

University School of Hotel Management and Catering Technology

Study scheme and Syllabus

Batch 2014

Programme : Hotel Management

Level : Undergraduate

Course : B.H.M.

Study Scheme for B.H.M.

Semester: 1st

Course Code	Subject	Teaching Schedule			Credits
		L	P	Total	
BH1101	Basics of Food Production	3	0	3	3
BH1102	Basics of Food & Beverage Service	3	0	3	3
BH1103	Basics of Front Office	2	0	2	2
BH1104	Basics of House Keeping	2	0	2	2
FS1105	Basics of Personality Management	2	0	2	2
CA1106	Application of Computers	2	0	2	2
BH1107	Basics of Food Production (Practical)	0	8	8	4
BH1108	Basics of Food & Beverage Service (Practical)	0	2	2	1
BH 1109	Basics of Front Office (Practical)	0	2	2	1
BH 1110	Basics of House Keeping (Practical)	0	2	2	1
FS 1111	Basics of Personality Management (Practical)	0	2	2	1
CA 1112	Application of Computers				
IE1113	Industry Interface (1 week Duration)				3
	Grand Total (Practical)	14	18	32	26

B.H.M 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH1101	Basics of Food Production	3	0	0	3

UNIT-1 Introduction to Cookery

- Culinary History
- Origin of modern cookery
- Classical Brigade
- Modern staffing in various category hotels
- Roles of executive chef
- Duties and responsibilities of various chefs
- Attitudes and behavior in the kitchen
- Personal hygiene
- Uniforms & protective clothing
- Co-operation with other departments

UNIT 2 Kitchen Organizations and Layout

- General layout of the kitchen in various organizations
- Layout of receiving areas
- Layout of service and wash up

UNIT 3 Aims & Objects of Cooking Food

- Aims and objectives of cooking food
- Various textures
- Various consistencies
- Techniques used in pre-preparation
- Techniques used in preparation
- Fuel- use & related advantages & disadvantages of Gas, Charcoal, Electricity, Energy conservation & Necessary safety precautions

UNIT 4 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*

UNIT 5 Classification of Raw Material

- Foundation of material
- Salt
- Liquids
- Flavors
- Seasonings

UNIT 6 Kitchen Equipments

- Introduction to different equipment
- Cooking equipment
- Processing equipments
- Holding & Storage equipment
- Measuring devices
- Knives, hand tools & Small equipments
- Care & Maintenance of Equipments

UNIT 7 Basic Principles of Food Production - I

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

UNIT 8 Egg Cookery

- Introduction to egg cookery
- Structure of an egg
- Selection of egg
- Uses of egg in cookery
- Egg Preparations

UNIT 9 Culinary Terms

- List of culinary (common and basic) terms
- 30 Western & 30 Indian Culinary Terminology
- Explanation with examples

BOOKS RECOMMENDED

- Theory of Cookery – Krishna Arora.
- Food Production Operations – Parvinder Bali
- Larousse Gastronomique - Montagne

B.H.M 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH1102	BASICS OF F&B SERVICE	3	0	0	3

1. Introduction to the Food and Beverage Service Industry-

- Scope of catering industry for the hotel management graduate.
- Introduction and types of Catering Establishments- Sectors

2. Food and Beverage Service Areas in a Hotel

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

3. Food and Beverage Equipment

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

4. Food and Beverage Service Personnel

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

5. Types of meals –

- Breakfast – Introduction, Types, Service methods, a la carte, and TDH setups.
- Brunch
- Lunch
- Hi- tea

- Supper
- Dinner

6. Food and Beverage Service Methods

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

Suggested Readings/ Books

- 1. Food & Beverage Service** – Denis Lillicrap
- 2. Food & Beverage Service** – Vijay Dhawan

B.H.M 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH1103	Basics of Front Office	2	0	0	2

Unit- 1 Introduction to Hospitality & Hotel Industry

- Origin & Development Of Hospitality Industry
- History of Hotels – Taj, Oberoi's, ITC, Leela, Carlsons, Hilton, Marriott, Hyatt, others
- Development & Growth in India
- History & development of fast foods. Mc. Donalds, KFC, Dominos, Pizzahut

Unit-2 Hotels

- Hotel Business
- Hotel Services
- Various departments , sub dept., sections

Classification of Hotels

- Size
- Location
- Star Classification
- Ownership basis
- Food Plans
- Use of Abbreviations, Symbols & Signs

Unit 3 : Layout of Front Office Dept.

- Sections and Layout of FO
- Identification of Furniture & Equipments used in FO
- FO Terminology

Organization

- Function areas
- Front office hierarchy
- Duties and responsibilities / Job Description / Job Specification of FO Staff
- Personality traits
- House Rules

Unit 4 : Types Of Rooms

- Single
- Double
- Twin
- Suites
- Others

Tariff Structure

- Basis of charging
- Plans, competition, customer's profile, standards of service & amenities
- Hubbart's formula
- Different types of tariffs
- Rack rate
- Discounted rates for corporate, airlines, groups & travel agents

Unit 5: Hotel French

- Alphabet and Numbers
- Uses of accent, Orthographic Signs and Punctuation.
- Ordinal and Cardinal numbers (Cardinaux and Ordinaux)
- Days of the week
- Months of the year
- Time of the day
- Seasons of the year

Suggested Readings/ Books

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

B.H.M 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH1104	Basics of Housekeeping	2	0	0	2

1. Introduction

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

2. Lay out & Organizational Structure

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

3. Staffing in Housekeeping Department

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

4. Planning work of Housekeeping department

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

5. Hotel Guest Room

- Types of room-definition
- Standard layout (single ,double ,twin ,suit)
- Difference between Smoking & Non Smoking room's
- Barrier free room's
- Furniture / Fixture / Fitting / Soft Furnishing /Accessories / Guest Supplies /Amenities in a guest room
- Layout corridor& floor Pantry

6. Cleaning Science

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

Suggested Readings/ Books

- 1. Hotel housekeeping Training Manual – Sudhir Andrews**
- 2. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST)**
- 3. Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).**
- 4. Hotel House Keeping Operation & Management- G.Raghubalan**

B.H.M 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
FS1105	Basics of Personality Management	2	0	0	2

Unit 1: Tenses

- Present Tense
- Past Tense
- Future Tense
- Feedback and Evaluation

Unit 2: Voice:

- Active Voice
- Passive Voice
- Feedback and Evaluation

Unit 3: Introduction to Articles:

- Indefinite Article
- Definite Article
- Feedback and Evaluation

Unit 4: Introduction to Prepositions

- Use of prepositions (in, on, at, for, over, beneath, below, since, to, from)
- Use of prepositions (across, above, along, besides, under, into, upon, within)
- Feedback and Evaluation

Unit 5: Introduction to Modals

- Use of can , could, would, may, might
- Use of must, must not, may not, should, will
- Feedback and Evaluation

Unit 6: Sentences:

- Simple Sentence
- Compound Sentences
- Complex Sentences
- Feedback and Evaluation

Unit 7: Introduction to Comprehensions

- Unseen Passages
- Feedback and Evaluation

Unit 8: Vocabulary Building

- Synonyms 30
- Antonyms 30
- Homophones 30
- Revision

Unit 9: Paragraph Writing

- Social
- Political
- General

Unit 10: Introduction to Letter Writing

- Formal Letters
- Informal Letters
- Feedback and Evaluation

Unit 11: Introduction to Idioms

- Idioms 30
- Sentence Formation using Idioms

B.H.M 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
CA1106	Applications of Computers	2	0	0	2

UNIT 1 Introduction To Computers

- Introduction to Computer
- Block Diagram
- Components of a computer system
- Generation of computers
- Programming languages
- Generation of languages
- Storage devices

Unit II: Operating Systems: Ms-Dos, Ms-Windows

- Introduction
- Functions & types

UNIT III : MS Word

- Introduction to Word processing
- Features of MS WORD
- Creating and Editing a Word Document,
- Paragraph & Document formatting

UNIT IV: MS Excel

- Introduction to Spreadsheets
- Features of MS EXCEL
- Building worksheets
- Formulae and Functions
- Graphical Charts

UNIT V: MS PowerPoint

- Features of MS POWERPOINT
- Creating, Editing & Viewing Slide shows
- Graphic Tools
- Creating an organization chart
- Preparation & printing presentation documents

UNIT VI: Internet.

- Introduction to Internet
- Network
- Network of Networks
- WWW,
- Search Engines,

- E-mail
- Websites
- Introduction to e-commerce
- Features of MS-OUTLOOK

Books Recommended Reading:

- V.Rajaraman, *Fundamental of Computers*, Prentice Hall India

B.H.M 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH1107	Basics of Food Production Practical	0	0	8	4

1. Introduction to the Kitchen

- Equipments - Identification, Description, Uses & handling
- Hygiene - Kitchen etiquettes, Practices & knife handling
- Safety and security in kitchen

2. Vegetables

- Vegetables – classification
- Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix

3. Basic Cooking Method And Pre – Preparations

- Basic Cooking methods and pre-preparations
- Blanching of Tomatoes and Capsicum
- Preparation of concasse
- Boiling (potatoes, Beans, Cauliflower, etc)
- Frying - (deep frying, shallow frying, sautéing)
- Aubergines, Potatoes, etc.
- Braising - Onions, Leeks, Cabbage
- Starch cooking (Rice, Pasta, Potatoes)

4. Introduction to Stocks

- Stocks - Types of stocks (White and Brown stock)
- Fish stock
- Emergency stock
- Fungi stock

5. Sauces - Basic mother sauces

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

6. 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)

7. Simple Salads & Soups:

- Preparation of salad dressings
- Cole slaw,
- Potato salad,
- Beet root salad,
- Green salad,
- Fruit salad,

8. Simple Egg preparations:

- Scotch egg,
- Assorted omelettes,
- Oeuf Floretine
- Oeuf Benedict
- Oeuf Farci
- Oeuf Portugese
- Oeuf Deur Mayonnaise

9. Simple potato preparations

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

10. Vegetable preparations

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

BASICS OF BAKERY PRACTICAL

- 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 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH1108	Basics of Food & Beverage Service-1 Practical	0	0	2	1

1. Food Service areas & Ancillary F&B Service areas – Induction & Profile of the area

2. Familiarization of F&B Service equipment

3. Care & Maintenance of F&B Service equipment

4. **Cleaning / polishing of EPNS items by:**

- Plate Powder method
- Polivit method
- Silver Dip method
- Burnishing Machine

5. **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: Stacking 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

6. **Basic Beverage Service**

- Tea – Preparation & Service
- Coffee - Preparation & Service
- Juices & Soft Drinks - Preparation & Service
- Mocktails- Juices, Soft drinks, Mineral water, Tonic water
- Cocoa & Malted Beverages – Preparation & Service

B.H.M 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH1109	Basics of Front Office-1 Practical	0	0	2	1

1. Identification of Front Office Equipment

- Rack
- Reception Counter
- Front Office Equipment
- Luggage Trolley
- Bell desk

2. Filling up of various Performa's

- Reservation form
- Luggage tag
- Left luggage
- GHC
- Message Slip
- C form
- Registration Card
- Guest History Card
- Amenity Voucher
- Cancellation and Amendment

3. Guest Interaction – Common Phrases

- Welcoming the guest
- Reservation
- Message Handling
- Enquiry about Hotel Services and Facilities

4. Handling

- Telephone Handling and Etiquette
- Guest Handling and Etiquette

B.H.M 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH1110	Basics of Housekeeping-1 Practical	0	0	2	1
01	Sample Layout of Guest Rooms <ul style="list-style-type: none"> • Single room • Double room • Twin room • Suite 				
02	Guest Room Supplies and Position <ul style="list-style-type: none"> • Standard room • Suite • VIP room special amenities 				
03	Cleaning Equipment-(manual and mechanical) <ul style="list-style-type: none"> • Familiarization • Different parts • Function • Care and maintenance 				
04	Cleaning Agent <ul style="list-style-type: none"> • Familiarization according to classification • Function 				
05	Public Area Cleaning (Cleaning Different Surface) <p>A. WOOD</p> <ul style="list-style-type: none"> • Polished • Painted • Laminated <p>B. SILVER/ EPNS</p> <ul style="list-style-type: none"> • Plate powder method • Polivit method • Proprietary solution (Silvo) <p>C. BRASS</p> <ul style="list-style-type: none"> • Traditional/ domestic 1 Method • Proprietary solution 1 (brasso) <p>D. GLASS</p> <ul style="list-style-type: none"> • Glass cleanser • Economical method(newspaper) <p>E. FLOOR - Cleaning and polishing of different types</p> <ul style="list-style-type: none"> • Wooden • Marble • Terrazzo/ mosaic etc. 				

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

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

- 06 Maid's trolley
- Contents
 - Trolley setup
- 07 Familiarizing with different types of Rooms, facilities and surfaces
- Twin/ double
 - Suite
 - Conference etc

B.H.M 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
FS1111	Basics of Personality Management (Practical)	0	0	2	1

1. Beginning with You
 - Standard Format of Introduction
 - Self -Practice
 - Evaluation & Feedback(Complete Introduction Session)
2. Introduction to Phrases
 - Basic Phrases within personal sphere
 - Standard Phrases for professional communication
 - Evaluation and Feedback
3. Social Communication:
 - Introduction
 - Formal and Informal Greetings
 - Importance of Small talk
 - Evaluation & Feedback
4. Accent Neutralization:
 - Stress Words- 50
 - Speech Development
5. Intonation
 - Vocabulary Building:
 - New Words 50
 - Synonyms 25
 - Antonyms 25
 - Homophones 25
6. Description Topics:
 - Introduction
 - Topics: Fan, Table, Mobile, Car, Refrigerator, Tube, Blackboard
7. Rapid Reading
 - Newspaper Reading
 - Magazine Reading
8. Grooming and Etiquette
 - Importance of Grooming
 - Steps in Grooming
 - Do and Don'ts

B.H.M 1st Semester Syllabus

Sub code	Subject Name	L	T	P	C
CA1112	Application of Computers Practical	0	0	2	1

1.Windows operations –practical**2.Ms-word-practical**

- Creating a document
- Formatting a document
- Tables
- Graphics
- Print options

3.Ms –office 97**4.Ms-Excel Practical**

- Creating a spreadsheet
- Making the worksheet look pretty
- Going through changes
- Printing the worksheet
- Additional features of a worksheet
- Maintaining multiple worksheet
- Creating graphics/charts
- Excel's database facilities

5. Ms-Powerpoint –practical

- Creating a presentation
- Editing A presentation
- Adding smart Art and Graphics
- Printing and Animating the presentation

6. Internet Practical

Study Scheme for B.H.M.

Semester: 2nd

Course Code	Subject	Teaching Schedule			Credit
		L	P	Total	
BH1201	Food Production-I	3	0	3	3
BH1202	Food & Beverage Service- I	3	0	3	3
BH1203	Front Office-I	2	0	2	2
BH1204	House Keeping-I	2	0	2	2
BH1205	Basics of Accountancy	2	0	2	2
BH1206	Food safety and Hygiene	2	0	2	2
FS1207	Personality Management –I	2	0	2	2
BH1208	Food Production-I Practical	0	8	8	4
BH1209	Food & Beverage Service-I Practical	0	2	2	1
BH1210	Front Office-I Practical	0	2	2	1
BH1211	House Keeping-I	0	2	2	1
FS1212	Personality Management I	0	2	2	1
IE1213	Industry Interface (1 week Duration)				3
	Grand Total	16	16	32	27

B.H.M 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH1201	Food Production – 1	3	0	0	3

UNIT 1 SOUPS

- Classification of Soups with examples
- Basic recipes of Consommé with 10 Garnishes
- Basic recipes with menu examples
- Broths
- Bouillon
- Puree
- Cream
- Veloute
- Chowder
- Bisque etc
- Garnishes and accompaniments
- International soups

UNIT 2 MEAT COOKERY

- Introduction to meat cookery
- Cuts of beef/veal
- Cuts of lamb/mutton
- Cuts of pork
- Variety meats (offals)
- Poultry/Game (With menu examples of each)
- Effect of Heat on Meat

UNIT 3 FISH COOKERY

- Introduction to fish cookery
- Classification of fish with examples
- Cuts of fish with menu examples
- Selection of fish and shell fish
- Cooking of fish (effects of heat)

UNIT 4 FLOUR

- Structure of wheat
- Types of Wheat
- Types of Flour
- Processing of Wheat – Flour
- Uses of Flour in Food Production
- Cooking of Flour (Starch)

UNIT 5 COMMODITIES:

i) Shortenings (Fats & Oils)

- Role of Shortenings
- Varieties of Shortenings
- Advantages and Disadvantages of using various Shortenings

ii) Raising Agents

- Classification of Raising Agents

- Role of Raising Agents
- Actions and Reactions

iii) **Thickening Agents**

- Classification of thickening agents
- Role of Thickening agents

iv) **Sugar**

- Importance of Sugar
- Types of Sugar
- Cooking of Sugar – various
- Contemporary & Proprietary

v) **Colouring agents & Souring Agents**

vi) **Milk**

- Introduction
- Processing of Milk
- Pasteurization – Homogenization
- Types of Milk – Skimmed and Condensed
- Nutritive Value

vii) **Cream**

- Introduction
- Processing of Cream
- Types of Cream

viii) **Cheese**

- Uses of Cheese in cooking

ix) **Butter**

- Introduction
- Processing of Butter
- Types of Butter

BOOKS RECOMMENDED

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

B.H.M 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH1202	Food & Beverage Service-1	3	0	0	3

UNIT I MENU

- Menu - introduction
- A la 'carte and table d' hote
- Menu planning factors and constraints
- Classical French menu
- Classical food and its accompaniments with cover
- Indian regional dishes – accompaniments and service
- Menu design – factor effecting menu design,
- Menu patterns,

Unit II- Room Service

- Room service - Introduction
- General principles,
- Room service menu planning
- Forms and formats
- Room service work flow.

Unit III- Buffets

- Buffets - Introduction –
- History, Types, Popular buffets, -
- Equipment and Buffet presentation
- Space and staff requirements.

Unit V- Control Methods

- Control methods –
- Food and Beverage control methods
- Billing methods – Duplicate and triplicate system,
- KOT and BOT –
- Computerized KOT - Functions of Food and beverage control - Food and beverage control cycle and monitoring.

Unit VI- Non Alcoholic Beverages

- Non-Alcoholic Beverages – Classification Refreshing, Nourishing and Stimulating
- Hot and cold non alcoholic beverages – , Juices squashes aerated and spring waters, Tea, coffee and Cocoa
- Types - Production and service methods –

- Food and Beverage terminology related to the inputs of the semester.

BOOKS / RECOMMENDED READING.

1. Lillicrap & Cousins , ELBS *Food and Beverage service*
- 2 -Sudhir Andrews, Tata McGraw Hill *Food and Beverage service training manual.*
- 3.-S N Bagchi.& Anita Sharma

B.H.M 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH1203	Front Office-1	2	0	0	2

UNIT 1 **Tariff Structure**

- Basis of Charging Tarriffs
- Plans, Competition, Customer profile, standards of service and amenities
- Hubbart formula
- Different types of tariffs – rack rate, discounted rates for corporates, airlines, group and travel

UNIT 2 **Reservations**

- Importance of reservation,
- Modes of reservation(Written, Verbal)
- Channels and Sources (FITs, Travel Agents, Airlines, GITs),
- Types of reservations (Tentative, Confirmed, Guaranteed etc.),
- Systems (fully automatic), Cancellation, Amendments, Overbooking, Room Assignments
- Formats used in reservation department
- Stages of guest contact with hotel, Advance room reservations, Reservation section.
- Functions of reservation department
- Importance of reservation for guest
- Importance of reservation for the hotel

UNIT 3 **Registration Process**

- Pre-registration
- Registration formats
- Registration process(automated)

UNIT 4 **Arrivals**

- Check – in procedure (Fully automated)
- Check – in procedure –
 - Guests with confirmed reservation,
 - Walk – In guests,
 - VIP guests,
 - Groups/Crew(domestic and international),
 - Scanty baggage guest,
 - Foreign nationals.

Unit-5 **Bell Desk**

- Functions
- Duties & Responsibilities of Bell Captain / Bell Boy
- Procedures and records
- Luggage Handling
- Left Luggage Handling,
- Paging

Unit - 6 **Using the telephone**

- The nature of telephone activity in the hotel industry
- The need for developing telephone skills

- Developing telephone skills

UNIT 7 : Hotel French

- Introduce and describe themselves using and adapting short memorised phrases.
- Name and spell different colours
- Short sentences expressing likes and dislikes.
- Greet people.
- Understand and ask some simple questions.
- French Conversation for Welcoming a guest in a hotel

B.H.M 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH1204	Housekeeping -1	2	0	0	2

UNIT 1 :- Housekeeping Supervision

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

Unit 2 :- Linen / Uniform / Tailor Room

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

UNIT-3 :- Cleaning Procedure & frequency schedules**GUEST ROOM**

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

PUBLIC AREA

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

UNIT- 4 :- Special Cleaning Programme

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

UNIT-5 :- Floor Operations

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

B.H.M 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH1205	Introduction to Accounting	2	0	0	2

Unit 1 Introduction to Accounting

- Meaning and definition
- Types and classification
- Principles of accounting
- Systems of accounting
- Generally accepted accounting principles

Unit 2 Journal

- Meaning and definition
- Format of journal
- Rules of debit and credit
- Opening entry ,simple and compound entries
- Practicals

Unit 3 Ledger

- Meaning and uses
- Formats
- Posting
- Practicals

Unit 4 Cash Book

- Meaning
- Advantages
- Simple, Double and Three column
- Practicals

Unit 5 Trial balance

- Meaning
- Methods
- Advantages
- Limitations
- Practicals

Unit 6 Final accounts

- Meaning
- Procedure for preparation of final accounts
- Difference between Trading Accounts, Profit & Loss Accounts and Balance sheet
- Adjustments(only four)
- Closing stock
- Pre-paid expenses
- Outstanding expenses

- Depreciation

Unit 7 Capital And Revenue Expenditure

- Meaning
- Definition Of Capital And Revenue Expenditure

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 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH1206	Food Safety and Hygiene	2	0	0	2

UNIT 1 Basic Introduction to food safety, food hazards and risk contaminants and food hygiene

- Definition
- Sources of Contamination
- Types of Contamination – Physical , Chemical , Biological , Metal
- Cross Contamination

UNIT 2 Micro-organism in food

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

UNIT 3 Food spoilage & Food preservation

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

UNIT 4 Beneficial role of micro organism

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

UNIT 5 Food Borne diseases

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

UNIT 6 Food adulteration & Additives

- Definition of adulterated food
- Common adulterants indifferent foods

B.H.M 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
FS1207	Personality Management	2	0	0	2

Unit 1: Communication

- Origin/ Definition
- Process of Communication
- Types of Communication
- Barriers to Communication
- Overcoming Barriers

Unit 2: Listening Skills

- Definition
- Qualities of Effective Listener
- Levels and Types of Listening
- Barriers to Listening
- Overcoming Barriers

Unit 3: Effective Speaking

- Qualities of Good Speaker
- Public Speaking
- Importance of English in Hospitality Industry
- Addressing Audience
- Audience Analysis

Unit 4: Business Communication

- Need and Purpose
- Layout of Formal Letter/ Email
- Abstract Writing
- Report Writing
- Memo or Memoranda
- Note Taking

Unit 5: Non Verbal and Verbal Communication

- Definition of Non-Verbal and Verbal Communication
- Types
- Advantages and Disadvantages
- Introduction to Artifacts and its types

Unit 6: Introduction to Telephonic Handling

- Telephonic Etiquettes
- Skills required to handle Telephonic calls
- Importance in Hospitality Industry

B.H.M 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH1208	Food Production I – Practical	0	0	8	4

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

- Stewed vegetables, cougette provencale, baked beans, ratatouille
- 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

Demonstration & Preparation of simple menu

- Continental 3 Course Menu using simple recipe’s

PART B - BAKERY & PATISSERIE

PASTRY:

Demonstration and Preparation of dishes using varieties of Pastry

Short Crust – Jam tarts,

- Turnovers
- Laminated – Palmiers, Khara Biscuits, Danish

Pastry, Cream Horns
Choux Paste – Eclairs,

- Profiteroles

COLD SWEET

- Honeycomb mould
- Butterscotch sponge
- Coffee mousse

- Lemon sponge
- Trifle
- Blancmange
- Chocolate mousse
- Lemon soufflé

HOT SWEET

- Bread & butter pudding
- Caramel custard
- Albert pudding
- Christmas pudding

INDIAN SWEETS

Simple ones such as chicoti, gajjar halwa, kheer

B.H.M 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH1209	Food and Beverage Service I – 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
- Asparagus
- Grapefruit

B.H.M 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH1210	Front Office I – Practical	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 AND IN PERSON**
 - Standard phrases
 - Procedures
 - Forms and Formats
 - Documents to be completed
 - Suggestive Selling

- **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)
 - Suggestive Selling

- **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

- **Unit 7 – GENERAL AWARENESS**
 - □ □ Preparation and study of Countries- Capitals & Currency, Airlines & Flag charts, Credit Cards, Travel Agencies etc.

B.H.M 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH1211	Housekeeping – Practical	0	0	2	1

Unit 1 – Cleaning Equipment

- Identification of Cleaning Equipments (Manual and Mechanical)
- Precautions for use
- Maintenance and Care
- Methods of use

Unit 2 – Cleaning Methods

- Classification into wet and Dry Cleaning methods
- Scrubbing – Polishing – Wiping – Washing – Rinsing - Swabbing – Sweeping – Mopping–Brushing – Buffing
- Use of Abrasives
- Use of Polishes - Brass Polishing / Silver Polishing

Unit 3 – Cleaning Agents and their use in the Public Area Cleaning

- Chemical Agent classification
- Surfactant
- Detergents
- Acids
- Bleach
- Proprietary Agents
- Precautions for use

Unit 4 – Maids Trolley

- Structure of Room Attendant Trolley
- Stacking the Cart
- Precautions, care and Maintenance

Unit 5 – Bed Making

- Making a bed
- Turn Down Service

Unit 6 – Guest Room Cleaning

- Occupied Service
- Vacant Service
- Clearing a Departure

B.H.M 2nd Semester Syllabus

Sub code	Subject Name	L	T	P	C
FS1212	Personality Management – Practical	0	0	2	1

Unit 1:Grooming Etiquettes :

- Standard Grooming as per Hospitality Industry
- Dinning Etiquettes
- Personal and Hygiene
- Evaluation & Feedback

Unit 2: Introduction to Standard Phrases:

- Basic of Business Communication
- Standard Phrases (Social Communication)
- Phrases for Invitation, Thanks giving, Condolence, Making Request.
- Evaluation and Feedback

Unit 3: Description Topics:

- One Minute Topic
- Describing : Happy Moments, Embracing Moments, Sad Moments
- Newspaper Topic Description
- Evaluation & Feedback

Unit 4: Accent Neutralization:

- Mother Tongue Influence
- Diphthongs
- Intonation-Rise and Fall of Voice

Unit 5: Vocabulary Building:

- New Words 60
- Synonyms 30
- Antonyms 30

- Homophones30

Unit 6: Introduction to Listening Skills

- Listening Activities – Audio and Visual
- Games based on listening Skills(Chinese Whisper)
- Evaluation and Feedback

Unit 7: Creative Thinking:

- Introduction to Riddles
- Logical Thinking Games – Puzzles, Brainstorming
- Evaluation and Feedback

Unit 8: Introduction to Idioms

- Basic Idioms
- Use in Sentence Formation
- Evaluation and Feedback

Unit 9: Spring Board Story

- Personal Experiences
- Imaginary Stories
- Evaluation and Feedback