



12 kms from Chandigarh on Chandigarh-Mohali-Ropar Highway
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Village. Sahauran, Tehsil. Kharar, Dist. Mohali.Pincode 140104.

University School of Hotel Management and Catering Technology

Study scheme and Syllabus

Batch 2014 onwards

Programme : **Hotel Management**

Level : **Undergraduate**

Course : **B.H.M.C.T**

Study Scheme for B.H.M.C.T

Semester-1st

Course Code	Subject	Teaching Schedule			Credits
		L	P	Total	
BT1101	Foundation Course in Food Production	3	0	3	3
BT1102	Foundation Course in Food And Beverage Service	3	0	3	3
BT1103	Foundation Course in Front Office	2	0	2	2
BT1104	Foundation Course in House Keeping	2	0	2	2
BT1105	Basics Of Accountancy	3	0	0	3
BT1106	Food Safety and Hygiene	2	0	2	2
FS 1107	Personality Management	0	2	2	1
CA1108	Applications Of Computers	0	2	2	1
BT 1109	Foundation Course in Food Production Practical	0	6	6	3
BT 1110	Foundation Course in Food And Beverage Service Practical	0	2	2	1
BT 1111	Foundation Course in Front Office Practical	0	2	2	1
BT 1112	Foundation Course in House Keeping Practical	0	2	2	1
IE 1113	Industry Interface	0	3	0	3
	Grand Total	15	19	35	26

Study Scheme for B.H.M.C.T

Semester-2nd

Course Code	Subject	Teaching Schedule			Credit
		L	P	Total	
BT1201	Foundation Course in Food Production	3	0	3	3
BT1202	Foundation Course in Food And Beverage Service	3	0	3	3
BT1203	Foundation Course in Front Office	2	0	2	2
BT1204	Foundation Course in House Keeping	2	0	2	2
BT1205	Hospitality Accountancy	2	2	4	3
FS 1206	Personality Management	0	2	2	1
BT1207	Foundation Course in Food Production Practical	0	4	4	2
BT1208	Foundation Course in Bakery	0	4	4	2
BT1209	Foundation Course in Food And Beverage Service Practical	0	2	2	1
BT 1210	Foundation Course in Front Office Practical	0	2	2	1
BT 1211	Foundation Course in House Keeping Practical	0	2	2	1
HV 1212	Human Values and Professional Ethics	2	0	0	2
	Total	14	18	32	23

Study Scheme for B.H.M.C.T

Semester-3rd

Course Code	Subject	Teaching Schedule			Credit
		L	P	Total	
BT 2301	Food Production Operations	2	0	2	2
BT2302	Food And Beverage Operations	2	0	2	2
BT2303	Accommodation Operations	2	0	2	2
BT2304	Front Office Operations	2	0	2	2
BT 2305	Hotel Maintenance	2	0	2	2
BT2306	Hotel Operation Controls-1	3	0	3	3
FS 2307	Personality Management	0	4	4	2
BT2308	Food Production Operations Practical	0	8	8	4
BT 2309	Food And Beverage Operations Practical	0	2	2	1
BT 2310	Accommodation Operations Practical	0	2	2	1
BT 2311	Front Office Operations Practical	0	2	2	1
IE 2312	Industrial Interface	0	3	3	2
	Total	13	21	34	23

Study Scheme for B.H.M.C.T

Semester-4th Industrial Exposure Training

Course Code	Subject	Teaching Schedule			Credit
		L	P	Total	
Semester devoted to Industrial Training by the Students – 24 weeks , 5 Food Production , 5 in F&B service, 5 in Housekeeping , 5 in Front office and 4 weeks in Subsidiary areas or a choice of the Student for specialization in the Department					
BT2401	Total Credits				25

Study Scheme for B.H.M.C.T

Semester-5th

Course Code	Subject	Teaching Schedule			Credit
		L	P	Total	
BT 3501	Food Production Operations	3	0	3	2
BT 3502	Food And Beverage Operations	3	0	3	2
BT 3503	Accommodation Operations	2	0	2	2
BT 3504	Front Office Operations	2	0	2	2
BT 3505	Human Resource Management	3	0	3	3
BT 3506	Hotel Operation Controls-2	3	0	3	3
FS 3507	Personality Management	0	2	2	2
BT 3508	Environment Science	2	0	2	2
BT 3509	Food Production Operations Practical	0	8	8	4
BT 3510	Food And Beverage Operations Practical	0	2	2	1
BT 3511	Accommodation Operations Practical	0	2	2	1
BT 3512	Front Office Operations Practical	0	2	2	1
		18	16	34	25

Study Scheme for B.H.M.C.T

Semester-6th

Course Code	Subject	Teaching Schedule			Credit
		L	P	Total	
BT 3601	International Cuisine Studies	3	0	3	3
BT 3602	International Wine Studies	3	0	3	3
BT 3603	Accommodation Management	2	0	2	2
BT 3604	Front Office Management	2	0	2	2
BT 3605	International Business Studies	2	0	2	2
BT 3606	Hotel Safety Security and Loss Prevention	2	0	2	2
BT 3607	Personality Management	0	2	2	1
CA 3608	Hospitality Computer Applications	2	0	2	2
BT 3609	Practical Application of International Cuisine Studies	0	4	4	2
BT 3610	Practical Application of Confectionary	0	3	3	2
BT 3611	Practical Application of International Wine Studies	0	2	2	2
BT 3612	Practical Application of Accommodation Management	0	2	2	1
BT 3613	Practical Application of Front Office Management	0	2	2	1
IE 3614	Industrial Exposure		3	3	2
		16	20	34	27

Study Scheme for B.H.M.C.T

Semester-7th

Course Code	Subject	Teaching Schedule			Credit
		L	P	Total	
BT 4701	Advanced Food Production	2	0	2	2
BT4702	Advanced Food And Beverage Service	2	0	2	2
BT4703	Advanced Room Division Management	2	0	2	2
BT 4704	Facility Planning	2	0	2	2
BT 4705	Hotel Law	2	0	2	2
BT 4706	Research Methodology and Synopsis Submission	2	0	2	2
FS 4707	Work Life Balance I	0	4	4	2
BT 4708	Practical Application of Advanced Food Production	0	4	4	2
BT 4709	Practical Application of Advanced Bakery	0	4	4	2
BT 4710	Practical Application of Advanced Room Division Management	0	2	2	1
IE 4711	Specialisation Training	0	3	3	4
	Grand Total	12	17	29	23

Study Scheme for B.H.M.C.T

Semester-8th

Course Code	Subject	Teaching Schedule			Credit
		L	P	Total	
BT 4801	Advanced Food Production	2	0	2	2
BT 4802	Advanced Food And Beverage Service	2	0	2	2
BT 4803	Advanced Room Division Management	2	0	2	2
BT 4804	Financial Management	2	0	2	2
BT 4805	Supervisory And Leadership Skills In Hospitality	2	2	4	3
BT 4806	Organizational Behaviour and Change Management	2	2	4	3
FS 4807	Work Life Balance II	0	0	4	2
BT 4808	Practical Application of Advanced Food Production	0	4	4	2
BT 4809	Practical Application of Advanced Bakery	0	4	4	1
BT 4810	Practical Application of Advanced Food And Beverage Service	0	2	2	1
BT 4811	Practical Application of Advanced Room Division Management	0	2	2	1
BT 4812	Research Project	3	0	0	3

		15	16	34	24
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B.H.M.C.T

Syllabus Semester-1st

B.H.M.C.T 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1101	Foundation Course in Food Production	3	0	0	3

Introduction to cookery

- Level of skills and experiences
- Attitude and behaviour in the kitchen
- Personal hygiene
- Uniform & protective clothing
- Safety procedure in handling equipment

Culinary history

- Origin of modern cookery

Hierarchy area of department and kitchen

- Classical brigade
- Modern staffing in various category hotels
- Roles of executive chef
- Duties and responsibilities of various chefs
- Co-operation with other departments

Kitchen organization and layout general

- General layout of the kitchen
- Layout of Receiving Area
- Layout of Service and wash up area

Equipment and fuel

- Various fuels used Advantages and disadvantages of each
- Different equipments used in food production

Aims and objectives of cooking food

- Aims and objectives of cooking
- Various textures
- Various consistencies
- Techniques used in pre-preparation
- Techniques used in preparation

Methods of Cooking Food

- Roasting
- Grilling
- Frying
- Baking
- Broiling
- Poaching
- Boiling
- Simmering
- Stewing
- Braising

- Steaming
- Conduction
- Convection
- Radiation
 - Principles of each of the above
 - Care and precautions to be taken
 - Selection of food for each type of cooking

Commodities:**a) Shortenings(fats & oils)**

- Roles of shortenings
- Varieties of shortenings
- Advantages and disadvantages of using various shortenings
- Fats and oil-types

b) Raising agents

- Classifications of raising agents
- Role of raising agents
- actions and reactions

c) Sugar

- Importance of sugar
- Types of sugar
- Cooking of sugar-various
- Uses of sugar

Stocks

- Definition of stock
- Types of stock
- Preparation of stock
- Recipes
- Storage of stocks
- Uses of stocks
- Care and precautions

Suggested Readings/ Books:

1. **Theory of Cookery** – Krishna Arora.
2. **Larousse Gastronomique** - Montagne
3. **Food Production Operation** – Parvinder Bali

B.H.M.C.T 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1102	Foundation Course in Food and Beverage Service	3	0	0	3

The Hotel & Catering industry

- Introduction to the hotel industry and growth of the hotel industry in India
- Role of catering establishment in the travel/tourism industry
- Types of F&B operations
- Classification of commercial, residential/non residential
- Welfare catering –industrial /institutional/transport such as air, road, rail, sea
- Structure of the catering industry –a brief description of each

Departmental organisation & staffing

- Organisation of F&B department of hotel
- Principal staff of various types of F&B operations
- French terms related to F&B staff
- Duties & responsibilities of F&B staff
- Attributes of waiter
- Inter-departmental relationships(with f&b and other department)

Food service areas

- Specialty restaurants
- Coffee shop service
- Cafeteria service
- Fast food service
- Room service
- Banquet service
- Bar service
- Vending machines

Ancilliary departments

- Pantry
- Food pick-up area
- Store
- Linen room
- Kitchen stewarding

Suggested Readings/ Books

1. **Food & Beverage Service** – Denis Lillicrap
2. **Food & Beverage Service** – Vijay Dhawan
3. **Food & Beverage Service-** Rao J Suhas

B.H.M.C.T 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1103	Foundation Course in Front Office	2	0	0	2

Introduction to tourism, hospitality & hotel industry

- A. Tourism and its importance
- B. Hospitality and its origin
- C. Hotels their evolution and growth
- D. Brief introduction to hotel core area with special reference to front office

Classification of hotels

- 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

Types of rooms

- A. Single
- B. Double
- C. Twin
- D. Suits

Organization of the Front Office

- A. Function areas
 - A. Front office hierarchy
 - C. Duties and responsibilities
- B. Personality traits

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 corporate, airlines, groups & travel agents

Hotel entrance, lobby and front office

- A. Layout
- B. Front office equipment (non automated, semi automated and automated)

Front office and guest handling**Introduction to guest cycle**

- Pre arrival
- Arrival
- Stay
- Departure & after departure

Suggested Readings/ Books

- 1. Front Office Training Manual** – Sudhir Andrews
- 2. Hotel Front Office Operation and Management** – Jatashankar R. Tewari
- 3. Hotel Front Office Operations** - S K Bhatnagar

B.H.M.C.T 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1104	Foundation Course in Housekeeping	2	0	0	2

The role of housekeeping in hospitality operation

- A. role of housekeeping in guest satisfaction and repeat business

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

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 Equipments

Pest control

- A. Areas of infestation
- B. Preventive measures and control measure

Cleaning agents

- A. General criteria for selection
- B. Classification, Use of eco-friendly products
- C. Polishes
- D. Floor seats
- E. Use, care and storage
- F. Distribution and Controls

Compostion, care and cleaning of different surfaces

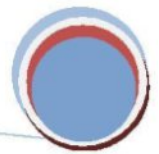
- A. Metals
- B. Glass
- C. Leather, leatherites, rexines
- D. Plastic
- E. Ceramics
- F. Wood
- G. Floor Finishes
- H. Wall finishes

Suggested Readings/ Books

1. **Hotel Hostel and Hospital Housekeeping** – Joan Branson, Margaret Lennox (ELST)
2. **Hotel House Keeping** – Sudhir Andrews (Tata McGraw Hill).

3. The Professional Housekeeper – Tucker Schneider, VNR.

4. Hotel House Keeping Operation & Management- G.Raghubalan



B.H.M.C.T 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1105	Basics Of Accountancy	3	0	0	3

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)

Primary books(journal)

- A. Meaning and definition
- B. Format of journal
- C. Rules of debit and credit
- D. Opening entry ,simple and compound enteries
- E. Practicals

Secondary book(ledger)

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

Subsidiary books

- A. Need and use
- B. Classification
 - Purchase Book
 - Sales book
 - Purchase Returns
 - Sales Returns
 - Journal Proper
 - Practical

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

B.H.M.C.T 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1105	Food Safety & Hygiene	2	0	0	2

Basic Introduction to food safety, food hazards and risk contaminants and food hygiene

- A. Definition
- B. Sources of Contamination
- C. Types of Contamination – Physical , Chemical , Biological , Metal
- D. Cross Contamination

Micro-organism in food

- A. General characteristics of micro-organism
- B. Factors affecting their growth in food-(intrinsic and extrinsic)
- C. Danger Zone and Its usage in Preserving and Holding food
- D. Common food born microorganism- definition and examples
 - Bacteria(Spores/capsules)
 - Fungi
 - Virus
 - Parasite

Food spoilage & Food preservation

- A. Types & causes of spoilage
- B. Spoilage of different products (milk & milk products ,meat eggs, fruits and vegetables, canned products)
- C. Basic principles of food preservation
- D. Methods of preservation(High temperature, Low temperature ,drying, preservations and irradiation)

Beneficial role of micro organism

- A. Fermentation and role of lactic and bacteria
- B. Fermentation in food(diary foods, vegetable, Indian foods ,Bakery Products and alcoholic beverages)
- C. Miscellaneous (vinegar & anti-biotics)

Food Borne diseases

- A. Common diseases caused by food borne pathogens Symptoms and Preventive measures

Food adulteration & Additives

- A. Definition of adulterated food
- B. Common adulterants indifferent foods,

B.H.M.C.T 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
FS 1107	Personality Management	0	0	2	1

Unit 1: Beginning with You:

- Standard Format of Introduction
- Self -Practice
- Evaluation & Feedback(Complete Introduction Session)

Unit 2: Introduction to Phrases:

- Basic Phrases within personal sphere
- Standard Phrases for professional communication
- Evaluation and Feedback

Unit 3: Social Communication:

- Introduction
- Formal and Informal Greetings
- Importance of Small talk
- One minute speech on a given topic.
- Evaluation & Feedback

Unit 4: Accent Neutralization:

- Stress Words- 50
- Speech Development
- Intonation

Unit 5: Vocabulary Building:

- New Words 50
- Synonyms 25
- Antonyms 25
- Homophones 25

Unit 6: Introduction to Letter Writing

- Business Letters – format, Language and salutations for professional communications
- Email format, Language and salutations for professional communications

Unit 7: Description Topics:

- Introduction

- Topics: Laptop, Chair, Mobile, Flower Vase, Refrigerator, Tube, Blackboard

Unit 8: Rapid Reading

- Newspaper Reading
- Magazine Reading

Unit 9: Grooming and Etiquette

- Importance of Grooming
- Steps in Grooming
- Do and Don'ts

Unit 10: Non Verbal Communication

- Use of signs and symbols
- Body Language
- Clothing
- Business Etiquettes – Do and Don'ts

Unit 11: Listening Skills

- Active Listening
- Audio Visual Activity
- Listening Activities – Chinese Whisper.

B.H.M.C.T 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
CA 1108	Application of Computers	0	0	2	1

Windows operations –practical

- Creating folders
- Creating shortcuts
- Copying files/folders
- Renaming files/folders
- Deleting files
- Exploring windows

Ms-word-practical**A. Creating a document**

- Entering text
- Saving the document
- Editing a document already saved to disk
- Getting around the document

B. Formatting a document

- Justifying paragraphs
- Changing paragraph indents
- Formatting pages and documents
- Using bullets and numbering
- Headers/footers
- Change case
- Special effects e.g bold, underline, superscripts, subscripts
- Cut,copy and paste operation

C. Tables

- Create
- Delete
- Format
- Merge column
- Split column
- Insert and Delete row and Column

D. Graphics

- Inserting clip arts
- Symbols(border/shading)
- Word art

E. Print options

- Previewing the documents
- Printing a whole document
- Printing a selected page
- Printing a selected set
- Printing several documents
- Printing more than one copies

Ms –office 97**Ms-Excel Practical****A. Creating a spreadsheet**

- Starting a new worksheet
- Entering the three different types of data in a worksheet
- Formatting data for decimal points
- Editing data in a worksheet
- Using auto fill
- Saving a worksheet
- Exiting excel

B. Making the worksheet look pretty

- Selecting cells to format
- Trimming tables with auto formats
- Formatting cells for
 - a. currency
 - b. comma
 - c. percent
 - d. decimal
 - e. date
 - f. Changing columns width and row height
 - g. Aligning text
 - h. top to bottom
 - i. text wrap
 - j. Using borders

C. Going through changes

- Opening workbook files for editing
- Undoing the mistakes
- Moving and copying with drag & drop
- Copying formulas
- Moving and copying with cut, copy, paste
- Deleting cell entries
- Deleting columns and rows from worksheet

- Inserting columns and rows in a worksheet
- Spell checking the worksheet

D. Printing the worksheet

- Previewing pages before printing
- Printing from the standard toolbar
- Printing a part of a worksheet
- Changing the orientation of the printing

E. Additional features of a worksheet

- Splitting worksheet window into two four panes
- Freezing columns and rows on-screen for worksheet
- Finding and replacing data in the worksheet
- Protecting a worksheet
- Function commands

F. Maintaining multiple worksheet

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

G. Creating graphics/charts

- Using chart wizards
- Changing the chart with the chart toolbar
- Formatting the charts areas
- Adding a text box to a chart

H. Excel's database facilities

- Sorting records in the database
- Auto filter

Ms-Powerpoint -practical

- Making a simple presentation
- Using Auto content Wizards and templates
- Power Points five views
- Slides
- Creating Slides, re-arranging, modifying
- Inserting pictures, objects
- Setting up a slide show
- Creating an Organizational chart

Suggested Readings/ Books

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

B.H.M.C.T 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1109	Food Production Practical	0	0	6	3

1. Introduction to the Kitchen

Equipments - Identification, Description, Uses & handling

Hygiene - Kitchen etiquettes, Practices & knife handling

Safety and security in kitchen

Chefs Uniform – parts and Utility

Gas Bank , Water and waste disposal norms and Regulations in the Hotel Kitchen

Basic First Aid for cuts and Burns.

2. Vegetables

Vegetables - classification

Cuts - julienne, jardinière, macedoines, brunoise, paysane, mignonnette, dices, cubes, shred, mirepoix

3. Introduction to Stocks Fond De Cuisine

Stocks - Types of stocks (White and Brown stock)

Fish stock

Emergency stock

Fungi stock

4. Sauces - Basic mother sauces

Béchamel

Espagnole

Veloute

Hollandaise

Mayonnaise

Tomato

5. Egg cookery - Preparation of variety of egg dishes

Boiled (Soft& Hard)

Fried (Sunny side up, Single fried, Bull's Eye, Double fried)

Poached Eggs

Scrambled, Omlette (Plain, Stuffed, Spanish)

En cocotte (eggs benedict)

6. Simple Salads & Soups:

Preparation of salad dressings

Cole slaw,

Potato salad,

Beet root salad,

Green salad,

Fruit salad.

7. Simple Egg preparations:

Scotch egg,

Assorted omelletes,

Oeuf Floretine

Oeuf Benedict

Oeuf Farci

Oeuf Portugese

Oeuf Deur Mayonnaise

8. Simple potato preparations

Baked potatoes

Mashed potatoes

French fries

Roasted potatoes

Boiled potatoes

Lyonnaise potatoes

Allumettes

9. Vegetable preparations

Boiled vegetables

Glazed vegetables

Fried vegetables

Stewed vegetables.

B.H.M.C.T 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1110	Food And Beverage Service Practical	0	0	2	1

- 01 Food Service areas – Induction & Profile of the areas
- 02 Ancillary F&B Service areas – Induction & Profile of the areas
- 03 Familiarization of F&B Service equipment
- 04 Care & Maintenance of F&B Service equipment
- 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
- 08 Juices & Soft Drinks - Preparation & Service
- Mocktails
 - Juices, Soft drinks, Mineral water, Tonic water
- 09 Cocoa & Malted Beverages – Preparation & Service

B.H.M.C.T 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1111	Front Office Practical	0	0	2	1

- 1 Listing and description of front office equipment and furniture
- 2 Front desk counter, bell desk Posture and Functions
- 3 Filling up of various proforma
- 4 Welcoming of guest
- 5 Telephone handling
- 6 Role play:
 - Reservation
 - Arrivals
 - Luggage handling
 - Message and mail handling
 - Paging

B.H.M.C.T 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1112	House Keeping Practical	0	0	2	1

- 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 Method 1
 - 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

Familiarizing with different types of Rooms, facilities and

07 surfaces

- Twin/
 - double
 - Suite
- Conference
- etc



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B.H.M.C.T

Syllabus Semester-2nd

B.H.M.C.T 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1201	Food Production	3	0	0	3

Basic Menu Planning

- Types Of Menu
- Menu Planning Principals

Soups

- Classification With Examples
- Basic Recipes
- Consommés
- Garnishes And Accompaniments

Commodities:

Flour

- Structure Of Wheat
- Types Of Wheat
- Types Of Flour
- Processing Of Wheat –Flour
- Uses Of Flour In Food Production
- Cooking Of Flour(Starch)

Milk

- Introduction
- Processing Of Milk
- Pasteurisation- Homogenisation
- Type Of Milk-Skimmed and condensed
- Nutritive Value

Cream

- Introduction
- Processing Of Cream
- Types Of Cream

Cheese

- Introduction
- Processing Of Cheese
- Types Of Cheese
- Classification Of Cheese
- Curing Of Cheese
- Uses Of Cheese

Butter

- Introduction

- Processing Of Butter
- Types Of Butter

Basic Principles Of Food Production

Vegetables And Fruit Cookery

- Introduction –Classification Of Vegetables
- Pigments And Colour Changes
- Effects Of Heat On Vegetables
- Cuts Of Vegetables
- Classification Of Fruits
- Uses Of Fruit In Cookery
- Salads And Salad Dressings

Sauces

- Classification Of Sauces
- Recipes For Mother Sauces
- Derivatives

Meat Cookery

- Introduction To Meat Cookery
- Cuts Of Beef/Veal
- Cuts Of Lamb/Mutton
- Cuts Of Pork
- Variety Meats(Offals) 02

Egg Cookery

- Introduction To Egg Cookery
- Structure Of An Egg
- Selection Of Egg
- Uses Of Egg In Cookery
- Methods Of Cooking Egg

Fish Cookery

- Introduction To Fish Cookery
- Classification Of Fish With Examples
- Cooking Of Fish(Effects Of Heat)

Rice, Cereals &Pulses

- Introduction
- Classification And Identification
- Cooking Of Rice,Cereals & Pulses
- Varieties Of Rice And Other Cereals 02

Pastry

- Short Crust
- Laminated

- Choux
- Hot Water/Rough Puff
 - Recipes And Methods Of Preparation
 - Difference
 - Uses Of Each Pastry
 - Care To Be Taken While Preparing Pastry
 - Role Of Each Ingredient

Simple Breads

- Principles Of Bread Making
- Simple Yeast Breads
- Role Of Each Ingredients In Bread Making
- Baking Temperature And Its Importance 02

Culinary Terms

- A. List Of Culinary(Common And Basic)Terms
- B. Explanation With Examples 02

Suggested Readings/ Books:

1. **Theory of Cookery** – Krishna Arora.
2. **Larousse Gastronomique** - Montagne
3. **Food Production Operation** – Parvinder Bali

B.H.M.C.T 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1202	Food And Beverage Service 1	3	0	0	3

○ **Unit 1 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

○ **Unit 2 ROOM SERVICE / IN ROOM DINING**

- A.** Introduction to In room dining-
- B.** Types of room service
- C.** General principles
- D.** room service menu planning
- E.** forms and formats.
- F.** Room service work flow.

○ **Unit 3 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)

○ **Unit 4 NON-ALCOHOLIC BEVERAGES**

- A.** Classification (Nourishing, Stimulating and Refreshing Beverages)
- B. Tea**

- Origin & Manufacture
- Types & Brands
- Service Procedure
- C. Coffee**
 - Origin & Manufacture
 - Types & Brands
 - Service Procedure
- D. Juices and Soft Drinks**
 - Service of Juices & Soft Drinks
 - Brand Names of Juices , Soft Drinks, Mineral Water, Tonic Water
- E. Cocoa & Malted Beverages**
 - Origin & Manufacture
 - Service Procedure
- **Unit 5 TOBACCO**
 - A. History
 - B. Processing for Cigarettes, Pipe Tobacco & Cigars
 - C. Cigars –Shapes /Sizes/Colours
 - D. Storage of Cigarettes & Cigars
- **Unit 6 Restaurant French:**
 - A. Restaurant Vocabulary (English & French)
 - B. French Classical Menu Planning
 - C. French for Receiving, Greeting & Seating Guests
 - D. French related to taking order & description of dishes

Suggested Readings/ Books

1. **Food & Beverage Service** – Denis Lillicrap
2. **Food & Beverage Service** – Vijay Dhawan
3. **Food & beverage Service**- Rao J Suhas

B.H.M.C.T 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1203	Front Office	2	0	0	2

- **Unit 1 Reservation**

- A. Importance Of Reservation
- B. Modes of reservation
- C. Channels And Sources
- D. Types Of Reservations
- E. Reservation systems – manual , mechanical and Automated
- F. Cancellation, Amendments And Overbooking

- **Unit 2 Room Selling Techniques**

- A. Up Selling
- B. Discounts

- **Unit 3 Arrivals**

- A. Preparing For Guest Arrivals At Reservation And Front Office
- B. Receiving Of Guests
- C. Pre-Registration

- **Unit 4 Bell Desk**

- A. Functions
- B. Procedures Of Up & Down Belling

- **Unit 5 Information Services**

- A. Message & Mail Handling
- B. Front Office Co-Ordination With Other Departments Of Hotel
- C. Complaints Handling
- D. Guest History

Suggested Books

Front Office operations – Colin Dix & Chris Baird

Hotel Front Office Operation and Management – Jatashankar R. Tewari

B.H.M.C.T 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1204	Housekeeping	2	0	0	2

- **Unit 1 - BEDS AND MATTRESSES**
 - A. Structure of Beds
 - B. Types of Beds
 - C. Types of Mattresses
 - D. Pillows – Types
- **Unit 2 KEYS**
 - A. Types of keys
 - B. Computerised key cards
 - C. Key control
- **Unit 3. ROOM LAYOUT AND GUEST SUPPLIES**
 - A. Standard rooms, VIP rooms
 - B. Guest's special requests
- **Unit 4. 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
 - E. Cleaning etc.
- **Unit 5. ROUTINE SYSTEM AND RECORDS OF HOUSE KEEPING DEPARTMENT**
 - A. Reporting staff placement
 - B. Room occupancy report
 - C. Guest room inspection
 - D. Entering checklists, floor register, work order, log sheet
 - E. Lost & found register and enquiry file
 - F. Maid's records and housekeeper's report
 - G. Handover records
 - H. Guest's special requests register
 - I. Record of special cleaning
 - J. Call register
 - K. VIP lists
- **Unit 6. INTER DEPARTMENTAL RELATIONSHIP**
 - A. With front office
 - B. With maintenance

- C.** With security
- D.** With stores
- E.** With accounts
- F.** With HR

- **Unit 7 USE OF COMPUTERS IN HOUSEKEEPING DEPARTMENT**
 - A. Common Softwares used
 - B. Advantages of Computers in Housekeeping
 - C. Trends and the Future of Computer Applications in the Housekeeping departments

B.H.M.C.T 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1205	Hospitality Accountancy	2	0	2	3

- **Unit 1 TRIAL BALANCE**
 - A. Meaning
 - B. Methods
 - C. Practicals
 - D. Advantages/disadvantages

- **Unit 2 FINAL ACCOUNTS**
 - A. Meaning
 - B. Procedure for preparation of final accounts
 - C. Difference between trading accounts, profit & loss accounts and
 - D. Balance sheet
 - E. Adjustments (only four)
 - Closing stock
 - Pre-paid expenses
 - Outstanding expenses
 - Depreciation
 - F. Capital and revenue expenditure
 - Meaning
 - Definition of capital and revenue expenditure

- **Unit 3 UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS**
 - A. Introduction to uniform system of accounts
 - B. Contents of the income statement
 - C. Practical problems
 - D. Contents of the balance sheet (under uniform system)
 - E. Practical problems
 - F. Departmental income statements and expenses statements (schedules 1 to 16)
 - G. Practical problems

- **Unit 4 INTERNAL CONTROL**
 - A. Definition and objectives of internal control
 - B. Characteristics of internal control
 - C. Implementation and review of internal control

- **Unit 5 INTERNAL AUDIT AND STATUTORY AUDIT**
 - A. An introduction to internal and statutory audit
 - B. Distinction between internal and statutory audit
 - C. Implementation and review of internal audit

- **Unit 6 DEPARTMENTAL ACCOUNTING**
 - A. An introduction to departmental accounting
 - B. Allocation and apportionment of expenses
 - C. Advantages of allocation
 - D. Drawbacks of allocation
 - E. Basis of allocation
 - F. Practical problems

REFERENCES BOOKS :-

1. **Introduction Of Accountancy By T.C Garewal And S.C Gupta**
2. **Elements Of Hotel Accountancy By Rawat G.S, Dr. Negi J., Gupta N.,**
3. **Basic Accounting By S.P.Jain, K.L Narang**

B.H.M.C.T 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1206	Personality Management	0	0	2	1

- **Unit 1: GROOMING ETIQUETTES :**
 - A. Standard Grooming as per Hospitality Industry
 - B. Dinning Etiquettes
 - C. Personal and Hygiene
 - D. Evaluation & Feedback

- **Unit 2: DESCRIPTION TOPICS**
 - A. One Minute Topic
 - B. Describing : Happy Moments, Embracing Moments, Sad Moments
 - C. Newspaper Topic Description
 - D. Evaluation & Feedback

- **Unit 3: INTRODUCTION TO STANDARD PHRASES:**
 - A. Basic of Business Communication
 - B. Standard Phrases (Social Communication)
 - C. Phrases for Invitation, Thanks giving, Condolence, Making Request.
 - D. Evaluation and Feedback

- **Unit 4: SPRING BOARD STORY**
 - A. Personal Experiences
 - B. Imaginary Stories
 - C. Evaluation and Feedback

- **Unit 5: ACCENT NEUTRALIZATION:**
 - A. Mother Tongue Influence
 - B. Diphthongs
 - C. Intonation-Rise and Fall of Voice

- **Unit 6: VOCABULARY BUILDING:**
 - A. New Words 60
 - B. Synonyms 30
 - C. Antonyms 30
 - D. Homophones 30

- **Unit 7: CREATIVE THINKING:**
 - A. Introduction to Riddles
 - B. Logical Thinking Games – Puzzles, Brainstorming

- C. Evaluation and Feedback

- **Unit 8: INTRODUCTION TO IDIOMS**
 - A. Basic Idioms
 - B. Use in Sentence Formation
 - C. Evaluation and Feedback

- **Unit 9: PICTURE DICTATION:**
 - A. Introduction to gather information out of image
 - B. Famous Personality Description
 - C. Evaluation and Feedback

B.H.M.C.T 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1207	Food Production Practical	0	0	4	2

Meat

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

Soups

- Cream –vegetable, spinach, tomato and green peas
- Consommé with garnishes like Royale, Carmen, madrilene, clermont, celestine
- National soups –oxtail ,mulligatawny minestrone,vichyssoise

Fish

- Fish Orly, a’langlaise, colbert, meuniere, poached fish, grilled fish, baked fish, such as florentine, mornay,portuguese

Vegetable Accompaniments

- Boiled- Vegetables, Cabbage, Cauliflower,Beans
- Glazed Vegetables ,Carrot, Radish, Turnip
- Fried Vegetables, Aubergines
- Stewed Vegetables ,Cougette Provencale, Baked Beans, Ratatouille
- Braised Vegetables: Onion, Leeks, Cabbage
- Potato all basic preparation such as bolied, baked, roasted, French Fries, lyonnaise, mashed / creamed, parsley / parisienne

Salads – Basic simple salads & dressing

- Cole slaw salade nicoise
- Russian salad beetroot salad
- Potato salad fruit salad
- Carrot & celery waldorf salad

Basic Indian Cuisine

- Rice ,Cereals &Pulses
- Identification Of Various Varieties Of Rice, Cereals And Pulses
- Simple Preparation Such As Boiled Rice , Fried Rice
- Various Simple Dal Preparations

- Wheat Products Like Chappaties ,Paranthas,Phulkas,Pooris
- Simple Vegetables such as Jeera Aloo, Beans Foogath, ,Aloo Gobhi etc

Demonstration & Preparation of simple menu

- Continental 3 Course Menu using simple recipe's

B.H.M.C.T 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1208	Bakery	0	0	4	2

BT 1208- Foundation Course in Bakery

- 1 Equipments in the Bakery - large and Identification
Uses and handling
Safety Precautions for 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

Soufflé - Lemon / Pineapple

Mousse (Chocolate Coffee)

Bavaroise
Diplomat Pudding
Apricot Pudding
• Steamed Pudding - Albert Pudding, Cabinet Pudding.

B.H.M.C.T 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1209	Food And Beverage Service Practical	0	0	2	1

- **Unit 1 REVIEW OF SEMESTER -1**

- **Unit 2 TABLE LAY-UP & SERVICE**
 - A. Task-01: A La Carte Cover
 - B. Task-02: Table d' Hote Cover
 - C. Task-03: English Breakfast Cover
 - D. Task-04: American Breakfast Cover
 - E. Task-05: Continental Breakfast Cover
 - F. Task-06: Indian Breakfast Cover
 - G. Task-07: Afternoon Tea Cover
 - H. Task-08: High Tea Cover

- **Unit 3 TRAY/TROLLEY SET-UP & SERVICE**
 - A. Task-01: Room Service Tray Setup
 - C. Task-02: Room Service Trolley Setup

- **Unit 4 PREPARATION FOR SERVICE (RESTAURANT)**
 - A. Organizing Mise-en-scene
 - B. Organizing Mise-en-Place
 - C. Opening, Operating & Closing duties

- **Unit 5 PROCEDURE FOR SERVICE OF A MEAL**
 - A. Task-01: Taking Guest Reservations
 - B. Task-02: Receiving & Seating of Guests
 - C. Task-03: Order taking & Recording
 - D. Task-04: Order processing (passing orders to the kitchen)
 - E. Task-05: Sequence of service
 - F. Task-06: Presentation & Encashing the Bill
 - G. Task-07: Presenting & collecting Guest comment cards
 - H. Task-08: Seeing off the Guests

- **Unit 6 SOCIAL SKILLS**
 - A. Task-01: Handling Guest Complaints
 - B. Task-02: Telephone manners

D. Task-03: Dining & Service etiquettes

• **Unit 7 Special Food Service - (Cover, Accompaniments & Service)**

A. Task-01: Classical Hors d' oeuvre

- Oysters
- Caviar
- Smoked Salmon
- Snails
- Melon
- Grapefruit
- Asparagus

B. Task 2 Service of Cigarettes

B.H.M.C.T 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1210	Front Office	0	0	2	1

- **Unit 1 FAMILIARISATION WITH THE FRONT OFFICE**
 - Identification Of Equipment
 - Work Structure
 - Stationery
 - Forms & Formats Related To Front Office.

- **Unit 2 RESERVATION ON PHONE**
 - Standard phrases
 - Procedures
 - Forms and Formats
 - Documents to be completed

- **Unit 3 AMENDMENTS AND CANCELLATIONS OF RESERVATIONS**
 - Standard phrases
 - Procedures
 - Forms and Formats
 - Documents to be completed

- **Unit 4 ARRIVAL PROCEDURES**
 - Standard phrases
 - Procedures
 - Forms and Formats
 - Documents to be completed
 - Departments to be informed (consider both Manual and Automated systems)

- **Unit 4 BELL DESK FUNCTIONS**
 - Luggage handling At the time of check in
 - Luggage handling At the time of check out
 - Bell desk work sheet
 - Errand card
 - Forms and formats
 - Systems in an automated front office

- **Unit 5 TELECOMMUNICATION SKILLS.**
 - Telephone Etiquette
 - Voice Modulation
 - Forms and Formats

- Procedures followed in the Telephones department
- Systems in an Automated Front office

- **Unit 6 MESSAGE AND MAIL HANDLING**
 - Forms and Formats
 - Procedures followed
 - Systems in an Automated Front office

B.H.M.C.T 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 1211	Housekeeping Practical	0	0	2	1

Unit 1 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 mini bar
- 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 vanitory unit
- Task 9- replenish bath supplies
- Task 10- mop the floor

Unit 2 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

Unit 3 – 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
- Call register
- VIP list
- Floor LinenBook

Unit 4 - GUEST ROOM CHECKLIST

- Uses
- Advantges
- Forms and Formats

B.H.M.C.T 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
3T 1212	Human Values and Professional Ethics	0	0	0	2

Unit – I: Introduction –Need, Basic Guidelines and Content

- Understanding the need , basic guidelines, content and process for value Education
- Self Exploration – What is it? – its content and process: ‘Natural Acceptance’ and Experiential Validation – as the mechanism for self explanation
- Continuous Happiness and Prosperity – A look at basic Human Aspirations

Unit – II: Process for Value Education

- Right Understanding, Relationship and Physical Facilities – basic requirements for fulfillment of aspirations of every human being with their correct priority
- Understanding Happiness and prosperity correctly – A critical appraisal of the current scenario
- Method to fulfill the above human aspirations; understanding and living in harmony at various levels

Unit – III: Understanding Harmony in the Human Being

- Understanding human being as a co-existence of the sentient ‘I’ and the material ‘Body’
- Understanding the needs of Self (‘I’) and ‘Body’ – Sukh and Suvidha
- Understanding the Body as an instrument of ‘I’ (I being the doer, seer and enjoyer)

Unit –IV: Harmony in Myself

- Understanding the characteristics and activities of ‘I’ and harmony in ‘I’
- Understanding the harmony of I with the Body: Sanyam and Swasthya: correct appraisal of Physical needs, meaning of Prosperity in detail
- Programs to ensure Sanyam and Swasthya – practice exercises and Case Studies will be taken up in Practice Sessions

Unit – V: Understanding Harmony in the Family and Society – harmony in Human - Human Relationship

- Understanding harmony in the family – the basic unit of human interaction
- Understanding values in human relationship; meaning of Nyaya and Program for its fulfillment to ensure Ubhay-tripti
- Trust (Vishwas) and Respect (Samman) as the foundational values of

relationship.

Unit – VI: Holistic Understanding of Harmony and Human Values

- Natural acceptance of Human values
- Definitiveness of Ethical Human Conduct
- Basis for Humanistic Education, humanistic Constitution and Humanistic Universal Order

Unit – VII: Harmony on Professional Ethics

- Competence in Professional Ethics: a) Ability to utilize the professional competence for augmenting universal human order b) Ability to identify the scope and characteristics of people friendly and eco- friendly production systems. c) Ability to identify and develop appropriate technologies and management patterns for above production system
- Case studies of typical holistic technologies, management models and production systems
- Strategy for transition from the present state to Universal Human Order: a) At the level of individual : as socially and ecologically responsible Engineers, technologists and managers b) At the level of Society : as mutually enriching institutions and organizations



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B.H.M.C.T

Syllabus Semester-3rd

B.H.M.C.T 3rd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 2301	FOOD PRODUCTION OPERATIONS	2	0	0	2

BT-2301 FOOD PRODUCTION OPERATIONS**UNIT 1 - QUANTITY FOOD PRODUCTION**

- **Equipment**
 - A. Equipment required for mass/volume feeding
 - B. Heat and cold generating equipment
 - C. Care and maintenance of this equipment
 - D. Modern development in equipment manufacture
- **Menu Planning**
 - A. Basic principles of menu planning –recapitulation
 - B. Points to consider in menu planning for various feeding outlets such as Industrial, Institutional, Mobile catering units
 - C. Planning menus for
 - School/college students
 - Industrial worker
 - Hospitals
 - Outdoor parties
 - Theme dinners
 - Transport facilities ,Cruise lines,airlines,railways
 - D. Nutritional factors of the above

UNIT 2 - INDENTING

- Principles of Indenting for volume feeding
- Portion size of various items for different types of volume feeding
- Modifying recipes for indenting for large scale catering
- Practical Difficulties while indenting for volume feeding
- Planning

UNIT 3 PRINCIPLES OF PLANNING FOOD PRODUCTION WITH

- Space allocation
- Equipment selection
- Staffing

UNIT 4 VOLUME FEEDING

- A. Institutional and Industrial Catering
 - Types of institutional and Industrial Catering
 - Problems associated with this type of catering
 - Scope for development and growth
- B. Hospital catering
 - Highlights of hospital catering for patients,staff,visitors
 - Diet Menus and nutritional requirement

C. Off Premises catering

- Reasons for growth and development
- Menu Planning & Theme Parties
- Concept of a central production Unit
- Problems Associated with off-premises catering

D . Mobile catering

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

Branches of mobile catering

UNIT 5 QUANTITY PURCHASE & STORAGE

- Introduction to purchasing
- Purchasing system
- Purchasing specification
- Purchasing techniques
- Storage

B.H.M.C.T 3rd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 2302	Food & Beverage Operation	2	0	0	2

UNIT 1 ALCOHOLIC BEVERAGES

- A. Introduction and definition
- B. Fermentation Process
- C. Conditions for Fermentation
- D. SCL
- E. Distillation process
- F. Classification chart with Examples
- G. Explanation

UNIT 2 – DISPENSE BAR

- A. Introduction and definition
- B. Bar layout – physical layout of bar
- C. Bar stock – alcohol & non alcoholic beverages
- D. Bar equipment

UNIT 3 WINES

- A. Definition of a Wine
- B. Composition of a Grape
- C. History of Wine Making
- D. Types of Grapes
- E. Classification of Wines with examples
 - Table/Still/Natural
 - Sparking
 - Fortified
 - Aromatized
- F. Production of each classification – Viticulture and Vinification
- G. Principles wine regions include the wine Laws and wines of
 - France
 - Italy
 - Spain
 - Portugal
 - USA
 - Australia
- H. New world wines (brand names and any specifications)
 - India
 - Chile
 - South Africa
 - Algeria

- New Zealand
- I. Food & Wine harmony
- J. Storage of wines
- K. Wine terminology (English& French)
- L. Reading and Interpreting the Label of the old and new world wines

UNIT 4 APERTIFS AND BITTERS

- A. Introduction and Definition
- B. Method Of Production
- C. Types
- D. Method of Service

B.H.M.C.T 3rd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH 2303	ACCOMMODATION OPERATIONS	2	0	0	2

UNIT 1 LINEN ROOM

- 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 Purchase of linen
- D. Calculation of Linen requirements
- E. Linen control-procedures and records
- F. Stock taking procedures and records
- G. Recycling of discarded linen
- H. Linen Hire

UNIT 2 UNIFORMS

- A. Advantages of Providing uniforms to staff
- B. Issuing and exchange of uniforms
- C. Type of uniforms
- D. Selection and designing of uniforms
- E. Layout of the uniform room

UNIT 3 SEWING ROOM

- A. Activities and areas to be provided
- B. Equipment provided

UNIT 4 LAUNDRY

- 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

B.H.M.C.T 3rd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 2304	FRONT OFFICE OPERATIONS	2	0	0	2

UNIT 1 FRONT OFFICE & GUEST HANDLING

- Introduction to the Guest Cycle
- Pre arrival
- Arrival
- Stay
- Departure
- Co – ordination with other departments
- Forms and Format (C form), Local Call Voucher, Long Distance Voucher, etc.
- Handling VIP's Handling foreigners

UNIT 2 COMPUTER APPLICATION IN FRONT OFFICE OPERATION

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

UNIT 3 FRONT OFFICE(ACCOUNTING)

- Accounting fundamentals
- Guest and non Guest accounts
- Accounting System
- Non automated- Guest weekly bill, Visitors tabular ledge
- semi automated – NCR and other mechanical Equipment used by the Front office
Cashier
- Fully automated

UNIT 4 CHECK OUT PROCEDURES

- Guest accounts settlement
- Cash and credit
- Indian currency and foreign currency
- Transfer of guest accounts
- Express Check out
- Control of Cash and Credit.

B.H.M.C.T 3rd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 2305	HOTEL MAINTENANCE	0	0	2	2

UNIT 1 MAINTENANCE: PREVENTIVE AND BREAKDOWN MAINTENANCE, COMPARISON

- A. Role & importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel
- B. Organization chart of maintenance department, duties and Responsibilities of the Maintenance Department.

UNIT 2 FUELS USED IN CATERING INDUSTRY

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

UNIT 3 GAS

- A. Heat terms and units ,method of transfer
- B. LPG and its properties
- C. Precaution to be taken while handling gas ,low and high pressure Burners, corresponding heat output
- D. Gas bank,location ,different types of manifolds

UNIT 4 ELECTRICITY

- A. Fundamentals of electricity, insulators, conductors, current, potential difference resistance, AC and DC,single phase and three phase and its importance on equipment specifications
- B. Electric circuits open circuits and close circuits ,symbol 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 handing electric equipment

UNIT 5 WATER SYSTEMS

- A. Water distribution system in a hotel
- B. Cold water systems in india
- C. Hardness of water ,water softening,base exchange method
- D. Cold water cistern swimming pools

- E. Hot water supply system in hotels
- F. Flushing system,water traps,traps and closets

UNIT 6 DEMONSTRATION SAFETY

- A. Accident prevention
- B. Slips and falls

B.H.M.C.T 3rd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 2306	HOTEL OPERATION CONTROLS	3	0	0	3

UNIT 1 FOOD COST CONTROL

- Introduction to cost control
- Define cost control
- The objectives and Advantages of cost control
- Basic costing
- Food costing

UNIT 2 FOOD CONTROL CYCLE

- Purchasing Control
- Aims of Purchasing Policy
- Job description of purchase manager/Personnel
- Types of food Purchase
- Quality Purchasing
- Food quality factors for different commodities
- Definition of yield
- Tests to arrive at standard yield
- Definition of Standard Purchase Specification
- Advantage of standard yield and Standard purchase Specification
- Purchasing procedure
- Different methods of food purchasing
- Sources of supply
- Purchasing by contract
- Periodical Purchasing
- Open market purchasing
- Standing order purchasing
- Centralize Purchasing
- Methods of purchasing in Hotels
- Purchase order forms
- Ordering cost
- Carring cost
- Economic order quantity
- Practical Problems

UNIT 3 - RECEIVING CONTROLS

- Aims of receiving
- Job description of receiving clerk/Personnel
- Equipment required for receiving
- Documents by supplier including Format
- Delivery notes
- Bills/Invoices
- Credit notes
- Statements
- Records maintained in the receiving department
- Goods received book Daily receiving book Meat tags
- Receiving procedure Blind receiving
- Assessing the performance and efficiency of receiving department Frauds in the receiving department
- Hygiene and cleanliness of area

UNIT 4 STORING AND ISSUING CONTROL

- Storing control
- Aims of store control
- Job description of food store room Clerk/personnel Storing control
- Conditions of facility & equipment Arrangements of foods
- Location of storage facility Security
- Stock control
- Two Types of food received-direct stores(perishable/nonperishable) Stock Records maintained Bin Cards
- Stock Record cards/Books issuing Control Requisitions
- Transfer notes
- Perpetual Inventory Methods Monthly Inventory/Stock taking Pricing of Commodities
- Stock taking and comparison of actual physical inventory and book value Stock levels
- Practical Problems
- Hygiene & cleanliness of area

B.H.M.C.T 3rd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 2307	Personality Management	0	0	4	2

Unit 1: Interpersonal Skills:

- Developing Positive Attitude
- Team Building Activities
- Evaluation & Feedback(Complete Session)

Unit 2: Creative Thinking:

- Brainstorming Activity
- Pictionary Activity
- Evaluation and Feedback

Unit 3: Picture Dictation:

- Images Dictation
- Describing Famous Personalities
- Evaluation & Feedback

Unit 4: Spring Board Story:

- Personal Experiences
- Imaginary Story Building
- Feedback and Evaluation

Unit 5: Extempore:

- Social Issues Topic
- Hotel Industry
- Political Issues

Unit 6: Introduction to Voice and Accent

- Basic Exercise on Intonation
- Vocal Exercise
- Feedback and Evaluation (Complete Session)

Unit 7: Vocabulary Building:

- Advance Vocabulary 30
- Vocabulary Related to Hotel Industry 30
- Homophones 30

Unit 8: Introduction to Idioms

- Use of Idioms
- Using Idioms in Sentence Formation
- Feedback and Evaluation (Complete Session)

B.H.M.C.T 3rd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 2308	Food Production Operations Practical	0	0	8	4

To formulate sets of menus form the following dishes and to include more dishes

from from respective regions

- 1.Awadh
- 2.Bengal
- 3.Goa
- 4.Gujrat
- 5.Hyderabad
- 6.Kashmiri
- 7.Maharastra
- 8.Punjabi
- 9.Rajasthan
- 10.South India(Tamilnadu, Karnataka, Kerala)

SUGGESTED MENUS**MAHARASTRIAN MENU 01**

Masala Bhat
Kolhapuri Mutton
Batata Bhajee
Masala Poori
Koshimbir
Coconut Poli

MAHARASTRIAN MENU 02

Moong Dal Khichdee
Patrani Macchi
Tomato Saar
Tilgul
Chapatti
Amti Basundi

AWADH MENU 01

Yakhni Pulao
Mughlai Paratha
Gosht Do Piazza
Badal e Jaam
Kulfi with Falooda

AWADHI MENU 02

Galouti Kebab
Bakarkhani
Gosht Korma
Paneer Pasanda

BENGALI MENU 01

Ghee Bhat
Macher Jhol
Aloo Posto
Misti Doi

BENGALI MENU 02

Doi Mach
Tikoni Pratha
Baigun Bhaja
Payesh

BENGALI MENU 03

Mach Bhape
Luchi
Sukto
Kala Jamun

GOAN MENU 01

Arroz Galina
Xacutti
Toor Dal Sorak
Alle Belle

GOAN MENU 02

Coconut Pulao
Fish Caldeen
Cabbage Foogath
Bibinca

GOAN MENU 03

Prawan Pulao
Mutton Vidalloo
Beans Foogath
Dodol

PUNJABI MENU 01

Rada Meat

Matar Pulao
Kadhi
Punjabi Gobhi
Kheer

PUNJABI MENU 02

Amritsari Macchi
Rajmah Masala
Pindi Chana
Bhaturas
Row Di Kheer

PUNJABI MENU 03

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

PUNJABI 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

SOUTH INDIAN MENU 02

Lime Rice
Meen Moilee
Olan
Malabari Pratha
Parappu Payasam

SOUTH INDIAN MENU 03

Tamarind Rice

Kori
Gashi
Kalan
Sambhar
Savian Payasam

SOUTH INDIAN 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

B.H.M.C.T 3rd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 2307	Food & Beverage Operations Practical	0	0	2	1

Review OF units of Semesters 1 and 2**Dispense Bar Organizing Mise-en-place**

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

Service of Wines

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

Menu Planning with Wines

- Task 1 - 3 course Menu with Wines
- Task 2 - 4 course Menu with Wines
- Task 3 - 5 course Menu with Wines

Service of Aperitifs

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

Matching Wines with Food

- Task-01 Menu Planning with accompanying Wines
 - Continental Cuisine
- Task-02 Table laying & Service of menu with accompanying Wines
 - Continental Cuisine

BT-2309 ACCOMMODATION OPERATIONS PRACTICAL

- Layout of Linen and uniform room/laundry
- Laundry Equipment
- Usage of Equipment
- Stain removal
- Laundry Cycle
- Selection and designing of Uniforms

B.H.M.C.T 3rd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 2311	Front Office Practical	0	0	2	1

- Hands on practices of computer Application (Fidelio System) related to front office procedures such as Reservation, registration, Guest History telephones, Housekeeping, Daily transactions)
- Front office Accounting procedures
- Manual accounting
- Machine accounting
- Payable, Accounts receivable, Guest History, Yield Management
- Role Play
- Situation Handling
- Role plays for different check-ins- walk in, FIT, Corporate, VIP, CIP and Groups.
- Guest Complaint Handling
- Handling critical and Dangerous situations
- Handling PMS system in Lobby and Computer lab.
- Familiarisation with various options of PMS system.

IE 2312 Industry Exposure Training

Students would be sent for an Industry Exposure for a period of 45 days in any hotel and would be required to submit a detailed log book and presentation for which they shall be evaluated.



12 kms from Chandigarh on Chandigarh-Mohali-Ropar Highway
Ph: 0160-5009665, 5009671, 5009675 Fax: 0160-5009680
Village. Sahauran, Tehsil. Kharar, Dist. Mohali.Pincode 140104.

B.H.M.C.T

**Syllabus Semester-4th Industrial
Exposure**

BH – 2401 INDUSTRIAL EXPOSURE TRAINING

4th Semester Fourth devoted to 24 weeks Industrial Training

Each candidate will have to prepare a log book and training report of the day to day activities of his 24 Weeks on the job training duly supported by charts, diagrams, photos and tables. The report will be submitted in duplicate copy to the School at the time of the examination supported by the certificate of competent authority of the training institute for the evaluation by a panel of experts .

The viva-voce of the semester would be based on the training report as well as other applied assignments, the candidate has undertaken during on the job training. The report should be neatly typed and presented to the panel for further evaluation.



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Village. Sahauran, Tehsil. Kharar, Dist. Mohali.Pincode 140104.

B.H.M.C.T

Syllabus Semester-5th

B.H.M.C.T 5th Semester Syllabus

Sl. No.	Subject Name	L	C	P
10	3501-FOOD PRODUCTION OPERATIONS	3	2	0

PART – I , BASIC INDIAN COOKERY**Regional Indian cuisine**

- Introduction to regional Indian cuisine
- Heritage of Indian cuisine.
 - **Differentiation of regional cuisine** South India, Gujrat, Maha Rashtra, Bengal & Goa)
 - Historical back ground
 - Location
 - Raw material
 - Equipment and fevel

Food Communities

- Parsee
- Chettinad
- Hyderabadi
- Luck now
- Christian
- Bohri
- Awadhi
- Malabari
- Syrian
- Indian Bread
- Indian Desserts
- Indian Snacks

Rechauffe

- Principles of rechauffe Precautions
- Identification of food for rechauffee
- Food preservation
- Accompaniments & Garnishes

PART II BAKERY & PATISSERIE

ROYAL ICING Forms, types and uses in various stages

- Role of glycerin in making royal icing.

GUM PASTE

- Role of Gelatin and Precautions Methods of making Gum Paste

SUGAR

- Confectionary manufacturing & uses

MARZI PAN

- Methods & Use

B.H.M.C.T 5th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3502	FOOD & BEVERAGE OPERATIONS	3	0	0	2

UNIT 1 FERMENTED BEVERAGES**A) BEER**

- a. Ingredients
- b. Role of each ingredient
- c. Process of manufacture
- d. Types
- e. Faults in Beer
- f. Service of beer
- g. Draught beer preparation and Faults

UNIT 2 SPIRITS :-

- a. Introduction & definition
- b. Different proof spirits
- c. Proof scales
 - American proof
 - Gay-Lussac
- d. History of Spirits
- e. Service of spirits
- f. Production of spirit
- g. Pot still method
- h. Patent still method
- i. Whiskey
- j. Rum
- k. Gin
- l. Brandy
- m. Vodka
- n. Tequila

UNIT 3 LIQUEURS:-

- Definition
- Classification & History
- Production of Liqueurs.
- Name of Liqueurs and country of origin & predominant flavour
- Service of liqueurs.

UNIT 4 COCKTAILS :-

- Definition & Classification Cocktail bar equipment
- Preparation & service of cocktails / mock tails

- **Service of speciality coffee**

B.H.M.C.T 5th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3503	ACCOMODATION OPERATIONS	2	0	0	2

UNIT 1 SECURITY ISSUES

- Handling of keys in H.K. department Different types of keys
- Security measures
- Adopted by different hotels
- Procedures to handle key thefts Lost property and other valuables.

UNIT 2 FLOORING AND FLOOR FINISHES :-

- Choosing floorings
- Sub floors General care
- Cleaning of flooring
- Classification of floor finishes.
- **Carpets :-**
 - Selection points
 - Classification of carpets Size of carpet
 - Choice of carpet Carpet laying
 - Protection of carpets Cleaning of carpets
 - Advantages and disadvantages of carpet.
- **Fabrics :-**
 - Selection points
 - Types of fabrics
 - Finish given to fabrics

UNIT 3 WALL COVERINGS

- Type of wall coverings
- Care and cleaning of different wall coverings

UNIT 4 Soft furnishings

- Curtains
 - Characteristics of curtains for different parts of Hotel Care and cleaning
 - Selection Criteria
 - Taking measurements and Calculating Fabric requirements
 - Pelmet
 - Valances
 - Swags
- Blinds
- Loose covers

- Cushions

UNIT 5 FLOWER ARRANGEMENT:-

- Flower arrangement in Hotels
- Equipment and material required for flower arrangement
- Conditioning of plant material
- Styles of flower arrangements
- Principles of design as applied to flower arrangement.
- Indoor plants :-Selection and care

B.H.M.C.T 5th Semester Syllabus

ub code	Subject Name	L	T	P	C
T 3504	Front Office	2	0	0	2

UNIT 1 CONTROL OF CASH AND CREDIT CARDS

- Procedure for handling & accepting the foreign exchange
- Foreign Currency Transactions
- Licenses Required and Documentation needed
- Travellers Cheques – Documents and Formalities

UNIT 2 NIGHT AUDIT

- Aims and Objectives of Audit
- Role of a Night auditor
- Terms Associated with the Night Audit
- Audit procedures (non automated, semi automated and fully automated)

UNIT 3 - FRONT OFFICE AND GUEST SAFETY SECURITY

- Importance of security systems
- Safe Deposits
- Key Control
- Emergency Situations (Emergency Situations (Accident , Illness, Theft, fire, Bomb))

UNIT 4 – RECEPTION

- Night Duty
- Night Clerk Report
- VIP List
- Communicating to other departments
- Paging

UNIT 5 – INFORMATION

- Information Racks
- Message Slip
- Key Rack with message lights
- Handling Guest Mails
- Messages Received through Telephone etc
- Conceirge

UNIT 6- TELEPHONE

- Telephone exchange
- Qualities of telephone operator

- Registers used in exchange
- General duties
- Wake up calls

UNIT 7 HOTEL FRENCH

Expressions De politesse et les command st expressions d'encouragement Basic conversation related to front office activities such as :-

- Reservation (Personal & Telephonic)
- eception (Doorman, Bell boys, Receptionist etc.)
- Cleaning of room
- **Change of room**

B.H.M.C.T 5th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3505	HUMAN RESOURCE MANAGEMENT	3	0	0	3

UNIT 1

Elements of HR – Meaning, Need and Scope of HRM, Functions and objectives of Human Resource Management, Manpower Planning, Role of HR Managers, Human Resource Planning and Process

UNIT 2

Job Analysis Recruitment and Selection – Job Analysis – Importance and Need, Job Specification and Job Description, Recruitment and Selection- Methods and Procedures, Difference between Recruitment and Selection.

UNIT 3

Human Resource Development – Training and Development – Purpose, Need and Importance, Techniques of Training, Methods of Development, Training as a continuous process

UNIT 4

Performance Appraisal and Job Evaluation – Definition and Purpose of Appraisal , Procedure and Techniques of Appraisal , Job evaluation – Concept , Methods and Types

UNIT 5

Job Enrichment – Promotion- Purpose, Principles and types , Transfer – Reasons and types, Separation – Lay off , resignation , dismissal , retrenchment , voluntary retirement scheme, Job enrichment, Job enlargement and Job rotation

B.H.M.C.T 5th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3506	HOTEL OPERATIONS CONTROL 2	3	0	0	3

UNIT 1 PRODUCTION CONTROL

- Aims and objectives
- Forecasting
- Fixing of Standards
- Definition of standards (Quality & Quantity)
- Standard Recipe(Definition, Objectives and various tests)
- Standard Portion size(Definition, objective and equipment used)
- Standard portion cost(objectives & cost cards)
- Computation of staff meals
- Sales control
- sales-ways of expressing selling
- determining sales price,
- calculation of selling price,
- factors to be considered while fixing selling price
- Matching costs with sales
- Cost Control in the Kitchen
- Daily inventory
- Re order Levels in the Kitchen
- Correct Storage procedure for the kitchen
- Controlling Wastage while working in Food Production
- Billing procedure-cash and credit sales Cashier`s sales summary sheet
- Controlling Other expenses in the kitchen

UNIT 2 ACCOMODATION OPERATIONS CONTROLS

- Categorisation of the costs in the housekeeping department
- Classification of costs
- Calculation of Fixed and variable costs for different outlets in the department
- Preparing a service design in the department
- Purchase controls and procedures
- Receiving control and Procedures
- Storage control in the department
- Issue control for housekeeping
- Maintaining optimum stock level in the department
- Inventory and its control
- Calculation of Mini Bar expenditures and control thereof
- Apportionment of costs for inter departmental expenditure
- Uniform expenses calculation
- Uniform Control
- Maximising profitability in the department

UNIT 3 FRONT OFFICE CONTROLS

- Categorisation of the costs in the Front Office department
- Calculation of Fixed and variable costs in the department
- Purchase controls and procedures
- Receiving control and Procedures
- Storage control in the department
- Issue control for housekeeping
- Maintaining optimum stock level in the department
- Inventory and its control
- Key Control
- Cash control
- Coordinating with other departments in view of expenses
- Maximising profitability in the department

B.H.M.C.T 5th Semester Syllabus

Sub code	Subject Name	L	T	P	C
FS 3507	Personality Management	0	0	2	2

UNIT 1 SITUATION HANDLING

- Introduction
- Do and Don'ts
- Role Plays
- Evaluation and Feedback

UNIT 2 DEBATE AND SEMINAR

- Introduction
- Do and Don'ts
- Group Debate
- Seminar Presentation

UNIT 3 LEADERSHIP SKILLS

- Introduction
- Credibility and Trustworthiness
- Social Clout
- Grabbing Attention

UNIT 4 PROBLEM SOLVING

- Introduction
- Handling Situation
- Mind Games
- Feedback and Evaluation

UNIT5 TELEPHONIC ETIQUETTES

- Introduction
- Do and Don'ts
- Handling Enquiry
- Evaluation and Feedback

B.H.M.C.T 5th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3508	ENVIRONMENT SCIENCE	0	0	2	2

UNIT 1 :

- Multidisciplinary nature of environmental studies
- Definition, scope and importance
- Need for public awareness.

UNIT 2 :

- Natural Resources : Renewable and non-renewable resources Natural resources and associated problems.
- Forest resources : Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forest and tribal people.
- Water resources : Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams-benefits and problems.
- Mineral resources : Use and exploitation, environmental effects of extracting and using mineral resources, case studies.
- Food resources : World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies.
- Energy resources : Growing energy needs, renewable and non renewable energy sources, use of alternate energy sources. Case studies.
- Land resources : Land as a resource, land degradation, man induced landslides, soil erosion and desertification. • Role of an individual in conservation of natural resources. • Equitable use of resources for sustainable lifestyles.

UNIT 3 :

- Ecosystems
- Concept of an ecosystem.
- Structure and function of an ecosystem.
- Producers, consumers and decomposers.
- Energy flow in the ecosystem.
- Ecological succession.
- Food chains, food webs and ecological pyramids.

UNIT 4 :

- Biodiversity and its conservation
- Introduction – Definition : genetic, species and ecosystem diversity.
- Biogeographically classification of India
- Value of biodiversity : consumptive use, productive use, social, ethical, aesthetic and option values

- Biodiversity at global, National and local levels.
- 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 5

- Environmental Pollution Definition
- Cause, 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.
- Diaster management : floods, earthquake, cyclone and landslides.

UNIT 6 :

- Social Issues and the Environment
- From Unsustainable to Sustainable development
- Urban problems related to energy
- Water conservation, rain water harvesting, watershed management
- Resettlement and rehabilitation of people; its problems and concerns. Case Studies
- Environmental ethics : Issues and possible solutions.
- Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust.

UNIT 7 :

- Human Population and the Environment
- Population growth, variation among nations.
- Population explosion – Family Welfare Programme. VII
- Environment and human health.
- Human Rights.
- Value Education.
- HIV/AIDS.
- Women and Child Welfare.
- Role of Information Technology in Environment and human health.

B.H.M.C.T 5th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3509	Food Production Operations Practical	0	0	8	4

To cover regional menus of

South Indian
Maharashtra
Bengal
Goa

PART –II

Truffles Icing
Marzipan Icing
Fudge (Cream, Chocolate & Butter)
Different types of candies & toffees

Ice Box Biscuits
Christmas Pudding
Angel cookies
Chocolate macaroons

B.H.M.C.T 5th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3510	Food & Beverage Operations Practical	0	0	2	1

UNIT 1 SERVICE OF BEER

Task-01 Service of Bottled & canned Beers

Task-02 Service of Draught Beers

UNIT 2 SERVICE OF SPIRITS

Task-01 Service styles – neat/on-the-rocks/with appropriate mixers

Task-02 Service of Whisky

Task-03 Service of Vodka

Task-04 Service of Rum

Task-05 Service of Gin

Task-06 Service of Brandy

Task-07 Service of Tequila

UNIT 3 SERVICE OF LIQUEURS

Task-01 Service styles – neat/on-the-rocks/with cream/en frappe

Task-02 Service from the Bar

Task-03 Service from Liqueur Trolley

UNIT 4 WINE & DRINKS LIST

Task-01 Wine Bar

Task-02 Beer Bar

Task-03 Cocktail Bar

UNIT 5 MATCHING WINES WITH FOOD

Task-01 Menu Planning with accompanying Wines

Task 02 - Indian Regional Cuisine menu planning

Task-03 Table laying & Service of menu with accompanying Wines Indian Regional Cuisine

B.H.M.C.T 5th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3511	Accommodation Operations Practical	0	0	2	1

UNIT 1 Laundry machinery and equipment.

UNIT 2 Stain removal

UNIT 3 Monogramming

UNIT 4 Flower arrangement

- Fresh Flower Arrangement
- Dry flower Arrangement
- Corner , Center , Buffet type flower arrangement
-

UNIT 5 Selection and designing of uniforms

- For Different departments
- Multi Cultural Approach to designing
- Calculation of Costs of Uniforms based upon design and Fabric requirement.

B.H.M.C.T 5th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3512	Front Office Practical	0	0	2	1

UNIT 1 SAFETY AND SECURITY MEASURES

- Showing of various equipment involved in security of the front office department.
Metal detectors / validates
- Emphasis on key control, make out an effective programme for the unusual access of the keys.

UNIT 2 OUTLINE EMERGENCY PROCEDURES

- Medical Emergencies
- Fire
- Theft
- Bomb Threats
- Role-Play.

UNIT 4 COMMUNICATION SEGMENTS

- Log book
- Information directory
- Mail handling
- Telephone etiquette

UNIT 5 BELL DESK

- Role-play in the bell Desk Department (performing & Various duties) like baggage handling, providing guest information (sundry information).



12 kms from Chandigarh on Chandigarh-Mohali-Ropar Highway
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B.H.M.C.T

Syllabus Semester-6th

B.H.M.C.T 6th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH 3601	Food Production	3	0	0	3

UNIT -1 LARDER**1. Layout & Equipment**

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

2. Terms & Larder Control

- Common terms used in the Larder and Larder Control
- Essential of Larder Control
- Importance of Larder Control
- Devising Larder Control System
- Leasing with other departments
- Yield Testing

3. Duties and Responsibilities of the Larder Chef

- Functions of the Larder
- Hierarchy of Larder Staff
- Section of the Larder
- Duties & Responsibilities of Larder Chef

UNIT-2 CHARCUTIERIE**1. SAUSAGE**

- Introduction to charcutierie
- Sausage – Types & variety
- Casing – Types & variety
- Filling – Types & Variety
- Additives & Preservative

2. Force Meats.

- Types of force meats
- Preparation of force meats
- Uses of force meats

3. Sandwiches

- Parts of Sandwiches

- Types of bread
- Types of filling
- Spreads & Garnish
- Types of Sandwiches
- Making of Sandwiches

UNIT-3 BAKERY & CONFECTIONERY

1. Icings & Toppings

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

2. Chocolate

- History
- Source
- Manufacture & processing of chocolate
- Types of chocolate
- Tempering of chocolate

B.H.M.C.T 6th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3602	INTERNATIONAL WINE STUDIES	3	0	0	3

UNIT 1 GUERIDON SERVICE

- History and Origin of Gueridon
- Equipment used in the Gueridon
- Different type of Flambé' dishes
- Recipes for dishes served of the Gueridon
- Precautions using Gueridon
- Advantages of Gueridon Service

UNIT 2 SPECIAL SERVICE

- Lounge Service
- Hospital tray service
- Airline Catering Service

UNIT 3 Carving :

- Introduction to carving & joining
- History of Carving and Jointing
- Precautions while jointing
- Plating Techniques for jointed Meat

UNIT 4 BAR MANAGEMENT

- Internal Control
- Liquor Licence
- Bar display – parts of the Bar – Layout of the Bar
- Equipment for bar
- Selection Factors for Bar Equipment
- Quantity of equipment required
- Maintenance of Bar Equipment

UNIT 5 SUPERVISORY ASPECT

- Customer Relation Management
- Situation handling
- Responsibility toward staff
- Discipline
- Motivation of F&B Staff

UNIT 6 – TOTAL QUALITY IN F&B(S)

- Scope to total quality
- Quality overview.
- Introduction to quality Management

References

1. Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
2. Food & Beverage Service Management- Brian Varghese
3. Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.
4. Food & Beverage Service Lillicrap & Cousins, ELBS
5. Introduction F& B Service- Brown, Heppner & Deegan –
6. Menu Planning- Jaksa Kivela, Hospitality Press
7. Modern Restaurant Service – John Fuller, Hutchinson
8. Professional Food & Beverage Service Management -Brian Varghese –
9. The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi
10. Restaurant management by Mill, Publisher Pearson publication. - Paul R. Dittmer
11. Principles of Food, Beverage, and labour Cost Contro

B.H.M.C.T 6th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3603	Accommodation Management	0	0	2	2

UNIT 1 STAFFING FOR HOUSEKEEPING OPERATION

- Prelude to staffing
- Job specifications
- Employee Requisition
- Staffing – Housekeeping Positions

UNIT 2 HEALTH AND SAFETY

- Fire and personal injury
- Accidents, Prevention
- Prevention of fire
- Fire emergencies
- First Aid

UNIT 3 – GUEST COMPLAINT

- System of Guest Complaint
- Record Keeping
- Key points to be kept in mind while handling Complaints

UNIT 4 SWIMMING POOL OPERATION AND MANAGEMENT

- Responsibility
- Components
- Pool Sizes and Shapes
- Water cloudy
- Types of filters, Back wash-up Cycle
- The Spa
- Water Chemistry
- Algae
- Pool Equipment
- Diving Boards
- Staffing

B.H.M.C.T 6th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3604	FRONT OFFICE OPERATIONS	2	0	0	2

UNIT 1 YIELD MANAGEMENT

- Concept & Importance
- Applicability to room division
 - Capacity Management
 - Discount allocation
 - Duration control
- Measurement yield
- Potential high & low demand tactics.
- Yield Management Software
- Yield Management Team

UNIT 2 TELEPHONE

- Role of telephone exchange
- Qualities of telephone operator.
- Register used in Exchange
- General duties & wake-up calls.

UNIT 3 DEALING WITH GUEST PROBLEMS

- Skills necessary for dealing with problems
- Handling with Guest Problems
- Courses of action to take when handling problems.

UNIT 4 PLANNING & EVALUATION OF FRONT OFFICE OPERATIONS :

- Forecasting Techniques
- Forecasting Room Availability
- Forecast formulas
- %age of double occupancy, % age of single occupancy foreign & Local Occupancy %, ARR.

UNIT 5 COMMUNICATION IN HOTELS

- Importance of Effective communication in hotel industry
- Telephone Communication, good telephone techniques
- Communication Skills.

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B.H.M.C.T 6th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3605	INTERNATIONAL BUSINESS STUDIES	2	0	0	2

UNIT 1

INTRODUCTION- International Business – Definition, Internationalising business advantages, Factor causing internationalisation of business, Country attractiveness- Political and cultural environment

UNIT 2

INTERNATIONAL TRADE AND AGREEMENT – Promotion of global business- the role of GATT/WTO, multilateral trade negotiation and agreements, Challenges for global business, Need for global competitiveness, Protection Vs Liberalisation of global business environment

UNIT 3

INTERNATIONAL STRATEGIC MANAGEMENT- Standardization and Differentiation of business, Global entry strategy, organisational issues of international business, performance of global business and evaluation system

UNIT 4

PRODUCTION, MARKETING, FINANCIAL AND HUMAN RESOURCE MANAGEMENT OF GLOBAL BUSINESS- Global production – location , scale of operations , cost of production , make or buy decision , global supply chain and global quality considerations. Global marketing – Product development, pricing, production and channel management. Global financing – Investment decisions, sources of fund, exchange rate. Human Resource- Selection of employees, training and development, compensation and salary

UNIT 5 - CONFLICT MANAGEMENT AND ETHICS IN INTERNATIONAL BUSINESS –Disadvantages of international business, Conflicts in international business, Conflict resolutions, negotiations and role of international agencies

B.H.M.C.T 6th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3606	HOTEL SAFETY SECURITY AND LOSS PREVENTION	0	0	2	2

UNIT 1 SAFETY

- Fire and its precaution
- Prevention of Accidents
- Fire fighting systems
- Fire detectors
- Extinguishers and their maintenance

UNIT 2 SECURITY

- Aims, Objectives and Importance
- Organization Structure
- Details of security in public area
- Monitoring of Activities in public areas.
- Security Monitoring in Accommodation Operation Area – Floor, Lobby & Rooms
- Security Monitoring – Staff Utility and Back of the House Areas.
- Different kinds of security equipments used in Hotel Operation.
- Keys : Used in a Hotel, Different types of Lock, Types and kinds of keys used, Issuing and handling of keys.
- Time Office Operations – in and machine, records maintained, personal check.
- Handling of Guest Complaints, Drunkard guest.
- Lost & Found procedure.

UNIT 3 FIRST AID

- Definition, Importance & Rules
- Duties Of A First –Aid Provider
- Skeleton System : Anatomy & Functions Of Eye, Ear & Lungs.
- Pressure Points.
- Respiration, Artificial Respiration
- Heart – Blood Circulation
- Burns And Scalds ; Poisons.
- Shock : Types, Sign & Symptoms & Treatments
- Fractures : Types, Signs & Symptoms & Treatments.
- Wounds & Hemorrhage
- Dressings & Bandages.
- Masc : Heat Stroke Epileptic Fit, Sprain, Electric Shock, Drowning, snake bite etc.

B.H.M.C.T 6th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3607	Personality Management	0	0	2	1

UNIT 1 MORAL DEVELOPMENT

- Introduction
- Ethical Values
- Professional Values
- Service Orientation
- Practice and Implementation of Values in Professional life

UNIT 2 MIND MAPPING

- Introduction
- Need
- Working out on ideas
- Transforming it into speech
- Preparing Mind Maps

UNIT 3 DEVELOPING LISTENING SKILLS

- Introduction
- Active Listening
- Non Listening
- Experiencing Listening
- Evaluation and Feedback

UNIT 4 STORY NARRATION

- Introduction
- Key points to be kept in mind for Narration
- Fiction
- Non- Fiction
- Evaluation and Feedback

UNIT 5 TIME MANAGEMENT

- Introduction
- Scheduling Tools and Tips
- Establishing Routine

- Activity

B.H.M.C.T 6th Semester Syllabus

Sub code	Subject Name	L	T	P	C
CA 308	HOSPITALITY COMPUTER APPLICATIONS	2	0	0	2

UNIT I : SQL

- Introduction, working with data
- Creating Tables
- Modifying and deleting Tables
- Sorting of tables
- Joining of Tables
- Use of Primary key and foreign key
- Select statement

Unit II :Tally

- Journal enteries
- Ledger
- Purchase returns and sales returns
- Contra Entries

UNIT III- Hospitality Applications of MS office

- Introductions and Overview
- Standardizing Menu Planning
- Manual Recipe Yield Adjustment
- Finding and Printing Recipes
- Adjusting Recipe Yield Using MSEXCEL
- The Master Quantity Meal Worksheet
- Consolidating the Test Meal Worksheet
- Using the Inventory Cost Worksheet

• UNIT IV Hospitality Softwares

- Fidelio
- Opera

- PMS

B.H.M.C.T 6th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3609	Practical Application of International Cuisine Studies	0	0	3	2

MENU 01

Prawn Ball Soup

Fried Wantons

Sweet & Sour chicken

Hakka Noddles

MENU 02

Hot & Sour soup

Beans Sichwan

Stir Fried Chicken & Peppers

Chinese Fried Rice

MENU 03

Sweet Corn Soup

Shao Mai

Tung-Po Mutton

Yangchow Fried Rice

MENU 04

Wanton Soup

Spring Roll

Stir Fried chicken & Celery

Chow Mein

MENU 05

Prawns in Garlic Sauce

Fish Szechwan

Hot & Sour Cabbage

Steamed Noddles

SPAIN MENU 06

Gazpacho

Pollo En Pepitoria

Paella
Fritata De Patata
Pastel De Mazaan

ITALY MENU 07

Minestrone

Ravioli Arabeata

Fettocine Carbonara

Pollo Alla Cacciatore

Medanzane Parmigiane

GERMANY MENU 08

Linsensuppe

Sauerbaaten

Spatzale

German Potato Salad

U.K. MENU 09

Scotch Broth

Roast Beef

Yorkshire Pudding

Glazed Carrots& Turnips

Roast Potato

GREECE MENU 10

Soupe Avogolemeno

Moussaka A La Greque

Dolmas

Tzaziki

B.H.M.C.T 6th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3610	Practical Application of Bakery and Confectionery	0	0	3	2

Bakery

- Decorated Cakes,
- Gateaux,
- Sorbet,
- Parfaits

Menu 1

Grissini

Tiramisu

Menu 2

Pumpernickle

Apfel Strude

Menu 3

Yorkshire Curd Tart

Crusty Bread

Menu 4

Fruit Bread

Mango Mousse

Menu 5

Baklava

Harlequin Bread

Menu 6

Baugette

Crepe Normandy

Menu 7

Crossiants

Black Forest Cake

Menu 8

Pizza base

Honey Praline Parfait

Menu 9

Danish Pastry

Cold Cheese Cake

Menu 10

Soup Rolls

Chocolate Truffle cake

B.H.M.C.T 6th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3611	Practical Application of International Wine Studies	0	0	2	2

1. Flambé service
2. Cocktail Making & Serving
3. Situation Handling
4. Restaurant Management
5. Prepare a F & B control system for your training restaurant
6. Revision of various equipment used in restaurant
7. Revision of Menu planning
8. Different form of services Forms & Formats Used
9. Register & files Maintained for F& B control

B.H.M.C.T6 Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3612	Practical Application of Accommodation Management	0	0	2	1

- Preparation of a colour wheel and analysing the various color schemes that emerge from the same.
- Colour Planning for a room or public area
- Budget planning for housekeeping cleaning material
- Preparation of a Budget for recurring and non Recurring Expenditure
- Window cleaning Method
- Electric points and Fan cleaning Methods
- Guest room furniture arrangement and cleaning
- Cleaning of guest room fixtures
- Wall cleaning (spot cleaning)
- Pool / Fountain Cleaning – Daily / weekly special

B.H.M.C.T 6th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 3613	Practical Application of Front Office Management	0	0	2	1

1. Dealing with Guest Problems
2. Hands on practice of Forecasting Techniques with forecasting room availability.
3. Hands on practice of handling the telephone calls.



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Village. Sahauran, Tehsil. Kharar, Dist. Mohali. Pincode 140104

B.H.M.C.T

Syllabus Semester-7th

B.H.M.C.T 7th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 4701	ADVANCE FOOD PRODUCTION	2	0	0	2

Unit I : Food Costing

Percentage, discounts, service charges, wastage in preparation and purchasing, food case percentage or kitchen percentage, Standard recipes, selling prices, business documents i.e. purchase order, delivery note, invoice and statement of account.

Unit II ; Food production cost control

Establishing purchase specification, dealing with suppliers, store organization, stock control, portion control, yield testing for meat, fish and poultry, Meat tags.

Unit III : Sandwiches

Cutting of sandwiches, kinds of breads and spread used in sandwiches, different types of sandwiches such as Loaf, pinwheel, club, ribbon, bookmaker, broad way etc.

Unit IV : Accompaniments

Listing of accompaniments of different foods, soups and vegetables with a few examples.

Unit V : Cheese

Preparation, types and usage of cheese in food production. Study of several international cheeses with their origin and special features.

References

1. Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
2. Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Baker
3. Cooking Essentials for the New Professional Chef
4. Larder Chef By M J Leto & W K H Bode Publisher: Butterworth-Heinemann
5. Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
6. . Practical Cookery By Kinton & Cessarani
7. . Practical Professional Cookery By Kauffman & Cracknell
8. . Professional Cooking By Wayne Gisslen, Publisher Le Cordon Bleu

9. . Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
10. The Professional Chef (4th Edition) By Le Rol A.Polsom 11. The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC 12. Theory of Catering By Kinton & Cessarani 13. Theory of Cookery By K Arora, Publisher: Frank Brothers

B.H.M.C.T 7th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 4702	ADVANCE FOOD & BEVERAGE SERVICE	2	0	0	2

UNIT-1- MANAGING F & B OUTLETS

Indenting and maintaining par-stocks of supplies, advt./selling techniques. Calculating G.O.P., Cost controlling, Food Storage methods, Garbage disposal, situation handling, fire and emergency procedure, employee requirement, setting up operational procedures, training programmes, employee evaluating / performance appraisal.

UNIT-2- GUERIDON SERVICE :

History & definition of Gueridon, Types of Trolley, Various items to be prepared, advantages and disadvantages of Gueridon.

UNIT-3 BILLING METHODS – BILL AS CHECK

Service bill, bill with order, prepaid, voucher, no charge & different payment.

UNIT-4 FUNCTION CATERING

Organization of banquet department with their duties of responsibilities, pricing banquet protocol. Types of function – formal / informal, buffets, theme parties, food practicals, Out door caterings, conference / seminars / workshops, cocktails and tea. Booking procedure – Booking diary, Function Prospectus and its notifications. Function planning - space requirement. Table configuration, seating plan, name cards, service sequence, sequence of events & toasting, closing and evaluating the function.

B.H.M.C.T 7th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 4703	Advanced Rooms Division Management	2	0	0	2

I. UNIT 1 HOTEL DESIGN, HOTEL CONSIDERATIONS :

Attractive appearance. Efficient plan, Good location, Suitable Materials, Good workmanship, Sound financing, competent management, Evaluation of accommodation need, thumb rules, Ensuring that the hotel must combine integrated functions of housing, feeding, entertainment, rental services, maintenance & light manufacture.

II. UNIT 2 PLANNING CONSIDERATIONS:

Flow process & flow diagrams, Space relationship, Architectural considerations, Difference between carpet area & plinth area, approximate cost estimation, Class room exercises.

III. UNIT 3 STAR CLASSIFICATION OF HOTELS :

Criteria for star classification of hotels, various licenses required for starting and running of hotel & catering services.

IV. UNIT 4 ROOM TARIFF :

Factors considered for determining room tariff, method of computing room tariff.

V. UNIT 5 PLANNING OF MANAGEMENT AREAS LIKE :

General Manger's office, offices of all H.O.D's and other services related to the same like meeting room toilets etc.

B.H.M.C.T 7th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 4704	Facility Planning	2	0	0	2

UNIT-1 - PLANNING TRENDS

- Overall planning of Hotel
- Guest Rooms
- Bath Room
- Suites, Lounges, Clock Room, Conference Room, Leisure facilities.

UNIT-2- ELEMENTS OF INTERIOR OF DECORATION

- Color
- Pattern
- Texture
- Furniture and other furnishing
- Lighting and ventilation

UNIT 3 MANAGING HOUSEKEEPING PERSONNEL

- Documents of personnel management
- Determining staff strength
- Recruiting, selecting, hiring, orientation and training.
- Scheduling, motivating employees.
- Performance appraisal
- Team work and leadership
- Employee welfare and discipline.

UNIT- 4 ECOTELS

- Ecotel certification
- Choosing an eco friendly site
- Hotel design and construction
- Energy conservation
- Water conservation
- Waste management
- Environment friendly housekeeping.

UNIT-5 CHANGING TRENDS IN HOUSEKEEPING

- Hygiene and cleanliness
- Outsourcing
- Training and motivation

- Eco-friendly amenities products and processes.
- New scientific techniques,
- IT savvy housekeeping.
- Nano Technology in Housekeeping

UNIT 6 - THE FULL CIRCLE OF MANAGEMENT

- Problem solving
- Management Styles
- Development of others
- Personal Development
- Housekeeping Managers of the future

B.H.M.C.T 7th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 4705	Hotel Law	2	0	0	2

UNIT 1- INTRODUCTION TO HOSPITALITY LAWS

- Laws applicable to hotel and catering industry
- Hotel Guest Relationship – Right to receive or refuse accommodation to a guest, Guest right to privacy, Tenancy Law, Duty to protect the guest.
- Laws Governing Lost and Found Property-Hotels liability regarding guest property , unclaimed property and loss of property , liability claims and hotels liability.

UNIT 2 -FOOD LEGISLATION LAW

- Prevention of food adulteration Act, Central –State and Local food laws, Warranty , Food adulteration and Duties of Food Inspector, Standards of Weight and Measures Act

UNIT 3 COMMERCIAL AND CORPORATE LAW OF HOSPITALITY INDUSTRY

- Company Law- Definition of company , Natures and Types of Companies , Formation and Powers ,Rights and Duties of Director , Corporate Governance
- Indian Contract Act – Essential Feature
- Sales of Goods Act – Essential Features of the Act, Salient Features of Negotiable Instruments and Types of Negotiable Instruments.

UNIT 4 INDUSTRIAL AND CONSUMER PROTECTION ACT, VAT

- Industrial Dispute Act
- Workmen Compensation Act
- Consumer Protection Act
- VAT Services Tax
- Corporate Tax
- FEMA and Customs Guidelines
- Taxation System in India

UNIT 5 LICENSES, CYBER LAWS AND COPY RIGHTS IN HOTEL INDUSTRY

- Licenses-Procurement of Licenses pertaining to Hotels, Liquor Legislation
- Cyber Laws -Cyber Crimes- IT Act 2000 and Environment Protection Act
- Copy Rights in Hotel Industry-Intellectual Property Act

B.H.M.C.T 7th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 4706	Research Methodology And Synopsis Submission	2	0	0	2

UNIT I RESEARCH:

- Introduction
- Definition and need
- Aims, importance, scope,
- Classifications, types, characteristics, and research process.

UNIT II RESEARCH DESIGN:

- Meaning, need, type
- Factors affecting,
- Basic purpose, and principles

UNIT III DATA COLLECTION:

- Meaning, need
- Main terminologies used in data collection
- Population, sample, parameter, variables, etc
- Types of data, methods, sources of various types of data,
- Methods of data collection:
- Observation Method, Interview Method, Data collection through questionnaires,
- Collection of data through schedules, case study,

UNIT IV DATA ANALYSIS:

- Meaning, need, classification, tabulation, array, range, frequency distribution,
- Presentation of data-graphic, histogram, Polygon, Ogive,
- Measurement of Central Tendency- Mean, Mode, Median, Dispersion/ Skewness,
- Correlation and regression analysis of two variables only
- Define ,Characteristics ,Types, values of , formulae for calculation etc

UNIT V INTERPRETATION:

- Meaning, definition,
- Significance, techniques.
- Report Writing: Meaning, significance, steps, types, findings, suggestions, conclusion

References:

Rayat Bahra University

1. C R Kothari: Research Methodology
2. S P Gupta: Statistical Methods
3. Internet sites through google.com

B.H.M.C.T 7th Semester Syllabus

Sub code	Subject Name	L	T	P	C
FS 4707	WORK LIFE BALANCE 1	0	0	4	2

UNIT 1 INTER AND INTRA PERSONAL SKILLS

- Introduction
- Need
- Empathy and Sympathy
- Coordination and Cooperation
- Group Dynamics

UNIT 2 CONFLICT RESOLUTION

- Introduction
- Need
- Causes
- Measures
- Win -Win Strategy

UNIT 3 WORK RELATION AND ITS ETHICS

- Introduction
- Need
- Self-Presentation
- Formal and Informal Communication
- Grooming Etiquettes
- Employee Relationship

UNIT 4 TEAM BUILDING

- Introduction
- Purpose
- Team Building Strategy
- Group Activities
- Team Building Management Games
- Creating Team Building Strategy

UNIT5 STRESS MANAGEMENT

- Introduction

- Reasons
- Types of Stress
- Prevention

B.H.M.C.T 4th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 4708	Practical Application of Advanced Food Production	0	0	4	2

Practicals will be in accordance with the topics of theory of BT-4701.

Desirable – Students should learn making of pates galantine, terrine, classical salads, savouries/sandwiches.

Students should learn making of pates galantine and terrine, classical salads, savouries,

B.H.M.C.T 7th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 4709	Practical Application of Advanced Bakery	0	0	4	2

Sugar Craft, Chocolate Confectionary and Advanced Indian Sweet – meats.

B.H.M.C.T 7th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 4710	Practical Application of Advanced Room Division Management	0	0	2	1

- Team Cleaning for various area of hotel.
- Draw out staffing guide for a 300 room hotel
- Chalk out an orientation programme for a GRA in a 5 star deluxe property
- Chalk out a training programme of a week's duration for a GRA in a 5 star deluxe property.
- Make a duty roster for 24 GRA's employed in 5 star hotel
- Design a format for performance appraisal using the method discussed in theory.
- Visit an ecotel and study the eco- friendly practices followed by them. And write them in the journal.
- Collect information on the latest innovations and trends in housekeeping and front office from various hospitality magazines and websites. And chalk them in your journal.
- Study legal obligations, duties and standards of care for front office.
- Role play & problem handling on different accommodation problems.
- Mock planning of area required for different guest rooms and bathrooms
- Preparing of models of guest room according to particular theme with the consideration of elements of interior designing.



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B.H.M.C.T

Syllabus Semester-8th

B.H.M.C.T 8th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 4801	Advanced Food Production	2	0	0	2

UNIT 1 FOOD STYLING:

- General Principles,
- Modern And Special Innovative Garnishes,
- Accompaniments,
- Decorations And Concept Development.

UNIT-II BANQUETING

- Preparations: Types Of Banquets,
- Themes,
- Production,
- Menu Preparation,
- Low Calorie Food,
- Advantages, Disadvantages,
- Menu Examples,
- Preparation.
- Out -Door Catering: Concept, Principles, Limitations, Menus, Planning, Check List And Precautions.

UNIT-III COOK CHILL SYSTEMS:

- Purpose Of Chilling Food
- Cook Chill Process
- Finishing Kitchens
- Distribution Of Cook Chill
- Ways To Preserve Food.

UNIT 4 COOK FREEZE SYSTEM:

- Preparation Of Food For Freezing,
- Storage Of Frozen Food, Transport Of Frozen Food,
- Reheating Of Frozen Or Cooked Food.
- Advantages Of Cook Freeze Over Cook Chill.

UNIT-V MISCELLANEOUS:

- Power Breakfasts,

- Brunches And Lunches,
- High Teas, Cocktail Snacks,
- Theme Menus, Food Festivals,
- Other New Or Non-Conventional Catering Concepts,
- Airline And Cruise Liner Meal Planning

Reference Books:

- 1.) Professional charcuterie – By John Kinsella and David T, Harvey
- 2.) The Professional Garde Manager – By David Paul Larousse
- 3.) The Art of Garde Manager – By Frederic H. Sonneschmidt, John F. Nicolas
- 4.) Professional Baking – Wayne Gisslen
- 5.) The Professional Chefs Knife Kit – (Culinary Institute of America)
- 6.) The Professional Chef – (Culinary Institute of America)
- 7.) The Art of Sugar Craft – Sugar paste – By Brenda Purton
- 8.) The Professional Chefs' – Guide to Kitchen Management – By John Fuller, John Knight, Charles A. Salter
- 9.) Kitchen Planning & Management – By John Fuller & David Kirk

B.H.M.C.T 8th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 4802	ADVANCE FOOD AND BEVERAGES SERVICE	2	0	0	2

UNIT 1 KITCHEN STEWARDING

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

UNIT 2 BAR OPERATIONS :

- A. Types of Bar – Cocktails, Dispense, Floating / Cash bar
- B. Area of bar – Front, Under, Back.
- C. Bar equipment
- D. Bar stocks of alcoholic, mixers
- E. Non- alcoholic, Perishable & dry stores.
- F. Staffing and their job description
- G. Inventory & controls systems
- H. .

UNIT 3FUNCTION CATERING BANQUETS

- History
- Types
- Organisation of Banquet department
- Duties & responsibilities
- Sales
- Booking procedure
- Banquet menus
- BANQUET PROTOCOL
- Space Area requirement
- Table plans/arrangement
- Misc-en-place
- Service
- Toast & Toast procedures
- INFORMAL BANQUET
- Réception• Cocktail parties• Convention• Seminar• Exhibition• Fashion shows•.

UNIT 4 PLANNING & OPERATING VARIOUS F&B OUTLET

- Physical layout of functional and ancillary areas
- Objective of a good layout
- Steps in planning
- Factors to be considered while planning
- Calculating space requirement
- Various set ups for seating
- Planning staff requirement
- . Menu planning
- . Constraints of menu planning
- Selecting and planning of heavy duty and light equipment
- Requirement of quantities of equipment required like crockery
- Glassware, Cutlery - steel or silver etc.
- Suppliers & manufacturers
- Approximate cost
- Planning Décor, furnishing fixture etc

B.H.M.C.T 8th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 4803	Advance Rooms Division Management	2	0	0	2

UNIT 1 PLANNINGV HOUSEKEEPING

- EXPENDITURE
- Cleaning Agents, Cleaning Equipments
- Standard Sizes of Linen, Bed and Rooms
- Staffing
- Laundry Equipments
- Types of flooring and Wall Covering

UNIT 2 MATERIAL PLANNING

- Material Budget – capital Expenditure Budget, Operating Budget and Pre Operating Budget
- Inventory Control material Classification – Basic application to principles of accounting, on going operations.
- Pre-operating operations – Temporary storage, moving on the property, Disposition of spares.
- Material Planning – Supplies and equipments
- Housekeeping Chemicals
- Cleaning Supplies and Equipment
- Guest Supplies

UNIT 3 YEILD MANAGEMENT

- Concepts and Importance
- Applicability to rooms divisions
- Capacity Management
- Discount Allocation
- Measurement of Yield

- Numerical Pertaining to Yield Management

UNIT 4 – ACCOMODATION STATISTICS AND YIELD MANAGEMENT

- Occupancy Ratios
- Break Even pricing influence
- Productivity Activity
- Market Share Index
- Rev par
- Statistics
- Computing Room Availability

UNIT 5 LEGAL CONCERNS FOR FRONT OFFICE OPERATIONS

- Guest Safety
- Guest Privacy
- Guest Removal
- Guest property
- Guest Non payment
- Illness and death of a guest

B.H.M.C.T 8th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 4804	FINANCIAL MANAGEMENT	2	0	0	2

Objectives: To familiarize the students with financial analysis aspect and to inform them about the techniques of preparing financial information.

Unit I: Nature of Financial Management

- Financial function,
- Meaning, role scope and importance.
- Job of financial manger,
- financial goals,
- financial control,
- Organization and objectives of financial function.

Unit II: Financial Planning

- Capitalization and capital structure.
- Meaning and concept of capital.
- Theories of capitalization.
- Sources of finance short term, medium term, long term.

Unit III: Budget and Budgetary Control

- Preparation of Budget,
- types of Budget,
- capital, sales, cash, flexible,
- benefits and limitations of budgetary control.

Unit IV : Financial Analysis

- Uses : Types of financial analysis,
- tools of financial analysis,
- Ratio analysis.
- Preparation of fund flow and cash flow statements.

Unit V : Working Capital Management

- Concept,
- Importance & scope,
- Estimates of working capital and financing of current assets.

B.H.M.C.T 8th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 4805	Supervisory And Leadership Skills In Hospitality	2	0	2	3

UNIT 1 – ORGANISATIONAL CHANGE

- Meaning of Organisational change
- Factors responsible for organizational change
- The Changing Nature of leadership and Management
- How to cope with the Changes ?
- How to train others to cope with Changes?

UNIT 2 – THE CHANGING NATURE OF LEADERSHIP AND MANAGEMENT

- What is a crucial Conversation?
- Mastering the art of a Crucial Conversation
 - Start with the Heart
 - Learn to Look
- Precautions and pitfalls in a crucial conversation

UNIT 3 – LEADERSHIP AND MANAGEMNT IN HOSPITALITY INDUSTRY

- The Quest for quality
- Continous Improvement – process and Tools
- Power and Empowerment
- Safety First
- Mastering my Stories
- Communication key points and precautions
- Body language

UNIT 4 GOAL SETTING

- Goal Setting
- Definition , Objective and writing a goal Statement
- Coaching
- Conflict Management Skills
- Assisting others to Goal Completion .

UNIT 5 TEAMS

- High Performance teams

- Delegation
- Organisation
- Controlling and Coordinating

UNIT 6 – LEADERSHIP

- The Challenge of Diversity
- Multi Cultural World
- Dynamics of Leadership
- Strategic Career Planning
- Ethical Leadership
- Group Project Meetings
- Group Presentations

B.H.M.C.T 8th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 4806	Organizational Behavior And Change Management	2	0	2	4

UNIT 1

Fundamentals of Organisational Behaviour-Concept of OB, Individuals and organisation, employee relation, impact of globalisation on OB

Individual differences- perceptions, interests, attitude, learning and personality

UNIT 2

Group Dynamics – Group behaviour, team development, group decision making , Organisational Conflicts and resolutions , interpersonal skills

Motivation – Theories of motivation, Leadership theories and styles

UNIT 3

Organisational Change – Meaning, Necessity of change, Classification of change , Factors affecting change, Models of organisational Change- Kurt Lewin three stage model , Force Field analysis – System theory , 7 stage model. Change agents and its role

UNIT 4

Cross Cultural Management- Determinants of culture, Cultural dimensions, Cultural diversities, Culture and leadership , International communication and its barriers , International conflict management and negotiations.

UNIT 5

Issues in Organisational Development- Organisational development in global context, Organisational development in service sector, professional ethics, values and experiences , Trends in organisational development

B.H.M.C.T 8th Semester Syllabus

Sub code	Subject Name	L	T	P	C
FS 4807	Work Life Balance II	0	0	0	2

Unit 1 Self-Motivation

- Introduction
- Proactive Approach
- Setting Goals
- Art of Self- Motivation

Unit 2 Factors affecting Work Life

- Introduction
- Internal Factors
- External Factors
- Physiological Factors
- Resolutions

Unit 3 Work Stress Disorder

- Introduction
- Work Anxiety
- Stress Disorders
- Prevention

Unit 4 Negotiation Skills and Conflict Management

- SMART approach
- Negotiation skills
- Conflict Reasons
- Conflict Resolutions

Unit 5 Decision Making

- Introduction
- Objectives
- Types

- Making a Choice

B.H.M.C.T 8th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 4808	Practical Application of Advanced Food Production	0	0	4	2

- International menus – Minimum of 4 international cuisines to be covered, such as – Oriental, Italian, Mexican, Middle eastern, Continental.
- Desirable – Students should learn making of pates galantine, terrine, classical salads, savouries, Students should learn making of pates galantine and terrine , classical salads, savouries.
- Practical Examination Practical Examination should be based on any 5 - Course International Menu.

B.H.M.C.T 8th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 4809	Practical Application of Advanced Bakery	0	0	4	1

- Sugar Craft, Chocolate Confectionary and Advanced Indian Sweet – meats
- Non edible displays of
 - i) Ice carving
 - ii) Tallow sculpture
 - iii) Fruits & vegetable displays
 - iv) Salt dough
 - v) Pastillage
- Bakery Basket Cookery

B.H.M.C.T 8th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 4801	Practical Applications Of Advanced Food And Beverage Service	0	0	2	1

- Arranging a theme Dinner / Food Festival
- Practice software applications in F & B
 - Creat KOT's / BOT's and open a guest table
 - Posting items and writing on item / bill
 - Printing of a bill
 - Settling bills / Credit cards
 - Opening and closing a shift and operations afloat
 - Types of keys / passwords – waiter, supervisor, manager
 - List of reports generated – Daily Revenue Reports, including APC Menu
 - Sales Analysis
 - Food & Beverage Cost reports, etc
- Checklist for opening a restaurant
- Checklist for closing a restaurant
- Practice of standard operating procedures in restaurants
- Menu planning and service procedures – Indian and International cuisine (Specialized service, banquets, gueridons).

B.H.M.C.T 8th Semester Syllabus

Sub code	Subject Name	L	T	P	C
BT 4811	Practical Application of Advanced Room Division Management	0	0	2	1

- 1 Identification of colour schemes
- 2 Study the layout and model preparation for – a. Single b. Double c. Handicap room, etc
- 3 Planning and designing of a Lobby (Assignment)
- 4 Project on floor furnishing, wall coverings, curtains. (Samples to be collected)
- 5 Designing a Brochure for a. A heritage Hotel b. Business Hotel c. Resort
- 6 Collection five different examples of Hotel Advertisement
- 7 Comparative study of any two MICE destinations
- 8 Assignments – Workout a model-marketing plan for a Five Star Hot