

**DR. A.P.J. ABDUL KALAM TECHNICAL
UNIVERSITY UTTAR PRADESH, LUCKNOW**



Syllabus & Evaluation Scheme

Bachelor of Hotel Management and Catering Technology (BHMCT)

Choice Based Credit System

(Effective from the Session: 2016-17)

FIRST SEMESTER

S. No	Subject Code	Subject Name	L-T-P	Th./Lab Marks (ESE)	Sessional		Total	Credit
					Test	Assignment/Att.		
1	RHM-101	FOOD PRODUCTION-I	3--1--0	70	20	10	100	4
2	RHM -102	FOOD AND BEVERAGE SERVICE -I	3--1--0	70	20	10	100	4
3	RHM-103	FRONT OFFICE -I	3--1--0	70	20	10	100	4
4	RHM -104	HOUSEKEEPING -I	3--0--0	70	20	10	100	3
5	RHM - 105	BUSINESS COMMUNICATION	2--0--0	70	20	10	100	2
6	RHM-106	INTRODUCTION TO HOSPITALITY INDUSTRY	2--0--0	70	20	10	100	2
		PRACTICAL						
7	RHM-151	FOOD PRODUCTION-I	0--0--4	50		50	100	2
8	RHM-152	FOOD AND BEVERAGE SERVICE -I	0--0--2	50		50	100	1
9	RHM-153	FRONT OFFICE -I	0--0--2	50		50	100	1
10	RHM-154	HOUSE KEEPING -I	0--0--2	50		50	100	1
	TOTAL						1000	24

ESE- End Semester Examination

L/ T/ P – Lecture/ Tutorial/ Practical

Note: Duration of ESE shall be 3 (Three) Hrs. for all Theory Subjects

SECOND SEMESTER

S. No	Subject Code	Subject Name	L-T-P	Th./Lab Marks (ESE)	Sessional		Total	Credit
					Test	Assign/Att.		
1	RHM-201	FOOD PRODUCTION-II	3--1--0	70	20	10	100	4
2	RHM-202	FOOD AND BEVERAGE SERVICE -II	3--1--0	70	20	10	100	4
3	RHM-203	FRONT OFFICE -II	3--1--0	70	20	10	100	4
4	RHM-204	HOUSE KEEPING -II	3--0--0	70	20	10	100	3
5	RHM-205	NUTRITION	2--0--0	70	20	10	100	2
6	RHM-206	FRENCH	2--0--0	70	20	10	100	2
		PRACTICAL						
7	RHM-251	FOOD PRODUCTION-II	0--0--4	50		50	100	2
8	RHM-252	FOOD AND BEVERAGE SERVICE -II	0--0--2	50		50	100	1
9	RHM-253	FRONT OFFICE -II	0--0--2	50		50	100	1
10	RHM-254	HOUSE KEEPING -II	0--0--2	50		50	100	1
		TOTAL					1000	24

ESE- End Semester Examination

L/ T/ P – Lecture/ Tutorial/ Practical

Note: Duration of ESE shall be 3 (Three) Hrs. for all Theory Subjects

FOOD PRODUCTION - I (RHM -101)

OBJECTIVE:- At the end of the course the students should:

Know the history of cooking, its modern developments and develop brief idea of Professional Cookery; Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene; Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and Kitchen equipments; Have through knowledge of methods of cooking and understanding raw materials. Know in detail about Indian cuisine.

UNIT - 1	<p>Professional Kitchen & Cooking: -Culinary history and origin of modern cookery Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts(Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, , Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments</p>
UNIT – 2	<p>KITCHEN EQUIPMENTS : Kitchen Equipments, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures</p>
UNIT – 3	<p>BASIC METHODS OF COOKERY: Modes of Heat Transfer ,Various methods of Cooking: Definition, Rules, Associated Terms, Moist Methods: Boiling, Poaching, Steaming, Stewing, Braising. Dry Methods: Frying, Grilling, Roasting, Broiling, Baking. Modern Methods</p>
UNIT - 4	<p>UNDERSTANDING RAW MATERIALS: Understanding of common ingredients classification and available forms, Uses and storage Salt, Liquids, sweetening, Fats, and Oils, Raising or Leavening agents. Thickening and binding agents, Flavorings and seasoning.</p> <p>STOCKS & SAUCES : Stocks: Introduction, Classification, Usage, Preparation Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce .</p>

FOOD PRODUCTION -I (RHM -151) PRACTICALS

<ul style="list-style-type: none"> ➤ Understanding Personal Hygiene & Kitchen Hygiene ➤ Grooming for Professional Kitchen – Do’s & Don’t’s ➤ Understanding kitchen Layouts. ➤ Familiarization with kitchen equipments and tools ➤ Fuels –Their usage and precautions ➤ Kitchen First Aid ➤ Handling Fire ➤ Familiarization, identification of commonly used ingredients in kitchen ➤ Preparation of Stocks, Mother Sauces and at least two derivatives each. 	<p>Cuts of vegetables □</p> <ul style="list-style-type: none"> ● Julienne ● Jardinière ● Dices ● Cubes ● Macedoine ● Paysanne ● Shredding ● Mire- poix
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References:-

Theory Of Cookery – Krishna Arora
Modern Cookery – Thangam E. Phillip
Jane Grigson : The Book of Ingredients
J. Inder S. Kalra : Prasad Cooking
Lerol A. Polsom : The Professional Chef

FOOD & BEVERAGE SERVICE -I
(RHM -102)

OBJECTIVE:- By the end of the semester the students should be able to:

Develop an -insight -into the growth of catering Industry. In the world from medieval period till recent times. Understand the different components of the catering industry) the functions of various departments of a hotel, and their relationship with Food & Beverage service department, in order to acquire professional competence at basic levels in the principles of Food service and its related activities. Understand the role of F & B department its functions and staffing. Understand different non-alcoholic beverages with their preparation and services.

UNIT - 1	Food and Beverage Services: - Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarization with their Layouts(Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria), Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments.
UNIT – 2	Food Service Equipments : Food Service Equipments, Classification, Description, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures Table Crockery, Cutlery, Glassware (Bar Glassware not included) care and maintenance of equipments, disposables Condiments, Sweeteners,
UNIT – 3	MENU – Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Napkin Folding (At least Ten Types), Receiving and Greeting the Guests. Ancillary department – Pantry, still room, plate room, hot plate, wash kitchen stewarding
UNIT - 4	Food Service- : Introduction, Classification of Services, Usage and Service Methods, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station, Functions performed while holding a station, Method and procedure of taking a guest order, emerging trends in Food Services and salient features

FOOD & BEVERAGE SERVICE –I
(RHM -152)
PRACTICALS

<ul style="list-style-type: none"> v Understanding Personal Hygiene & Food Service Hygiene v Grooming for Professional Food Service – Do’s & Don’ts v Familiarization with Food Service equipments and tools v Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F&B Outlets 	<ul style="list-style-type: none"> v Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus. v Understanding Food Service Outlets
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References:-

Sudhir Andrews: F & B Service Trg. Manual
Denni R. Lillicrap: F & B Service
John Walleg: Professional Restaurant Service
Brian Varghese: Professional F& B Service Management
Deepanshu, Gupta Nitin & Gaurav : Lexicon of hospitality
Brown, Heppner & Deegan: Introduction to F&B Service

**FRONT OFFICE -I
(RHM -103)**

OBJECTIVE:- The Student will be aware and get knowledge about:
Classification and categorization of Hotels and its Evolution. - With Diagrams Duties & responsibilities of the staff in the different sections. Identify Market segment. Types of rooms, food plan, Tariff and room rent. Importance, Modes, Tools of reservation.

UNIT - 1	<p>INTRODUCTION TO FRONT OFFICE Introduction to front office as an department. Importance and role of front office . Functions of front office ,Types of hotel rooms ,Attributes of front office staff members .Duties and Responsibilities of front office staff</p>
UNIT – 2	<p>LAYOUT OF FRONT OFFICE DAPARTMENT Front Office Layout -Sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra- department coordination. Equipments and front office systems ,</p>
UNIT – 3	<p>FRONT OFFICE ORGANIZATION AND OPERATIONS: Organization structure of Front Office of small /medium and large hotels . Front desk operations & functions, Equipments handling at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments, rooms and plans, Basis of Room charging, Tariff fixation, Introduction to the guest cycle,</p>
UNIT - 4	<p>RESERVATION OPERATIONS: Meaning of reservation ,Importance of reservation section ,Types of reservation ,Modes and sources of reservation. Different channels of reservation .Tools of reservation .Systems of reservation-Hotel diary system, Whitney system , computerized system .reservation amendment and cancellation procedure. Group reservation</p>

**FRONT OFFICE -I
(RHM -153)
PRACTICALS**

1. Receiving telephone calls.
2. Familiarization of reservation tools.
3. Receiving reservation requests.
4. Finding room availability on Advance letting chart, updating it
5. Finding room availability on Density Control chart, updating it
6. Updating Hotel diary and preparation of movement list.
7. Handling Cancellation and Amendments.

References:-

Dennis L. Foster: Back Office Operation & Admn.
Dennis L. Foster: Front Office Operation & Admn
Sudhir Andrews: Hotel Front Office

**HOUSEKEEPING -I
(RHM -104)**

OBJECTIVE:- The students will get knowledge about
Organization, function of Housekeeping department and its Different sections.
Housekeeping coordination with different departments, Procedure of cleaning different status of room.
Cleaning equipments and cleaning agent. Lost and found procedure in the control.

UNIT - 1	Hotel Housekeeping: Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role’ of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department, Hygiene and Grooming Standards of Housekeeping Personnel
UNIT – 2	ROOM SERVICING: Cleaning of Guest Rooms & Bathrooms: Daily cleaning of (Occupied/Departure/ Vacant/ Under Maintenance/VIP rooms (Systematic Procedures), Special Cleaning, Weekly Cleaning /Spring Cleaning, Evening service/ Turn Down Service, System & procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, Use of Maids Cart & Caddy.
UNIT – 3	ROUTINE SERVICES: Cleaning of Check out room ,Cleaning of Occupied Room, Cleaning of Vacant Room., Evening service
UNIT - 4	CLEANING EQUIPMENT: General considerations & selections ,Classification & Types of equipments, Floor trolley, Vacuum Cleaner etc. Method of use & mechanism for each type ,Care & maintenance. CLEANING AGENTS: General criteria for selection ,Classification

**HOUSEKEEPING –I (RHM -154)
PRACTICALS**

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|--|---|
| <p>1) Introduction, identification, uses and care of hand tools, cleaning Equipments and cleaning agents
(Paste chart / drawing as applicable)</p> <p>2) Basic cleaning procedure in Guest room:
Check-out room, Occupied room
Vacant room, Evening service.</p> | <p>3) Procedure for Bed making:
Day Bed
Night Bed</p> |
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References:-
Sudhir Andrews: Hotel Housekeeping
Joan C. Branson: Hotel, Hostel & Hospital Housekeeping
Georgia Tucker: The Professional Housekeeper
Rose Mary & Heinemann: Housekeeping Management for Hotels

**BUSINESS COMMUNICATION
(RHM -105)**

OBJECTIVE:- By the end of the course the students should:

- Understand constituents of technical written communication.
- Understand the Value of Communication for better human relations in day to day life.
- Understand the Importance and observance of social skills and Etiquettes in various occasions
- Understand the various forms of verbal and Nonverbal, Formal and Informal communications.
- Build and use Business Vocabulary.

UNIT - 1	COMMUNICATION:- Nature of communication, Process of communication, Types of communication(verbal and non verbal),Importance of communication, Different forms of communication ,Barriers to communication causes , Linguistic Barriers, Psychological Barriers , Interpersonal Barriers, Cultural Barriers , Physical Barriers , Organizational Barriers
UNIT – 2	CONSTITUENTS OF TECHNICAL WRITTEN COMMUNICATION Word & Phrases, Word formation, synonyms & Antonyms, Homophones, Vocabulary of 500 to 1000 new words, requisites of sentence construction, Paragraph Development, Techniques & Method- Inductive, Deductive, Spatial, Linear, Chronological etc, The art of Condensation- Various Steps.
UNIT – 3	FORMAL VERBAL COMMUNICATION: Group discussion, Interview, Extempore, Business negotiation, Public speaking, Meeting, Toasting, Counseling, Business presentation ,Oral Presentation, Power point Presentation
UNIT - 4	SOCIAL SKILLS FOR MANAGERS: Update of Etiquettes a Manager should observe in various formal and informal Situations; The Knowledge of Body language. BUSINESS VOCABULARY BUILDING AND USAGE Essay Writing Comprehensions Précis , Writing Elocution ,Telephone Etiquettes

References:-

- Murphy & Peck: Effective Business Communication
- Manroe and Ebninged: Speech Communication
- Himshreet and Baty: Business Communication
- Richard E. Cable: Public relation and Communication
- C.B. Gupta: Office Language
- Alien Pease: Body Language

**INTRODUCTION TO HOSPITALITY INDUSTRY
(RHM -106)**

OBJECTIVE:- The objective of this course is:

To impart a systematic and fundamental knowledge about growth and functions of hospitality industry.

To explain the hospitality distribution channels.

To establish significance, processes involved in the Industry

UNIT - 1	<p>HOSPITALITY INDUSTRY- A PROFILE: Meaning & Definition, Historical Evolution & Development of Hospitality Industry, Hotel Guest, Type of hotel guest, types of hotel rooms, hotel banquets and ball rooms ,major contributors to hospitality industry ,Hotel organization :-</p> <ol style="list-style-type: none"> 1) Hotel revenue center 2) Hotel cost center 3) Organizational structures –Small , Medium ,Large ,Very Large Hotels
UNIT – 2	<p>THE LODGING INDUSTRY Concept, and its importance; definition of the hotel Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Organization Structure of Hotels; Origin, growth and development of Hotel Sector in India.(ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt</p>
UNIT – 3	<p>HOSPITALITY DISTRIBUTION CHANNELS: Meaning & Definition, Functions & Levels of Distribution channels, Major Hospitality Distribution Channels – Travel agents, Tour operators, Consortia & Reservation System, Global Distribution System (GDS), and Internet.</p>
UNIT - 4	<p>INTRODUCTION TO TRAVEL AND TOURISM INDUSTRY Over view of Travel & Tourism Industry, Interrelationships within Travel, Tourism & Hospitality Industry, Components of Travel & travel trends. Role of Tour operators & Travel agents. Major Players of Travel & Tour Operations.</p>

References:-

Wherich & Koontz : Principles of Management

L. M. Prasad : introduction to management concept Tripathi & Reddy :

A K Bhatia : International Management

R N Kaul : Dynamics of Tourism

Robert lewis & Richard Chambers : Marketing Leadership in Hospitality

FOOD PRODUCTION - II
(RHM -201)

OBJECTIVE:- During the course the students should:

Learn about the various commodities required for food production, their market forms, selection, storage and use. Understand the fundamentals of menu planning & standard recipes. Enhance the basic culinary skills.

UNIT - 1	MENU PLANNING & RECIPE FORMULATION: Menu Planning: Factors affecting menu planning , Standard Recipes: Definition, Format, writing and costing.
UNIT – 2	BREAKFAST COOKERY English, American, Indian -regional Breakfast , Eggs, cereals, rolls and other breakfast varieties
UNIT – 3	COMMODITIES MILK AND MILK PRODUCTS: Composition of milk, storage, types of milk, cream, Butter, curd CHEESE Production of cheese, types of cheese, Cheese varieties from different countries. VEGETABLES: Classification, selection , FRUITS: Classification, selection
UNIT - 4	SOUPS AND SALADS :- Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, dressings,

FOOD PRODUCTION -II (RHM -251)
PRACTICALS

- 1) Various Breakfasts preparations
- 2) Kitchen First Aid
- 3) Handling Fire
- 4) Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)

References:-

Theory Of Cookery – Krishna Arora
Modern Cookery – Thangam E. Phillip
Jane Grigson : The Book of Ingredients
J. Inder S. Kalra : Prasad Cooking
Lerol A. Palsom : The Professional Chef

FOOD & BEVERAGE SERVICE -II
(RHM -202)

OBJECTIVE:- By the end of the semester the students should be able to:
Understand various restaurant services. Understand type of meal and menu. Develop knowledge of the restaurant control system. Understand the processing manufacturing and service of cigar and cigarettes.
Acquire the requisite technical skills for competent service of Food & Beverage.

UNIT - 1	Food and Beverage Services in Restaurants: - Introduction, Concept of Restaurant, Types of Restaurants, their salient features; Set up of Restaurants and their Layouts, Restaurant Teams Organizational Structure, Modern Staffing in various hotels, Method and procedure of receiving guests, taking guest orders, Service equipment used and its maintenance, Coordination with housekeeping for soil linen exchange, Physical inventory monthly of crockery, cutlery, linen etc., Equipment, furniture and fixtures used in the restaurant and their use and maintenance, Theme and Speciality Restaurants, Celebrity
UNIT – 2	Coffee Shop & Breakfast Service: Introduction, Coffee Shop, Layout, Structure, Breakfast- Concept, Types & classification, Breakfast services in Hotels, Preparation for Breakfast Services, Mise-en-place and Mise-en-scene, arrangement and setting up of tables/ trays, Functions performed while on Breakfast service, Method and procedure of taking a guest order, emerging trends in Breakfast Services and salient features
UNIT – 3	Room Service/ In Room Dinning: Introduction, Concept of Room Service/ In Room Dinning, Their Salient Features, Understanding Guest expectations in Room Service, Room Service Equipments, Set up of Trays & Trolleys, Upkeep and Storage, Service Tools Clearance, Presentation of Bills, Room Service Dos & Don'ts. Mini Bar Management in Guest Rooms, Guest Interaction – Have and Have not's.
UNIT - 4	Non Alcoholic Beverages & Mocktails: Introduction, Types (Tea, Coffee, Juices, Aerated Beverages, Shakes) Descriptions with detailed inputs, their origin, varieties, popular brands, presentation and service tools and techniques. Mocktails – Introduction, Types, Brief Descriptions, Preparation and Service Techniques

FOOD & BEVERAGE SERVICE –I
(RHM -252)
PRACTICALS

<ol style="list-style-type: none"> 1. Understanding Non Alcoholic Beverages, Types & Service Techniques 2. Guest Interactions while on Food Service – Do's & Don'ts 3. Understanding Mocktails, Their Presentation and Services (At least ten types of Mocktails) 4. Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests. 5. Familiarization with Food Service in Restaurants (Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests) 	<ol style="list-style-type: none"> 6. Restaurant Services – Their salient features, Table Layouts, Presenting Menus, precautions while dealing with guests, Commitments with guests, Food Pickup Procedures, Clearance and Dishwashing Procedures 7. Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment, Importance of Menu Knowledge for Order-taking (RSOT functions/procedures), Food Pickup Procedure, Room service Layout Knowledge, Laying of trays for various orders, Pantry Elevator Operations, Clearance Procedure in Dishwashing area, Room service Inventories and store requisitions
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References:-

Sudhir Andrews: F & B Service Trg. Manual
Denni R. Lillicrap: F & B Service

John Walleg: Professional Restaurant Service
 Deepanshu, Gupta Nitin & Gaurav : Lexicon of hospitality
 Brian Varghese: Professional F& B Service Management
 Brown, Heppner & Deegan: Introduction to F&B Service

**FRONT OFFICE - II
 (RHM -203)**

OBJECTIVE:- The objective is to make students aware of:
 a. Registration, its types, importance and aspect.
 b. The components of registration process for individual guest, foreigners and VIP's.
 c. A proper systematic way of sorting a shift and hand over a night audit.

UNIT - 1	GUEST REGISTRATION AND CHECK IN PROCEDURE Meaning of registration. Importance of registration ,The check in procedure for individuals ,Pre arrival activities ,On arrival and post arrival . Guest registration documents. Luggage handling at the time of arrival. Room selling techniques
UNIT – 2	HANDLING GROUP ARRIVALS: Meaning of a group and Types of groups. Group check in procedure. Pre arrival procedures. Welcoming and handling of check-in at the time of actual check-in. Post arrival activities will reference to group types.
UNIT – 3	THE CHECKOUT PROCEDURES The Guest Departure and Post Departure Services at Front Desk: The guest accounting, the guest ledgers, city ledger, tips and advances, front office cash sheet, paid out, bank net receipts, over and shorts, settlement of bills, credit card handling, handling vouchers of – room rate, food sales, laundry, other guest services, miscellaneous charges, credit security measures , cash and credit control, express check out, early and late check outs, group departures, post departure courtesy services
UNIT - 4	FRONT OFFICE SHIFT OPERATIONS Starting of work shift and regular task during the shift VIP movement in hotel shift Ending work shift and shift handover procedure General assistance and concierge service

**FRONT OFFICE -II (RHM -253)
 PRACTICALS**

1. Greeting and receiving the guest.
 2. Registration procedure of guests: walk-in, reserved.
 3. Allotment of rooms and handing over keys.
 4. Post arrival activities at the reception.
 5. Check-in procedures for foreigners.
 6. Check-in procedures for VIP.
 7. Group check-in.
 8. Statistical methods.
 9. Shift hand over procedures.
- Planning for following days arrival and departures.

References:-

Dennis L. Foster: Back Office Operation & Admn.

Dennis L. Foster: Front Office Operation & Admn
 Sudhir Andrews: Hotel Front Office
 Colin Dix & Chirs Baird: Front Opretions
 Kasavana & Brooks: Managing Front office Opretions

HOUSEKEEPING - II (RHM -204)

OBJECTIVE:- To complete the student experience of all housekeeping routines including:
 a. Students will get the knowledge about the public area cleaning task.
 b. Floors – types of floor finishes, methods of cleaning.
 c. Knowledge about wall finishes, their types, uses and cleaning wall covering.
 d. Daily routine of the housekeeping department including clerical job of the Housekeeping.
 e. Learn about inspection of guest room.
 Cleaning and care of metals: Brass, silver etc. and their compositions

UNIT - 1	<p>Cleaning of Public Areas: Cleaning of Public Areas: Cleaning Process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/ bar/ banquet Halls/ Administration offices/ Lifts and Elevators/ Staircase/ back areas/ Front areas/ Corridor),</p> <p>FLOOR FINISHES: Classification and characteristics: Hard and soft floor finishes methods of cleaning.</p> <p>WALL FINISHES: Different wall finishes in rooms, public and back areas, Wall papers: Uses, merits and demerits.</p>
UNIT – 2	<p>Pest Control: Types of pests, Control procedures, methods Safeguarding Assets: Concerns for safety and security in Housekeeping operations. Concept of Safeguarding assets.Types of waste and waste disposal method .</p>
UNIT – 3	<p>DAILY ROUTINES & SYSTEMS OF HOUSEKEEPING DEPARTMENT: Control Desk Activities. Staff Allocation, Duty Roasters. Key Co-ordination areas</p> <p>RECORDS AND FORMATS MAINTAINED IN THE HOUSEKEEPING DEPARTMENT.</p>
UNIT - 4	<p>GUEST ROOM INSPECTION – CHECK-LIST COMPOSITION, CARE AND CLEANING OF: Metals, glass, leather, plastic, ceramic and wood.</p>

HOUSEKEEPING -II (RHM -254) PRACTICALS

1. Basic cleaning procedure in guest room:
 a. Check-out room.
 b. Occupied room. c. Vacant room.
 d. Evening service.
 e. Clerical jobs to undertaken in the above cases.
2. Public area cleaning programmed:
 a. Regular (Daily)
 b. Periodical (Weekly)
 c. Special (spring)

3. Floor polishing and finishing:
 a. Different stones like granite, marble, sand stone and other hard surfaces. b. Wooden
 c Different metals e.g. brass silver and E.P.N.S., stainless steel, copper, iron etc.
 d. Glass e. Plastic f. Leather g. Ceramic

4. Guest room inspection: Check-list

References:-

Sudhir Andrews: Hotel Housekeeping

Joan C. Branson: Hotel, Hostel & Hospital Housekeeping
 Georgia Tucker: The Professional Housekeeper
 Rose Mary & Heinemann: Housekeeping Management for Hotels
 Devid Allen, Hutchinson: Accommodation & Cleaning Services

NUTRITION (RHM -205)

OBJECTIVE:- This course is designed to acquaint the students with the basic concept of nutrition which will finally provide support to their knowledge about Food & its preparations. By the end of the semester the students should be able to: Know the importance of food and nutrition. Understand the role of various nutrients in our body. Conceptualize the fundamental of balance diet. Know the effect of storage, pre-preparation and cooking on nutrients. Use the knowledge of nutrition for retention of nutrients while preparation of food and during menu planning.

UNIT - 1	<p>INTRODUCTION TO NUTRITION: Definition of Nutrition; Importance and scope; the various nutrients.</p> <p>FOOD AND OUR BODY: Role of food in our life; recommended dietary intakes (RDI), Calorific value of food; The five food groups;</p>
UNIT – 2	<p>ROLE OF NUTRIENTS IN OUR BODY-I: a. Carbohydrates: Classification, functions, Deficiency and excess of carbohydrates, sources. b. Fats: Classification of Fats, Functions, deficiency & excess of Fat; sources. Proteins: essential amino acids, classification of protein, functions of proteins, systems of protein Deficiency, Protein energy malnutrition (P.E.M.), Sources of protein.</p>
UNIT – 3	<p>ROLE OF NUTRIENTS IN OUR BODY – II: Vitamins: Classification of vitamins function deficiency & excess and sources of all vitamins</p> <p>ROLE OF NUTRIENTS IN OUR BODY – III: a. Minerals: Classification, Sources and functions & deficiency of various minerals – Iron, Calcium, Iodine, Sulphur, Potassium, Phosphorous, Sodium, Zinc etc. (elementary study only). Water: Functions, sources & diseases.</p>
UNIT - 4	<p>BALANCED DIET: Concept of balanced diet Menu planning-Definition, aim & importance Menu planning for specific requirements viz. infants, children, adolescent, adult man & women; nutritional requirements during specific conditions viz, pregnancy, lactation & old age.</p> <p>EFFECT ON NUTRIENTS WHILE: a. Storage. b. Pre-preparation. c. Cooking.</p> <p>Measures to be taken to prevent nutrient loss during cooking</p>

References:-

Fundamentals of Food & Nutrition: Mudaambi & Raajgopal
 Normal & Therapeutic Nutrition: H. Robinsson
 Clinical Dietics & Nutrition: F.P Aanita

FRENCH
(RHM -206)

OBJECTIVE:-

This course is designed to acquaint the students with the basic concept of French language which will finally provide support to their knowledge about French Terms of Food & Beverage

UNIT - 1	GRAMMAR: 1) Nouns 2) Indefinite articles 3) Definite articles 4) Prepositions 5) Negation 6) Interrogatives 7) Irregular verbs (Present tense) : être 8) Regular verbs (Present tense): -er 9) Expressions : c'est, ce sont, il y a. 10) Imperative mood 11) Contracted Articles
UNIT - 2	Vocabulary: 1) Alphabet 2) Days 3) Months 4) Colours 5) Numbers 0 to 100 (Ordinal, cardinal) 6) Parts of the face and body 7) Clothes 8) Fruits and vegetables 9) Festivals
UNIT - 3	Communicative skills: 1) How to greet 2) Self Introduction
UNIT - 4	Menu Terminology, Beverage Terminology – Alcoholic, Non Alcoholic

References:-

Nouvel en Échanges, 3rd Revised edition, 2012: Neelima Raddi & Anjali Paranjpye.
Lexicon of Hospitality. 2010, Deepanshu, Gupta Nitin & Gaurav

**DR. A.P.J. ABDUL KALAM TECHNICAL UNIVERSITY
LUCKNOW**



**Study & Evaluation Scheme with Syllabus
for
Second Year Bachelor of Hotel Management &
Catering Technology (BHMCT)
On
Choice Based Credit System
(Effective from the Session: 2017-18)**

2nd Year III-SEMESTER

S. No.	Subject Code	Subject Name	L-T-P	ESE Marks	Sessional		Total	Credit
					CT	TA		
1.	RVE301	Universal Human Values & Professional Ethics	3-0-0	70	20	10	100	3
2.	RAS302	Environment & Ecology	3-0-0	70	20	10	100	3
3.	RHM301	Food Production-III	3-1-0	70	20	10	100	4
4.	RHM302	Food And Beverage Service-III	3-1-0	70	20	10	100	4
5.	RHM303	Front Office-III	2-1-0	70	20	10	100	3
6.	RHM304	House Keeping-III	2-1-0	70	20	10	100	3
7.	RHM351	Food Production-III Lab	0-0-4	50	30	20	100	1
8.	RHM352	Food And Beverage Service-III Lab	0-0-2	50	30	20	100	1
9.	RHM353	Front Office-III Lab	0-0-2	50	30	20	100	1
10.	RHM354	House Keeping-III Lab	0-0-2	50	30	20	100	1
Total							1000	24

CT: Class Test

TA: Teacher Assessment

L/T/P: Lecture/ Tutorial/ Practical

2nd Year IV-SEMESTER

S. No.	Subject Code	Subject Name	L-T-P	ESE Marks	Sessional		Total	Credit
					CT	TA		
1.	RHM451	Practical Industrial Training		600		400	1000	20
Total							1000	20

CT: Class Test

TA: Teacher Assessment

L/T/P: Lecture/ Tutorial/ Practical

RHM301: FOOD PRODUCTION-III

OBJECTIVE: To provide an in depth knowledge of various food preparations, apart from this to make various culinary preparations out of

1. Meat,
2. Poultry,
3. Games, Fish etc.

UNIT-I

Meat Cookery: Meat: Characteristics, selection and grading, Classification (Bovines, Ovines and Swines) Categories

Lamb & Beef: Types of meats used in cookery, Cuts of meats i.e.(beef, lamb), purchasing and quality grading, factors that gives meat a good quality, handling, knowledge of offal's & other edible parts, food value, storage, Butchering Procedure, Rigor Mortis, application & cooking methods, Smoking Procedure

PORK: Cuts, food value, purchasing, butchering procedure, **Processed Meat**-Ham, Bacon, Sausages, Salami

UNIT-II

Poultry And Egg Cookery:

Poultry And Game: Introduction, Classification, Selection Criteria, Cuts of Poultry, Yield and simple Indian preparations.

Eggs: Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs

UNIT-III

Fish Cooking: Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for fish.

UNIT-IV

Food Commodity:

Cereals: Sources, variety of cereals, uses, storage.

Fats & Oils: Sources, types (animal and vegetable fats), uses, storage, Hydrogenization and rancidity

Herbs And Spices, Condiments: used in cookery.

References:

1. Krishna Arora: Theory of Cookery
2. Thangam E. Phillip: Modern Cookery
3. Jane Grigson: The Book of Ingredients
4. J. Inder S. Kalra: Prasad Cooking
5. Lerol A. Polsom: The Professional Chef
6. Cinton Cesarane: Theory of catering

RHM302: FOOD & BEVERAGE SERVICE-III

OBJECTIVE:

Understand the alcoholic beverages and its broad categories:

- a) Brewing process
- b) Viticulture and Vinification.
- c) Understand different types of Wines, Their classification storage & services.

Know about the different wine producing countries, their specialty wine and the wine quality laws governing the major wine producing countries

UNIT-I

Alcoholic Beverages: Introduction, Definition of alcoholic beverages and classification

Fermentation: Definition, Process & Uses.

UNIT-II

Beer: History, Definition and types, Ingredients used in beer making,

Brewing Process: Bottom fermentation; Top fermentation. Beer faults, Care and Storage of beer. Beer terminology.

UNIT-III

Wine: History, definition and classification of wine ,Viticulture seasons, Quality of soil and of area of production. Types & Composition of grapes and its effect on the nature of wine, wine makers' Calendar, and wine diseases Wine making Methods-Table (Red, White, Rose), Fortified- Sherry & Port, Sparkling Wine, Characteristic of wine, still, sweet, dry, vintage & non-vintage, Care and Storage of wine, Wine Terminology.

UNIT-IV

Wines of France: Different regions, their geographical composition and climate, grape varieties and characteristic of wines from each region. Special reference of Champagne, its origin, grape varieties and production.

Wines of Other Countries: Italy, Germany, America, Australia, Newzeland, California, Chilli & India. Wine of Spain with special reference to sherry (in detail). Wine of Portugal with special reference to port & Madeira, Marsala.

Wine Quality Laws: France, Germany, Italy, Portugal and Spain

Foods and Wine Harmony: In relation to all courses of French classical menu.

References:

1. Sudhir Andrews: F & B Service Trg. Manual
2. Denni R. Lillicrap: F & B Service
3. Deepanshu, Gupta Nitin & Gaurav: Lexicon of hospitality
4. Coltsman: Introduction to F&B Service

RHM303: FRONT OFFICE-III

OBJECTIVE:

Students should learn about:

- a) Handling guest mails, messages and guest enquires.
- b) Describe room change procedure and Out Door Area management.
- c) Outline the tasks performed at bell desk.

UNIT-I

Guest Information Management:

Guest Information Handling, Handling guest mails and message procedure, Business centre facilities and functions.

UNIT II

Front Desk Functions:

Room key management, Self check-in, Web check-in, Wake up calls and do not disturb requests, Guest visitors handling, Paging system.

UNIT III

Room Change Procedure and Bell Desk Functions: Meaning and procedures for room change, Live move and dead move, Room change formats.

Bell Desk Management: Activities and procedures at the time of: Check in, Check out. and Left luggage procedure, Travel desk services, Concierge services, Other activities & Formats used at Bell Desk.

UNIT-IV

Hotel Porch Operations Management: Car parking–self and valet parking, Public addresses System, Duties of doorman/ parking attendant. Hire a car procedure. Airport representative, guest pickup and drop services.

References:

1. Dennis L Foster: Back Office operation & Administration.
2. Sudhir Andrews: Hotel Front Office.
3. Bruce Braham: Hotel Front Office.
4. Casavana: Front Office Management.

RHM304: HOUSEKEEPING-III

OBJECTIVE:

By the end of this course the students will have knowledge about the following:

1. Hotel Linen room procedure, care and maintenance of Linen.
2. Sewing and uniform room procedures, care and maintenance.
3. Laundry- Importance and principles, equipments, layout, flow process and finishes.
4. Stain removal – methods and aids.
5. Fabrics - origin, characteristics, classification and usage in hotel industry.
6. Yarns and their types.

UNIT-I

Fibers And Fabrics: Definition, Origin, Classification, Characteristics of different fibers– Cotton, Linen, Silk, Polyester, Nylon, Acrylic. **Yarns:** Types.

Finishes: Designing, sizing, deguming, weighting, scouring, calendaring, decatizing, Tentering, shearing. Flocking, sanforisation mercerization, napping. Bleaching, Dyeing, Printing, Singeing.

UNIT-II

Hotel Linen And Linen Room: Classification: Room linen, F&B linen, miscellaneous linen. Selection criteria & stock requirements, Par Stock.

Linen Room: Location, Equipment and Standard Operating Procedures, Storage & section: Care of linen and Stocktaking, Marking & Monogramming. Functioning.

UNIT-III

Laundry: The Concept, Importance, Organisation Structure, Key Roles & People, Functions of a Laundry, Professional Laundry Set Up, Linen Room, Uniform Room, Tailor Room, Setups & Functions, Equipments Used in laundry, Their Salient Features, Laundry Chemicals, Laundry Do's and Dont's, On Premises Laundry, Off Premises Laundry, Commencing the Day's Work - Briefing, De Briefing, Day Schedules.

Managing Guest Laundry: Valet Services: Collecting Guest laundry and returns, Do's and Dont's, Handling guests Linens,

Stain Removal: Different types of stains, Cleaning methods, Specific Cleaning Agents, Chemicals and detergents.

Care for color and delicate fabrics..

UNIT-IV

Sewing Room: Activities and area provided. Equipments and Standard Operating Procedures

Uniform Room: Purpose of uniforms. No. of sets issuing procedure & exchange of uniform. Designing a uniform. Layout and planning of the uniform room.

References:

1. Joan C. Branson: Hotel, Hotel & Hospital Housekeeping.
2. Georgira Tucker: The Professional Housekeeper.
3. Rose Mary & Heinemann: Housekeeping Management for hotels.
4. David Allen, Hutchinson: Accommodation & cleaning services

RHM351: FOOD PRODUCTION-III Lab

1. Dishes with accompaniments & sauces.
2. Meat, poultry, Egg & fish dishes (Continental).
3. Butchering process of meat, poultry.
4. Familiarization with commodities and their uses in kitchen with the help of simple dishes preparation indicating their uses

RHM352: FOOD & BEVERAGE SERVICE-III LAB

- Beverage order taking and preparation of BOT.
- Familiarization with the glassware, equipments and tools required in relation to Beer & wine services.

Service of Wine

- a) Order taking procedure
- b) Service sequence, serving temperature
 - Services of red wine, white wine, champagne with all the courses. Decanting
 - Designing of beer/ wine list

Service Of Beer

- a) Service of Beer: Draught Beer, Bottled beer
- b) Order Taking Procedure
 - Service Sequence, Equipments used.

Assignments:

1. Preparing Charts
 - Different regions of France and their characteristics of wine.
 - Regions and characteristics wine of two other countries.
2. Collection of Labels
 - At least five wines & Beers (Indian & International).

RHM353: FRONT OFFICE-III LAB

1. Handling various types of enquires and providing information at the front desk information section.
2. Message and mail handling procedures.
3. Bell desk activities at the time of:
 - Check-in.
 - Check-out.
 - Room change
4. Electronic Key Handling System

RHM354: HOUSEKEEPING-III LAB

1. Layout of Linen and Uniform Room/Laundry
2. Laundry Machinery and Equipment
3. Stain Removal
4. Selection and Designing of Uniforms
5. Visit to a professional Laundry

RHM451: PRACTICAL INDUSTRIAL TRAINING

Training Schedule:

Students will undergo training In all major departments of the Hotel. The industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. Academic Credits **for training shall be based on following:**

Log books and attendance, Appraisals, Report and presentation, as applicable:

All trainees must ensure that the log books and appraisals are signed by the departmental/sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) Should be make. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed.

The Training Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook
2. Appraisal
3. A copy of the training certificate.
4. IT Report in all four Departments.
5. Power Point presentation on a CD, based on the training report.

**DR. A.P.J. ABDUL KALAM TECHNICAL
UNIVERSITY LUCKNOW**



Evaluation Scheme & Syllabus

For

B.H.M.C.T Third Year

On

Choice Based Credit System

(Effective from the Session: 2018-19)

5th Semester:

S.No	Subject Code	Subject Name	Periods per week				Evaluation Scheme			ESE	Subject Total	Credits
			L	T	P	CT	Sessional	TA	Total			
1.	RHM-501	Theory Food Production & Patisserie IV	3	1	-	20	10	30	70	100	4	
2.	RHM-502	Food & Beverage Service IV	3	1	-	20	10	30	70	100	4	
3.	RHM-503	Front Office Operations IV	3	-	-	20	10	30	70	100	3	
4.	RHM-504	Housekeeping IV	3	1	-	20	10	30	70	100	4	
5.	RHM-505	Computer Applications	3	-	-	20	10	30	70	100	3	
6.	RHM-506	Food Science	3	-	-	20	10	30	70	100	3	
		Practicals										
7.	RHM – 551	Food Production & Patisserie IV	-	-	4	-	30	30	70	100	2	
8.	RHM – 552	Food & Beverage Service IV	-	-	2	-	30	30	70	100	1	
9.	RHM – 553	Front Office Operations IV	-	-	2	-	30	30	70	100	1	

10.	RHM - 554	Housekeeping IV	-	-	2	-	30	30	70	100	1
		Total	12	3	10					1000	26

6th Semester:

S.N o.	Subject Code	Subject Name	Periods per week			Evaluation Scheme			ESE	Subject Total	Credits
			Sessional			CT	TA	Total			
			L	T	P						
1.	RHM-601	Indian Culture & Heritage	3	1	--	30	20	50	100	150	4
2.	RHM-602	Cyber Security	3	1	--	30	20	50	100	150	4
3.	RHM-603	Hotel Accountancy	3	1	--	30	20	50	100	150	4
4.	RHM-604	Facility Planning	3	1	--	30	20	50	100	150	4
5.	RHM-605	Tourism & Hotel Economics	3	1	--	30	20	50	100	150	4
6.	RHM-606	Human Resources Management	3	1	--	30	20	50	100	150	4
7.	RHM – 651	Viva-voce – Indian Culture & Heritage	-	-	-	-	-	-	50	50	
8.	RHM – 652	Viva – voce – Cyber Security	-	-	-	-	-	-	50	50	
		TOTAL	18	2	--	-	-	-		1000	24

TA: Teacher's Assessment
CT – Class Test

ESE- End Semester Examination
L/T/P – **Lecture/Tutorial/Practical**

Duration of ESE shall be 3(three) hours.

RHM 501 FOOD PRODUCTION & PATISSERIE –I V

<u>FOOD PRODUCTION & PATISSERIE –I V</u>		3-1-0
Unit	Topic	Proposed Lecture
I	<u>Fundamentals of a Bakery</u> a) Bakery Kitchen Layout, b) Equipments used in bakery c) A brief introduction of commercial flour milling process. d) Flour Constituent in relation to baking.	08
II	<u>BRIEF INSIGHT of:</u> a) Emulsifier, Surfactants and enzymes used in bakery products. b) Bakery fats. c) Flavors used in bakery & Confectionary.	08
III	<u>Desserts</u> a) Basic custards, cream and puddings b) Different deserts sauces. c) Soufflés and Mousses , Bavaois d) Frozen Desserts – ice creams , Bombes, Sorbets and still frozen desserts e) Chocolate tampering and Various chocolate desserts f) Meringue	08

IV	<p>STUDY OF BREADS</p> <ul style="list-style-type: none"> a) Overview of Production b) Common Problems c) Preparation of White bread, Split-top, French & Italian breads. d) Rolls – hard & soft varieties. e) Indian Breads 	08
V	<p>VARIOUS TYPES OF BASIC PASTE</p> <ul style="list-style-type: none"> a) Choux Paste b) Short Crust Paste c) Puff Paste d) Flaky Paste e) Hot Water Paste f) Danish Paste <p>CAKES</p> <ul style="list-style-type: none"> a) Batter type b) Foam Type c) Pound d) Icings 	08

Reference Books:

- Joseph Amendol – Understanding Baking
- SC Dubey – Basic Baking
- Vimla Patel – Festival Cook Book
- Culinaria Series on various country's cuisine

Web References:

- www.hospitalityinfocentre.co.uk/Bakery/Pastry.htm
- www.angrau.ac.in/media/10844/fdst216bakeryconfectioneryproducts.pdf
- www.textbooksonline.tn.nic.in/Books/12/Std12-Voc-FMCC-EM.pd
- www.bonappetit.com/recipes/.../salty-chocolate-chunk-cook.
- sallysbakingaddiction.com/category/sweet-salty-recipes/
- en.wikipedia.org/wiki/Category:Cooking_techniques
- wikieducator.org/Different_methods_of_cooking_
- https://en.wikipedia.org/wiki/Convenience_food
- www.thefreedictionary.com/convenience+food

RHM 551 – Food Production & Patisserie IV Practicals

Unit		0-0-4
		Proposed Lecture
I.	<p><u>BRIEF INSIGHT</u> of:</p> <ul style="list-style-type: none"> a) Emulsifier, Surfactants and enzymes used in bakery products. b) Bakery fats. c) Flavors used in bakery & Confectionary. 	4
II.	<p><u>Desserts</u></p> <ul style="list-style-type: none"> a) Basic custards, cream and puddings b) Different deserts sauces. c) Soufflés and Mousses, Bavarois d) Frozen Desserts – ice creams, Bombes, Sorbets and still frozen desserts e) Chocolate tampering and Various chocolate desserts f) Meringue 	10
III.	<p><u>BREADS</u></p> <ul style="list-style-type: none"> a) Preparation of White bread, Split-top, French & Italian breads. b) Rolls – hard & soft varieties. c) Indian Breads 	8
IV.	<p><u>VARIOUS TYPES OF BASIC PASTE</u></p> <ul style="list-style-type: none"> a) Choux Paste b) Short Crust Paste c) Puff Paste d) Flaky Paste e) Hot Water Paste f) Danish Paste <p><u>CAKES</u></p> <ul style="list-style-type: none"> a) Batter type b) Foam Type c) Pound d) Icings 	12

RHM 502 FOOD & BEVERAGE SERVICE-IV

<u>FOOD & BEVERAGE SERVICE-IV</u>		3-1-0
Unit	Topic	Proposed Lecture
I	SPIRIT- <ul style="list-style-type: none">- Definition of spirits- Distillation process- Source, production process, varieties, brand name and service of rum, brandy, gin, whiskey, vodka. Other spirits – Tequila, Absinthe, Tiquira, ouzo, slivovitz	10
II	COCKTAILS <ul style="list-style-type: none">- Common cocktails, recipe, methods of preparations and presentation. Perquisites in preparing cocktails	10
III	LIQUEUR History, definition, manufacture, hot methods. Distillation, cold method, infusion, perforation aging, base spirits, sweetening.	10
IV	APERITIF <ul style="list-style-type: none">a) Classificationb) Knowledge of productionc) Varieties and service of aperitifs.	10

Reference Books

- Dennis Lillicrap – F & B Services
- Kostagris, Porter & Thomas – The Bar & Beverage Book

Web References

1. <https://en.wikipedia.org/wiki/Spirit>
2. www.thefreedictionary.com/spirit
3. en.wikipedia.org/wiki/Aperitif_and_digestif
4. www.thefreedictionary.com/aperitif
5. en.wikipedia.org/wiki/Liqueur
6. en.wikipedia.org/wiki/List_of_liqueurs

RHM 552 FOOD & BEVERAGE SERVICE-IV – Practicals

S.no.	Acitivity	Proposed Lecture
I.	Revision of previous semester practical-table layout and services for various types of meals.	8
II.	Beverage order taking and preparation of BOT.	8
III.	Service of spirits	8
IV.	Demonstration / Preparation and presentation of one varieties of each stirred and shaken cocktails.	8

RHM 503 FRONT OFFICE OPERATIONS-IV

COURSE CONTENTS:

Unit	Topic	Proposed Lecture
I	HEADLINING MODERN COMMUNICATION FACILITIES a) E.P.B.A.X. b) Fax c) Telex d) Internet (e-mail) e) Pagers 1. HANDLING SAFETY LOCKERS	08
II	HEADLINING SITUATIONS a) Demeaning with guest of different personalities:- Fussy guest, Irate guest, timid guest, Socializing guest etc. b) Overbooking. Any other situations pertaining to front office	08

III	<p>CUSTOMER CARE</p> <p>a) Guest satisfaction and delight. b) Headlining complaints. c) Follow up procedures d) Guest history card.</p>	08	
IV	<p>ACCESSING THE RESULT CUSTOMER CARE POLICY</p> <p>a) Questionnaire b) Suggestion box c) Face to face interview d) Feed back</p>	08	
V	<p>TRAVELING DOCUMENTS</p> <p>a) Passport b) Visa c) Credit card d) Travellers check</p>	08	
<p>Reference Books</p> <ul style="list-style-type: none"> • Dennis L, Foster: Back Office Operations & Administration • Sudhir Andrews: Hotel Front Office • Colin Dix & Chris Baird: Front Operations 			
<p>Web References</p>			

- www.iRHMctan.edu/PDF/notes/FO/SY/CO%20&%20Settlement.doc
- www.ehow.com > Careers & Work
- books.google.co.in/books?isbn=0060655607
- www.iRHMctan.edu/PDF/notes/FO/SY/CO%20&%20Settlement.doc
- www.iRHMctan.edu/PDF/notes/FO/SY/CO%20&%20Settlement.doc
- www.nab.com.au > Personal > Planning tools > Travel
- books.google.co.in/books?isbn=0060655607
- sbinfoканада.about.com > ... > Marketing > Customer Service
- customer-care.hotels.com/
- www.rameehotels.com/customer-care.html

RHM 553 FRONT OFFICE OPERATIONS-IV - Practicals

S.no.	Activity	Proposed Lecture
I.	Handling various types of inquires.	4
II.	Message and mail handling and books filling up.	4
III.	Room key rack management.	4

IV.	Wake up calls.	4
V.	Paging systems.	4
VI.	Bell desk activities during check in and check out.	4
VII.	Handling area management.	4
VIII.	Handling modern communication activities.	4

RHM 504 HOUSEKEEPING-IV

COURSE CONTENT

<u>HOUSEKEEPING-IV</u>		3-1-0
Unit	Topic	Proposed Lecture
I	<p>PERSONAL QUALITIES OF HOUSEKEEPER WITH EMPHASIS ON</p> <p>a) Emergency and demeaning with theme. b) Safety awareness and accident prevention. c) First aid box. Dealing with sick guest and sanitization</p>	08
II	<p>INTERIOR DECORATION</p> <p>a) Colour b) Light and lightening system c) Floor and wall covering d) Role of accessories e) Window & Window Treatment f) Furniture</p>	08
III	<p>HORTICULTURE</p> <p>a) Living with flower b) Types and colors</p>	08

	<ul style="list-style-type: none"> c) Simple ways of gardening d) Equipment, care pesticides e) Techniques of cutting flowers f) In-house herb garden 	
<p style="text-align: center;">IV</p>	<p style="text-align: center;">FLOWER ARRANGEMENT</p> <ul style="list-style-type: none"> a) Equipment and material required, knowledge of varieties of flowers and other decorative material used in flower arrangement. b) Purpose of flower arrangement, placement and level of placement with relevant examples. c) Styles and principals of flower arrangement. 	08
<p style="text-align: center;">REFERENCE BOOKS</p> <ul style="list-style-type: none"> • Sudhir Andrews: Hotel Housekeeping • Joan C Branson: Hotel, Hostel & Hospital Housekeeping • Georgi Tucker: The Professional Housekeeper • Rose Mary & Heinemann: Housekeeping Management for Hotels • David Allen, Hutchinson: Accommodation & Cleaning Services • John Ambulan/Andrews: First Aid Manual 		
<p><u>Web References</u></p> <ul style="list-style-type: none"> • en.wikipedia.org/wiki/Hotel_design • www.hoteldesigns.net • www.wego.co.in > ... > Asia > India > Hotels in Kemmanagundi • www.bangaloremirror.com/article/.../5star-hotels'-green-way-of-life.html • www.laterooms.com/en/k17199508_royal-horticultural-halls-hotels.aspx • www.hotelierindia.com > PRODUCTS & SERVICES > Hospitality Trends 		

RHM 554 HOUSEKEEPING-IV - Practicals

S.no.		0-0-2
1	Activity DEALING WITH EMERGENCY (a) Event of fire. (b) Event of fumes. (c) Event of gas leakage.	Proposed Lecture 8
2	First Aid a) Treatment for Minor and Scalds Unconsciousness, Drunkenness, Sun burn Minor wounds, Choking, Fainting shock, Nose bleeding Marine stings. b) Dressings for minor wounds and cuts.	10
3		

	<p style="text-align: center;">INTERIOR DECORATION</p> <p>a) Making and display of different miniature of wall covering and floor covering, light arrangements using flip charts.</p> <p>b) Sitting of interiors and placements of accessories.</p>	8
4	HORTICULTURE	6

RHM 505 COMPUTER APPLICATIONS
COURSE CONTENT:

<u>COMPUTER APPLICATIONS</u>		3-0-0
Unit	Topic	Proposed Lecture
I	<p>INTRODUCTION TO COMPUTERS</p> <p>a. Historical evaluation of computers.</p> <p>b. Generation, classification, characteristics & limitation of computers.</p> <p>c. Overview of computer architecture and organization.</p>	08
II	<p>AN OVERVIEW OF MS-DOS</p> <p>a. Introduction to operating system.</p> <p>b. Booting components, internal & external commands and Directory Commands.</p> <p>c. File Management Commands.</p> <p>d. Disc Management Commands.</p> <p>e. Batch Files & Configuring</p>	08
III	<p>OVERVIEW OF WINDOWS 2007</p> <p>a. The user interface.</p>	08

	<ul style="list-style-type: none"> b. The Control Panel. c. Various Windows Features. d. E-mail, Net Meeting, Web Browsing. Communication & Internet Explorer 	
IV	<p>MS WORD 2007</p> <ul style="list-style-type: none"> a. Basics of Word Processing. b. Viewing, Editing, Finding & Replacing Text. c. Proofing Documents: Correcting Spell Check, Grammar Command, Auto Commands. d. Mail Merge. e. Working with Tables & Charts. f. Creating Basic HTML Documents. 	08
V	<p>NETWORKING</p> <ul style="list-style-type: none"> a. Netwrok – BUS, STAR & RING b. Networking concepts; LAN, WAN, MAN. c. Network Configuration Hardware – Server & Nodes d. Channels – Fibre Optic, Twisted & Co-axial e. Hubs f. Network Interface Card – Arcnet & Ethernet g. Network Software – Novel & Windows NT <p>INTERNET</p> <ul style="list-style-type: none"> a. Introduction to Internet b. Developing website c. Messaging d. Mailing 	08
<p>REFERENCE BOOK</p> <ul style="list-style-type: none"> • Fundamentals of Computers: V. Rajaraman 		

- Mastering Microsoft Office: Lonnie E Moseley & David M Boobey

Assignments & Self-practice:

1. MS-DOS
2. Windows 2007
3. MS-WORD
4. Internet
5. E-mail

RHM 506 FOOD SCIENCE

<u>FOOD SCIENCE</u>		3-0-0
Unit	Topic	Proposed Lecture
I	EFFECT OF HEAT ON FOOD AND NUTRIENTS Proteins, Carbohydrates, Fats, Minerals and Vitamins	08
II	FOOD PRESERVATION a) Principles of Food Preservation, Asepsis, Removal, Anaerobic Conditions. b) Preservation methods and Processes(Drying, Freezing, Heat & Radition) c) Changes in food during preservation. d) Changes during storage. Preservation by Food Additives, Chemicals, Salt, Sugars, Alcohol, Wood Smoke, Spices & other condiments	08
III	MICRO-ORGANISMS a) Micro-organisms used in food production b) Structure, types, functions and characteristics of mold, yeast and bacteria.	08

IV	<p>FOOD ADDITIVES AND LEAVENING AGENTS Functions of food additives, preservation, antioxidants, surface agents, stabilisers and thickening agents, bleaching and maturing agents, buffers, acids and alkalis, food colours, special and non-nutritive dietary sweeteners, nutrient supplements and fortifying agents, flavouring agents, anti-caking agents.</p>	08
V	<p>ADULTERATION Common food adulterants in different food groups, toxic effects of chemical adulterants, detection of adulterants(physical and chemical). FSSAI and it's functioning</p>	08
<p>REFERENCE BOOKS</p> <ul style="list-style-type: none"> • Food Science – B Srilakshmi • Food & Nutrition(Vol I & II) – Dr. M Swaminathan • Nutrition & Dietics – Shubhangim A Joshi 		
<p><u>Web References</u></p> <ul style="list-style-type: none"> • www.fssai.gov.in • www.fao.org • www.nifem.ac.in 		

RHM 601 INDIAN CULTURE & HERITAGE

Course Content

<u>INDIAN CULTURE & HERITAGE</u>		3-1-0
Unit	Topic	Proposed Lecture
I	Historical perspective - Indian History - Scope and objective - Evolution of culture – Ancient, Medieval and modern.	08
II	Great scriptures – Upanishads – Sankya – Darshans – Ramayana – Mahabharata – Bhagavad-Gita – Buddhism – Tripitakas - Jainism – Puranas.	08

III	Indian performing arts – Bharatanatyam – Kuchupudi – Kathak – Odissi – Kath kali – Mohiniattam – Folk theatre and performances and its role in promoting Indian tourism.	08
IV	Indian Painting – Evolution of Indian painting – Ajanta – Ellora – Mysore paintings – M. F. Hussein: A portrait.	08
V	Art Sculpture & Craft – Indians Sculptures – Scope – Famous temples & monuments – Handicrafts – Puppetry – jewelleryes – textiles.	08
<p>Reference Books</p> <ul style="list-style-type: none"> • Ram Acharya – Tourism and cultural heritage of India. • S. Radha Krishnan – Indian philosophy • Ananda k. Kumara swami – Indian and south east Asian architecture • R. Shamashastry – History of the Dharma sastras 		
<p>Web References</p> <ul style="list-style-type: none"> • www.upsc4all.com/upsc-blog/cultural-heritage-of-india-syllabus • http://www.india-in-your-home.com/india-today.html • http://www.indiaheritage.org/ • http://www.indiaheritage.org/ • http://www.suchitraarts.com • www.native-languages.org/genealogy.htm#descendent • www.Indiarefer.com 		

The student should be able to understand that knowledge of our culture and heritage and its rendition to hotel guests and tourists is very important

RHM 602 – CYBER SECURITY

<u>CYBER SECURITY</u>		3-1-0
Unit	Topic	Proposed Lecture
I	Introduction to information systems , Types of information Systems, Development of Information Systems, Introduction to information security, Need for Information security, Threats to Information Systems, Information Assurance, Cyber Security, and Security Risk Analysis.	10
II	Application security (Database, E-mail and Internet), Data Security Considerations- Backups, Archival Storage and Disposal of Data, Security Technology-Firewall and VPNs, Intrusion Detection, Access Control. Security Threats - Viruses, Worms, Trojan Horse, Bombs, Trapdoors, Spoofs, E-mail viruses, Macro viruses, Malicious Software, Network and Denial of Services Attack,	10

	Security Threats to E-Commerce- Electronic Payment System, e-Cash, Credit/Debit Cards. Digital Signature, public Key Cryptography.	
III	Developing Secure Information Systems , Application Development Security, Information Security Governance & Risk Management, Security Architecture & Design Security Issues in Hardware, Data Storage & Downloadable Devices, Physical Security of IT Assets, Access Control, CCTV and intrusion Detection Systems, Backup Security Measures.	10
IV	Security Policies , Why Policies should be developed, WWW policies, Email Security policies, Policy Review Process-Corporate policies-Sample Security Policies, Publishing and Notification Requirement of the Policies. Information Security Standards-ISO, IT Act, Copyright Act, Patent Law, IPR. Cyber Laws in India; IT Act 2000 Provisions, Intellectual Property Law: Copy Right Law, Software License, Semiconductor Law and Patent Law.	10

References book :

Charles P. Pfleeger, Shari Lawerance Pfleeger, “Analysing Computer Security”, Pearson Education India
V.K. Pachghare, “Cryptography and information Security”, PHI Learning Private Limited, Delhi India.
Dr. Surya Prakash Tripathi, Ritendra Goyal, Praveen kumar Shukla ,”Introduction to Information Security and Cyber Law” Willey Dreamtech Press.
Schou, Shoemaker, “ Information Assurance for the Enterprise”, Tata McGraw Hill.
CHANDER, HARISH,” Cyber Laws And It Protection ” , PHI Learning Private Limited ,Delhi ,India

RHM –652 – Viva voce for Cyber Security

To check student’s general awareness on the subject and it’s use in daily personal and professional life.

RHM 603 – HOTEL ACCOUNTANCY

COURSE CONTENT

HOTEL ACCOUNTANCY	3-1-0
Unit	Proposed Lecture
I	
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 Expense statements (Schedules 1 to 16) G. Practical problems	10

II	<p style="text-align: center;">INTERNAL CONTROL</p> <p>A. Definition and objectives of Internal Control B. Characteristics of Internal Control C. Implementation and Review of Internal Control</p>	10
III	<p style="text-align: center;">INTERNAL AUDIT AND STATUTORY AUDIT</p> <p>A. An introduction to Internal and Statutory Audit B. Distinction between Internal Audit and Statutory Audit C. Implementation and Review of internal audit</p>	10
IV	<p style="text-align: center;">DEPARTMENTAL ACCOUNTING</p> <p>A. An introduction to departmental accounting B. Allocation and apportionment of expenses C. Advantages of allocation D. Draw-backs of allocation E. Basis of allocation F. Practical problems</p>	10
<p>Reference Books</p> <ul style="list-style-type: none"> • Elements of Hotel Accounting – Neeraj K Gupta • Hotel Accounting – Anil Kathuria • Hospitality Management Accounting – Martin G Jagels • Accounting Essentials for Hospitality Managers – Chris Guilding 		

RHM 604 FACILITY PLANNING

COURSE CONTENT

<u>FACILITY PLANNING</u>		3-1-0
Unit	Topic	Proposed Lecture
I	HOTEL DESIGN Design Consideration: A. <ul style="list-style-type: none">• Attractive Appearance• Efficient Plan• Good Location• Suitable Material	08

	<ul style="list-style-type: none"> • Suitable Workmanship • Sound Financing • Competent Management <p>B. Evaluation of accommodation needs thumb rules.</p> <p>C. Ensuring that the hotel must combine the integrated function of housing feeding, entertainment, rentals, services, maintenance and light manufacturers</p>	
II	<p>FACILITIES PLANNING</p> <p>A. The systematic layout planning pattern (SLP); planning consideration.</p> <p>B. Flow process and flow diagram.</p> <p>C. Procedure for determining space, ways of determining space requirements space relationship.</p> <p>D. Architectural consideration.</p> <p>E. Difference between carpet area and plinth area.</p> <p>F. Approximate cost of construction estimation.</p> <p>G. Approximate operating areas in budget type/5 star type hotel. Approximate other operating areas per guest room.</p> <p>Approximate water/electrical load requirement-estimation</p>	08
III	<p>STAR CLASSIFICATION OF HOTEL</p> <p>Architectural feature, facilities and service in star category Hotel, Heritage and Apartment</p> <p>Hotel</p> <p>a. Criteria for star classification of Hotel.</p> <p>b. Criteria for classification of Heritage Hotel.</p> <p>c. Criteria for classification of apartment Hotel.</p>	08

	d. Hotel evaluation sheet for awarding category.	
IV	<p>PLANNING FOR FOOD AND BEVERAGE OUTLETS</p> <p>A. Equipment requirement for commercial kitchen and restaurant. B. Specification of different equipments. C. Layout of commercial kitchen and F&B outlets. Planning of various supporting services</p> <p>PROJECT MANAGEMENT</p> <p>A. Network analysis. B. Basic rules and procedure for network analysis. C. C.P.M. D. P.E.R.T. E. Comparison of CPM and PERT F. Network crashing, determining crash cost, normal cost. G. Classroom experiences.</p>	08
V		08
Reference Books		
<ul style="list-style-type: none"> • Tarun Bansal – Hotel Facility Planning • Stipanuk & Roffmann – Facilities Management 		

	supply	
II	<p><u>COST OUTPUT ANALYSIS</u> Cost concepts-fixed and variable cost, average and Marginal cost, opportunity cost, past and future costs Economics in large scale production.</p> <p><u>REVENUE CONCEPTS</u> Total Revenue, Average Revenue, Marginal revenue and their relationships</p> <p><u>PRICE ANALYSIS</u> Basic concepts-Equilibrium of firm, marginal revenue and Marginal cost analysis, Normal Profits, excess profit loss, Accounting profit and economic profit, Theories of Profit Kinds of Markets Perfect & Pure competition, Simple monopoly and Monopolistic Competition, Oligopoly</p> <p><u>PRICING</u> Pricing under perfect competition, Equilibrium price, Pricing under monopoly and perfect competition Short run and Long run</p>	08
III	<p><u>TOURISM AND BALANCE OF PAYMENT</u> <u>INDIAN ECONOMY AND HOTEL INDUSTRY</u> Characteristics of Indian Economy, Major issues of development, growth & development of hotel Industry in India, Relevance of hotel industry in national economy, income generation, employment generation, foreign exchange earning, Factors Influencing growth of Hotel Industry, Tourism & Economic</p>	08

	development, New Industrial Policy-Features & Importance's.	
IV	<p><u>IMPACT OF TOURISM ON HOTEL INDUSTRY</u> Economic impact, travel and Hotel effect on tourism on hotel, threats & obstacles to tourism</p> <p><u>TOURISM PLANNING AND HOTEL INDUSTRY</u> Tourism infrastructure development, Local Bodies, tourism department and ministry, different tourism policies</p>	08
V	<p><u>TYPES OF TOURISM ECONOMICS</u> Abstraction, Economic Theory & Tourism, Demand & Supply Analysis, Cost/Benefit Analysis, Economic Impact Analysis</p> <p><u>NATIONAL INCOME CONCEPTS AND IMPORTANCE</u> Definition & Concepts, Gross National Product (GNP)& Net National Product (NNP), Measurement of National Income.</p>	08
Reference Books		
<ul style="list-style-type: none"> • H L Ahuja Principle of Economics • Kote Syanis Micro Economics • D M Mithai Managerial Economics • R Dutt & Sundaram Indian Economy 		
Web References		
<ul style="list-style-type: none"> • http://www.studymode.com/essays/Fundamental-Of-Economic-Concept-573731.html • http://www.citlogistics.com/knowledge/project_materials_management/Unit-3.pdf 		

- http://www.cii-logistics.com/knowledge/project_materials_management/Unit-3.pdf
- www.managementparadise.com
- www.economicsconcepts.com
- https://www.comcor.com.br/en/tipos_de_mercado.php
- www.investopedia.com/terms/b/bop.asp
- www.humber.ca/.../tourism-and-hospitality-management-event-planning
- <http://www.crctourism.com.au>

RHM 606 HUMAN RESOURCE MANAGEMENT

COURSE CONTENT

Unit	Topic	Proposed Lecture
		3-1-0
I	<p><u>INTRODUCTION</u> <u>Nature and scope human resource management:</u> - a. Concept and Nature, Human Resource Management as a profession, Objectives and importance, Functions and scope of Human Resource management. b. Organization of personnel Department, Qualities of Personnel Manager, role of Personnel manager, Status of Personnel manager. c. Characteristics of Hospitality Industry for a Human Resource manager, HRD as responsibility of all managers.</p>	08
II		08

	<p><u>PROCUREMENT OF HUMAN RESOURCES</u></p> <p>a. Human Resource Planning-Concept and objectives, importance, Process of Human Resource Planning, Problems and Guidelines for Human Resource Planning</p> <p>b. Job Analysis and Job Design-Concept of job analysis, Process of job analysis, Job Description and Job Specification, Concept of Job Design, approaches and methods of Job Design.</p> <p>c. Recruitment and Selection- Meaning and process of Recruitment, Recruitment Policy and Organization, Sources and techniques of Recruitment, Meaning and process of selection</p>	
<p>III</p>	<p><u>TRAINING AND DEVELOPMENT</u></p> <p>Concept and need of training, Importance and objectives of training, Identifying training needs, Designing a training programmes, Methods of training, Evaluating training effectiveness, Retraining.</p> <p>Concept and objectives of Executive development, Importance and process, methods and techniques, principles of Executive Development.</p>	<p>08</p>
<p>IV</p>	<p><u>JOB EVALUATION</u></p> <p>Concept, process and objectives of Job Evaluation, Advantages and Limitations, Essentials of successful Job Evaluation, Methods of Job Evaluation. Wage and Salary Administration.</p> <p>Objectives and principles, Essentials of Sound wage structure, Factors affecting wages, methods of wage payment, and Wage policy in India, Executive</p>	<p>08</p>

	compensation	
V	<p><u>PERFORMANCE APPRAISAL</u> Concept and objectives, Uses and process, Problems in performance appraisal, Essentials of effective appraisal system, Methods and techniques of appraisal, Appraisal of managers, Appraisal, Interview, Appraisal of potential.</p> <p><u>JOB CHANGES</u> a. Transfers, Promotions and Separations. b. Purpose of job changes, Concept and objectives of transfers. Types of transfer, Transfer policy, concept and basis of promotion, Promotion policy, Demotion, Types of Separations</p> <p>Reference Books</p> <ul style="list-style-type: none"> • David A Decenzo - Personnel/Human Resource Management • H L Kumar - Personnel Management in Hotel and Catering Industry • Chapman&Hall - Behavioural Studies in Hospitality Management • Dr. C.B.Gupta - Human Resource Management • Mirza S Saiyadain - Human Resource Management • William B Wether - Human Resource and Personnel management <p>Web References</p> <ul style="list-style-type: none"> • H L Kumar - Personnel Management in Hotel and Catering Industry • Chapman&Hall - Behavioural Studies in Hospitality Management • Dr. C.B.Gupta - Human Resource Management • Mirza S Saiyadain - Human Resource Management • William B Wether - Human Resource and Personnel management • David A Decenzo - Personnel/Human Resource Management 	08

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Dr. A P J ABDUL KALAM TECHNICAL UNIVERSITY, LUCKNOW



Evaluation Scheme & Syllabus

For

**Bachelor of Hotel Management & Catering Technology (BHMCT)
(4th Year)**

ON

CHOICE BASED CREDIT SYSTEM (CBCS)

(Effected from the Session 2019-20)

Bachelors in Hotel Management & Catering Technology(BHMCT)

7th Semester

(Effected from session 2019-20)

S.No	Subject Code	Subject Name	Periods per week			Evaluation Scheme			ESE	Subject Total	Credits
						Sessional					
			Theory	L	T	P	CT	TA			
1.	RHM701	Food Production V	3	1	-	20	10	30	70	100	4
2.	RHM702	Food & Beverage Service V	3	-	-	20	10	30	70	100	3
3.	RHM703	Front Office Operations V	3	-	-	20	10	30	70	100	3
4.	RHM704	Housekeeping V	3	-	-	20	10	30	70	100	3
5.	RHM705	Research Methodology	3	1	-	20	10	30	70	100	4
6. Any one	RHM071	Sales & Marketing	3	1	-	20	10	30	70	100	4
	RHM072	Hotel Law									
	RHM073	Event Management									
	RHM074	Retail Management									
		Practicals									
7.	RHM751	Food Production V Lab	-	-	4	-	30	30	70	100	2
8.	RHM752	Food & Beverage Service V Lab	-	-	2	-	30	30	70	100	1
9.	RHM753	Front Office Operations V Lab	-	-	2	-	30	30	70	100	1
10.	RHM754	Housekeeping V Lab	-	-	2	-	30	30	70	100	1
		Total	18	3	10					1000	26

TA: Teacher's Assessment

ESE- End Semester Examination

CT – Class Test

L/T/P – Lecture/Tutorial/Practical

Duration of ESE shall be 3(three) hours.

GENERIC ELECTIVE (RHM071-074)

(Students have to choose any one of the Subjects from RHM071-74)

For a elective subject to be offered by an institution, the minimum number of students opting for a elective subject should be 15.

FOOD PRODUCTION V

RHM701

OBJECTIVE:- At the end of the semester the student should: -

- a) Be able to conceptualize the management and functioning of Quantity Kitchen.
 - b) Insight of fast food.
 - c) Acquire the requisite technical skills in Banquet menus and cooking.
- Knowledge about Airline and cruise liner meal planning.

Learning Outcome

- Students at the end of the session would gain knowledge about quantity and bulk cooking,
- Menu planning and equipments required in bulk/quantity cooking.
- Students would also know about layout of the large Kitchen.
- Student would also be able to understand the various types of curries being used in Indian cuisine, their preparation and use.
- Students would also be acquainted with working Larder/Garde Manger.
- Also, students would be aware of the fast food, along with the garnishes and accompaniments used.

UNIT - 1

KNOWLEDGE OF INDIAN CUISINE:

Ingredients, Spices & Gravies (Red ,Brown ,White ,Green)

STUDY OF VARIOUS REGIONALS CUISINES

Punjabi ,Gujrati ,Kashmiri ,South Indian ,Goan ,Bengali ,Maharastrian ,
Moghalai ,Rajasthani , Study Of Indian Starters ,Sweets, Accompaniments
& Indian Breads

UNIT – 2

QUANTITY FOOD PRODUCTION

Introduction to large scale commercial cooking, Objective, technique & Equipments
contract catering , Industrial catering , Institutional catering , Layout of Large quantity kitchen
staff hierarchy, Commercial Equipments Specification, Case Study on Mega Kitchens – viz Akshay Patra, Golden
Temple, Shirdi, Puri, Mid-day Meal Schemes.

UNIT – 3

LARDER

Definition, function, importance, layout and planning of larder department
Staff organization , Cold food presentation , ASPIC & chaudfroid ,Sandwiches and canapés ,
Cold starters , Charcuterie .Sausages, salami, ham, terrines, galantines, pate, mousses
Control of expensive commodities meat tag

UNIT - 4**CONVENIENCE FOOD AND FAST FOOD**

Characteristics , Types -Indian and western ,Menu examples ,Role of convenience food in fast food operations ,Advantages and disadvantages of convenience food ,Labor and cost saving aspect.

**FOOD PRODUCTION V LAB
PRACTICALS****RHM751**

Menus of western / Indian /oriental/ethnic courses in context to Quantity cooking. Preparation of Sandwiches,rolls, burgers, pizzas, hotdogs and foot longs.
Gallantines, Terrine, Pate.

References:-

Thangam Philip - Theory of cookery-II
Jane Gregsan's – European cookery
Charmine Slolomon – The complete Asian cookery
Christes Schamalas - Garnishing
Paul bocuse – The We professional chef
Victor Ceserani- Kitchen Larder work
Anand Mittal – Simply Cooking, Theory & Principles.

FOOD & BEVERAGE SERVICE V**RHM702**

OBJECTIVE:- Understanding the process of specialized Service, their need etc. the students will come to know about the importance of buffet & Banquet management, ODC & event Management.Acquire the requisite technical skills for complete competent service of food and beverage.

LEARNING OUTCOME:-

- Students will be well versed with gueridon service
- Also, students get an in-depth knowledge on planning related to buffet management.
- Students will get an understanding about various forms of catering In detail off shore catering and Outdoor catering are taught.

UNIT - 1**GUERIDON SERVICE:**

History of gueridon ,Definition and term gueridon ,General points to be considered while doing gueridon ,Advantages and disadvantages of gueridon services ,Gueridon equipments and ingredients. Flambe and Carving
Method of service of common gueridon preparations

UNIT – 2**BUFFET MANAGERMENTS**

Introduction , Types of Buffet , Table layout and configuration , Clothing and dressing the buffet table Display and decoration , Types and limitations of food to be served , Mis-enplace Checklist and its proper supervision , Food & Beverage control-its application and buffet management

UNIT – 3**BANQUET MANAGEMENT AND FUNCTION CATERING**

History of banquets; types of banquets (formal and informal) , Organization of Banquet Department Function selling-menus , Facilities available , Sitting plans-theatre, class room etc. Formal Contract/Memorandum , daily and weekly function forecasts , Formal Gatherings ,Name Cards ,Mise-en-place , Service , Toasting and sequencing of events ,Banqueting exercises Case studies in banqueting ,Informal gathering ,Reception , Cocktail parties ,Seminars Exhibitions , Fashion shows ,Trade Fairs , Wedding ,Organizing Theme functions

UNIT - 4**OUTDOOR CATERING/OFF PREMISES CATERING**

Introduction; who could be an out door caterer; infrastructure; licenses; on site facilities; employees Equipments-preparation, transportation and service equipments ,Establishment suppliers Food purchase storage and handling ,Peripherals and special effects , airlines and cruise liners meal planning ,trays trollies, galley,services etc.Business Event management

FOOD & BEVERAGE SERVICE V LAB**RHM752****PRACTICALS**

1. Table layout and services for different types of meals
2. Gueridon Service
3. Preparation and service of Banana Flambé and Crepe Suzette
4. Layout and drawing of the functions prospectus and identifying its appropriate usage
5. Planning of different types of buffet counters and setting the counters
6. Preparation of function checklist of buffet
7. Assignment on buffet menu planning ,Planning the table layouts of different types of banquet function
8. Seating plans of different Banquets. Preparation of charts, Name cards etc.
9. Food and beverage-how to serve in banquets
10. Assignments: a) Checklist for conference and other parties b) Menu planning for State Banquets
11. To visit Hotels for Buffet Banquet and business events

References:-

Jaffrey T Clarke Table and Bar
Dennis R Lilicrap Food and Beverage Service
Matt A Casdo Food and Beverage Service
Michael M Coltman Beverage Management

FRONT OFFICE OPERATIONS V**RHM703****OBJECTIVE**

Explain the basic Front Office accounting functions and methods of account settlements and check out procedure. Illustrate Foreign Exchange Encashment procedure. Summarize starting and ending of shiftprocedures for cashiers. Making the students aware of Safety Lockers Management. Present Assertive Communications Approaches and customer care

LEARNING OUTCOME:

- a) Students will have a better understanding about front office accounting and auditing systems
- b) Along with that student will be aware of foreign exchange handling, cashier's duties etc.
- c) Students would also get Knowledge about various forms and ledgers used during the guest cycle
- d) Students would get the knowledge about Credit cards & debit cards
- e) Students will have a clear understanding about the Check out procedures

UNIT - 1**CHECK-OUT PROCEDURE**

Check out procedure, Information to concerned Departments, organization of late charges, transfer of guest accounts to the front office, chek-out reports, guest histories, PMS.

MAINTANING MASTER FOLIO AND MANAGING PROBLEMS THERIN

- a. Vertical tabular ledge r
- b. City Ledger
- c. Departmental Bills
- d. Paid-out vouchers
- e. Miscellaneous charges voucher

- f. Allowances
- g. Advance
- h. Discounts
- i. Computerized Systems
- j. Problems handling

UNIT – 2
PREPERATION OF BILL FOR CHECKING OUT GUESTS
RECEIVING PAYMENTS (SETTLING BILLS)

- a. Cash
- b. Credit Card
- c. Bill to Company
- d. Travel Agent Voucher
- e. Travelers Cheques
- f. On-line Travel Agencies.

UNIT – 3
FOREIGN EXCHANGE ENCASHMENT PROCEDURE

- a. Authorized agencies
- b. Licenses and documents used
- c. Different currencies and their-FOREX RATES
- d. Category of guests entitled

UNIT - 4

NIGHT AUDITING: Night Auditing: Introduction, Objective and job description of Night Auditor ,Night Audit process, Preparing night audit reports,

PLANNING & EVALUATING FRONT OFFICE (YIELD MANAGEMENT)

OPERATIONS: Forecasting techniques, Forecasting Room availability, Useful forecasting data, Forecast formula, Sample forecast ,forms;

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

FRONT OFFICE OPERATIONS V LAB **RHM753**

PRACTICALS

Different Formats generated during Night Auditing, FOREX –Procedure, License & documents required. Telephone Etiquette , Bill payments through various cards, Check out Procedure.

References:-

- Dennis L. Foster: Back Office Operation & Admn.
- Dennis L. Foster: Front Office Operation & Admn
- Sudhir Andrews: Hotel Front Office
- Colin Dix & Chirs Baird: Front Opertions
- Kasavana & Brooks: Managing Front office Operations

HOUSEKEEPING V

RHM704

OBJECTIVE:- The students will get knowledge about Planning and organizing housekeeping department Store and stock control, Renovation of Rooms, contract Cleaning & crisis Management.

LEARNING OUTCOME:

- a) Students will get an insight about purchase and stock control
- b) Along with that students also learn about managing contractual services and crisis situation.

- c) Students also learn about renovation
- d) Contract Cleaning concepts & Managerial Handling were also taught in detail

UNIT - 1

PLANNING AND ORGANISING HOUSEKEEPING DEPARTMENT

- a. Physical Survey
- b. Specification
- c. Work Study
- d. Work Schedule
- e. Duty Rotas

The philosophy of work analysis and improvement

What is work analysis

PURCHASING PROCEDURES

- a. Purchasing arrangements
- b. Purchasing Cycle

UNIT – 2

STORE AND STOCK CONTROL

- a. Store room control
- b. Inventory and requisitions
- c. Par Stock
- d. Stock taking
- e. Inventory control

RENOVATION OF ROOMS

Floors, Refurbishing, furniture and interior decoration.

UNIT – 3

CONTRACT CLEANING

- a. Different jobs that can be given on contract.
- b. Methods of pricing
- c. Advantages and disadvantages

Variables of opening a housekeeping department in a new hotel requirement/management of non-commercial accommodation service;

- d. Case Studies

UNIT - 4

CRISIS MANAGEMENT

- a. During facility breakdown
- b. Security aspects
- c. Loss prevention

MANAGERIAL HANDLING OF THE VIPS, CIPS AND TRAVEL AGENT

GROUPS CLASSIFICATION PROCEDURE OF HOTELS

Procedures and norms, gradation.

HOUSEKEEPING V LAB

RHM754

PRACTICALS

1. Preparing guest rooms and checking through check lists
2. Cleaning and upkeep of Public Areas
3. Preparing rooms for special occasions/guests/VIP/CIP/Travel Agent guests

To co-ordinate with hotel for learning purchase, storing and inventory control system

References:-

- Sudhir Andrews: Hotel Housekeeping
- Joan C. Branson: Hotel, Hostel & Hospital Housekeeping
- Georgia Tucker: The Professional Housekeeper
- Rose Mary & Heinemann: Housekeeping Management for Hotels
- Devid Allen, Hutchinson: Accommodation & Cleaning Services

- G Raghubalan: Hotel Housekeeping Operations & Management.

RESEARCH METHODOLOGY

RHM705

OBJECTIVE:- To give an in depth knowledge about the Research project to the students and also to tell them how Research is important for the hospitality sector. Here the knowledge of how to do a market research is being imparted by telling the research methodology and its implications.

LEARNING OUTCOME

- The aim of the course is to provide students with in-depth knowledge of quantitative and qualitative research methods
- With an overview of different analytical procedures and with skills in statistical processing that will enable them to analyse current research issues in sports science.
- A further aim of the course is to provide insight into the processes that lead to the publishing of research.
- Students would be clear with the concepts of marketing P's , product mix in hospitality industry

UNIT - 1

RESEARCH –MEANING, IMPORTANCE & RESEARCH DESIGN

- Introduction
- Meaning and Importance
- The basis of classification of various types of research design.

UNIT – 2

DATA COLLECTION

- Types of Data
- Secondary data, Sources
- Primary data, Sources
- Sampling, Importance, Basic concepts
- Questionnaire, Format and Administration, Steps involve in developing a Questionnaire
- Interviews

UNIT – 3

DATA PROCESSING

- Quality research, Introduction, Difference between Quality and Quantity research
- Editing of Data, Coding of Data, Data Classification, Graphical Presentation of Data
- Report writing-steps involved, layout of report, mechanics of report writing, precautions of writing research writing
- Oral Presentation

UNIT - 4

DATA ANALYZING & DRAFTING OF CONCLUSIONS AND RECOMMENDATIONS.

- Meaning and scope of data analysis
- Methods of Data analysis.
- Generating Findings.
- Drafting of conclusions and recommendations.
- Synopsis

METHODOLOGY OF PRESENTATION OF RESEARCH PROJECT

- Meaning of presentation
- Presentation as tool

c. Techniques of presentation of research project
How to deal with queries / questionnaire during presentation

References:-

C.R. Kothari – Research Methodology
Robert C Lewis Marketing Research
John Roberts Marketing for the Hospitality Industry
Dennis L Foster Hospitality Marketing and Sales for Resorts, Motels And Hotels

GENERIC ELECTIVE

(Students have to choose any one of the following Subjects)

For a elective subject to be offered by an institution, the minimum number of students opting for a elective subject should be 15.

➤ SALES AND MARKETING	RHM071
➤ HOTEL LAW	RHM072
➤ EVENT MANAGEMENT	RHM073
➤ RETAIL MANAGEMENT	RHM074

SALES & MARKETING

RHM071

OBJECTIVE:-

The objective of this course is to facilitate understanding of the conceptual framework of marketing and its applications in decision making under various environmental constraints.

LEARNING OUTCOME

- Students will get an insight about the marketing concepts, mix and strategies along with knowledge about distribution channels and Sales Forecasting.
- Knowledge of social, legal, ethical and technological forces on marketing decision-making.
- Ability to develop marketing strategies based on product, price, place and promotion objectives.
- Ability to construct written sales plans

UNIT - 1

INTRODUCTION: Concept, nature, scope and importance of marketing; Marketing concept and its evolution; Marketing mix; Strategic marketing planning an overview. Marketing of services. Market segmentation and positioning; Buyer behavior; consumer versus. Consumer decision making process.

UNIT – 2

PRODUCT DECISIONS: Concept of a product; Classification of products; Major product decisions;

PRODUCT LINE AND PRODUCT MIX; Branding; Packaging and labeling; Product life cycle strategic implications; New product development and consumer adoption process.

Pricing Decisions: Factors affecting price determination; Pricing policies and strategies; Discounts and rebates.

UNIT – 3

DISTRIBUTION CHANNELS AND PHYSICAL DISTRIBUTION DECISIONS: Nature,

functions, and types of distribution channels; Distribution channel intermediaries; Channel management decisions; Retailing and wholesaling. Promotion Decisions: Communication Process; Promotion mix advertising, personal selling, sales promotion, publicity and public relations; Determining advertising budget;

UNIT - 4

INTRODUCTION TO SALES AND MANAGEMENT: Scope and Importance; Personal selling, sales organizational structure;
SALES FORECASTING.

References:-

1. Kotlar, Philip, Marketing Management, Prentice Hall, New Delhi.
2. Stanton, Etzel, Walker, Fundamentals of Marketing, Tata-McGraw Hill, New Delhi.
3. Saxena, Rajan, Marketing Management, Tata-McGraw Hill, New Delhi.
4. Panda - sales and Distribute Management, Oxford university Press

HOTEL LAW

RHM072

OBJECTIVE:- To acquaint the students with the basic concept of Mercantile Law, Industrial Law, Hotel & Lodging Rates, Food Legislations & Licenses.

LEARNING OUTCOMES:

- a. Student will have a brief insight about hotel & industrial law and various legislations of food and catering establishments.
- b. Students will be aware of the Hotel & Lodging rate control laws , purchase rights
- c. Students will be aware of the various licences required in opening a hotel or catering establishment.
- d. All the legal and industrial laws are taught in detail.

UNIT - 1

INTRODUCTION TO MERCANTILE LAW

Brief description of each laws: Indian contract act; definition, essential of contract, valid & void and voidable agreements, time and place of performance, contract of bailment and pledge ; sales of good acts ;partnership act ; define company, Types and formation of company, article of association, memorandum of association ; insurance act, FSSAI.

UNIT – 2

INTRODUCTION TO INDUSTRIAL LAW

- a) Shops and establishment act with reference to hotel industry
- b) Definition and brief description of others industrial laws: what is industrial dispute, Award, adjudication and conciliation; Define contract labour, welfare and health. ; Rules regarding minimum wages, provident fund, ESI, Bonus payment of wages etc.
- c) Employment of women and children; leave, health, safety and hygiene provision

UNIT – 3

HOTEL AND LODGING RATES CONTROL

- a) Definition: fair rate; hotel or lodging house; manager of hotel owner of hotel; paying guest; premises; tenant, and tenement .
- b) Appointments of controller and fixation of fair rates ;revision of fair rates
- c) No eviction to be made if fair rate paid
- d) When owner or manager of hotel may recover possession
- e) Penalties for defaulters
- f) Innkeepers' lien

UNIT - 4

FOOD LEGISLATION & STATUTORY LICENSES

The central committee for food standards ; central food laboratory; food inspector and their power and duties ;procedure to be followed by food inspector; food analysis by purchaser; report of the public analyst; notification of the food poisonings and penalties

Statutory Licenses And Laws

- a) List of licenses and permit required to operate hotel, restaurant and other catering establishments
- b) Procedure of procurement, renewal, suspension and termination of licenses

References:-

H.L . KUMAR : Personal Mgt. In Hotel And Catering Industry
Krishnal Sethi :M.P .Shop & Establishment Act
K.P.Srivastava : Law Relating To Prevention Of Food Adulteration in India
Rogers Peters : Essentials Law For Caterers
N.D .Kapoor : Handbook For Industrial Law
Hotel Law: Jagmohan Negi

EVENT MANAGEMENT

RHM073

OBJECTIVE: - To impart within student basic knowledge of organizing, Marketing & Promotions & Managing of Events.

LEARNING OUTCOMES:

- a. Explain all the components and various roles involved in planning, organising, running and evaluating an event;
- b. Apply the theory and skills necessary to professionally plan, organise and run a business event; and
- c. Understand the importance of strategic planning for an event or festival, including monitoring and evaluating the impacts on the wider community.

UNIT - 1

Events- The Concept, Nature, Definition and scope, C's of Events, advantage and disadvantage of Events, Categories and Typologies, Skills required to be a good Event Planners.

UNIT – 2

Organising & Designing of Events, key elements of Events, Event Infrastructure, core concept, core people, core talent, core structure, Setting Objectives for the Event, Negotiating Contracts with event Organizers, Venue, Media.

UNIT – 3

Marketing & Promotion of Events: Nature of Event Marketing, Process of Event Marketing, The Marketing Mix, Sponsorship. Promotion: Image/ Branding, Advertising, Publicity and Public Relation.

UNIT - 4

Managing Events: Financial Management of Events, Staffing, Leadership. Safety and Security: Occupational Safety and Health, Incident Reporting, Crowd Management and Evacuation

References:-

- A.K. Bhatia, „Event Management“, Sterling Publishers Pvt. Ltd. Delhi.

- Anton Shone & Bryn Parry, „Successful Event ;2Management
- Coleman, Lee & Frankle, Powerhouse Conferences. Educational Institute of AHMA
- Hoyle, Dorf & Jones, Meaning conventions & Group business. Educational institute of AH & MA.
- Joe Jeff Goldblatt, “Special Events: Best Practices in Modern Event Management (Hospitality, Travel & Tourism)”, John Willy and Sons, New York
- Leonard H. Hoyle, Jr, „Event Marketing”, John Willy and Sons, New York
- Lynn Van Der Wagen, Carlos, Event Management, Pearson, New Delhi.
- Sanjay Singh Gaur, Sanjay V Saggere, Event Marketing Management, Vikas Publication, New Delhi
- John Beech, Sebastian Kaiser, Robert Kaspar - The Business of Events Management ;Pearson Publications

RETAIL MANAGEMENT

RHM074

OBJECTIVE:- To acquaint the students with the basic concept of Retail Management

LEARNING OUTCOME:

- a. Demonstrate an integrative understanding of the context and environment in which retailing takes place.
- b. Apply a strategic approach to retailing issues and decisions.
- c. Exhibit an in-depth awareness of national and international benchmarking and best practices in retailing.
- d. Work autonomously and collaboratively to analyse complex retail environments, reflect on and synthesise the analysis as part of an ongoing experiential-learning process. This process involves generating a holistic understanding of specific retail contexts that leads to the development of practical retail recommendations that apply relevant retail theory.
- e. Utilise written and verbal skills to effectively communicate the application of retail-management knowledge to specific retail contexts.

Unit- I The Business of Retail: Retailing- Definition, Concept Importance, Functions of a retailer, Relationship between retail and Marketing, Retail as a career. Retail in India- Evolution, changes in the retail sector, The Wheel of Retailing, The Accordion, The Retail Life Cycle, Emerging Trends in Retailing, Retail Scenario in India, Retail Competition, Retail Formats.

Unit-2 Retail Models and Theories of Retail Development- Theories of retail development, concept of life cycle in retails, Business models in retails, Airport Retailing, Services retailing. Information Gathering in Retailing, Retail Strategic Planning and Operation Management, Retail Financial Strategy, Target Market Selection and Retail Location, Store Design and Layout, Visual Merchandising and Displays.

Unit-3 Merchandise Planning, Buying and Handling, Merchandise Pricing, Retail Communication Mix, Promotional Strategy, Retail Human Resources Management, Customer Service, The GAPs Model, Customer Relationship Management.

Unit-4 Retail Operating Skills: Pre-Check, Opening the Sale, Probing, Demonstration, Trial , Close Handling Objections, Closing, Confirmations & Invitations. Retail Management Information Systems, Retail Audits, Online Retailing, Global Retailing, Legal and Ethical Issues in Retailing.

Note: A visit to retail mart may be organised to supplement learning of students.

References :

- Levy IM. And Weitz B.A (2004), Retailing Management, 5th ed., Tata McGraw Hill.
- Berman B. Evans J. R. (2004), Retail Management, 9th Edition, Pearson Education.
- Bajaj C; Tuli R., Srivanstava N.V. (2005), Retail Management, Oxford University Press, Delhi.
- Dunne P.M, Lusch R.F. and David A. (2002), Retailing, 4th ed., South-Western, Thomson Learning Inc.
- Pradhan, Swapna; Retailing Management; Tata McGraw Hill; New Delhi

Bachelors in Hotel Management & Catering Technology(BHMCT)

8th Semester

(Effected from session 2019-20)

S.No	Subject Code	Subject Name	Periods per week			Evaluation Scheme			ESE	Subject Total	Credits
						Sessional					
		Theory	L	T	P	CT	TA	Total			
1.	RHM801	Advance Food Production	3	1	-	20	10	30	70	100	4
2.	RHM802	Food & Beverage Services Management	3	1	-	20	10	30	70	100	4
3.	RHM803	Front Office Management	3	-	-	20	10	30	70	100	3
4.	RHM804	Accommodations Management	3	-	-	20	10	30	70	100	3
5.	RHM805	Financial Management	3	1	-	20	10	30	70	100	4
		Practicals									
6.	RHM851	Advance Food Production Lab	-	-	4	-	30	30	70	100	2
7.	RHM852	Food & Beverage Services Management Lab	-	-	2	-	30	30	70	100	1
8.	RHM853	Front Office Management Lab	-	-	2	-	30	30	70	100	1
9.	RHM854	Accommodations Management Lab	-	-	2	-	30	30	70	100	1
10.	RHM855	Project						30	70	100	2

		Total	15	3	10					1000	25
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TA: Teacher's Assessment

ESE- End Semester Examination

CT – Class Test

L/T/P – Lecture/Tutorial/Practical

Duration of ESE shall be 3(three) hours.

ADVANCE FOOD PRODUCTION

RHM801

OBJECTIVE: -

To impart within student knowledge of nouvelle cuisine, International Cuisines, Exotic Dishes etc. This will enable them to develop a broad spectrum of techniques, methods & presentation of preparations. To provide an in-depth knowledge of kitchen management, and also important knowledge of hot and cold desserts

LEARNING OUTCOME

- To enable students about the managerial aspects
- To teach students about quality and Portion control.
- To master the students in particular area of culinary skill
- Cold Kitchen
- To train the students in terms of menu planning

UNIT – 1

KITCHEN MANAGEMENT

Objectives, Food preparation areas , kitchen planning and layout, kitchen organization, hiring of kitchen staff, food service system, selection of supplier, purchasing, market study, receiving food, inventory management, store management, indenting, distribution of food and holding food.

UNIT – 2

QUALITY CONTROL PROCEDURE

Cost control, quality control, portion control, waste control and budgetary control. HACCP.

KITCHEN RECORDS AND FORMATS

Different records, registers, vouchers, formats, tags and color-coding.

UNIT – 3

PRINCIPLES OF MENU PLANNING

Menu planning, recipe development and conversion

FOOD HANDLING PROCESS

UNIT – 4

INTERNATIONAL CUISINES-Staple , herbs and spices used , cooking methods and Specialties of Chinese Cuisine, Italian Cuisine, Mediterranean Cuisine Japanese Cuisine, Mexican Cuisine, Middle Eastern Cuisine, Thai Cuisine, Spanish and American cuisine.

ADVANCE FOOD PRODUCTION LAB**RHM851**

1. Quality Control process
2. Kitchen management
3. International cuisine

References:-

Cinton Caesarani – Theory of Cookery
Krishna Arora – Theory of Cookery
Thangam Philip – Theory of Cookery II
Jane Gregsan’s – European Cookery
Paul Bocuse – The We Professional Chef

FOOD & BEVERAGE SERVICES MANAGEMENT**RHM802**

OBJECTIVE: - To develop optimum level of knowledge and skills in the students so as they are capable to independently manage various F&B service outlets in Hospitality Industry also to make them aware of cost controls, sales analysis.

LEARNING OUTCOME

Students learn about

1. International food and beverage service sector
2. Food & Beverage Costing & Control
3. Records & Formats
4. Inventory Management

UNIT – 1**FOOD AND BEVERAGE COST CONTROL SYSTEMS**

Determining the cost, food cost percentage, evaluating food cost result, food cost control, and beverage cost control.

FOOD AND BEVERAGE PURCHASING

Food and beverage purchasing, Purchasing Methods, Food and beverage receiving and storage, Types of Receiving.

UNIT – 2**FOOD AND BEVERAGE CONTROL IN SERVICE**

K.O.T control system, F&B control cycle, making bills, cash handling, theft control system, F&B control records and formats.

UNIT – 3**INVENTORY MANAGEMENT –**

Food and beverage inventory, Types of Inventory – Physical & Perpetual Inventory, Various formats used in Inventory, food & beverage inventory control.

UNIT – 4 RESTAURANT PLANNING & DESIGN

Concept, layout, Décor and furnishing, fixtures and fittings, equipments, menu planning, menu engineering, advertising identifying the media, promoting festivals, promoting room service, up selling, telephone selling, suggestive selling

FOOD & BEVERAGE SERVICES MANAGEMENT LAB**RHM852**

- Table layout and services for different types of meals
- Layout and drawing of the functions prospectus and identifying its appropriate usage .
- Planning of different types of buffet counters and setting the counters
- Preparation of function checklist of buffet.
- Assignment on buffet menu planning

References:-

Levinson: Food and Beverage Operations

Lillycrap: Food and Beverage Service

Chand-Tara: Hotel and Restaurant Management

Cullen: Food and Beverage Manager

Cassel: Management of Food Service Operation

Longman: Food and Beverage Management

Tarun Bansal: F & B Operations to Management – IK International

FRONT OFFICE MANAGEMENT**RHM803****OBJECTIVES**

Students in previous semesters have gone through the basic operations of Front Office. Now the Macro aspects of Front Office like Revenue management and other Managerial Concepts etc.,

will be covered in this semester. Further aspects like Check In & Check Out, Handling Emergencies etc will also be dealt with, in detail.

Learning Outcomes:

1. Define terminology and concepts in major areas of business.
2. Design, develop and implement information technology based solutions for business problems.
3. Identify business problems, frame work for their solution and use appropriate problem solving techniques for business problems.

UNIT – 1 FRONT OFFICE MANAGEMENT

Management of Hotel Front Office and Role in Hotel Revenue Generations, Preparing for Guest Services, Relationship & Coordination with Housekeeping and other Divisions, The Hotel Organization and the front office manager, Effective interdepartmental communications, Front Office Structures, layouts Trends & Practices.

UNIT – 2 MANAGING GUEST CHECKIN AND CHECKOUT

Managing Guests from Check in to Check Out – Role of Front Office, System wide reservations, Guest registration, Managing the financials, Guest checkout, Procedures Forms & Formats, Hotel Apps, Latest Trends in procedure. Self Check-in & Check-out.

UNIT – 3 REVENUE MANAGEMENT

Revenue Management : An Introduction, Customers“ Knowledge and Consumer Behavior, Internal Assessment and Competitive Analysis, Economic Principles and Demand Forecasting, Reservations and Channels of Distribution, Dynamic Value-Based Pricing, Channel and Inventory Management, The Revenue Management Team, REVPAR – Definition, formula and usage. Strategic Management and Following the RevMAP, Tools, Tactics, and Resources

UNIT – 4 MANAGERIAL CONCEPTS

Staffing Challenges, Recruitments & Training, Managing Hospitality, Promoting in house sales, It is going to happen- Handling Emergencies, Managing Guest Safety & security Gearing for Interviews, The role of Supervisor and Managers Responsibilities. Case Studies.

FRONT OFFICE MANAGEMENT LAB

RHM853

- Role plays for Check In & Check out
- Express Check In / Express Check Out
- Roster Formulation
- Software Approach

References:-

- Front Office Planning – The FOM’s Role
- Professional Front Office Layout & Organisations
- Front Office Operations : Activities, Records & Regulations to supplement theory syllabus
- Safety & Security Practices & Role of Hotel Front Office
- Revenue Management in Front Office Operations
- Hotel Front Office Management – James A Bardi Wiley Publications

ACCOMMODATIONS MANAGEMENT RHM804

OBJECTIVES

The aim of the syllabus is to make the students aware of:

- The future of accommodation industry: Growing interdependence between travel and hotel industry and franchising.

- Planning accommodation facilities in general and for specific needs.
- Developing Management skills in relation to budget, budgetary control, traffic change and occupancy forecasting.
- Motivational skills-as a leader, charge agent and supervisory role and involvement in working with employees.

LEARNING OUTCOME

1. Personal skills in accommodation operations and services
2. Planning and organizing the housekeeping service
3. Principles of design, management and furnishing
4. Financial control in accommodation operations and services.

UNIT – 1 THE PROFESSIONAL HOUSEKEEPER

The Housekeeping Department in Hotel Operations, The Executive Housekeeper as Department Manager. Structural Planning of the Housekeeping Department. Current Trends & Practices

UNIT – 2 MANAGING HOUSEKEEPING OPERATIONS

Management of Inventory and Equipment. Characteristics of Housekeeping Equipment and Supplies. The Cleaning Function, Personnel Administration, Controlling Housekeeping Operations, Supervision and Management Practices in Housekeeping

UNIT – 3 HAZARD MANAGEMENT & SAFETY

Safety, Security and Infectious Diseases in Property Operations. Energy Conservation in Lodging Properties, Environmental and Sustainability Issues. OSHA Standards

UNIT – 4 NEW FACILITY OPERATIONS MANAGEMENT

Opening New Hotels & Role of Housekeeping, Linen Management, Guest Laundry Services, Valet Services, Managing Pests Control, Out Source Management Practices in Housekeeping, Housekeeping Beyond hotels i.e Libraries, Hospitals, Airports and others, Entrepreneurship Opportunities in Housekeeping. Revenue from Housekeeping, Mini Bar Management.

ACCOMMODATIONS MANAGEMENT LAB

RHM 854

1. Designing rooms for different categories of guest
Handicapped
Children
V.I.P etc
2. Coordinate with hotel purchase system for ordering
3. Purchase, storing and inventory controls
4. To prepare checklist for public and non public areas
5. Practical training at Training hotel in housekeeping
6. Revision and recapulation of previous semesters

References:-

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill
 - House Keeping Management for Hotels, Rosemary Hurst, Heinemann
 - Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
 - Housekeeping & Maintenance – Stanley Thornes
 - Hotel Housekeeping Operations & Management – Reghubalan, Oxford University Press.
 - Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burtein, Publishers: CRC
 - Managing Housekeeping Custodial Operation – Edwin B. Feldman
 - Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
 - The Professional Housekeeper – Madelin Schneider, Georgina Tucker & Mary Scoviak, John Wiley & Sons
 - Housekeeping Management by Matt A Casado, Wiley Publications

FINANCIAL MANAGEMENT

RHM805

OBJECTIVES

To impart the basic knowledge to the students about finance and its importance in the hotel industry.

LEARNING OUTCOME

Students will be aware of about the concepts of Wealth maximization & Profit maximization. Apart from these Proper estimation of total financial requirements & Proper utilization of finance were also taught to the students

UNIT 1 INTRODUCTION

Nature and scope of financial management, finance function, profit/wealth maximization, role and responsibilities, and functions of financial managers.

UNIT 2 CAPITAL BUDGETING

Concept of Time Value of Money; Compound and Discounting Techniques. Meaning, objectives of investment decisions, net present value method, internal rate of return method, pay back period.

UNIT 3 COST OF CAPITAL

Introduction, significance, concept, determining component of cost of capital, weighted average cost of capital.

UNIT 4 CAPITAL STRUCTURE

Over capitalization, under capitalization and optimization operating and financial leverage, EBIT-EPS Analysis.

UNIT 5 SOURCES OF FINANCE

Working capital management, management of cash inventories and receivable.

Reference Books

I.M.Pandey: Financial management

Khan & Jain: Financial management

R.M.Srivastava: Financial management

Prasad: Financial Management

PROJECT Presentation & Viva-voce RHM 855**OBJECTIVE**

To encourage and guide students to collect statistical data for RESEARCH as methodology for tackling and solving problems related to hospitality industry.

LEARNING OUTCOME

- a. To provide skills to manage in a computerized environment and a rapidly changing IT Environment and its effect in the hospitality environment. Also to provide work ethics and adequate work habits essential for working in a team.
- b. To develop in the students skills and personal qualities of general importance and applicability in all aspects of working life.
- c. To acquire skill for future management roles of various types of hospitality units and being aware & conscious of social responsibilities that an organization owes to its employees & clients.

FLOW:

1. Selection of Topic by student
2. Relative assignments & Synopsis submission to Project Guide for approval
3. Research Work Progress fortnightly reporting
4. Project report writing
5. Evaluation at end of semester – Presentation & Viva-voce.

THE PROJECT REPORT SHOULD INCLUDE:

- a. The first page should include Name of the Institute, Project undertaken, Roll Number & Name.
- b. Certificate by Candidate of genuine work.
- c. Acknowledgement.
- d. Certificate of Approval from Project Guide, Project Co-ordinator & Director/Principal of institution.
- e. Introduction to Topic.
- f. Problem Definition –
 - i. Need of study.
 - ii. Problem Definition.
 - iii. Research Objective.
 - iv. List of Information.
- g. Research Methodology
 - i. Research Design
 - ii. Source of data
 - iii. Instrumentation of data collection.
 - iv. Sampling Design
- h. Analysis, Findings & Interpretation.
- i. Suggestions & Recommendations.
- j. Conclusions.
- k. Limitation.
- l. Bibliography.
- m. Annexure.
