping department

### **07 USES OF COMPUTERS IN HOUSE KEEPING DEPARTMENT**

## **BHH-155 FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I (PRACTICAL)**

**HOURS ALLOTTED: 30 MAXIMUM MARKS: 100**

### **S.No. Topic Hours**

01 Sample Layout of Guest Rooms

- Single room
- Double room
- Twin room
- Suite

02 Guest Room Supplies and Position

- Standard room
- Suite
- VIP room special amenities



03 Cleaning Equipment-(manual and mechanical)

- Familiarization
- Different parts
- Function
- Care and maintenance

04 Cleaning Agent

- Familiarization according to classification
- Function

05 Public Area Cleaning (Cleaning Different Surface)

A. **WOOD**

- polished
- painted
- Laminated

B. **SILVER/ EPNS**

- Plate powder method
- Polivit method
- Proprietary solution (Silvo)

C. **BRASS**

- Traditional/ domestic 1 Method
- Proprietary solution 1 (brasso)

D. **GLASS**

- Glass cleanser
- Economical method(newspaper)

E. **FLOOR** - Cleaning and polishing of different types

- Wooden
- Marble
- Terrazzo/ mosaic etc.

F. **WALL** - care and maintenance of different types and parts

- Skirting
- Dado
- Different types of paints(distemper Emulsion, oil paint etc)

06 Maid's trolley

- Contents
- Trolley setup

07 Familiarizing with different types of Rooms, facilities and surfaces

- Twin/ double
- Suite
- Conference etc

**BHH107 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I  
(THEORY)**

**MAXIMUM MARKS: 100**

- | <b>S.No.</b> | <b>Topic</b>   |
|--------------|--|
| <b>01</b>    | <b>INTRODUCTION TO TOURISM, HOSPITALITY &amp; HOTEL INDUSTRY</b>                 |
|              | A. Tourism and its importance  |
|              | B. Hospitality and its origin  |
|              | C. Hotels, their evolution and growth  |
|              | D. Brief introduction to hotel core areas with special reference to Front Office |
| <b>02</b>    | <b>CLASSIFICATIONS OF HOTELS</b>   |
|              | A. Size  |
|              | B. Star  |
|              | C. Location & clientele  |
|              | D. Ownership basis   |
|              | E. Independent hotels  |
|              | F. Management contracted hotel   |
|              | G. Chains  |
|              | H. Franchise/Affiliated  |
|              | I. Supplementary accommodation   |
|              | J. Time shares and condominium   |
| <b>03</b>    | <b>TYPES OF ROOMS</b>  |
|              | A. Single  |
|              | B. Double  |
|              | C. Twin  |
|              | D. Suits   |
| <b>04</b>    | <b>TIME SHARE &amp; VACATION OWNERSHIP</b>                                       |
|              | A. What is time share? Referral chains & condominiums                            |
|              | B. How is it different from hotel business?                                      |
|              | C. Classification of timeshares  |
|              | D. Types of accommodation and their size   |
| <b>05</b>    | <b>FRONT OFFICE ORGANIZATIONS</b>  |
|              | A. Function areas  |
|              | B. Front office hierarchy  |
|              | C. Duties and responsibilities   |
|              | D. Personality traits  |
| <b>06</b>    | <b>HOTEL ENTRANCE, LOBBY AND FRONT OFFICE</b>                                    |
|              | A. Layout  |
|              | B. Front office equipment (non-automated, semi-automated and automated)          |
| <b>07</b>    | <b>BELL DESK</b>   |
|              | A. Functions   |
|              | B. Procedures and records  |
| <b>08</b>    | <b>FRENCH:</b> To be taught by a professional French language teacher.           |
|              | A. Understanding and uses of accents, orthographic signs & punctuation           |
|              | B. Knowledge of cardinaux & ordinaux (Ordinal & cardinal)                        |
|              | C. Days, Dates, Time, Months and Seasons   |

**BHH157 FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I  
(PRACTICALS)**

**MAXIMUM MARKS: 100**

- | <b>S.No.</b> | <b>Topic</b>  |
|--------------|---|
| 1            | Appraisal of front office equipment and furniture 2 |
| 2            | Rack, Front desk counter & bell desk 2              |

- 3 Filling up of various proforma 4
- 4 Welcoming of guest 2
- 5 Telephone handling 4
- 6 Role play:
  - Reservation
  - Arrivals
  - Luggage handling
  - Message and mail handling
  - Paging

## **BHH109 HOTEL ENGINEERING**

**MAXIMUM MARKS: 100**

### **S.No. Topic**

#### **01 MAINTENANCE:**

- A. Preventive and breakdown maintenance, comparisons
- B. Roll & Importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel.
- C. Organization chart of maintenance department, duties and responsibilities of maintenance department

#### **02. Fuels used in catering industry:**

- A. Types of fuel used in catering industry; calorific value; comparative study of different fuels
- B. Calculation of amount of fuel required and cost.

#### **03 Gas:**

- A. Heat terms and units; method of transfer
- B. LPG and its properties; principles of Bunsen and burner, precautions to be taken while handling gas; low and high-pressure burners, corresponding heat output.
- C. Gas bank, location, different types of manifolds

#### **04 Electricity:**

- A. Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy concepts; definitions, their units and relationships, AC and DC; single phase and three phase and its importance on equipment specifications
- B. Electric circuits, open circuits and close circuits, symbols of circuit elements, series and parallel connections, short circuit, fuses; MCB, earthing, reason for placing switches on live wire side.
- C. Electric wires and types of wiring
- D. Calculation of electric energy consumption of equipment, safety precaution to be observed while using electric appliances.
- E. Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination, and units of illumination.
- F. External lighting
- G. Safety in handling electrical equipment.

#### **05. Water systems:**

- A. Water distribution system in a hotel
- B. Cold water systems in India

C. Hardness of water, water softening, base exchange method  
(Demonstration)

D. Cold water cistern swimming pools

E. Hot water supply system in hotels

F. Flushing system, water taps, traps and closets.

**06 Refrigeration & Air-conditioning:**

A. Basic principles, latent heat, boiling point and its dependence on pressure, vapour compressor system of refrigeration and refrigerants

B. Vapour absorption system, care and maintenance of refrigerators, defrosting, types of refrigerant units, their care and maintenance.

C. Conditions for comfort, relative humidity, humidification, dehumidifying, dew point control, unit of air conditioning

D. Window type air conditioner, central air conditioning, preventive maintenance

E. Vertical transportation, elevators, escalators.

**07 Fire prevention and fire fighting system:**

A. Classes of fire, methods of extinguishing fires

B. Fire extinguishers, portable and stationery

C. Fire detectors and alarm

D. Automatic fire detectors cum extinguishing devices

E. Structural protection

F. Legal requirements

**08 Waste disposal and pollution control:**

A. Solid and liquid waste, sullage and sewage, disposal of solid waste

B. Sewage treatment

C. Pollution related to hotel industry

D. Water pollution, sewage pollution

E. Air pollution, noise pollution, thermal pollution

F. Legal Requirements

**09 Safety:**

A. Accident prevention

B. Slips and falls

C. Other safety topics

**10. Security**

**11. Equipment replacement policy:**

A. Circumstances under which equipment are replaced.

B. Replacement policy of items which gradually deteriorates

C. Replacement when the average annual cost is minimum

D. Replacement when the present cost is minimum

E. Economic replacement cycle for suddenly failing equipment

**12. Audio visual equipments:**

A. Various audio visual equipment used in hotel

B. Care and cleaning of overhead projector, slide projector, LCD and power point presentation units

C. Maintenance of computers:

D. Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops

E. Sensors – Various sensors used in different locations of a hotel – type, uses and cost effectiveness

**13. Contract maintenance:**

A. Necessity of contract maintenance, advantages and disadvantages of contract maintenance

B. Essential requirements of a contract, types of contract, their comparative advantages and disadvantages.

C. Procedure for inviting and processing tenders, negotiating and Finalizing

**BHH111 - Business COMMUNICATION**

**MAXIMUM MARKS: 100**

**S.No. Topic**

**01 BUSINESS COMMUNICATION**

- A. Need
- B. Purpose
- C. Nature
- D. Models
- E. Barriers to communication
- F. Overcoming the barriers

**02 LISTENING ON THE JOB**

- A. Definition
- B. Levels and types of listening
- C. Listening barriers
- D. Guidelines for effective listening
- E. Listening computerization and note taking

**03 EFFECTIVE SPEAKING**

- A. Restaurant and hotel English
- B. Polite and effective enquiries and responses
- C. Addressing a group
- D. Essential qualities of a good speaker
- E. Audience analysis
- F. Defining the purpose of a speech, organizing the ideas and delivering the speech

**04 NON VERBAL COMMUNICATION**

- A. Definition, its importance and its inevitability
- B. Kinesics: Body movements, facial expressions, posture, eye contact etc.
- C. Proxemics: The communication use of space
- D. Paralanguage: Vocal behaviour and its impact on verbal communication
- E. Communicative use of artifacts – furniture, plants, colours, architects etc.

**05 SPEECH IMPROVEMENT**

- A. Pronunciation, stress, accent
- B. Importance of speech in hotels
- C. Common phonetic difficulties
- D. Connective drills exercises
- E. Introduction to frequently used foreign sounds

**06 USING THE TELEPHONE**

- A. The nature of telephone activity in the hotel industry
- B. The need for developing telephone skills
- C. Developing telephone skills

## **SUBJECT CODE: BMC051A**

## **ENVIRONMENTAL STUDIES**

### **Objectives:**

Environmental studies deals with every issue that affects an organism. It is essentially a multidisciplinary approach that brings about an appreciation of our natural world and human impacts on its integrity. It is an applied science as it seeks practical answers to making human civilization sustainable on the earth's finite resources. Its components include biology, geology, chemistry, physics, engineering, sociology, health, anthropology, economics, statistics, computers and philosophy. As we look around at the area in which we live, we see that our surroundings were originally a natural landscape such as a forest, a river, a mountain, a desert, or a combination of these elements. Most of us live in landscapes that have been heavily modified by human beings, in villages, towns or cities. But even those of us who live in cities get our food supply from surrounding villages and these in turn are dependent on natural landscapes such as forests, grasslands, rivers, seashores, for resources such as water for agriculture, fuel wood, fodder, and fish.

The basis objective of this course is to provide basic understanding to the students with the nature and the environment.

### **UNIT I**

The **Multidisciplinary** nature of environmental studies Definition; Scope and importance, Need for public awareness.

### **UNIT II**

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 over 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 III**

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 IV**

##### 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 and Ex-situ conservation of biodiversity.

#### **UNIT V**

##### 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
- 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-VI: 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.
- Public awareness.

### **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 (Practical).**

- Visit to a local area to document environmental assets-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.

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# SEMESTER 2

## BHH102 - FOUNDATION COURSE IN FOOD PRODUCTION – II (THEORY) MAXIMUM MARKS: 100

S.No.	Topic
01	<b>SOUPS</b>
	A. Basic recipes other than consommé with menu examples
	• Broths
	• Bouillon
	• Puree
	• Cream
	• Veloute
	• Chowder
	• Bisque etc
	B. Garnishes and accompaniments
	C. International soups
02	<b>SAUCES &amp; GRAVIES</b>
	A. Difference between sauce and gravy
	B. Derivatives of mother sauces
	C. Contemporary & Proprietary
03	10%
03	<b>MEAT COOKERY</b>
	A. Introduction to meat cookery
	B. Cuts of beef/veal
	C. Cuts of lamb/mutton
	D. Cuts of pork
	E. Variety meats (offals)
	F. Poultry
	(With menu examples of each)
04	<b>FISH COOKERY</b>
	A. Introduction to fish cookery
	B. Classification of fish with examples
	C. Cuts of fish with menu examples
	D. Selection of fish and shell fish
	E. Cooking of fish (effects of heat)
05	<b>RICE, CEREALS &amp; PULSES</b>
	A. Introduction
	B. Classification and identification
	C. Cooking of rice, cereals and pulses
	D. Varieties of rice and other cereals
06	<b>i) PASTRY</b>
	A. Short crust
	B. Laminated
	C. Choux
	D. Hot water/Rough puff
	• Recipes and methods of preparation
	• Differences
	• Uses of each pastry
	• Care to be taken while preparing pastry
	• Role of each ingredient
	• Temperature of baking pastry

## **ii) Flour**

- A. Structure of wheat
- B. Types of Wheat
- C. Types of Flour
- D. Processing of Wheat – Flour
- E. Uses of Flour in Food Production
- F. Cooking of Flour (Starch)**

## **iii) SIMPLE BREADS**

- A. Principles of bread making
- B. Simple yeast breads
- C. Role of each ingredient in bread making
- D. Baking temperature and its importance

## **07 PASTRY CREAMS**

- A. Basic pastry creams
- B. Uses in confectionery
- C. Preparation and care in production

## **08 BASIC COMMODITIES:**

### **i) Milk**

- A. Introduction
- B. Processing of Milk
- C. Pasteurisation – Homogenisation
- D. Types of Milk – Skimmed and Condensed
- E. Nutritive Value

### **ii) Cream**

- A. Introduction
- B. Processing of Cream
- C. Types of Cream

### **iii) Cheese**

- A. Introduction
- B. Processing of Cheese
- C. Types of Cheese
- D. Classification of Cheese
- E. Curing of Cheese
- F. Uses of Cheese

### **iv) Butter**

- A. Introduction
- B. Processing of Butter
- C. Types of Butter

## **09 BASIC INDIAN COOKERY**

### **i) CONDIMENTS & SPICES**

- A. Introduction to Indian food
- B. Spices used in Indian cookery
- C. Role of spices in Indian cookery
- D. Indian equivalent of spices (names)

### **ii) MASALAS**

- A. Blending of spices
- B. Different masalas used in Indian cookery
  - Wet masalas
  - Dry masalas
- C. Composition of different masalas
- D. Varieties of masalas available in regional areas
- E. Special masala blends

## 10 KITCHEN ORGANIZATION AND LAYOUT

- A. General layout of the kitchen in various organisations
- B. Layout of receiving areas
- C. Layout of service and wash up

## BHH152 FOUNDATION COURSE IN FOOD PRODUCTION – II (PRACTICAL)

### PART A - COOKERY

MAXIMUM MARKS: 50

S.No	Topic
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1 • Meat – Identification of various cuts, Carcass

- Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope
- Fish-Identification & Classification
- Cuts and Folds of fish

2 • Identification, Selection and processing of Meat, Fish and poultry.

- Slaughtering and dressing

3 Preparation of menu

**Salads & soups-** Waldorf salad, Fruit salad, Russian salad, Salade Nicoise,

Cream (Spinach, Vegetable, Tomato),

Puree (Lentil, Peas Carrot)

International soups

**Chicken, Mutton and Fish Preparations-**

Fish Orly, à la anglaise, Colbert, Meunière, poached, baked

Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef

**Simple potato preparations-**

Basic potato dishes

**Vegetable preparations-**

Basic vegetable dishes

**Indian cookery-**

Rice dishes, Breads, Main course, Basic Vegetables,

Paneer Preparations

### PART B - BAKERY & PATISSERIE

HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

**S.No Topic Method Hours**

1 **PASTRY:**

Demonstration and Preparation of dishes using varieties of Pastry

- Short Crust – Jam tarts, Turnovers
- Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns
- Choux Paste – Eclairs, Profiteroles

2 **COLD SWEET**

- Honeycomb mould
- Butterscotch sponge
- Coffee mousse
- Lemon sponge
- Trifle
- Blancmange
- Chocolate mousse
- Lemon soufflé

3 **HOT SWEET**

- Bread & butter pudding
- Caramel custard
- Albert pudding

- Christmas pudding

#### 4 INDIAN SWEETS

Simple ones such as chicuti, gajjar halwa, kheer

### **BHH-104 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II (THEORY)**

**MAXIMUM MARKS: 100**

#### **S.No. Topic**

#### **01 MEALS & MENU PLANNING:**

- A. Origin of Menu
- B. Objectives of Menu Planning
- C. Types of Menu
- D. Courses of French Classical Menu
  - Sequence
  - Examples from each course
  - Cover of each course
  - Accompaniments
- E. French Names of dishes
- F. Types of Meals
  - Early Morning Tea
  - Breakfast (English, American Continental, Indian)
  - Brunch
  - Lunch
  - Afternoon/High Tea
  - Dinner
  - Supper

#### **02 I PREPARATION FOR SERVICE**

- A. Organising Mise-en-scene
- B. Organising Mise en place

#### **II TYPES OF FOOD SERVICE**

- A. Silver service
- B. Pre-plated service
- C. Cafeteria service
- D. Room service
- E. Buffet service
- F. Gueridon service
- G. Lounge service

#### **03 SALE CONTROL SYSTEM**

- A. KOT/Bill Control System (Manual)
  - Triplicate Checking System
  - Duplicate Checking System
  - Single Order Sheet
  - Quick Service Menu & Customer Bill
- B. Making bill
- C. Cash handling equipment
- D. Record keeping (Restaurant Cashier)

#### **04 TOBACCO**

- A. History
- B. Processing for cigarettes, pipe tobacco & cigars
- C. Cigarettes – Types and Brand names
- D. Pipe Tobacco – Types and Brand names
- E. Cigars – shapes, sizes, colours and Brand names
- F. Care and Storage of cigarettes & cigars

**BHH-154 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II  
(PRACTICAL)**

**MAXIMUM MARKS: 100**

**S.No                      Topic**

**01 REVIEW OF SEMESTER -1**

**02 TABLE LAY-UP & SERVICE**

Task-01: A La Carte Cover

Task-02: Table d' Hote Cover

Task-03: English Breakfast Cover

Task-04: American Breakfast Cover

Task-05: Continental Breakfast Cover

Task-06: Indian Breakfast Cover

Task-07: Afternoon Tea Cover

Task-08: High Tea Cover

**TRAY/TROLLEY SET-UP & SERVICE**

Task-01: Room Service Tray Setup

Task-02: Room Service Trolley Setup

**03 PREPARATION FOR SERVICE (RESTAURANT)**

A. Organizing Mise-en-scene

B. Organizing Mise-en-Place

C. Opening, Operating & Closing duties

**04 PROCEDURE FOR SERVICE OF A MEAL**

Task-01: Taking Guest Reservations

Task-02: Receiving & Seating of Guests

Task-03: Order taking & Recording

Task-04: Order processing (passing orders to the kitchen)

Task-05: Sequence of service

Task-06: Presentation & Encashing the Bill

Task-07: Presenting & collecting Guest comment cards

Task-08: Seeing off the Guests

**05 Social Skills**

Task-01: Handling Guest Complaints

Task-02: Telephone manners

Task-03: Dining & Service etiquettes

**06 Special Food Service - (Cover, Accompaniments & Service)**

Task-01: Classical Hors d' oeuvre

• Oysters

• Caviar

• Smoked Salmon

• Pate de Foie Gras

• Snails

• Melon

• Grapefruit

• Asparagus

Task-02: Cheese

Task-03: Dessert (Fresh Fruit & Nuts)

**Service of Tobacco**

• Cigarettes & Cigars

**07 Restaurant French:** To be taught by a professional French language teacher.

• Restaurant Vocabulary (English & French)

• French Classical Menu Planning

• French for Receiving, Greeting & Seating Guests

- French related to taking order & description of dishes

**BHH-106 FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II  
(THEORY)**

**MAXIMUM MARKS: 100**

**S.No. Topic**

**01 ROOM LAYOUT AND GUEST SUPPLIES**

A. Standard rooms, VIP ROOMS

**B.** Guest's special requests

**02 AREA CLEANING**

A. Guest rooms

B. Front-of-the-house Areas

C. Back-of-the house Areas

**D.** Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.

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

A. Reporting Staff placement

B. Room Occupancy Report

C. Guest Room Inspection

D. Entering Checklists, Floor Register, Work Orders, Log Sheet.

E. Lost and Found Register and Enquiry File

F. Maid's Report and Housekeeper's Report

G. Handover Records

H. Guest's Special Requests Register

I. Record of Special Cleaning

J. Call Register

K. VIP Lists

**04 TYPES OF BEDS AND MATTRESSES**

**05 PEST CONTROL**

A. Areas of infestation

B. Preventive measures and Control measure

**06 KEYS**

A. Types of keys

B. Computerised key cards

**C.** Key control

**BHH-156 FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II  
(PRACTICAL)**

**MAXIMUM MARKS: 100**

**S.No. Topic**

01 Review of semester 1 2

02 Servicing guest room (checkout/ occupied and vacant)

**ROOM**

Task 1- open curtain and adjust lighting

Task 2-clean ash and remove trays if any

Task 3- strip and make bed

Task 4- dust and clean drawers and replenish supplies

Task 5-dust and clean furniture, clockwise or anticlockwise

Task 6- clean mirror

Task 7- replenish all supplies

Task 8-clean and replenish minibar

Task 9-vaccum clean carpet

Task 10- check for stains and spot cleaning

### ***BATHROOM***

Task 1-disposed soiled linen

Task 2-clean ashtray

Task 3-clean WC

Task 4-clean bath and bath area

Task 5-wipe and clean shower curtain

Task 6- clean mirror

Task 7-clean tooth glass

Task 8-clean vanity unit

Task 9- replenish bath supplies

Task 10- mop the floor

03 Bed making supplies (day bed/ night bed)

Step 1-spread the first sheet(from one side)

Step 2-make miter corner (on both corner of your side)

Step 3- spread second sheet (upside down)

Step 4-spread blanket

Step 5- Spread crinkle sheet

Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)

Step 7- tuck the folds on your side

Step 8- make miter corner with all three on your side

Step 9- change side and finish the bed in the same way

Step 10- spread the bed spread and place pillow

04 Records

- Room occupancy report
- Checklist
- Floor register
- Work/ maintenance order]
- Lost and found
- Maid's report
- Housekeeper's report
- Log book
- Guest special request register
- Record of special cleaning
- Call register
- VIP list
- Floor linen book/ register

05 Guest room inspection 2

06 Minibar management

- Issue
  - stock taking
  - checking expiry date
- 07 Handling room linen/ guest supplies
- maintaining register/ record
  - replenishing floor pantry
  - stock taking

08 Guest handling

- Guest request
- Guest complaints

**BHH-108 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II  
(THEORY)**

**MAXIMUM MARKS:**

**100**

**S.No. Topic**

**01 TARIFF STRUCTURE**

- A. Basis of charging
- B. Plans, competition, customer's profile, standards of service & amenities
- C. Hubbart formula
- D. Different types of tariffs
  - Rack Rate
  - Discounted Rates for Corporates, Airlines, Groups & Travel Agents

**02 FRONT OFFICE AND GUEST HANDLING**

- Introduction to guest cycle
- Pre arrival
- Arrival
- During guest stay
- Departure
- After departure

04 10%

**03 RESERVATIONS**

- A. Importance of reservation
- B. Modes of reservation
- C. Channels and sources (FITs, Travel Agents, Airlines, GITs)
- D. Types of reservations (Tentative, confirmed, guaranteed etc.)
- E. Systems (non automatic, semi automatic fully automatic)
- F. Cancellation
- G. Amendments
- H. Overbooking

**04 ROOM SELLING TECHNIQUES**

- A. Up selling
- B. Discounts

**05 ARRIVALS**

- A. Preparing for guest arrivals at Reservation and Front Office
- B. Receiving of guests
- C. Pre-registration
- D. Registration (non automatic, semi automatic and automatic)
- E. Relevant records for FITs, Groups, Air crews & VIPs

**06 DURING THE STAY ACTIVITIES**

- A. Information services
- B. Message and Mail Handling
- C. Key Handling
- D. Room selling technique
- E. Hospitality desk
- F. Complaints handling
- G. Guest handling
- H. Guest history

**07 FRONT OFFICE CO-ORDINATION**

With other departments of hotel

**BHH-158 FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II  
(PRACTICALS)**

**MAXIMUM MARKS: 100**



Hands on practice of computer applications on PMS.

**S.No. Suggested tasks on Fidelio**

- 1 Hot function keys
- 2 Create and update guest profiles
- 3 Make FIT reservation
- 4 Send confirmation letters
- 5 Printing registration cards
- 6 Make an Add-on reservation
- 7 Amend a reservation
- 8 Cancel a reservation-with deposit and without deposit
- 9 Log onto cashier code
- 10 Process a reservation deposit
- 11 Pre-register a guest
- 12 Put message and locator for a guest
- 13 Put trace for guest
- 14 Check in a reserved guest
- 15 Check in day use
- 16 Check –in a walk-in guest
- 17 Maintain guest history
- 18 Issue a new key
- 19 Verify a key
- 20 Cancel a key
- 21 Issue a duplicate key
- 22 Extend a key
- 23 Programme keys continuously
- 24 Re-programme keys
- 25 Programme one key for two rooms

**BHH110 - APPLICATION OF COMPUTERS – THEORY**

**MAXIMUM MARKS: 100**

**S.No. Topic**

**01 COMPUTER FUNDAMENTALS - THEORY**

**INFORMATION CONCEPTS AND PROCESSING**

- A. Definitions
- B. Need, Quality and Value of Information
- C. Data Processing Concepts**

**ELEMENTS OF A COMPUTER SYSTEM**

- A. Definitions
- B. Characteristics of Computers
- C. Classification of Computers
- D. Limitations

**HARDWARE FEATURES AND USES**

- A. Components of a Computer
- B. Generations of Computers
- C. Primary and Secondary Storage Concepts
- D. Data Entry Devices
- E. Data Output Devices

**SOFTWARE CONCEPTS**

- A. System Software

- B. Application Software
- C. Language Classification
- D. D. Compilers and Interpreters**

## **02 OPERATING SYSTEMS/ENVIRONMENTS - THEORY**

### **BASICS OF MS-DOS**

- A. Internal commands
- B. External commands**

### **INTRODUCTION TO WINDOWS**

- A. GUI/Features
- B. What are Windows and Windows 95 and above?
- C. Parts of a Typical Window and their Functions

## **03 NETWORKS – THEORY**

- A. Network Topology
  - Bus
  - Star
  - Ring
- B. Network Applications
- C. Types of Network
  - LAN
  - MAN
  - WAN
- D. Network Configuration Hardware
  - Server
  - Nodes
- E. Channel
  - Fibre optic
  - Twisted
  - Co-axial
- F. Hubs
- G. Network Interface Card
  - Arcnet
  - Ethernet
- H. Network Software
  - Novel
  - Windows NT

**S.No.**

**Topic**

01

**WINDOWS OPERATIONS**

- A. Creating Folders
- B. Creating Shortcuts
- C. Copying Files/Folders
- D. Renaming Files/Folders
- E. Deleting Files
- F. Exploring Windows
- G Quick Menus

**02MS-OFFICE 2007**

**MS WORD**

**CREATING A DOCUMENT**

- A .Entering Text
- B. Saving the Document
- C. Editing a Document already saved to Disk
- D Getting around the Document
- E. Find and Replace Operations
- F. Printing the Document

**FORMATTING A DOCUMENT**

- A. Justifying Paragraphs
- B. Changing Paragraph Indents
- C. Setting Tabs and Margins
- D. Formatting Pages and Documents
- E. Using Bullets and Numbering
- F. Headers/Footers
- G. .Pagination

**SPECIAL EFFECTS**

- A. Print Special Effects e.g. Bold, Underline, Superscripts, Subscript
- B. Changing Fonts
- C. .Changing Case

**CUT, COPY AND PASTE OPERATION**

- A. Marking Blocks
- B. Copying and Pasting a Block
- C. Cutting and Pasting a Block
- D. Deleting a Block
- E. Formatting a Block
- F Using Find and Replace in a Block

**USING MS-WORD TOOLS**

- A. Spelling and Grammar
- B. Mail Merge
- C. Printing Envelops and Labels

**TABLES**

- A. Create
- B. Delete
- C. Format

**GRAPHICS**

- A. Inserting Clip arts
- B. Symbols (Border/Shading)
- C. Word Art

**PRINT OPTIONS**

- A. Previewing the Document
- B. Printing a whole Document
- C. Printing a Specific Page
- D. Printing a selected set
- E. Printing Several Documents
- F. Printing More than one Copies

**MS OFFICE 2007**

**MS-EXCEL**

- A. How to use Excel
- B. Starting Excel
- C. Parts of the Excel Screen
- D. Parts of the Worksheet
- E. Navigating in a Worksheet
- F. Getting to know mouse pointer shapes

**CREATING A SPREADSHEET**

- A. Starting a new worksheet
- B. Entering the three different types of data in a worksheet
- C. Creating simple formulas
- D. Formatting data for decimal points
- E. Editing data in a worksheet
- F. Using AutoFill
- G. Blocking data
- H. Saving a worksheet
- I. Exiting excel

**MAKING THE WORKSHEET LOOK PRETTY**

- A. Selecting cells to format
- B. Trimming tables with Auto Format
- C. Formatting cells for:
  - Currency
  - Comma
  - Percent
  - Decimal
  - Date
- D. Changing columns width and row height
- E. Aligning text
  - Top to bottom
  - Text wrap

- Re ordering Orientation  
F Using Borders

#### GOING THROUGH CHANGES

- A. Opening workbook files for editing
- B. Undoing the mistakes
- C. Moving and copying with drag and drop
- D. Copying formulas
- E. Moving and Copying with Cut, Copy and Paste
- F. Deleting cell entries
- G. Deleting columns and rows from worksheet
- H. Inserting columns and rows in a worksheet
- I. Spell checking the worksheet

#### PRINTING THE WORKSHEET

- A. Previewing pages before printing
- B. Printing from the Standard toolbar
- C. Printing a part of a worksheet
- D. Changing the orientation of the printing
- E. Printing the whole worksheet in a single pages
- F. Adding a header and footer to a report
- G. Inserting page breaks in a report
- H. Printing the formulas in the worksheet

#### ADDITIONAL FEATURES OF A WORKSHEET

- A. Splitting worksheet window into two four panes
- B. Freezing columns and rows on-screen for worksheet title
- C. Attaching comments to cells
- D. Finding and replacing data in the worksheet
- E. Protecting a worksheet
- F. Function commands

#### MAINTAINING MULTIPLE WORKSHEET

- A. Moving from sheet in a worksheet
- B. Adding more sheets to a workbook
- C. Deleting sheets from a workbook
- D. Naming sheet tabs other than sheet 1, sheet 2 and so on
- E. Copying or moving sheets from one worksheet to another

#### CREATING GRAPHICS/CHARTS

- A. Using Chart wizard
- B. Changing the Chart with the Chart Toolbar
- C. Formatting the chart's axes
- D. Adding a text box to a chart
- E. Changing the orientation of a 3-D chart
- F. Using drawing tools to add graphics to chart and worksheet
- G. Printing a chart with printing the rest of the worksheet data

#### EXCEL's DATABASE FACILITIES

- A. Setting up a database

B. Sorting records in the database

04

**MS OFFICE 2007**

**MS-POWER POINT**

- A. Making a simple presentation
- B. Using Auto content Wizards and Templates
- C. Power Points five views
- D. Slides

Creating Slides, re-arranging, modifying

Inserting pictures, objects

- Setting up a Slide Show

Creating an Organizational Chart

**Internet & E-mail – PRACTICAL**

**BHH112 - FOOD SCIENCE**

**MAXIMUM MARKS: 100**

**S.No. Topic**

01 • Definition and scope of food science and

- It's inter-relationship with food chemistry, food microbiology and food processing.

**02 CARBOHYDRATES**

- A. Introduction
- B. Effect of cooking (gelatinisation and retro gradation)
- C. Factors affecting texture of carbohydrates (Stiffness of CHO gel & dextrinization)
- D. Uses of carbohydrates in food preparations

**03 FAT & OILS**

- A. Classification (based on the origin and degree of saturation)
- B. Autoxidation (factors and prevention measures)
- C. Flavour reversion
- D. Refining, Hydrogenation & winterisation
- E. Effect of heating on fats & oils with respect to smoke point
- F. Commercial uses of fats (with emphasis on shortening value of different fats)

**04 PROTEINS**

- A. Basic structure and properties
- B. Type of proteins based on their origin (plant/animal)
- C. Effect of heat on proteins (Denaturation, coagulation)
- D. Functional properties of proteins (Gelation, Emulsification, Foamability, Viscosity)
- E. Commercial uses of proteins in different food preparations(like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Souffles, Custards, Soups, Curries etc.)

**05 FOOD PROCESSING**

- A. Definition
- B. Objectives
- C. Types of treatment
- D. Effect of factors like heat, acid, alkali on food constituents

**06 EVALUATION OF FOOD**

- A. Objectives
- B. Sensory assessment of food quality
- C. Methods
- D. Introduction to proximate analysis of Food constituents
- E. Rheological aspects of food

**07 EMULSIONS**

- A. Theory of emulsification
- B. Types of emulsions
- C. Emulsifying agents
- D. Role of emulsifying agents in food emulsions

## 08 COLLOIDS

- Definition
- Application of colloid systems in food preparation

## 09 FLAVOUR

- Definition
- Description of food flavours (tea, coffee, wine, meat, fish spices)

## 10 BROWNING

- Types (enzymatic and non-enzymatic)
- Role in food preparation
- Prevention of undesirable browning

**BHH -114**

**HOTEL ACCOUNTS**

**MAXIMUM MARKS: 100**

**S.No.**

**Topic**

### 01 INTRODUCTION TO ACCOUNTING

- A. Meaning and Definition
- B. Types and Classification
- C. Principles of accounting
- D. Systems of accounting
- E. Generally Accepted Accounting Principles (GAAP)

### 02 PRIMARY BOOKS (JOURNAL)

- A. Meaning and Definition
- B. Format of Journal
- C. Rules of Debit and Credit
- D. Opening entry, Simple and Compound entries
- E. Practicals

### 03 SECONDARY BOOK (LEDGER)

- A. Meaning and Uses
- B. Formats
- C. Posting
- D. Practicals

### 04 SUBSIDIARY BOOKS

- A. Need and Use
- B. Classification
  - Purchase Book
  - Sales Book
  - Purchase Returns
  - Sales Returns
  - Journal Proper
  - Practicals

### 05 CASH BOOK

- A. Meaning
- B. Advantages
- C. Simple, Double and Three Column
- D. Petty Cash Book with Imprest System (simple and tabular forms)
- E. Practicals

### 06 BANK RECONCILIATION STATEMENT

- A. Meaning
- B. Reasons for difference in Pass Book and Cash Book Balances
- C. Preparation of Bank Reconciliation Statement
- D. No Practicals

### 07 TRIAL BALANCE

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

### 08 FINAL ACCOUNTS

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

#### 09 **CAPITAL AND REVENUE EXPENDITURE**

- A. Meaning
- B. Definition of Capital and Revenue Expenditure

**NOTE: USE OF CALCULATORS IS PERMITTED**



# SEMESTER 3

**BHH201 - FOOD PRODUCTION OPERATIONS – THEORY**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

S.No.	Topic	
01	<p><b>QUANTITY FOOD PRODUCTION EQUIPMENT</b></p> <ul style="list-style-type: none"> <li>A. Equipment required for mass/volume feeding</li> <li>B. Heat and cold generating equipment</li> <li>C. Care and maintenance of this equipment</li> <li>D. Modern developments in equipment manufacture</li> </ul> <p><b>MENU PLANNING</b></p> <ul style="list-style-type: none"> <li>A. Basic principles of menu planning – recapitulation</li> <li>B. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units</li> <li>C. Planning menus for               <ul style="list-style-type: none"> <li>• School/college students</li> <li>• Industrial workers</li> <li>• Hospitals</li> <li>• Outdoor parties</li> <li>• Theme dinners</li> <li>• Transport facilities, cruise lines, airlines, railway</li> </ul> </li> <li>D. Nutritional factors for the above</li> </ul> <p><b>INDENTING</b></p> <ul style="list-style-type: none"> <li>• Principles of Indenting for volume feeding</li> <li>• Portion sizes of various items for different types of volume feeding</li> <li>• Modifying recipes for indenting for large scale catering</li> <li>• Practical difficulties while indenting for volume feeding</li> </ul> <p><b>PLANNING</b></p> <p>Principles of planning for quantity food production with regard to</p> <ul style="list-style-type: none"> <li>• Space allocation</li> <li>• Equipment selection</li> <li>• Staffing</li> </ul>	
02	<p><b>VOLUME FEEDING</b></p> <ul style="list-style-type: none"> <li>A. Institutional and Industrial Catering               <ul style="list-style-type: none"> <li>• Types of Institutional &amp; Industrial Catering</li> <li>• Problems associated with this type of catering</li> <li>• Scope for development and growth</li> </ul> </li> <li>B. Hospital Catering               <ul style="list-style-type: none"> <li>• Highlights of Hospital Catering for patients, staff, visitors</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>• Diet menus and nutritional requirements</li> </ul> <p>C. Off Premises Catering</p> <ul style="list-style-type: none"> <li>• Reasons for growth and development</li> <li>• Menu Planning and Theme Parties</li> <li>• Concept of a Central Production Unit</li> <li>• Problems associated with off-premises catering</li> </ul> <p>D. Mobile Catering</p> <ul style="list-style-type: none"> <li>• Characteristics of Rail, Airline (Flight Kitchens and Sea Catering)</li> <li>• Branches of Mobile Catering</li> </ul> <p>E. Quantity Purchase &amp; Storage</p> <ul style="list-style-type: none"> <li>• Introduction to purchasing</li> <li>• Purchasing system</li> <li>• Purchase specifications</li> <li>• Purchasing techniques</li> <li>• Storage</li> </ul>	
03	<p><b>REGIONAL INDIAN CUISINE</b></p> <p>A. Introduction to Regional Indian Cuisine  B. Heritage of Indian Cuisine  C. Factors that affect eating habits in different parts of the country  D. Cuisine and its highlights of different states/regions/communities to be discussed under:</p> <ul style="list-style-type: none"> <li>• Geographic location</li> <li>• Historical background</li> <li>• Seasonal availability</li> <li>• Special equipment</li> <li>• Staple diets</li> <li>• Specialty cuisine for festivals and special occasions</li> </ul> <p><b>STATES</b>  Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal</p> <p><b>COMMUNITIES</b>  Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri</p> <p><b>DISCUSSIONS</b>  Indian Breads, Indian Sweets, Indian Snacks</p>	

**BHH251 FOOD PRODUCTION OPERATIONS – PRACTICAL**  
**MAXIMUM MARKS: 100**

Each has to formulate 36 set of menus from the following cuisines.

- Awadh
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharastra
- Punjabi
- Rajasthan
- South India (Tamilnadu, Karnataka, Kerala)

**SUGGESTED MENUS**

**MAHARASTRIAN**

- MENU 01      Masala Bhat  
                  Kolhapuri Mutton  
                  Batata Bhajee  
                  Masala Poori  
                  Koshimbir Coconut  
                  Poli
- MENU 02      Moong Dal Khichdee  
                  Patrani Macchi Tomato  
                  Saar  
                  Tilgul Chapatti  
                  Amti  
                  Basundi

**AWADH**

- MENU 01      Yakhni Pulao  
                  Mughlai Paratha  
                  Gosht Do Piazza  
                  Badin Jaan  
                  Kulfi with Falooda
- MENU 02      Galouti Kebab  
                  Bakarkhani Gosht  
                  Korma Paneer  
                  Pasanda Muzzafar

**BENGALI**

- MENU 01      Ghee Bhat  
                  Macher Jhol  
                  Aloo Posto  
                  Misti Doi

MENU 02 Doi Mach Tikoni  
Pratha Baigun  
Bhaja Payesh

MENU 03 Mach Bhape  
Luchi  
Sukto  
Kala Jamun

MENU 04 Prawan Pulao  
Mutton Vidalloo  
Beans Foogath  
Dodol

### **GOAN**

MENU 01 Arroz  
Galina Xacutti  
Toor Dal Sorak  
Alle Belle

MENU 02 Coconut Pulao Fish  
Caldeen Cabbage  
Foogath Bibinca

### **PUNJABI**

MENU 01 Rada Meat  
Matar Pulao  
Kadhi  
Punjabi Gobhi  
Kheer

MENU 02 Amritsari Macchi  
Rajmah Masala  
Pindi Chana  
Bhaturas  
Row Di Kheer

MENU 03 Sarson Da Saag  
Makki Di Roti  
Peshawari Chole  
Motia Pulao  
Sooji Da Halwa

MENU 04 Tandoori Roti  
Tandoori Murg Dal  
Makhani Pudinia  
Chutny Baingan  
Bhartha Savian

### **SOUTH INDIAN**

MENU 01 Meen Poriyal  
Curd Rice  
Thorani Rasam  
Pal Payasam

MENU 02 Line Rice Meen  
Moilee Olan  
Malabari Pratha  
Parappu Payasam

MENU 03 Tamarind Rice  
Kori Gashi Kalan  
Sambhar

Savian Payasam

MENU 04 Coconut Rice  
Chicken Chettinad  
Avial  
Huli  
Mysore Pak

### RAJASTHANI

MENU 01 Gatte Ka Pulao  
Lal Maas  
Makki Ka Soweta  
Chutny (Garlic) Dal  
Halwa

MENU 02 Dal Batti  
Churma  
Besan Ke Gatte  
Ratalu Ki Subzi  
Safed Mass

### GUJRATI

MENU 01 Sarki  
Brown Rice  
Salli Murg  
Gujrati Dal  
Methi Thepla  
Shrikhand

MENU 02 Gujrati Khichadi  
Oondhiyu  
Batata Nu Tomato  
Osaman  
Jeera Poori  
Mohanthai

### HYDERABADI

MENU 01 Sofyani Biryani  
Methi Murg  
Tomato Kut  
Hare Piaz ka Raita  
Double Ka Meetha

MENU 02 Kachi Biryani  
Dalcha  
Mirchi Ka Salan Mix  
Veg. Raita Khumani Ka  
Meetha

### KASHMIRI

Two menus may be formed out of the Dishes given as under:

**Rice and Bread Preparations:** Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

**Meat Preparations:** Gushtaba ,Rista ,Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh

**Vegetables and Potato:** Ruwangan chaman, Choek wangan, Chaman Qaliyan Allah Yakhean, Dum Aloo Kashmiri, Nader Palak, Razma Gogji

**Sweet Dishes:** Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa

**Chutneys:** Mujeh cheten, Ganda Cheten, Duen cheten, Aleh cheten (pumpkin chutney)

**Note:** In addition to above each institute to formulate 08 (eight) set of regional menus including snacks, sweets etc.

**BHH203 - FOOD & BEVERAGE SERVICE OPERATIONS – THEORY**  
**MAXIMUM MARKS: 100**

S.No.	Topic	Hours
01	<b>ALCOHOLIC BEVERAGE</b> A. Introduction and definition B. Production of Alcohol <ul style="list-style-type: none"> <li>• Fermentation process</li> <li>• Distillation process</li> </ul> C. Classification with examples	
02	<b>DISPENSE BAR</b> A. Introduction and definition B. Bar layout – physical layout of bar C. Bar stock – alcohol & non alcoholic beverages D. Bar equipment	
03	<b>WINES</b> A. Definition & History B. Classification with examples <ul style="list-style-type: none"> <li>• Table/Still/Natural</li> <li>• Sparkling</li> <li>• Fortified</li> <li>• Aromatized</li> </ul> C. Production of each classification D. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> <li>• France</li> <li>• Germany</li> <li>• Italy</li> <li>• Spain</li> <li>• Portugal</li> </ul> E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> <li>• USA</li> <li>• Australia</li> <li>• India</li> <li>• Chile</li> <li>• South Africa</li> <li>• Algeria</li> <li>• New Zealand</li> </ul> F. Food & Wine Harmony G. Storage of wines H. Wine terminology (English & French)	

04	<b>BEER</b>  A. Introduction & Definition B. Types of Beer C. Production of Beer D. Storage	
05	<b>SPIRITS</b>  A. Introduction & Definition B. Production of Spirit <ul style="list-style-type: none"> <li>• Pot-still method</li> <li>• Patent still method</li> </ul> C. Production of <ul style="list-style-type: none"> <li>• Whisky</li> <li>• Rum</li> <li>• Gin</li> <li>• Brandy</li> <li>• Vodka</li> <li>• Tequilla</li> </ul> D. Different Proof Spirits <ul style="list-style-type: none"> <li>• American Proof</li> <li>• British Proof (Sikes scale)</li> <li>• Gay Lussac (OIML Scale)</li> </ul>	
06	<b>APERITIFS</b>  A. Introduction and Definition B. Types of Aperitifs <ul style="list-style-type: none"> <li>• Vermouth (Definition, Types &amp; Brand names)</li> <li>• Bitters (Definition, Types &amp; Brand names)</li> </ul>	
07	<b>LIQUEURS</b>  A. Definition & History B. Production of Liqueurs C. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) D. Popular Liqueurs (Name, colour, predominant flavour & country of origin)	
<b>TOTAL</b>		

**BHH253 FOOD & BEVERAGE SERVICE OPERATIONS - PRACTICAL**  
**MAXIMUM MARKS: 100**

<b>S.No</b>	<b>Topic</b>	
01	<b>Dispense Bar – Organizing Mise-en-place</b> 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	<b>Service of Wines</b> 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	<b>Service of Aperitifs</b> Task-01 Service of Bitters Task-02 Service of Vermouths	
04	<b>Service of Beer</b> Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers	
05	<b>Service of Spirits</b> 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	
06	<b>Service of Liqueurs</b> Task-01 Service styles – neat/on-the-rocks/with cream/en frappe Task-02 Service from the Bar Task-03 Service from Liqueur Trolley	
07	<b>Wine &amp; Drinks List</b> Task-01 Wine Bar Task-02 Beer Bar Task-03 Cocktail Bar	
08	<b>Matching Wines with Food</b> Task-01 Menu Planning with accompanying Wines <ul style="list-style-type: none"> <li>• Continental Cuisine</li> <li>• Indian Regional Cuisine</li> </ul> Task-02 Table laying & Service of menu with accompanying Wines <ul style="list-style-type: none"> <li>• Continental Cuisine</li> <li>• Indian Regional Cuisine</li> </ul>	



**BHH205 - ACCOMMODATION OPERATIONS - THEORY**  
**MAXIMUM MARKS: 100**

S.No.	Topic		
01.	<b>LINEN ROOM</b> A. Activities of the Linen Room B. Layout and equipment in the Linen Room C. Selection criteria for various Linen Items & fabrics suitable for this purpose D. Purchase of Linen E. Calculation of Linen requirements F. Linen control-procedures and records G. Stocktaking-procedures and records H. Recycling of discarded linen I. Linen Hire		
02.	<b>UNIFORMS</b> A. Advantages of providing uniforms to staff B. Issuing and exchange of uniforms; type of uniforms C. Selection and designing of uniforms D. Layout of the Uniform room		
03.	<b>SEWING ROOM</b> A. Activities and areas to be provided B. Equipment provided		
04.	<b>LAUNDRY</b> A. Commercial and On-site Laundry B. Flow process of Industrial Laundering-OPL C. Stages in the Wash Cycle D. Laundry Equipment and Machines E. Layout of the Laundry F. Laundry Agents G. Dry Cleaning H. Guest Laundry/Valet service I. Stain removal		
05.	<b>FLOWER ARRANGEMENT</b>  A. Flower arrangement in Hotels B. Equipment and material required for flower arrangement C. Conditioning of plant material D. Styles of flower arrangements E. Principles of design as applied to flower arrangement		
06.	<b>INDOOR PLANTS</b> Selection and care		
<b>TOTAL</b>			

**BHH255 ACCOMMODATION OPERATIONS – PRACTICAL**  
**MAXIMUM MARKS: 100**

S.No.	Topic	
01	Layout of Linen and Uniform Room/Laundry	
02	Laundry Machinery and Equipment	
03	Stain Removal	
04	Flower Arrangement	
05	Selection and Designing of Uniforms	

**BHH207 - FRONT OFFICE OPERATIONS – THEORY****MAXIMUM MARKS: 100**

<b>S.No.</b>	<b>Topic</b>	
01	<b>COMPUTER APPLICATION IN FRONT OFFICE OPERATION</b> A. Role of information technology in the hospitality industry B. Factors for need of a PMS in the hotel C. Factors for purchase of PMS by the hotel D. Introduction to Fidelio & Amadeus	
02	<b>FRONT OFFICE (ACCOUNTING)</b> A. Accounting Fundamentals B. Guest and non guest accounts C. Accounting system <ul style="list-style-type: none"><li>• Non automated – Guest weekly bill, Visitors tabular ledger</li><li>• Semi automated</li><li>• Fully automated</li></ul>	
03	<b>CHECK OUT PROCEDURES</b> <ul style="list-style-type: none"><li>• Guest accounts settlement<ul style="list-style-type: none"><li>- Cash and credit</li><li>- Indian currency and foreign currency</li><li>- Transfer of guest accounts</li><li>- Express check out</li></ul></li></ul>	
04	<b>CONTROL OF CASH AND CREDIT</b>	
05	<b>NIGHT AUDITING</b> A. Functions B. Audit procedures (Non automated, semi automated and fully automated)	
06	<b>FRONT OFFICE &amp; GUEST SAFETY AND SECURITY</b>  A. Importance of security systems B. Safe deposit C. Key control D. Emergency situations (Accident, illness, theft, fire, bomb)	
07	<b>FRENCH</b>  A. Expressions de politesse et les commander et Expressions d'encouragement B. Basic conversation related to Front Office activities such as <ul style="list-style-type: none"><li>• Reservations (personal and telephonic)</li><li>• Reception (Doorman, Bell Boys, Receptionist etc.)</li><li>• Cleaning of Room &amp; change of Room etc.</li></ul>	
<b>TOTAL</b>		

**MAXIMUM MARKS: 100**

- A. Hands on practice of computer applications related to Front Office procedures such as
- Reservation,
  - Registration,
  - Guest History,
  - Telephones,
  - Housekeeping,
  - Daily transactions
- B. Front office accounting procedures
- Manual accounting
  - Machine accounting
  - Payable, Accounts Receivable, Guest History, Yield Management
- C. Role Play
- D. Situation Handling

**SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM**

S.No	Topic
1	Hot function keys
2	Create and update guest profiles
3	Send confirmation letters
4	Print registration cards
5	Make FIT reservation & group reservation
6	Make an Add-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cahier code
10	Process a reservation deposit
11	Pre-register a guest
12	Put message and locator for a guest
13	Put trace for guest
14	Check in a reserved guest
15	Check in day use
16	Check –in a walk-in guest
17	Maintain guest history
18	Make sharer reservation
19	Add a sharer to a reservation
20	Make A/R account
21	Take reservation through Travel Agent/Company/ Individual or Source
22	Make room change
23	Make check and update guest folios
24	Process charges for in-house guests and non-resident guests.
25	Handle allowances and discounts and packages
26	Process advance for in-house guest
27	Put routing instructions
28	Print guest folios during stay
29	Processing foreign currency exchange/ cheque exchange
30	Process guest check out by cash and credit card
31	Check out without closing folio-Skipper accounts
32	Handle paymaster folios
33	Check out using city ledger
34	Print guest folio during check out
35	Close bank at end of each shift
36	Check room rate and variance report
37	Tally Allowances for the day at night
38	Tally paid outs for the day at night

39	Tally forex for the day at night
40	Credit check report

<b>BHH209</b>	<b>FOOD SAFETY &amp; CONTROL</b>	CR-2(TH)
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## **Basic Introduction to food safety, food hazards and risk contaminants and food hygiene**

### **Micro-organism in food**

general characteristics of micro-organism based on the occurrence and structure  
factors affecting their growth in food-(intrinsic and extrinsic)

Common food born micro-organism

a. Bacteria (Spores/capsules)

b fungi

c Viruses

d .parasites

### **Food spoilage & Food preservation**

A. Types & causes of spoilage

Sources of Contamination

Spoilage of different products ( milk & milk products, meat eggs, fruits and vegetables, canned products)

Basic principles of food preservation

Methods of preservation (High temperature, Low temperature,drying,preservations and irradiation)

### **Beneficial role of micro organism**

fermentation and role and lactic and bacteria

fermentation in food(dairy foods,vegetable,indian foods,Bakery Products and alcoholic beverages)

Miscellaneous (vinegar & anti-biotic)

### **Food Borne diseases**

Types (Infections and intoxications)

Common diseases caused by food borne pathogens

Preventive measures

## **SUBJECT CODE: BMC109A**

### **Value Education, Human Rights and Legislative Procedures**

#### **Unit I**

Values and Self Development-Social values and individual attitudes, Work ethics, Value judgments. Importance of cultivation of values, Sense of duty, Devotion, Self reliance, Confidence, Concentration, Truthfulness, Cleanliness, Humanity, National unity, Patriotism, Discipline.

#### **Unit II**

Personality and Behavior Development- Attitude, Positive thinking, Integrity and discipline, Punctuality, Love and kindness, Avoiding fault finding, Free from anger, Dignity of labor, True friendship, Happiness vs. suffering love for truth, Aware of self destructive habits, Association and cooperation, Doing best, Saving nature.

#### **Unit III**

Character and Competence- Science vs. God, Holy books vs. blind faith, Self management and good health, Equality, Nonviolence, Role of women, All religions and same message, Mind your mind, Self control, Honesty, Studying effectively.

#### **Unit IV**

Module 4:Human Rights- Jurisprudence of human rights nature and definition, Universal protection of human rights, Regional protection of human rights, National level protection of

human rights, Human rights and vulnerable groups.

### **Unit V**

Legislative Procedures- Indian constitution, Philosophy, fundamental rights and duties, Legislature, Executive and Judiciary, Constitution and function of parliament, Composition of council of states and house of people, Speaker, Passing of bills, Vigilance, Lokpal and functionaries.

### **Text Books:**

1. Chakraborty, S.K., Values and Ethics for Organizations Theory and Practice, Oxford University Press, New Delhi, 2001.
2. Kapoor, S.K., Human rights under International Law and Indian Law, Prentice Hall of India, New Delhi, 2002.
3. Basu, D.D., Indian Constitution, Oxford University Press, New Delhi, 2002.

### **Reference Books:**

1. Frankena, W.K., Ethics, Prentice Hall of India, New Delhi, 1990.
2. Meron Theodor, Human Rights and International Law Legal Policy Issues, Vol. 1 and 2, Oxford University Press, New Delhi, 2000.

## **SECOND YEAR – INDUSTRIAL TRAINING SCHEME (BHH-) (17 Weeks)**

- 1) Exposure to Industrial Training is an integral part of the 2<sup>nd</sup> year curriculum. The class would be divided into two groups or as the case may be. The 17 weeks industrial training would be divided into four/five weeks each in the four key areas of Food Production, Food & Beverage Service, Accommodation Operations & Front Office Operations.
- 2) Attendance in the 2<sup>nd</sup> year would be calculated separately for the two components of in-institute training and industrial training as per rules. Industrial Training will require an input of 102 working days i.e. (17 weeks x 06 days = 102 days). A student can avail leave to a maximum of 15% (15 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (10 days) on production of a medical certificate.
- 3) For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
- 4) Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.
- 5) Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.
- 6) There will be no inter change of candidates from one batch to another i.e. winter batch to summer batch and vice versa.



# PERFORMANCE APPRIISIAL

Name of Student: \_\_\_\_\_ Name of the Hotel: \_\_\_\_\_  
 Roll No: \_\_\_\_\_ Duration: 4 weeks (24 working days)  
 From: \_\_\_\_\_ To: \_\_\_\_\_

**Department: F&BS / FP / HK / FO**

### Appearance

Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2
Dirty / dishevelled, Long / unkempt hair, Dirty hands & long nails	1

### Punctuality / Attendance ( \_\_\_\_\_ days present out of 30 days)

On time, Well Prepared, Ready to commence task, Attendance Excellent	100%	5
On time, Lacks some preparation but copes well, Attendance Very good	90%	4
On time, Some disorganized aspects-just copes, Attendance Regular	80%	3
Occasionally late, Disorganized approach, Attendance irregular	60%	2
Frequently late, Not prepared, Frequently absent without excuse	50%	1

### Ability to Communicate (Written / Oral)

Very confident, demonstrates outstanding confidence & ability both spoken/written	5
Confident, Delivers information	4
Communicates adequately, but lacks depth and confidence	3
Hesitant, lacks confidence in spoken / written communication	2
Very inanimate, unable to express in spoken or written work	1

### Attitude to Colleagues / Customers

Wins / retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, considerate and firm, well liked.	4
Gets on well with most colleagues, Handles customers well.	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & customers	1

### Attitude to Supervision

Welcomes criticism, Acts on it, very co-operative	5
Readily accepts criticism and is noticeably willing to assist others.	4
Accepts criticism, but does not necessarily act on it.	3
Takes criticism very personally, broods on it.	2
Persistently disregards criticism and goes own way.	1

### Initiative / Motivation

Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve progressively.	5
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Shows ready appreciation and willingness to tackle problems	Positively seeks to improve knowledge and performance	4
Usually grasps points correctly.	Shows interest in all work undertaken.	3
Slow on the uptake.	Is interested only in areas of work preferred.	2
Rarely grasps points correctly.	Lacks drive and commitment.	1

### Reliability / Comprehension

Is totally trust worthy in any working situation? Understands in detail, why and how the job is done.	5
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done.	4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	3
Cannot be relied upon to work without supervision. Comprehends only after constant explanation.	2
Requires constant supervision. Lacks any comprehension of the application.	1

### Responsibility

Actively seeks responsibility at all times.	5
Very willing to accept responsibility.	4
Accepts responsibility as it comes.	3
Inclined to refer matters upwards rather than make own decision.	2
Avoids taking responsibility.	1

### Quality of Work

Exceptionally accurate in work, very thorough usually unaided.	5
Maintains a high standard of quality	4
Generally good quality with some assistance.	3
Performance is uneven.	2
Inaccurate and slow at work.	1

### Quantity of work

Outstanding in output of work.	5
Gets through a great deal.	4
Output satisfactory.	3
Does rather less than expected.	2
Output regularly insufficient	1

Total \_\_\_\_\_ / 50

Stipend Paid: Rs. \_\_\_\_\_ per month.

Name of Appraiser: \_\_\_\_\_ Signature: \_\_\_\_\_

Designation of Appraiser: \_\_\_\_\_ Date : \_\_\_\_\_

Signature of Student: \_\_\_\_\_ Date : \_\_\_\_\_



# SEMESTER V

## BHH301 - ADVANCE FOOD PRODUCTION OPERATIONS – I (THEORY)

S.No.	Topic		
01	<p><b>LARDER</b></p> <p><b>I. LAYOUT &amp; EQUIPMENT</b></p> <ul style="list-style-type: none"><li>A. Introduction of Larder Work</li><li>B. Definition</li><li>C. Equipment found in the larder</li><li>D. Layout of a typical larder with equipment and various sections</li></ul> <p><b>II. TERMS &amp; LARDER CONTROL</b></p> <ul style="list-style-type: none"><li>A. Common terms used in the Larder and Larder control</li><li>B. Essentials of Larder Control</li><li>C. Importance of Larder Control</li><li>D. Devising Larder Control Systems</li><li>E. Leasing with other Departments</li><li>F. Yield Testing</li></ul> <p><b>III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF</b></p> <ul style="list-style-type: none"><li>A. Functions of the Larder</li><li>B. Hierarchy of Larder Staff</li><li>C. Sections of the Larder</li><li>D. Duties &amp; Responsibilities of larder Chef</li></ul>		
02	<p><b>CHARCUTIERIE</b></p> <p><b>I. SAUSAGE</b></p> <ul style="list-style-type: none"><li>A. Introduction to charcuterie</li><li>B. Sausage – Types &amp; Varieties</li><li>C. Casings – Types &amp; Varieties</li><li>D. Fillings – Types &amp; Varieties</li><li>E. Additives &amp; Preservatives</li></ul> <p><b>II. FORCEMEATS</b></p> <ul style="list-style-type: none"><li>A. Types of forcemeats</li><li>B. Preparation of forcemeats</li><li>C. Uses of forcemeats</li></ul> <p><b>III. BRINES, CURES &amp; MARINADES</b></p> <ul style="list-style-type: none"><li>A. Types of Brines</li><li>B. Preparation of Brines</li><li>C. Methods of Curing</li><li>D. Types of Marinades</li><li>E. Uses of Marinades</li><li>F. Difference between Brines, Cures &amp; Marinades</li></ul>		

#### **IV. HAM, BACON & GAMMON**

- A. Cuts of Ham, Bacon & Gammon.
- B. Differences between Ham, Bacon & Gammon
- C. Processing of Ham & Bacon
- D. Green Bacon
- E. Uses of different cuts

#### **V. GALANTINES**

- A. Making of galantines
- B. Types of Galantine
- C. Ballotines

#### **VI. PATES**

- A. Types of Pate
- B. Pate de foie gras
- C. Making of Pate
- D. Commercial pate and Pate Maison
- E. Truffle – sources, Cultivation and uses and Types of truffle.

#### **VII. MOUSE & MOUSSELINE**

- A. Types of mousse
- B. Preparation of mousse
- C. Preparation of mousseline
- D. Difference between mousse and mousseline

#### **VIII. CHAUD FROID**

- A. Meaning of Chaud froid
- B. Making of chaud froid & Precautions
- C. Types of chaud froid
- D. Uses of chaud froid

#### **IX. ASPIC & GELEE**

- A. Definition of Aspic and Gelee
- B. Difference between the two
- C. Making of Aspic and Gelee
- D. Uses of Aspic and Gelee

#### **X. QUENELLES, PARFAITS, ROULADES**

Preparation of Quenelles, Parfaits and Roulades

	<b>XI. NON EDIBLE DISPLAYS</b>  A. Ice carvings B. Tallow sculpture C. Fruit & vegetable Displays D. Salt dough E. Pastillage F. Jelly Logo G. Thermoacol work		
03	<b>APPETIZERS &amp; GARNISHES</b>  A. Classification of Appetizers B. Examples of Appetizers C. Historic importance of culinary Garnishes D. Explanation of different Garnishes		
04	<b>SANDWICHES</b>  A. Parts of Sandwiches B. Types of Bread C. Types of filling – classification D. Spreads and Garnishes E. Types of Sandwiches F. Making of Sandwiches G. Storing of Sandwiches		
05	<b>USE OF WINE AND HERBS IN COOKING</b>  A. Ideal uses of wine in cooking B. Classification of herbs C. Ideal uses of herbs in cooking		
<b>TOTAL</b>			

**BHH351 - ADVANCE FOOD PRODUCTION OPERATIONS – I (PRACTICAL)**

**PART A - COOKERY**

**HOURS ALLOTTED: 60**

**MAXIMUM MARKS: 50**

<b>Topic</b>	
<b><u>MENU 01</u></b> <ul style="list-style-type: none"> <li>• Consommé Carmen</li> <li>• Poulet Sauté Chasseur</li> <li>• Pommes Loretta</li> <li>• Haricots Verts</li> </ul>	
<b><u>MENU 02</u></b> <ul style="list-style-type: none"> <li>• Bisque D'écrevisse</li> <li>• Escalope De Veau viennoise</li> <li>• Pommes Batailles</li> <li>• Epinards au Gratin</li> </ul>	

<p><b><u>MENU 03</u></b></p> <ul style="list-style-type: none"> <li>• Crème Du Barry</li> <li>• Darne De Saumon Grille</li> <li>• Sauce paloise</li> <li>• Pommes Fondant</li> <li>• Petits Pois A La Flamande</li> </ul>	
<p><b><u>MENU 04</u></b></p> <ul style="list-style-type: none"> <li>• Veloute Dame Blanche</li> <li>• Cote De Porc Charcuterie</li> <li>• Pommes De Terre A La Crème</li> <li>• Carottes Glace Au Gingembre</li> </ul>	
<p><b><u>MENU 05</u></b></p> <ul style="list-style-type: none"> <li>• Cabbage Chowder</li> <li>• Poulet A La Rex</li> <li>• Pommes Marguises</li> <li>• Ratatouille</li> </ul>	
<p><b><u>MENU 06</u></b></p> <ul style="list-style-type: none"> <li>• Barquettes Assortis</li> <li>• Stroganoff De Boeuf</li> <li>• Pommes Persilles</li> <li>• Riz Pilaf</li> </ul>	
<p><b><u>MENU 07</u></b></p> <ul style="list-style-type: none"> <li>• Duchesse Nantua</li> <li>• Poulet Maryland</li> <li>• Croquette Potatoes</li> <li>• Banana fritters</li> <li>• Corn gallets</li> </ul>	
<p><b><u>MENU 08</u></b></p> <ul style="list-style-type: none"> <li>• Kromeskies</li> <li>• Filet De Sols Walweska</li> <li>• Pommes Lyonnaise</li> <li>• Funghi Marirati</li> </ul>	
<p><b><u>MENU 09</u></b></p> <ul style="list-style-type: none"> <li>• Vol-Au-Vent De Volaille Et Jambon</li> <li>• Poulet a la kiev</li> <li>• Creamy Mashed Potatoes</li> <li>• Butter tossed green peas</li> </ul>	
<p><b><u>MENU 10</u></b></p> <ul style="list-style-type: none"> <li>• Quiche Lorraine</li> <li>• Roast Lamb</li> <li>• Mint sauce</li> <li>• Pommes Parisienne</li> </ul>	

<b>Plus 5 Buffets</b>	
<ul style="list-style-type: none"> <li>• Cold Buffet</li> <li>• Hot Continental</li> <li>• Hot Indian</li> <li>• Buffet Desserts</li> <li>• Bread Displays</li> </ul>	
<b>TOTAL</b>	

**BHH351 - ADVANCE FOOD PRODUCTION OPERATIONS – I (PRACTICAL)**  
**PART B – BAKERY & PATISSERIE**  
**MAXIMUM MARKS: 50**

S.No.	Topic	
1	Brioche Baba au Rhum	
2	Soft Rolls Chocolate Parfait	
3	French Bread Tarte Tartin	
4	Garlic Rolls Crêpe Suzette	
5	Harlequin Bread Chocolate Cream Puffs	
6	Focaccia Crème Brûlée	
7	Vienna Rolls Mousse Au Chocolat	
8	Bread Sticks Souffle Milanaise	
9	Brown Bread Pâte Des Pommes	
10	Clover Leaf Rolls Savarin des fruits	
11	Whole Wheat Bread Charlotte Royal	
12	Herb & Potato Loaf Doughnuts	
13	Milk Bread Gateaux des Peache	
14	Ciabatta Chocolate Brownie	
15	Buffet desserts Modern Plating Styles	
<b>TOTAL</b>		

**BHH303 - ADVANCE FOOD & BEVERAGE OPERATIONS – I (THEORY)**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
01	<p><b>PLANNING &amp; OPERATING VARIOUS F&amp;B OUTLET</b></p> <p>A. Physical layout of functional and ancillary areas            B. Objective of a good layout            C. Steps in planning            D. Factors to be considered while planning            E. Calculating space requirement            F. Various set ups for seating            G. Planning staff requirement            H. Menu planning            I. Constraints of menu planning            J. Selecting and planning of heavy duty and light equipment            K. Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc.            L. Suppliers &amp; manufacturers            M. Approximate cost            N. Planning Décor, furnishing fixture etc.</p>		
02	<p><b>FUNCTION CATERING</b></p> <p><b>BANQUETS</b></p> <p>A. History            B. Types            C. Organisation of Banquet department            D. Duties &amp; responsibilities            E. Sales            F. Booking procedure            G. Banquet menus</p> <p><b>BANQUET PROTOCOL</b></p> <ul style="list-style-type: none"> <li>• Space Area requirement</li> <li>• Table plans/arrangement</li> <li>• Misc-en-place</li> <li>• Service</li> <li>• Toast &amp; Toast procedures</li> </ul> <p><b>INFORMAL BANQUET</b></p> <ul style="list-style-type: none"> <li>• Réception</li> <li>• Cocktail parties</li> <li>• Convention</li> <li>• Seminar</li> <li>• Exhibition</li> <li>• Fashion shows</li> </ul>		



	<ul style="list-style-type: none"> <li>• Trade Fair</li> <li>• Wedding</li> <li>• Outdoor catering</li> </ul>		
03	<p><b>FUNCTION CATERING</b></p> <p><b>BUFFETS</b></p> <p>A. Introduction</p> <p>B. Factors to plan buffets</p> <p>C. Area requirement</p> <p>D. Planning and organisation</p> <p>E. Sequence of food</p> <p>F. Menu planning</p> <p>G. Types of Buffet</p> <p>H. Display</p> <p>I. Sit down</p> <p>J. Fork, Finger, Cold Buffet</p> <p>K. Breakfast Buffets</p> <p>L. Equipment</p> <p>M. Supplies</p> <p>N. Check list</p>	08	30%
04	<p><b>GUERIDON SERVICE</b></p> <p>A. History of gueridon</p> <p>B. Definition</p> <p>C. General consideration of operations</p> <p>D. Advantages &amp; Dis-advantages</p> <p>E. Types of trolleys</p> <p>F. Factor to create impulse, Buying – Trolley, open kitchen</p> <p>G. Gueridon equipment</p> <p>H. Gueridon ingredients</p>	04	15%
05	<p><b>KITCHEN STEWARDING</b></p> <p>A. Importance</p> <p>B. Opportunities in kitchen stewarding</p> <p>C. Record maintaining</p> <p>D. Machine used for cleaning and polishing</p> <p>E. Inventory</p>	02	05%
<b>TOTAL</b>		30	100%

**BHH353 - ADVANCE FOOD & BEVERAGE OPERATIONS – I (PRACTICAL)**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

<b>S.No</b>	<b>Topic</b>	<b>Hours</b>
01	<b>Planning &amp; Operating Food &amp; Beverage Outlets</b> <u>Class room Exercise</u> <ul style="list-style-type: none"> <li>• Developing Hypothetical Business Model of Food &amp; Beverage Outlets</li> <li>• Case study of Food &amp; Beverage outlets - Hotels &amp; Restaurants</li> </ul>	08
02	<b>Function Catering – Banquets</b> <ul style="list-style-type: none"> <li>• Planning &amp; organizing Formal &amp; Informal Banquets</li> <li>• Planning &amp; organizing Outdoor caterings</li> </ul>	08
03	<b>Function Catering – Buffets</b> Planning & organizing various types of Buffet	04
04	<b>Gueridon Service</b> <ul style="list-style-type: none"> <li>• Organizing Mise-en-place for Gueridon Service</li> <li>• Dishes involving work on the Gueridon               <ul style="list-style-type: none"> <li>Task-01 Crepe suzette</li> <li>Task-02 Banana au Rhum</li> <li>Task-03 Peach Flambe</li> <li>Task-04 Rum Omelette</li> <li>Task-05 Steak Diane</li> <li>Task-06 Pepper Steak</li> </ul> </li> </ul>	08
05	<b>Kitchen Stewarding</b> <ul style="list-style-type: none"> <li>• Using &amp; operating Machines</li> <li>• Exercise – physical inventory</li> </ul>	02
<b>TOTAL</b>		30



**BHH305 - ACCOMMODATION MANAGEMENT – I (THEORY)**  
**MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
01	<b>PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT</b> A. Area inventory list B. Frequency schedules C. Performance and Productivity standards D. Time and Motion study in House Keeping operations E. Standard Operating manuals – Job procedures F. Job allocation and work schedules G. Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping H. Training in HKD, devising training programmes for HK staff I. Inventory level for non recycled items J. Budget and budgetary controls K. The budget process L. Planning capital budget M. Planning operation budget N. Operating budget – controlling expenses – income statement O. Purchasing systems – methods of buying P. Stock records – issuing and control		
02	<b>HOUSEKEEPING IN INSTITUTIONS &amp; FACILITIES OTHER THAN HOTELS</b>		
03	<b>CONTRACT SERVICES</b> A. Types of contract services B. Guidelines for hiring contract services C. Advantages & disadvantages of contract services		
04	<b>ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS</b>		
05	<b>FIRST AID</b>		

**BHH355 - ACCOMMODATION MANAGEMENT – I (PRACTICAL)**

**MAXIMUM MARKS: 100**

S.No.	Topic	
1	<b>Team cleaning</b> <ul style="list-style-type: none"> <li>• Planning</li> <li>• Organizing</li> <li>• Executing</li> <li>• Evaluating</li> </ul>	
2	<b>Inspection checklist</b>	
3	<b>Time and motion study</b> <ul style="list-style-type: none"> <li>• Steps of bed making</li> <li>• Steps in servicing a guest room etc</li> </ul>	
4	<b>Devising/ designing training module</b> <ul style="list-style-type: none"> <li>• Refresher training(5 days)</li> <li>• Induction training(2 days)</li> <li>• Remedial training(5 days)</li> </ul>	

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**BHH307 - FRONT OFFICE MANAGEMENT – I (THEORY) MAXIMUM MARKS:  
100**

S.No.	Topic	Hours	Weight age
01	<p><b>PLANNING &amp; EVALUATING FRONT OFFICE OPERATIONS</b></p> <p>A. Setting Room Rates (Details/Calculations thereof)            - Hubbart Formula, market condition approach &amp; Thumb Rule            - Types of discounted rates – corporate, rack etc.</p> <p>B. Forecasting techniques            C. Forecasting Room availability            D. Useful forecasting data                • % of walking                • % of overstay                • % of under stay</p> <p>E. Forecast formula            F. Types of forecast            G. Sample forecast forms            H. Factors for evaluating front office operations</p>	12	40%
02	<p><b>BUDGETING</b></p> <p>A. Types of budget &amp; budget cycle            B. Making front office budget            C. Factors affecting budget planning            D. Capital &amp; operations budget for front office            E. Refining budgets, budgetary control            F. Forecasting room revenue            G. Advantages &amp; Disadvantages of budgeting</p>	12	40%
03	<p><b>PROPERTY MANAGEMENT SYSTEM</b></p> <p>A. Fidelio / IDS / Shawman            B. Amadeus</p>	06	20%
<b>TOTAL</b>		30	100%

**BHH357 - FRONT OFFICE MANAGEMENT – I (PRACTICAL)**  
**MAXIMUM MARKS: 100**

Hands on practice of computer applications on PMS front office procedures such as:

- Night audit,
- Income audit,
- Accounts
- Situation handling – handling guests & internal situations requiring management tactics/strategies

**SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM**

S.No.	Topic
01	HMS Training – Hot Function keys
02	How to put message
03	How to put a locator
04	How to check in a first time guest
05	How to check in an existing reservation
06	How to check in a day use
07	How to issue a new key
08	How to verify key
09	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
13	How to programme keys continuously
14	How to programme one key for two rooms
15	How to re-programme a key
16	How to make a reservation
17	How to create and update guest profiles
18	How to update guest folio
19	How to print guest folio
20	How to make sharer reservation
21	How to feed remarks in guest history
22	How to add a sharer
23	How to make add on reservation
24	How to amend a reservation
25	How to cancel a reservation
26	How to make group reservation
27	How to make a room change on the system
28	How to log on cashier code
29	How to close a bank at the end of each shift
30	How to put a routing instruction
31	How to process charges
32	How to process a guest check out
33	How to check out a folio
34	How to process deposit for arriving guest
35	How to process deposit for in house guest
36	How to check room rate variance report

37	How to process part settlements
38	How to tally allowance for the day at night
39	How to tally paid outs for the day at night
40	How to tally forex for the day at night
41	How to pre-register a guest
42	How to handle extension of guest stay
43	Handle deposit and check ins with voucher
44	How to post payment
45	How to print checked out guest folio
46	Check out using foreign currency
47	Handle settlement of city ledger balance
48	Handle payment for room only to Travel Agents
49	Handle of banquet event deposits
50	How to prepare for sudden system shutdown
51	How to checkout standing batch totals
52	How to do a credit check report
53	How to process late charges on third party
54	How to process late charges to credit card
55	How to check out during system shut down
56	Handling part settlements for long staying guest
57	How to handle paymaster folios
58	How to handle bills on hold

### **BHH309 - FACILITY PLANNING**

S.No. Topic

**01 HOTEL DESIGN**

**A. Design Consideration**

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

**02 FACILITIES PLANNING**

The systematic layout planning pattern (SLP)

Planning consideration

A. Flow process & Flow diagram

B. Procedure for determining space considering the guiding Factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel

Architectural consideration

A. Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas)

B. Approximate cost of construction estimation

C. Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room

D. Approximate requirement and Estimation of water/electrical load gas, ventilation

### **3 STAR CLASSIFICATION OF HOTEL**

Criteria for star classification of hotel (Five, four, three, two, one & heritage)

#### **04 KITCHEN**

A Equipment requirement for commercial kitchen

- Heating - gas/electrical
- Cooling (for various catering establishment)

B. Developing Specification for various kitchen equipment

C. Planning of various support services(pot wash, wet grinding, chef room, larder, store & other staff facilities)

#### **05 KITCHEN LAY OUT & DESIGN**

A. Principles of kitchen layout and design

B. Areas of the various kitchens with recommended dimension

C. Factors that affect kitchen design

D. Placement of equipment

E. Flow of work

F. Space allocation

G Kitchen equipment, manufacturers and selection

H. Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen)

I. Budgeting for kitchen equipment

#### **06 KITCHEN STEWARDING LAYOUT AND DESIGN**

A. Importance of kitchen stewarding

- B. Kitchen stewarding department layout and design
- C. Equipment found in kitchen stewarding department

**07**

**STORES – LAYOUT AND DESIGN**

- A. Stores layout and planning (dry, cold and bar)
- B. Various equipment of the stores
- C. Work flow in stores

**08 ENERGY CONSERVATION**

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

**09 CAR PARKING**

Calculation of car park area for different types of hotels

**10 PLANNING FOR PHYSICALLY CHALLENGED**

## **RESEARCH PROJECT (BHH--313 )**

The objective of research is to seek answers to problems through application of scientific methodology which guarantees that information collected is reliable and unbiased. This information is utilised to make conclusions and recommend solutions. The elements that are to be kept in mind while undertaking research is deciding a relevant topic, feasibility, coverage, accuracy and research, objectivity and ethics.

In the SEM V, students will work closely with their supervisor and develop mutually working relationship to initiate the research which would involve preparing an outline and preliminary collection of data. The supervisor will guide the student in framing and planning the research project and the methodology to be adopted in collection of data, through interviews, telephones, mailers etc. while the student on their part will expose themselves to research of the topic through meetings, interviews, internet search, library etc. The student should generally produce all material in word processed or typed format so that the presentation is neat and legible. Student must inform their supervisor or other people with whom their work is being discussed. The research should be planned to minimise time wastage and a clear time scale should be put in place. The research should really spell out the objective, its findings, the methodology adopted, its conclusions and recommendations. The student and supervisor will work together to prepare synopsis of the research.

One hour per week has been allocated for the purpose and students alongwith the supervisor must regularly interact during this period. The final preparation and presentation would be done during SEM VI before a panel of internal and external examiners through a report and viva voce.



**COVERAGE OF SPECIAL TOPICS  
USING EXTERNAL GUEST AND EXPERT SPEAKERS  
HOURS ALLOTTED: 30**

As per teaching scheme, two hours per week have been allocated for External Guests as Expert Speakers to create a good academic interface with the industry. This is an important activity to complement our existing faculty through inviting renowned industry experts to address specialised disciplines and investigate emerging business trends, techniques and innovative case-studies.

**GUIDELINES FOR USING EXTERNAL EXPERT SPEAKERS**

1. Before inviting the Speaker, make sure that they *really are* experts in the relevant subject.
2. Invite, if possible, Speakers who are not only experts in subjects but are also capable speakers.
3. If, although they are eminently suitable because of their expertise, they have poor presentation skills, offer them support.
4. Inform them in writing, and in clear unambiguous terms, of the aims and objectives of the session.
5. Discuss with them, then confirm in writing, specifically what you want them to cover: exactly how long they have to speak: and what questioning techniques will be employed – during and after the session.
6. Give them full information, in writing, about the starting time, the location, and the size and level of the participants.
7. Confirm whether they will use aids and, if so, of what type(s) and how many. Do they already have them, are they of acceptable quality: do they want any help in procuring them: do they want to use aids available with you.
8. Confirm whether they intend to use hand-outs: do they have them available: do they want any support in their production: when do they intend to use them.
9. Seek and confirm their views on the room layout – what type they would prefer or whether they have to accept the existing room layout.
10. Arrange a feed-back session with the participants – as you may want to use them again.

Maintain a record of the date, duration of the session and contact details of the Guest Speakers for future references which may be required by your institute and the NCHMCT.

**BHH 302 - ADVANCE FOOD PRODUCTION OPERATIONS – II (THEORY)**

**MAXIMUM MARKS: 100**

S.No.	Topic		
01	<p><b>INTERNATIONAL CUISINE</b></p> <p>A. Geographic location                      B. Historical background                      C. Staple food with regional Influences                      D. Specialities                      E. Recipes                      F. Equipment in relation to:</p> <ul style="list-style-type: none"> <li>• Great Britain</li> <li>• France</li> <li>• Italy</li> <li>• Spain &amp; Portugal</li> <li>• Scandinavia</li> <li>• Germany</li> <li>• Middle East</li> <li>• Oriental</li> <li>• Mexican</li> <li>• Arabic</li> </ul> <p><b>CHINESE</b></p> <p>A. Introduction to Chinese foods                      B. Historical background                      C. Regional cooking styles                      D. Methods of cooking                      E. Equipment &amp; utensils</p>		
02	<p><b>BAKERY &amp; CONFECTIONERY</b></p> <p><b>I. ICINGS &amp; TOPPINGS</b></p> <p>A. Varieties of icings                      B. Using of Icings                      C. Difference between icings &amp; Toppings                      D. Recipes</p> <p><b>II. FROZEN DESSERTS</b></p> <p>A. Types and classification of Frozen desserts                      B. Ice-creams – Definitions                      C. Methods of preparation                      D. Additives and preservatives used in Ice-cream manufacture</p> <p><b>III. MERINGUES</b></p> <p>A. Making of Meringues</p>		

	<p>B. Factors affecting the stability</p> <p>C. Cooking Meringues</p> <p>D. Types of Meringues</p> <p>E. Uses of Meringues</p> <p><b>IV. BREAD MAKING</b></p> <p>A. Role of ingredients in bread Making</p> <p>B. Bread Faults</p> <p>C. Bread Improvers</p> <p><b>V. CHOCOLATE</b></p> <p>A. History</p> <p>B. Sources</p> <p>C. Manufacture &amp; Processing of Chocolate</p> <p>D. Types of chocolate</p> <p>E. Tempering of chocolate</p> <p>F. Cocoa butter, white chocolate and its applications</p>		
03	<p><b>PRODUCTION MANAGEMENT</b></p> <p>A. Kitchen Organisation</p> <p>B. Allocation of Work - Job Description, Duty Rosters</p> <p>C. Production Planning</p> <p>D. Production Scheduling</p> <p>E. Production Quality &amp; Quantity Control</p> <p>F. Forecasting &amp; Budgeting</p> <p>G. Yield Management</p> <p><b>PRODUCT &amp; RESEARCH DEVELOPMENT</b></p> <p>A. Testing new equipment,</p> <p>B. Developing new recipes</p> <p>C. Food Trails</p> <p>D. Organoleptic &amp; Sensory Evaluation</p>		
04	<p><b>FRENCH</b></p> <ul style="list-style-type: none"> <li>• Culinary French</li> <li>• Classical recipes (recettes classique)</li> <li>• Historical Background of Classical Garnishes</li> <li>• Offals/Game</li> <li>• Larder terminology and vocabulary</li> </ul> <p><b>Note: Should be taught along with the relevant topics</b></p>		
<b>TOTAL</b>			

**BHH352 - ADVANCE FOOD PRODUCTION OPERATIONS – II (COOKERY PRACTICAL)**  
**HOURS ALLOTTED: 60                      MAXIMUM MARKS: 50**

Menu	Hours
<b>CHINESE</b>	4
<b><u>MENU 01</u></b> <ul style="list-style-type: none"> <li>• Prawn Ball Soup</li> <li>• Fried Wantons</li> <li>• Sweet &amp; Sour Pork</li> <li>• Hakka Noddles</li> </ul>	4
<b><u>MENU 02</u></b> <ul style="list-style-type: none"> <li>• Hot &amp; Sour soup</li> <li>• Beans Sichwan</li> <li>• Stir Fried Chicken &amp; Peppers</li> <li>• Chinese Fried Rice</li> </ul>	4
<b><u>MENU 03</u></b> <ul style="list-style-type: none"> <li>• Sweet Corn Soup</li> <li>• Shao Mai</li> <li>• Tung-Po Mutton</li> <li>• Yangchow Fried Rice</li> </ul>	4
<b><u>MENU 04</u></b> <ul style="list-style-type: none"> <li>• Wanton Soup</li> <li>• Spring Rolls</li> <li>• Stir Fried Beef &amp; Celery</li> <li>• Chow Mein</li> </ul>	4
<b><u>MENU 05</u></b> <ul style="list-style-type: none"> <li>• Prawns in Garlic Sauce</li> <li>• Fish Szechwan</li> <li>• Hot &amp; Sour Cabbage</li> <li>• Steamed Noddles</li> </ul>	4
<b>INTERNATIONAL</b>	4
<b><u>SPAIN</u></b>	
<b><u>MENU 06</u></b> <ul style="list-style-type: none"> <li>• Gazpacho</li> <li>• Pollo En Pepitoria</li> <li>• Paella</li> <li>• Fritata De Patata</li> <li>• Pastel De Mazaana</li> </ul>	



<p style="text-align: center;"><b><u>ITALY</u></b></p> <p><b><u>MENU 07</u></b></p> <ul style="list-style-type: none"> <li>• Minestrone</li> <li>• Ravioli Arabeata</li> <li>• Fettocine Carbonara</li> <li>• Pollo Alla Cacciatore</li> <li>• Medanzane Parmigiane</li> </ul>	4
<p style="text-align: center;"><b><u>GERMANY</u></b></p> <p><b><u>MENU 08</u></b></p> <ul style="list-style-type: none"> <li>• Linsensuppe</li> <li>• Sauerbaaten</li> <li>• Spatzale</li> <li>• German Potato Salad</li> <li>•</li> </ul>	4
<p style="text-align: center;"><b><u>U.K.</u></b></p> <p><b><u>MENU 09</u></b></p> <ul style="list-style-type: none"> <li>• Scotch Broth</li> <li>• Roast Beef</li> <li>• Yorkshire Pudding</li> <li>• Glazed Carrots &amp; Turnips</li> <li>• Roast Potato</li> </ul>	4
<p style="text-align: center;"><b><u>GREECE</u></b></p> <p><b><u>MENU 10</u></b></p> <ul style="list-style-type: none"> <li>• Soupe Avogolemeno</li> <li>• Moussaka A La Greque</li> <li>• Dolmas</li> <li>• Tzaziki</li> </ul>	4
<p><b>DEMONSTRATION OF</b></p> <ul style="list-style-type: none"> <li>• Charcuterie Galantines</li> <li>• Pate</li> <li>• Terrines</li> <li>• Mousselines</li> </ul> <p>New Plating Techniques</p>	20
<b>TOTAL</b>	60

**BHH352 - ADVANCE FOOD PRODUCTION OPERATIONS – II (BAKERY PRACTICAL)****HOURS ALLOTTED: 60****MAXIMUM MARKS: 50**

<b>S.No.</b>	<b>Topic</b>	<b>Hours</b>
1	Grissini Tiramisu	4
2	Pumpnickle Apfel Strudel	4
3	Yorkshire Curd Tart Crusty Bread	4
4	Baklava Harlequin Bread	4
5	Baugette Crepe Normandy	4
6	Crossiants Black Forest Cake	4
7	Pizza base Honey Praline Parfait	4
8	Danish Pastry Cold Cheese Cake	4
9	Soup Rolls Chocolate Truffle cake	4
10	Ginger Bread Blancmange	4
11	Lavash Chocolate Parfait	4
12	Cinnamon & Raisin Rolls Souffle Chaud Vanille	4
13	Fruit Bread Plum Pudding	4
14	Demonstration of <ul style="list-style-type: none"><li>• Meringues</li><li>• Icings &amp; Toppings</li></ul>	4
15	Demonstration of <ul style="list-style-type: none"><li>• Wedding Cake &amp; Ornamental cakes</li></ul>	4
<b>TOTAL</b>		<b>60</b>

**BHH304 - ADVANCE FOOD & BEVERAGE OPERATIONS – II (THEORY)**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight Age
01	<b>FOOD &amp; BEVERAGE STAFF ORGANISATION</b>  A. Categories of staff B. Hierarchy C. Job description and specification D. Duty roaster	08	25%
02	<b>MANAGING FOOD &amp; BEVERAGE OUTLET</b>  A. Supervisory skills B. Developing efficiency C. Standard Operating Procedure	06	25%
03	<b>BAR OPERATIONS</b>  A. Types of Bar <ul style="list-style-type: none"> <li>• Cocktail</li> <li>• Dispense</li> </ul> B. Area of Bar C. Front Bar D. Back Bar E. Under Bar (Speed Rack, Garnish Container, Ice well etc.) F. Bar Stock G. Bar Control H. Bar Staffing I. Opening and closing duties	06	25%
08	<b>COCKTAILS &amp; MIXED DRINKS</b>  A. Definition and History B. Classification C. Recipe, Preparation and Service of Popular Cocktails <ul style="list-style-type: none"> <li>- Martini – Dry &amp; Sweet</li> <li>- Manhattan – Dry &amp; Sweet</li> <li>- Dubonnet</li> <li>- Roy-Roy</li> <li>- Bronx</li> <li>- White Lady</li> <li>- Pink Lady</li> <li>- Side Car</li> <li>- Bacardi</li> <li>- Alexandra</li> <li>- John Collins</li> <li>- Tom Collins</li> <li>- Gin FIZZ</li> <li>- Pimm’s Cup – no. 1,2,3,4,5</li> <li>- Flips</li> <li>- Noggs</li> <li>- Champagne Cocktail</li> </ul>	10	25%



	<ul style="list-style-type: none"> <li>- Between the Sheets</li> <li>- Daiquiri</li> <li>- Bloody Mary</li> <li>- Screw Driver</li> <li>- Tequilla Sunrise</li> <li>- Gin-Sling</li> <li>- Planters Punch</li> <li>- Singapore Sling</li> <li>- Pinacolada</li> <li>- Rusty Nail</li> <li>- B&amp;B</li> <li>- Black Russian</li> <li>- Margarita</li> <li>- Gimlet – Dry &amp; Sweet</li> <li>- Cuba Libre</li> <li>- Whisky Sour</li> <li>- Blue Lagoon</li> <li>- Harvey Wall Banger</li> <li>- Bombay Cocktail</li> </ul>		
<b>TOTAL</b>		30	100%

**BHH354 - ADVANCE FOOD & BEVERAGE OPERATIONS – II (PRACTICAL)**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

S.No.	Topic	Hours
01	<b>F&amp;B Staff Organization</b> <u>Class room Exercise (Case Study method)</u> <ul style="list-style-type: none"> <li>• Developing Organization Structure of various Food &amp; Beverage Outlets</li> <li>• Determination of Staff requirements in all categories</li> <li>• Making Duty Roster</li> <li>• Preparing Job Description &amp; Specification</li> </ul>	08
02	<b>Supervisory Skills</b> <ul style="list-style-type: none"> <li>• Conducting Briefing &amp; Debriefing  - Restaurant, Bar, Banquets &amp; Special events</li> <li>• Drafting Standard Operating Systems (SOPs) for various F &amp; B Outlets</li> <li>• Supervising Food &amp; Beverage operations</li> <li>• Preparing Restaurant Log</li> </ul>	12
03	<b>Bar Operations</b> <ul style="list-style-type: none"> <li>• Designing &amp; Setting the bar</li> <li>• Preparation &amp; Service of Cocktail &amp; Mixed Drinks</li> </ul>	10
<b>TOTAL</b>		30

**BHH306 - ACCOMMODATION MANAGEMENT – II (THEORY)****HOURS ALLOTTED: 30****MAXIMUM MARKS: 100**

<b>S.No.</b>	<b>Topic</b>	<b>Hours</b>	<b>Weight Age</b>
01	<b>SAFETY AND SECURITY</b> A. Safety awareness and accident prevention B. Fire safety and fire fighting C. Crime prevention and dealing with emergency situation	06	20%
02	<b>INTERIOR DECORATION</b> A. Elements of design B. Colour and its role in décor –types of colour schemes C. Windows and window treatment D. Lighting and lighting fixtures E. Floor finishes F. Carpets G. Furniture and fittings H. Accessories	15	50%
03	<b>LAYOUT OF GUEST ROOMS</b> A. Sizes of rooms, sizes of furniture, furniture arrangement B. Principles of design C. Refurbishing and redecoration	06	20%
04	<b>NEW PROPERTY COUNTDOWN</b>	03	10%
<b>TOTAL</b>		<b>30</b>	<b>100%</b>

**BHH356 - ACCOMMODATION MANAGEMENT – II (PRACTICAL)****HOURS ALLOTTED: 30****MAXIMUM MARKS: 100**

<b>S.No.</b>	<b>Topics</b>	<b>Hours</b>
1	<b>Standard operating procedure</b> <ul style="list-style-type: none"><li>• skill oriented task (e.g. cleaning and polishing glass, brass etc)</li></ul>	4
2	<b>First aid</b> <ul style="list-style-type: none"><li>• first aid kit</li><li>• dealing with emergency situation</li><li>• maintaining records</li></ul>	4
3	<b>Fire safety fire fighting</b> <ul style="list-style-type: none"><li>• safety measures</li><li>• fire drill (demo)</li></ul>	4
4	<b>Special decoration (theme related to hospitality industry)</b> <ul style="list-style-type: none"><li>• Indenting</li><li>• Costing</li><li>• planning with time split</li><li>• Executing</li></ul>	6
5	<b>Layout of guest room</b> <ul style="list-style-type: none"><li>• to the scale</li><li>• earmark pillars</li></ul> specification of colours, furniture, fixture, fitting, soft furnishing and accessories etc used	12
<b>Total</b>		30

**BHH308 - FRONT OFFICE MANAGEMENT – II (THEORY)****HOURS ALLOTTED: 30****MAXIMUM MARKS: 100**

<b>S.No.</b>	<b>Topic</b>	<b>Hours</b>	<b>Weight Age</b>
01	<b>YIELD MANAGEMENT</b>  A. Concept and importance B. Applicability to rooms division <ul style="list-style-type: none"> <li>• Capacity management</li> <li>• Discount allocation</li> <li>• Duration control</li> </ul> C. Measurement yield D. Potential high and low demand tactics E. Yield management software F. Yield management team	14	50%
02	<b>TIMESHARE &amp; VACATION OWNERSHIP</b>  <ul style="list-style-type: none"> <li>• Definition and types of timeshare options</li> <li>• Difficulties faced in marketing timeshare business</li> <li>• Advantages &amp; disadvantages of timeshare business</li> <li>• Exchange companies -Resort Condominium International, Intervals International</li> <li>• How to improve the timeshare / referral/condominium concept in India- Government's role/industry role</li> </ul>	10	40%
03	<b>FRENCH</b>  Conversation with guests <ul style="list-style-type: none"> <li>• Providing information to guest about the hotel, city, sight seeing, car rentals, historical places, banks, airlines, travel agents, shopping centres and worship places etc.</li> <li>• Departure (Cashier, Bills Section and Bell Desk)</li> </ul>	06	10%
<b>TOTAL</b>		30	100%



**BHH358- FRONT OFFICE MANAGEMENT – II (PRACTICAL)**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

Hands on practice of computer application (Hotel Management System) related to front office procedures such as

- Night audit,
- Income audit,
- Accounts
- Yield Management
- Situation handling – handling guests & internal situations requiring management tactics/strategies

**SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM**

S.No.	Topic
01	HMS Training – Hot Function keys
02	How to put message
03	How to put a locator
04	How to check in a first time guest
05	How to check in an existing reservation
06	How to check in a day use
07	How to issue a new key
08	How to verify key
9	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
13	How to programme keys continuously
14	How to programme one key for two rooms
15	How to re-programme a key
16	How to make a reservation
17	How to create and update guest profiles
18	How to update guest folio
19	How to print guest folio
20	How to make sharer reservation
21	How to feed remarks in guest history
22	How to add a sharer
23	How to make add on reservation
24	How to amend a reservation
25	How to cancel a reservation
26	How to make group reservation
27	How to make a room change on the system
28	How to log on cashier code
29	How to close a bank at the end of each shift
30	How to put a routing instruction
31	How to process charges
32	How to process a guest check out
33	How to check out a folio
34	How to process deposit for arriving guest

35	How to process deposit for in house guest
36	How to check room rate variance report
37	How to process part settlements
38	How to tally allowance for the day at night
39	How to tally paid outs for the day at night
40	How to tally forex for the day at night
41	How to pre-register a guest
42	How to handle extension of guest stay
43	Handle deposit and check ins with voucher
44	How to post payment
45	How to print checked out guest folio
46	Check out using foreign currency
47	Handle settlement of city ledger balance
48	Handle payment for room only to Travel Agents
49	Handle of banquet event deposits
50	How to prepare for sudden system shutdown
51	How to checkout standing batch totals
52	How to do a credit check report
53	How to process late charges on third party
54	How to process late charges to credit card
55	How to check out during system shut down
56	Handling part settlements for long staying guest
57	How to handle paymaster folios
58	How to handle bills on hold

**BHH310 - FOOD & BEVERAGE MANAGEMENT**  
**HOURS ALLOTTED: 60                      MAXIMUM MARKS: 100**

S.No.	Topic		
01	<b>COST DYNAMICS</b>  A. Elements of Cost B. Classification of Cost		
02	<b>SALES CONCEPTS</b>  A. Various Sales Concept B. Uses of Sales Concept		
03	<b>INVENTORY CONTROL</b>  A. Importance B. Objective C. Method D. Levels and Technique E. Perpetual Inventory F. Monthly Inventory G. Pricing of Commodities H. Comparison of Physical and Perpetual Inventory		
04	<b>BEVERAGE CONTROL</b>  A. Purchasing B. Receiving C. Storing D. Issuing E. Production Control F. Standard Recipe G. Standard Portion Size H. Bar Frauds I. Books maintained J. Beverage Control		
05	<b>SALES CONTROL</b>  A. Procedure of Cash Control B. Machine System C. ECR D. NCR E. Preset Machines F. POS G. Reports H. Thefts I. Cash Handling		
06	<b>BUDGETARY CONTROL</b>  A. Define Budget B. Define Budgetary Control		



	<ul style="list-style-type: none"> <li>C. Objectives</li> <li>D. Frame Work</li> <li>E. Key Factors</li> <li>F. Types of Budget</li> <li>G. Budgetary Control</li> </ul>		
07	<b>VARIANCE ANALYSIS</b> <ul style="list-style-type: none"> <li>A. Standard Cost</li> <li>B. Standard Costing</li> <li>C. Cost Variances</li> <li>D. Material Variances</li> <li>E. Labour Variances</li> <li>F. Overhead Variance</li> <li>G. Fixed Overhead Variance</li> <li>H. Sales Variance</li> <li>I. Profit Variance</li> </ul>		
08	<b>BREAKEVEN ANALYSIS</b> <ul style="list-style-type: none"> <li>A. Breakeven Chart</li> <li>B. P V Ratio</li> <li>C. Contribution</li> <li>D. Marginal Cost</li> <li>E. Graphs</li> </ul>		
09	<b>MENU MERCHANDISING</b> <ul style="list-style-type: none"> <li>A. Menu Control</li> <li>B. Menu Structure</li> <li>C. Planning</li> <li>D. Pricing of Menus</li> <li>E. Types of Menus</li> <li>F. Menu as Marketing Tool</li> <li>G. Layout</li> <li>H. Constraints of Menu Planning</li> </ul>		
10.	<b>MENU ENGINEERING</b> <ul style="list-style-type: none"> <li>A. Definition and Objectives</li> <li>B. Methods</li> <li>C. Advantages</li> </ul>		
11.	<b>MIS</b> <ul style="list-style-type: none"> <li>A. Reports</li> <li>B. Calculation of actual cost</li> <li>C. Daily Food Cost</li> <li>D. Monthly Food Cost</li> <li>E. Statistical Revenue Reports</li> <li>F. Cumulative and non-cumulative</li> </ul>		

## **BHH 312 SALES AND MARKETING MANAGEMENT**

### **Introduction to Hospitality sales and marketing**

#### **Today's Hospitality Trends :**

Globalization, Consolidation, Product Segmentation, Expansion of Legalized, Gambling, Distribution Methods, Computers, Media Planning, Environmental Awareness, Guest Preferences, Relationship Marketing.

#### **Marketing and Sales**

Marketing vs. Sales, The marketing Mix

Management's Role in Marketing & sales – The general manager, The director of marketing, The director of sales. The importance of sales – Sales a Career, The Challenges of Hospitality Sales.

#### **The Marketing Plan**

The marketing team, Steps of a Marketing Plan, Conducting a Marketing Performance, Audit, Selection Target Market, Positioning the Property, Determining Marketing Objectives, Developing and Implementing Action Plans, monitoring and evaluating the Marketing plan.

#### **Labour Relations**

1. Why employees Unionize?
2. Structure of Unions
3. How employees become unionized
4. Working with unions
5. Maintaining non-union status

#### **ORIENTATION AND TRAINING**

1. Different between orientation and training
2. Benefits of orientation, developing the orientation programs.
3. Orientation of different levels of employees – new joiners, trained and experienced, New employee, executives and other highly experienced new employees, disabled employees, employees where first language is not English.
4. Elements of typical orientation programme.
5. Follow up and evaluation.
6. Training and its importance.
7. Developing and designing a training programme
8. Creating training sessions.
9. Selecting trainers.
10. Evaluating the training programme.
11. Training a continuous process.

**BHH360 - RESEARCH PROJECT (PRACTICAL)**  
**MAXIMUM MARKS: 100**

Once you have finalised the first draft or synopsis in consultation with your supervisor during SEM-V, plan to writing the final research paper during SEM-VI. Keep in mind the following:

1. Statement of purpose: tell the reader what you're going to say.
2. Main body of the paper: say it
3. Summary and conclusion: tell the reader what you've said.
4. Stick to the point, avoid digression. State each major idea quickly and then develop it through examples and explanations.
5. Include concrete examples, illustrations, and factual details to back up your generalizations.
6. Criticize, evaluate, illustrate, attack, or defend where appropriate to your topic. Show you've been thinking.
7. As you write, indicate your information source (by # of card or author's name) in the margin beside ideas. You can return later to complete the documenting of your references.
8. Unless your professor has specified otherwise, be sure to introduce quotations and show how they fit in with your position. Don't use them as filler.
9. Read it out loud to check for flow and awkward language. Read for clarity and logical progression and smooth transitions.
10. Find alternate words for ones you are using too often (check a Thesaurus).
11. Check for mechanical errors such as misspelled words, inaccurate punctuation, incorrect grammar, etc.
12. Watch carefully to prevent plagiarism. Be absolutely certain that your documentation gives full credit for all materials used not only in quotations but in paraphrased form.
13. Revise and polish your tentative draft for final project
14. Type the final version of your report. Double space and allow for proper margins.
15. Follow the exact format prescribed by your instructor for the title page, bibliography and documentation. This may vary from topic to topic, so be sure to check if you're in doubt.
16. Double check your documentation against your alphabetized bibliography. Make certain that all of your documentation is accurately tied to the references listed in your bibliography.
17. After typing, be sure to proofread for typos and other errors.
18. Hand your paper in!!

Remember all research is expected to show originality as it provides significant contribution to enhancing knowledge. Do give reference of ideas, quotes etc. in your paper from wherever it has been borrowed. The research paper must be accompanied by a certificate to the affect that it is an original piece of work. If at any stage it is found that the research paper has been copied, in part or full, it is likely to be cancelled and the student failed in the subject.

# Reference Books

## Front Office

1. Front Office Management – S.k Bhatnagar
2. Hotel Front Office Training Manual – Sudhir Andrews
3. Hotel Front Office Management – James A.Bardi
4. Check in Check Out – Jerome Vallen
5. Principles of Front Office Operations – Sue Baker.PBradley

## Housekeeping

1. Hotel Housekeeping – A Training Manual – Sudhir Andrews
2. Hotel Housekeeping: Operations and Management – S . Raghubalan
3. Managing Housekeeping Operations – Margaret M.Kappa
4. Hotel,Hostel and Hospital Housekeeping – Brenscon &Lanox

## Food Production

1. Food Production Operation -1- Chef Parvinder S.Bali
2. International Cuisine and Food Production Management – Chef Parvinder S.Bali
3. Theory Of Cookery – Krishna Arora
4. Practical Cookery – Victor Ceserani and Ronald Kinton
5. The Professional Chef – Le Rol A.Polsom

## Food and Beverage Services

1. Food and Beverage Service – D.R Lilicrap
2. Food and Beverage Service – S.N Baghchi
3. Food and Beverage Service Manual – Matt.A Casado
4. Modern Restaurant Service – John Fuller

## Accountancy

1. Hotel Accounting – Ernest B Horwath
2. Hotel Accounting – Anil Kathuria

## Business Communication

1. Business Communication – M.K Sehgal
2. Essentials of Business Communication – Dr.Anjali Ghanekar

## Principles of Food Science/Nutrition

1. Food Science and Nutrition –Sunetra Roday
2. Food Microbiology – Frazier
3. Complete Catering Science – OFG Kilgour