

University School of Hotel Management and Catering Technology

Study Scheme and Syllabus

Batch 2014

**Programme :Hotel Management &
Catering Technology**

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 1	3	0	3	3
BT1102	Foundation Course in Food And Beverage Service 1	3	0	3	3
BT1103	Foundation Course in Front Office 1	2	0	2	2
BT1104	Foundation Course in House Keeping 1	2	0	2	2
BT1105	Basics Of Accountancy	3	0	3	3
BT1106	Food Safety and Hygiene	2	0	2	2
FS1107	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	Industrial Exposure (2 weeks)				2
	Grand Total	14	21	34	25

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

Sub code	Subject Name	L	T	P	C
BT1101	Foundation Course in Food Production	3	0	0	3

Introduction to cookery

- Level of skills and experiences
- Attitude and behavior 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)

- of shortenings
- ties of shortenings
- Advantages and disadvantages of using various shortenings
- Fats and oil-types

Roles

Varie

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
BT1102	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 organization & 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

Ancillary 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
BT1103	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
BT1102	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

Composition, 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
BT1105	Basics of Accountancy	2	0	2	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
BT1106	Food Safety and Hygiene	2	0	0	2

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

- A. Definition
 - Sources of Contamination
- B. Types of Contamination – Physical , Chemical , Biological , Metal
- C. 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
 - Common food born microorganism- definition and examples
 - Bacteria(Spores/capsules)
 - Fungi
 - Virus
 - Parasite

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)

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)

Food Borne diseases

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

Food adulteration & Additives

- Definition of adulterated food
- Common adulterants indifferent foods,

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

Sub code	Subject Name	L	T	P	C
FS1107	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
CA1108	Applications 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
- Formating 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
BT1109	Foundation Course in 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
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, payssane, mignonnete, 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
BT1110	Foundation Course in 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
BT1111	Foundation Course in 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
BT1112	Foundation Course in Housekeeping 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 1 Method
 - Proprietary solution 1 (brasso)
 - D. **GLASS**
 - Glass cleanser
 - Economical method(newspaper)
 - E. **FLOOR** - Cleaning and polishing of different types
 - Wooden
 - Marble
 - Terrazzo/ mosaic etc.

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

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

06 Maid's trolley

- Contents
Trolley
- setup

Familiarizing with different types of Rooms, facilities and surfaces

07

- Twin/
 - double
 - Suite
- Conference
- etc

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-2	3	0	3	3
BT1202	Foundation Course in Food And Beverage Service 2	3	0	3	3
BT1203	Foundation Course in Front Office 2	2	0	2	2
BT1204	Foundation Course in House Keeping 2	2	0	2	2
BT1205	Hospitality Accountancy	3	0	3	3
FS1206	Personality Management	0	2	2	1
BT1207	Foundation Course in Food Production Practical	0	4	4	2
BT1208	Foundation Course in Food And Beverage Service Practical	0	2	2	1
BT 1209	Foundation Course in Front Office Practical	0	2	2	1
BT 1210	Foundation Course in House Keeping Practical	0	2	2	1
BT1211	Foundation Course in Bakery	0	4	4	2
IE 1212	Weekly Industrial Exposure	0	3	3	2
	Total	12	23	34	23

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

Sub code	Subject Name	L	T	P	C
BT1201	Foundation Course in 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
 - Recipies 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
BT1202	Foundation Course in Food and Beverage Service	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
BT1203	Foundation Course in 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
BT1201	Foundation Course in 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
BT1205	Hospitality Accountancy	2	0	4	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
FS1206	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. Homophones30

- **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
BT1207	Foundation Course in 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 boiled, 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
BT1208	Foundation Course in 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
- Assparagus

B. Task 2 Service of Cigarettes

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

Sub code	Subject Name	L	T	P	C
BT1209	Foundation Course in Front Office 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**
 - 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
BT1210	Foundation Course in 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 Linen Book

Unit 4 - GUEST ROOM CHECKLIST

- Uses
- Advantages
- Forms and Formats

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

Sub code	Subject Name	L	T	P	C
BT1211	Basics of Bakery Practical	0	0	4	2

- 1 **Equipments in the Bakery – large and Small**
 - 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
 - Soufflé – Lemon / Pineapple
 - Mousse (Chocolate Coffee)
 - Bavaroise
 - Diplomat Pudding
 - Bread and Butter Pudding
 - Apricot Pudding
 - Steamed Pudding - Albert Pudding, Cabinet Pudding

